

CGC Victorian State Visit

May 26 – 30 2008



Monday 26 May 2008
9:30am – 5:30pm

TIME	PRESENTATION DETAILS	VENUE
9:30am-10:15am	Visit Overview. Grant Hehir , Secretary, Victorian Department of Treasury and Finance	Old Treasury Building Spring Street Melbourne Level 1, JJ Clarke Room
10:15am-11:30am	Victoria's population growth trends and demographics - an overview. Peggy Hausknecht , Director Spatial Analysis and Research Department of Planning and Community Development	Level 1, JJ Clarke Room
11.30am-11.45am	MORNING TEA	
11:45am-1:00pm	Victoria's Culturally and Linguistically Diverse population – an overview. George Lekakis , Chairperson, Victorian Multicultural Commission, DPCD	Level 1, JJ Clarke Room
1.00pm-2.00pm	LUNCH	
2:00pm-3:45pm	Victoria's Infrastructure Needs and Challenges. Stein Helgeby , Deputy Secretary, Budget and Financial Management Division, DTF Panel Discussion with: John Fitzgerald , Deputy Secretary, Commercial Division, DTF Alf Smith , Deputy Secretary, Department of Innovation, Industry, and Regional Development Peter Stewart , General Manager, Department of Education and Early Childhood Development	Level 1, JJ Clarke Room
3.45pm-4.00pm	AFTERNOON TEA	
4:00pm-5:30pm	Impact of CALD populations on inpatient healthcare. Peter Allen , Under Secretary, Department of Human Services	Level 1, JJ Clarke Room
7.00pm	Dinner with CGC Senior representatives, Victorian Treasurer and Senior Executives Dinner with CGC staff independent observer and DTF staff	Brasserie, Crown Complex, South Bank 66 Flinders Lane, Melbourne

Tuesday 27 May 2008
9:00am – 5:30pm

TIME	PRESENTATION DETAILS	VENUE
8:45am-9:30am	Travel to Western Hospital	(Footscray)
9:30am-10:45am	Impact of CALD populations on health services. Ms Kathryn Cook , Chief Executive Officer Mr Jason Whakaari , Executive Director, Strategy Planning & Performance. Dr Max Alexander , Executive Director, Operations Mr Tim Hogan , Executive Director, Finance & Corporate Services	Western Hospital Gordon Street, Footscray
10:45am-11:00am	MORNING TEA	Western Hospital
11:00am-11:30	Travel to Werribee Secondary College	
11:30am-1:00pm	Impact of CALD populations on education services. Ms Carol Kelly , Assistant General Manager, Targeted Programs Branch, DEECD Ms Ruth Crilly , Manager ESL Unit, DEECD Mr Kurt Butyn , Principal, Werribee Secondary College	Werribee Secondary College Duncans Road, Werribee
1:00pm-1:45pm	LUNCH	
1:45pm-2:30pm	Travel to Old Treasury Building	Level 1, JJ Clarke Room
2:30pm-3:45pm	School Education measure Enrolments Vs Population -Are Enrolments influenced by State Policies Peter Dawkins , Secretary, Department of Education and Early Childhood Development	Level 1, JJ Clarke Room
3:45pm-4:00pm	AFTERNOON TEA	
4:00pm-5:30pm	Schools Education-Student Resource Package Jeff Rosewarne , Deputy Secretary, Department of Education and Early Childhood Development	Level 1, JJ Clarke Room

Wednesday 28 May 2008
9:30am – 3:15pm

TIME	PRESENTATION DETAILS	VENUE
9:30am-10:45am	Police Functional split Simon Overland , Deputy Commissioner and Kieran Walshe , Deputy Commissioner, Victoria Police	Level 1, JJ Clarke Room
10:45am-11:00am MORNING TEA		
11:00am-12:30pm	Police Allocation Model Simon Overland , Deputy Commissioner and Commander Bob Clegg, Victoria Police	Level 1, JJ Clarke Room
12:30pm-1:30pm LUNCH		
1:30pm-3:00pm	Law and Order-Urban Complexity and CALD impact John Griffin , Executive Director, Courts, Department of Justice Rod Wise , Deputy Commissioner, Corrections Victoria Angela Cannon , Solicitor for Public Prosecutions, Office of Public Prosecutions	Level 1, JJ Clarke Room
3:00pm-3:15pm AFTERNOON TEA		

Thursday 29 May 2008
7:30am – 5:30pm

TIME	PRESENTATION Details	VENUE
7:30am-10:00am	Travel to Shepparton	
10:00-11:15am	Police Services and CALD issues Simon Overland , Deputy Commissioner and Rodney Johns , Superintendent, Victoria Police	Shepparton Police Station 155 Welsford Street, Shepparton
11:15am-11:30am	MORNING TEA	Shepparton Police Station
11:30am-11:45am	Travel to Goulburn Valley Community Health Service	
11:45am-1:00pm	Health Services and CALD issues Ms Leigh Gibson , Director, Community & Integrated Care, Goulburn Valley Health. Ms Jacque Phillips , CEO, Goulburn Valley Community Health Service Panel discussion including : Ms Anne Warren , Refugee Health Nurse & Ms Raylee Parfait , CALD Counsellor, GVCHS. Mr Chris Hazelman , CEO, Ethnic Council of Shepparton & District. Ms Vicki Mitsos , Commissioner - Victorian Multicultural Commission	Goulburn Valley Community Health Service, 399 Wyndham Street, Shepparton
1:00pm-1.45pm	LUNCH	Goulburn Valley Community Health Service
1:45pm-2:00pm	Travel to St Georges Road Primary School	120 St Georges Road Shepparton
2:00pm-3:15pm	Education Services and CALD issues Ms Merylyn Gander , Assistant Manager, Continuous School Improvement Unit, Hume Region, Department of Education and Early Childhood Development Ms Kerriane Souter , Principal, St Georges Rd Primary School	
3:15pm-3:30pm	AFTERNOON TEA	St Georges Road Primary School
3:30pm-5:30pm	Travel back to Melbourne	DTF

Friday 30 May 2008
7:30am – 2:15pm

TIME	PRESENTATION DETAILS	VENUE
7:30am-8:00am	Travel to South Melbourne Tram Control Centre	
8:00am-8:45am	Public Transport/Congestion Andy Wood , Manager, Network Strategy Ray Kinnear , Director, Public Transport Policy and Planning, Department of Transport	South Melbourne Tram Control Centre
8:45am-9:15am	Travel to Spencer Street Station	
9:15am-10:00am	Public Transport/Infrastructure Jackie Berry , Chief Executive Officer, Southern Cross Station Authority Ray Kinnear , Director, Public Transport Policy and Planning, DoT	Spencer Street Station
10:00am-10:15am	Travel to Old Treasury Building	
10:15am-10:30	MORNING TEA	
10:30am-11:45 pm	Roads Maintenance Robert Freemantle , Executive Director, Network and Asset Planning, VicRoads	Level 1, JJ Clarke Room
11:45pm-1:00pm	Public Transport-Urban Congestion issues Jim Betts , Acting Secretary, DoT	Level 1, JJ Clarke Room
1:00pm-1:15pm	Closing Remarks Grant Hehir , Secretary, DTF	Level 1, JJ Clarke Room
1:15pm-2:15pm	LUNCH	

Victoria's Population Growth Trends and Demographics

Monday 26 May 10.15am – 11.30am

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): **Peggy Hausknecht**, Director Spatial Analysis and Research, Department of Planning and Community Development (DPCD)

Key Issues:

- Over the five years to June 2006, Victoria grew slightly faster than Australia as a whole. Only the resource states, Queensland and Western Australia, grew at a faster rate than Victoria.
- Melbourne was the fastest growing capital city in Australia in the five years to June 2006. In 2006, it grew by around 1,200 persons per week.
- Melbourne has five of the 20 fastest growing local government authorities (LGAs) in Australia.
 - Apart from Melbourne LGA, the fastest growing LGAs in Victoria are large-scale Greenfield growth, requiring a full range of infrastructure and services.
 - In contrast, many other fast growing LGAs in Australia are like Melbourne LGA in that they are well-serviced, or they are small population areas where growth is smaller in numerical terms. Where the growth is associated with the resource boom, services may be privately funded by the resource sector.
- Victoria has the highest proportion of resident population born in non-mainly English speaking countries of any other State in Australia (over 18 per cent). The proportion of the population who speak a language other than English at home is significantly higher again.
- While the number of people living on the outer fringes of Melbourne has grown rapidly, the number of jobs in these areas has grown much more slowly. Continued job growth in inner Melbourne, and the corresponding increase in the commuters puts pressure on infrastructure, in terms of demands on public transport systems and the numbers of journeys by car.

Background Information:

- Most data used in the presentation is derived from the *ABS 2006 Census of Population and Housing*.
- Data from *ABS Births, Australia 2006* (Cat No 3301.0) is also referenced.

Victoria's Culturally and Linguistically Diverse (CALD) Population

Monday 26 May 11.45am – 1.00pm

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): **George Lekakis**, Chairperson,
Victorian Multicultural Commission,

Key Issues:

Victoria has one of the fastest growing populations in Australia. Overseas migration continues to contribute significantly to this growth.

The 2006 Census shows that Victoria has the highest proportion of people born in a non-main English speaking country than any other state. Nearly 44 per cent of Victorians were either born overseas or have at least one parent born overseas. They come from more than 230 countries, speak over 200 languages and follow over 130 religions. By many criteria, Victoria is the most culturally diverse of all Australian states.

Victoria's large and increasing migrant population places significant demand and cost pressures on government services. Key factors that are impacting on services are:

- overall and increasing cultural and linguistic diversity of the population;
- increasing numbers of migrants in both new urban areas and in regional Victoria;
- a growing demand for language services for both emerging and established communities;
- rapid ageing of post-war migrant communities;
- more immediate and complex needs of new humanitarian migrants; and
- high proportion of sole parent families and young people among new arrivals.

Background Information:

VICTORIA		2001	2006
Total Population		4,660,991	4,932,422
Overseas-Born (OSB) Population			
Total OSB		1,088,787	1,173,203
OSB as % of total population		23.4	23.8
Born in a NMESC ^(a) , Persons		792,253	865,826
Born in a NMESC as a % of the population		17.0	17.6
Language other than English (LOTE)			
Speak a LOTE at home		923,872	1,007,438
LOTE speakers as a % of the population		19.8	20.4
METROPOLITAN MELBOURNE		2001	2006
Total Population		3,367,320	3,592,592
Overseas-Born (OSB) Population			
Total OSB		960,198	1,038,429
OSB as % of total population		28.5	28.9
Born in a NMESC ^(a) , Persons		715,889	786,402
Born in a NMESC as a % of the population		21.3	21.9
Language other than English (LOTE)			
Speak a LOTE at home		863,486	945,173
LOTE speakers as a % of the population		25.6	26.3

^(a)Non Main-English Speaking Countries (NMESC), including 'inadequately described' and 'at sea' but excluding those born in Canada, Ireland, New Zealand, South Africa, UK and USA.

Victoria, Top 10 Languages other than English Spoken at Home

Rank 2006	Language other than English (& 2001 rank)	2006		2001	Change 2001-06	
		Persons	As % of Tot LOTE	Persons	Persons	% Change
1	Italian (1)	133,327	13.2	149,999	-16,672	-11.1
2	Greek (2)	117,874	11.7	122,699	-4,825	-3.9
3	Vietnamese (3)	72,161	7.2	63,919	8,242	12.9
4	Cantonese (4)	66,853	6.6	60,632	6,221	10.3
5	Mandarin (6)	64,374	6.4	38,863	25,511	65.6
6	Arabic (5)	55,931	5.6	47,190	8,741	18.5
7	Macedonian (7)	30,771	3.1	32,670	-1,899	-5.8
8	Turkish (8)	29,748	3.0	28,496	1,252	4.4
9	Spanish (10)	24,501	2.4	22,878	1,623	7.1
10	Croatian (9)	22,961	2.3	25,638	-2,677	-10.4

Victoria's Infrastructure Needs and Challenges

Monday 26 May 2.00pm – 3.45pm

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): **Stein Helgeby**, Deputy Secretary,
Budget and Financial Management Division,
Department of Treasury and Finance

Panel of Representatives:

John Fitzgerald, Deputy Secretary, Commercial Division,
Department of Treasury and Finance

Alf Smith, Deputy Secretary, Department of Innovation,
Industry, and Regional Development

Dr Peter Stewart, General Manager,
Infrastructure Division,
Department of Education and Early Childhood Development

Key Issues:

- Victoria has an increasingly large and complex asset base (\$34 billion in 2000-01 to \$59 billion in 2006-07) which has been established over a long period of time.
- In recent years, Victoria's infrastructure program has increasingly focused on investing in upgrading its infrastructure to meet current service demands and service delivery requirements as the existing asset base had become obsolete.
- There is a high cost associated with maintaining service levels and meeting current service demands from this existing asset base which is being driven by the age of the asset and increasing obsolescence of Victoria's existing asset stock.
- The cost of replacing, upgrading and building new infrastructure to meet current service requirements is increased by limitations in available sites which provide opportunities for sound financial investment. These constraints include geographic and environmental constraints such as :
 - Urban density and high cost of re-claiming land in central metropolitan areas;
 - Physical constraints associated with existing infrastructure; and

- Environmental issues such as contamination of sites as a result of previous infrastructure.
- The increasing costs associated with new investment and upgrading of existing infrastructure to meet current demands such as increasing construction costs cannot be met by funding provided by depreciation and population projections alone.
- Victoria is developing tools to analyse information (beyond population growth), such as geospatial maps depicting demographic and existing infrastructure information, to ensure asset investment meet service needs now and into the future.
- This approach allows existing assets and future investment to be considered in a long term and service wide context to ensure investment decisions optimise existing infrastructure whilst opening opportunities for future growth.
- In addition, the Eddington Report on east-west transport connections highlights Victoria's infrastructure needs and urban congestion challenges.
- Box Hill Hospital and the Wyndham Growth Corridor are provided as examples of the complexity of Victorian assets and changing service demands and the advantages that can be gained in assessing infrastructure investment in this way.

Background Information:

Victoria has a general government sector asset base of \$59 billion in 2006-07.

The Victorian Government's actual purchase of non- financial assets in the general government sector has increased by over 190 per cent since 1986-87 to \$2.8 billion in 2006-07. This is forecast to further increase over the forward estimates to \$4 billion in 2011-12.

The Victorian Government's total net infrastructure investment program is projected to be \$3.9 billion in 2008-09 and to average \$4.3 billion per year over the forward estimates to 2011-12. This includes the general government sector net infrastructure program of \$2.7 billion in 2008-09 which is forecast to grow to \$3.9 billion in 2011-12.

Impact of Culturally and Linguistically Diverse Populations on Victorian Health Services

Monday 26 May 4.00pm – 5.30pm

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): Peter Allen, Under Secretary,
Department of Human Services (DHS)

Key Issues:

- Servicing CALD clients
 - Higher costs of service provision due to language difficulties and other factors relating to culture and diversity.
- Victorian study into the additional costs of providing health care to CALD patients in an inpatient setting showed additional costs are 17.5%.
- Additional costs of providing services to CALD populations in a community health setting and to refugees.

Background Information:

The policy and legislative context for the Victorian Department of Human Services in the provision and promotion of culturally responsive service delivery is provided through:

- *A Fairer Victoria (AFV)* includes a focus on the provision for culturally sensitive service delivery to Victoria's communities.
- *Valuing Cultural Diversity* which outlines core principles including valuing diversity, reducing inequalities, encouraging participation and promoting the social, cultural and economic benefits of cultural diversity for all Victorians.
- The new *Charter of Human Rights and Responsibility* which protects Victorians' civil and political rights. Other rights protected in the Charter include freedom of thought, conscience, religion and belief and cultural rights.

To provide further evidence of the higher and additional costs of service provision to CALD populations, Victoria has commissioned a study on the cost of providing inpatient services to CALD clients. The study tracked patients along four clinical pathways from admission to separation at three sites – Royal Melbourne Hospital (City and Parkville), Western Health (Western Hospital, Footscray) and the Northern Hospital (Epping).

The study aimed to obtain robust and reliable data which verified the cost of providing inpatient health services to CALD patients as more expensive than non-CALD patients, in Victorian hospitals.

The study concluded that even after standardising for the older age profile of CALD patients and complexity, CALD patients cost an additional 17.5% to treat. The table below shows the aggregate cost estimates across the 3 sites for 2005-06:

	Total 3 sites
Estimated Non-CALD Seps	116,946
Estimated CALD Seps	14,806
Total Inpatient Seps	<u>131,752</u>
<i>% CALD of Total Seps</i>	11.2%
Total nonCALD costs	\$410,404,237
Total CALD costs	\$74,190,092
Total costs	<u>\$484,594,329</u>
<i>% CALD of Total Costs</i>	15.3%
Average Cost of non-CALD seps	\$3,509.35
Average Cost of CALD seps	<u>\$5,010.81</u>
Est. % cost differential of CALD patients (unadjusted)	42.8%
Est. % cost differential of CALD patients (adj for age)	30.7%
Est. % cost differential of CALD patients (adj. for complexity & age)	17.5%

The appropriate definition of CALD patients was very important in the study to ensure that the analysis was conducted over an appropriate coverage of patients and was robust. A position was adopted that any inpatient that utilised the services of an interpreter in 2005-06 within the various Hospitals included in the Study, was a CALD patient.

That is, if a patient received the services of an Interpreter to assist with their inpatient treatment, then the patient has communication difficulties, most likely cannot speak English fluently and is definitely a CALD patient. If anything, this approach is likely to under-represent the CALD impact. The CALD sample represented 11.2% of separations – this is in excess of the 4.1% of the Victorian population that is defined as having low English fluency.

This study demonstrates significantly greater per unit cost for CALD patients even when adjusting for both age differentials and the relatively more complex diagnosis groups with which these people present. On this basis,

Victoria strongly supports the addition of a supplementary cost weighting of 1.18 for CALD populations.

Community Health

The role of Community Health Centres is to be responsive to the changing/emerging needs of local communities. Appropriate health promotion, early intervention and treatment are essential to ensure the social health of the community and to avoid greater costs for the Australian society in the future.

CALD clients incur additional costs. Some of these costs result from:

- Increased time for consultation;
- More appointments per client – (appointment made for one person but end-up presenting at the centre with the whole family);
- Additional costs to the service due to specific health issues as well as late presentation to the service; and
- Influx of new “population groups” requiring specific service responses and interpreters. CALD clients require trust – if not, these clients may present later at a more complex stage of the illness/problem.

Service planning for CALD communities requires more resources on two levels:

- Accessibility and diverse approaches to service delivery have to be included in all planning; and
- A flexible response to emerging needs, often without adequate data and research, is often required. This results in frequent changes in planning.

Refugee Health

- People who arrive as refugees often have complex needs and very low health status. Accessible, multiple and complementary entry points to the health and community service system are necessary.

Refugee health and wellbeing is often subsumed within the broader framework of multicultural health and wellbeing. However, the complex needs of people from a refugee background provide a compelling case for a more focused approach that builds on the existing service system. This places an additional cost on the system.

Victoria has developed a Refugee Health and Wellbeing Action Plan which provides a clear commitment to the health and wellbeing of people who are refugees or of a refugee background living in Victoria. Supporting refugees and asylum seekers can be complex and time-consuming work, particularly for groups working with asylum seekers who are unable to access a range of services and supports.

The Commission will meet with one of Victoria’s Refugee Health Nurses in the Goulburn Valley who will provide a first hand account of servicing CALD refugees outlining the additional costs and time taken. There will also be a CALD counsellor who provides services to address issues arising from torture and trauma experiences.

SITE VISIT

Tuesday 27 May 12.00pm – 1.30pm

**Werribee Secondary College
Duncans Road, Werribee
Victoria, 3030**

Presenter(s): **Ms Carol Kelly**, Assistant General Manager,
Targeted Programs Branch, DEECD
Ms Ruth Crilly, Manager ESL Unit, DEECD
Mr Kurt Butyn, Principal, Werribee Secondary College

Key Issues:

- The needs of ESL students and the costs of provision have changed significantly.
- Recent trends show the average refugee/humanitarian entrant has far less educational experience and far greater needs than before.
- Expenditure on ESL in mainstream Victorian schools more than doubled between 2004 (\$23.3m) and 2008 (\$47.3m).
- Over the same period, Commonwealth Literacy, Numeracy and Special Learning Needs funding rose from \$58.7m to \$67.5m, or 15 per cent.
- In recognition of the increased needs of ESL students, the Victorian Government allocated additional funding for more transition programs and infrastructure to deliver intensive ESL to areas closer to where students live and go to school.

Background Information:

Werribee Secondary College is a single-campus, co-educational Year 7 to 12 College, with an enrolment of around 1270 students. The College provides opportunities for all students, irrespective of background or ability, to access a broad range of knowledge, skills and competencies. Since 2003, the number of applicants for Year 7 places at the College has exceeded available places.

The College's ESL program has grown dramatically in recent years, with many students from different language backgrounds. In 2005 the school had 17 ESL students (predominantly Serbian, Hindi and Filipino Tagalog speakers) who had been in Australia less than 5 years, while in 2008 this number has increased to 68 (predominantly Burmese Karen speakers with few Cantonese and Chinese speakers). This represents a four fold increase in the number of ESL students who have been in Australia for less than five years. Many Werribee SC ESL students are Burmese Karen speakers, which is the most recent significant refugee group to enter Victorian schools.

School Enrolments Vs Population. Are Enrolments Influenced by State Policies?

Tuesday 27 May 2.45pm – 4.00pm

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): Peter Dawkins, Secretary,
Department of Education and Early Childhood Development
(DEECD)

Key Issues:

- Enrolments are an accurate measure of actual use and expenditure, whereas population measures potential use.
- There are several factors that exert greater influence on school participation than policy. e.g. socio-economic status, language background, school sector.
- Differences in minimum school starting age and placement of Year 7 show no correlation with participation and enrolments.
- Policies around post-compulsory retention are highly consistent across jurisdictions.
- Year 12 or equivalent attainment has become a nationally agreed target through COAG, and is supported by all jurisdictions.
- Both of these points nullify to some extent the policy influence argument.

Background Information:

DEECD provides the Victorian government with policy and planning advice for all stages of education and childhood development.

The department is also responsible for meeting the educational needs of 837,000 students in almost 2300 schools.

There are approximately 540,000 students and 40,000 teaching staff (FTE) in Victoria's 1600 government schools.

Schools Education – Student Resource Package

Tuesday 27 May 4.15pm – 5.30pm

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): Jeff Rosewarne, Deputy Secretary,
Office for Resources & Infrastructure, Department of
Education and Early Childhood Development (DEECD)

Key Issues:

- The CGC has expressed interest in exploring whether and how States provide additional resources to particular users (eg resource allocation models, targeted assistance) and has specifically requested information from all states on staff and funding allocation models.
- The Student Resource Package is the result of a shift from a centralised system to one that empowers local school communities and supports Victoria's devolved education system.
- It allows schools the flexibility to manage budgets to best address their own local needs.
- The SRP seeks to ensure fairness, reduce complexity and provide greater certainty about ongoing funding for schools.
- The three streams of the SRP are
 - student based funding (91 per cent)
 - school based funding (6 per cent)
 - targeted initiatives (3 per cent)
- A key component of the SRP is student equity funding, which makes up 10 per cent of the total budget and recognises the additional needs of:
 - students with disabilities
 - ESL students
 - students from low SES backgrounds
 - transient students

Background Information:

The department is responsible for meeting the educational needs of 837,000 students in almost 2300 schools. There are approximately 540,000 students and 40,000 teaching staff (FTE) in Victoria's 1600 government schools.

The objective of the SRP is to improve the transparency of student resource allocations by reducing the complexity of formula calculations and funding lines. It is also to ensure that schools are treated fairly so that schools receive same level of funding for the same mix of student learning needs.

The SRP provides flexibility to meet increasingly diverse student and community needs and encourage local solutions through innovation.

Police Functional Split

Wednesday 28 May 9:30am – 10:45am

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): **Cliff Owen**, Director, Business Management, Victoria Police
Simon Overland, Deputy Commissioner, Victoria Police
Kieran Walshe, Deputy Commissioner, Victoria Police

Key Issues:

- Victoria Police's activity base and relevant costs can be categorised into four outputs:
 - Community Safety and Support outputs
 - Road Safety outputs
 - Crime Investigation outputs
 - Support to Judicial process outputs
- The CGC proposes a two-category structure for law and order funding – Justice Services and Public Safety and Emergency Management Services. The CGC proposes to assess all police expenses in Justice Services.
- Victoria Police argues that a split in police expenses is necessary. A large part of the Community Safety and Support and Road Safety outputs fall within the Public Safety and Emergency Management Services category.
- Certain activities within these categories may fall within the Justice Services category, such as processing traffic offenders and in some cases, responding to calls for assistance. The Crime Investigation and Supporting the Judicial Process outputs would also fall within the Justice Services category. These activities would be subject to the disability factors proposed by CGC.
- In respect to the Justice Services category, Victoria Police believes the proposed disability criteria are too limiting. Victoria Police argues that our activities are largely targeted at the broader community, rather than young males.

Background Information:

The four outputs reflect the data provided in the Special Data Collection. Community Safety and Support Outputs include:

- Patrols (vehicle, foot, bicycle, public transport)

- Public assistance (at police stations and other service locations)
- Licensing (and other legislated community safety functions)
- Management of sporting events
- Crime prevention (and education)
- Responding to calls for assistance

Road Safety and Traffic Management Outputs include:

- Road safety education
- Alcohol and drug screening
- Speed detection programs
- Targeting other offences
- Attending/Investigating collisions
- Processing traffic offenders

Crime Investigation Outputs include:

- Investigating person/property and drug offences
- Evidence collection and witness interviewing
- Apprehending and interviewing alleged offenders
- Offender and suspect processing
- Forensic and other scientific analysis

Supporting the Judicial Process Outputs include:

- Preparing and processing briefs of evidence
- Presenting evidence in court
- Prosecuting in the magistrate's court
- Witness security
- Managing property and evidence
- Managing prisoners in police custody

Victoria Police People Allocation Model

Wednesday 28 May 11:00 – 12:30

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenters: **Simon Overland**, Deputy Commissioner, Victoria Police
Commander Bob Clegg, Victoria Police

Key Issues:

- Victoria Police provides a range of services across the community. It is recognised that different areas have different policing needs due to their demographics and social characteristics. Victoria Police has recently adopted the People Allocation Model (PAM) as a tool to determine where allocate available police resources across each of the 56 Police Service Areas (PSAs) in Victoria.
- The PAM only addresses the distribution of police resources to the PSAs in police regions. PSAs are also supported by shared Divisional and Regional resources. Victoria Police also includes a number of central Departments that are not dependent on location, which focus on specialist functions, such as major crime, policing strategy and policy, and administration.
- The PAM identifies 12 key social and demographic characteristics that are drivers of crime against the person, crime against property and road trauma and which relate to the delivery of service through police stations. They are:
 - Population
 - Age of population
 - Minority groups
 - Number of households
 - Number of retail employees
 - Licensed premises/hotels/night clubs
 - Number of black spot intersections
 - Family violence reports
 - Number of police stations and hours of service provided
 - Court requirements
 - Number of major events
 - Custody requirements at police stations

- The PAM recognises that some characteristics have a greater correlation to crime than others. These include factors often associated with urban density such as the number of retail employees and the number of licensed premises.

Background Information:

Victoria Police employs more than 14,600 people, including police, public servants, protective services officers, forensic officers and other specialists.

Fifty-six Police Service Areas (PSAs) have been established within five regions to deliver policing services to local communities. With 339 police stations and other facilities, Victoria Police provides support to the community 24 hours a day, 365 days of the year. The PSAs are supported by shared divisional and regional support services.

The PAM is a distributive model which allocates the available police resources in an equitable manner. It does not identify an ideal number of police for an area.

Impact of Major Trials and Crimes in Victoria

Wednesday 28 May 1.30pm – 3.00pm

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): **John Griffin**, Executive Director, Courts,
Department of Justice

Rod Wise, Deputy Commissioner, Corrections Victoria

Angela Cannon, Solicitor for Public Prosecutions,
Office of Public Prosecutions

Key Issues:

- The CGC has specifically requested information on how urban influences impact service delivery costs (eg counter terrorism, drugs, gangs, congestion, organised crime).
- This presentation will demonstrate how large scale urbanisation in Victoria has a significant impact on service delivery costs in the justice services area.
- In particular, this is evidenced by greater prevalence of organised crime, corporate fraud and terrorism related activities, all of which lead to higher costs in the provision of justice services.
- This will be supported by data and examples relating to the recent history of complex Major Trials in Victoria and the impact across the justice system including:
 - the Office of Public Prosecutions, being the mid stream agency responsible for prosecuting all criminal trials;
 - Courts (Supreme, County and Magistrates' Courts) in Judicial sittings days, security, facilities and juries; and
 - Corrections Victoria (prison accommodation and transportation) during the court case and after findings of guilt.

Background Information:

Victorian Courts System

A number of courts and tribunals operate in Victoria. Laws are made by State and Federal Government, which means there are State and Federal courts and tribunals. The Victorian legal system is organised into three tiers:

1) Supreme Court, the superior court in Victoria which hears and determines substantial criminal and civil matters.

2) County Court, which hears both middle tier criminal matters and civil disputes.

3) Magistrates' Court, which handles minor criminal matters and private disputes of up to \$100,000.

There are also a number of specialised courts including:

- the Children's Court, which deals with matters involving children and young people.
- the Coroner's Court, which investigates the cause of death in certain circumstances such as sudden or accidental death, as well as investigating causes of fire.

In addition to these courts, there are also several tribunals operating in Victoria:

Since 2004, there has been a number of high profile Major Crimes Trials in Victoria including;

- Pong Su – Matters associated with importation of heroin aboard the ship, Pong SU;
- Salt Nightclub: Matters arising from several deaths outside the Salt Nightclub;
- Tony Mokbel;: Charges against Tony Mokbel;
- Williams Family: Charges against Carl, George and Roberta Williams;
- Purana: Charges instigated from investigations into gangland killings;
- CEJA; Corruption charges against members and former members of the Drug Squad; and
- Ethical Standards Department; Corruption ad serious criminal allegations against members and former members of the police force.

In 2004 it was anticipated that 60 matters would arise from the work load, consuming an additional 1,600 sitting days in the Supreme Court and 1,500 sitting days in the Magistrates' Court.

SITE VISIT

Thursday 29 May 10.00am – 11.15am

Shepparton Police Station
155 Welsford Street, Shepparton
Victoria, 3630

Presenter(s): **Simon Overland**, Deputy Commissioner, Victoria Police
Rodney Johns, Superintendent, Victoria Police
Gavin Barry, Superintendent, Victoria Police

Key Issues:

- One of the Police Allocation Model's criteria for determining the allocation of police resources is the population of 'minorities' in the Police Service Area (PSAs).
- Policing culturally and linguistically diverse communities can create challenges for policing and influence how we deliver services to the community. These challenges include language barriers, different cultural beliefs and negative perceptions of police.
- Greater Shepparton is one of our more culturally and linguistically diverse rural PSAs. Greater Dandenong is one of our more culturally and linguistically diverse metropolitan PSAs.
- Across Victoria and in these PSAs, we have implemented local operational strategies to address issues with specific CALD communities.
- To overcome some of the challenges with policing CALD communities, across Victoria and in these PSAs, we are investing time and resources in activities to connect with these communities. This is achieved through education and community engagement initiatives and activities.

Background Information:

Greater Shepparton

Characteristics of Greater Shepparton's population:

- More than 16 per cent of the population were born overseas
- 7.7 per cent were born in non-English speaking countries.
- There are between 30-40 different nationalities
- Census data for the Greater Shepparton region indicates that after English (47,989 speakers), 65 different languages were spoken in the area.

- Shepparton has experienced several successive waves of immigration since the 1930s, beginning with the influx of largely European settlers.
- In the mid 1990s, significant numbers of Punjabi Indians began to arrive, followed in the late 1990s by a growing Arabic-speaking community, mostly from Iraq and Kuwait.
- In recent years, the town has received a substantial number of Pacific Islanders, and small numbers of many other groups, such as African and Pakistani professionals.

Greater Shepparton Police Service Area's resources

- Police FTE – 99.65
- Uniform stations in Shepparton, Mooroopna, Murchison, Dookie and Tatura; a Crime Investigation Unit, Crime Desk, Traffic Management Unit and Youth Resource Officers. There are also Divisional and Regional level resources.

Greater Dandenong

Characteristics of Greater Dandenong's population:

- More than half of the city's residents were born overseas
- 46.5 per cent were born in non-English speaking countries
- There are more than 150 different nationalities
- 74 per cent of the cities residents are either born overseas or have at least one parent who was born overseas. One in seven residents (18,000 people or 15 per cent of the population) have limited fluency in spoken English – four times the metropolitan level (4 per cent).
- Each year, approximately 2,500 recently-arrived migrants settle in Greater Dandenong.
- Over one-third of recently arrived migrants are humanitarian immigrants from countries such as Sudan, Afghanistan, Yugoslavia, Egypt, Kenya, Ethiopia and Burma.

Greater Dandenong Police Service Area's resources

- Police FTE – 207.29
- Uniform stations in Dandenong and Springvale; a Crime Investigation Unit, Crime Desk, Tasking and Response Unit and Traffic Management Unit. There are also Divisional and Regional level resources.

SITE VISIT

Thursday 29 May 11.45am – 12.30pm

Goulburn Valley Community Health Service (GVCHS)
399 Wyndham Street, Shepparton
Victoria, 3630

Presenter(s): **Ms Leigh Gibson**, Director, Community & Integrated Care,
Goulburn Valley Health

Ms Jacque Phillips, Chief Executive Officer, GVCHS
Ms Anne Warren, Refugee Health Nurse, GVCHS
Ms Raylee Parfait, Culturally and Linguistically Diverse
(CALD) Counsellor, GVCHS

Mr Chris Hazelman, Chief Executive Officer,
Ethnic Council of Shepparton & District

Ms Vicki Mitsos, Commissioner,
Victorian Multicultural Commission

Key Issues:

- The purpose of this visit is to highlight and discuss the community health service provision costs for the Culturally and Linguistically Diverse populations in the following categories:

Clinical Complexity

- Higher risks and poorer general health requiring longer consultations and access to specialist services;
- Increased emotional wellbeing needs such as torture trauma; and
- Length of time to engage with family and respect for cultural differences to achieve good health outcomes.

Communication

- Time and interpreter costs beyond clinical need to address expectations of service system;
- Interpreter costs (local, phone, Melbourne based); and
- Length of consultations with health practitioner increase.

Care Co-ordination

- Increased time for patient/practitioner liaison engagement for care planning;
- Increased time to access community health services eg. cultural,

language, gender, transport;

- Expectations of health system impacts on communication time eg. appointments, health literacy, gender; and
- Transition from refugee supported programs such as Integrated Humanitarian Settlement Strategy and torture trauma counselling to mainstream services requires additional practitioner time.

Background Information:

Goulburn Valley demographics:

- 1991 onwards: Albanian & Iraqi refugees.
- Recent years: Sudanese, Afghan & Congolese refugees.
- Reunited refugee families with internal migration.
- Post second World War migration saw Greek and Italian people settle in the Goulburn Valley are now ageing.
- Aged immigrants reverting back to original language.

Goulburn Valley Community Health Service provides a range of programs for people living in the Goulburn Valley including the shires of Moira and Strathbogie and the City of Greater Shepparton. The services are provided both in local centres and on an outreach basis. The programs range from health, including General Practice, counselling, drug and alcohol, gamblers help, family violence and parenting.

Goulburn Valley Health (GVH) is a 280 bed acute and extended care facility which provides surgical, medical, paediatric, obstetrics and gynaecology, intensive care and psychiatry services as well as extended care and regional services.

GVH has two smaller sites at Rushworth and Tatura with acute and aged care beds. GVH provides community services that complement its inpatient role, such as Hospital in the Home, diabetes education, continence and aged care assessment, home based nursing and allied health.

Site Visit

Thursday 29 May 2.00pm – 3.15pm

St Georges Road Primary School
120 St Georges Road, Shepparton
Victoria, 3630

Presenter(s): **Ms Carol Kelly**, Assistant General Manager, Targeted Programs Branch, Department of Education and Early Childhood Development

Ms Ruth Crilly, Manager, ESL Unit, DEECD

Merilyn Gander, Assistant Manager, Continuous School Improvement Unit, Hume Region, Department of Education and Early Childhood Development

Ms Kerrienne Souter, Principal,
St Georges Rd Primary School

Key Issues:

- Recent settlement patterns mean English as a Second Language (ESL) provision is no longer only a concern of metropolitan schools.
- Regional schools are particularly in need of staff with the skills and training to deal with ESL students.
- Apart from addressing student needs, schools play an increasingly important community welfare role.

Background Information:

St. Georges Rd Primary School, Shepparton, has an enrolment of around 440 students.

In recent times, the school has had to adapt to demographic changes and a significant increase in the number of ESL students. For example, the percentage of ESL students doubled between 2002 and 2003.

Many of the school's ESL students come from well established communities, are Australian born, and speak Arabic at home. Family backgrounds include Iraqi, Iranian, Syrian, Afghan and, more recently, Sudanese.

The school employs dedicated ESL staff to meet student needs.

St Georges Rd Primary School is one of four primary schools in Shepparton that provide intensive English language tuition. A secondary program is run out of the adjoining Hayes St English language Centre.

SITE VISIT

Friday 30 May 8.00am – 8.45am

**South Melbourne Tram Operations Complex
Eastern Road, South Melbourne
Victoria, 3205**

Presenter(s): **Andy Wood**, Manager, Network Strategy, South Melbourne Tram Control Centre

Ray Kinnear, Director Public Transport Policy and Planning, Department of Transport (DoT)

Ed McGeehan, Manager, Economic Analysis, Victorian Roads Corporation (VicRoads)

Paulo Correa, Director-Operations, South Melbourne Tram Control Centre

Key Issues:

The visit to the Southern Cross Station will provide an opportunity to view:

- the increasing impacts of traffic congestion on tram operations;
- the cooperation between road traffic and tram controllers in managing congestion impacts on trams;
- the major investment required in constructing a management facility; and
- the major ongoing cost of operating the facility.

Background Information:

The Fleet Operations Centre is part of the tram operations complex in South Melbourne. The complex is the headquarters of Yarra Trams Operations, Rail Safety, Technical Services, Asset Development, Customer Service and Information Technology departments.

The centralised control centre has technology that enables Yarra Trams to better respond to day-to-day operational planning, decision making, incident management and customer needs.

The Fleet Operations Centre has a video wall fed by VicRoads traffic control cameras. This 'shared vision' improves the controllers' understanding of relevant traffic conditions on the tram network. Any particular incident can be highlighted

on the video display wall so that controllers can monitor the results of their actions.

Traffic and transport management for events such as the Australian Formula One Grand Prix and the Australian Open Tennis are coordinated from a special events room overlooking the Fleet Operations Centre.

Site Visit

Friday 30 May 9.15am – 10.00am

Southern Cross Station
Spencer Street, Melbourne
Victoria, 3000

Presenter(s): **Ray Kinnear**, Director Public Transport Policy and Planning,
Department of Transport (DoT)

Jackie Barry, Chief Executive Officer,
Southern Cross Station Authority

Graham O'Donnell, Capital Projects Manager,
Southern Cross Station Authority

Key Issues:

The visit to the Southern Cross Station will provide an opportunity to view:

- the large numbers of train passengers now using the rail system;
- the major investment required to construct a new train station in place of an aged structure that could no longer meet the needs of rail passengers and rail operations; and
- the major ongoing cost of operating the facility.

Background Information:

Southern Cross Station is an airport style transport interchange which links the regions and the emerging Docklands precinct with the Melbourne CBD. It is a multi-modal terminal that is the interchange between the suburban and country train network, as well as integrating bus, tram and taxi services.

About 55,000 commuters per day or 15 million passengers per year use the station, including many international visitors. Redevelopment of the old Spencer Street Station site commenced in 2002 to deal with the large amount of passengers already using the station and the development of Melbourne's west, including the Docklands precinct.

The station was built using a public-private partnership and cost around \$700 million. The State pays \$30 million per year for the thirty years that the private owner maintains and operates the facility.

Roads Maintenance

Friday 30 May 10.30am – 11.45am

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): Robert Freemantle, Executive Officer Network Asset and Planning, Victorian Roads Corporation (VicRoads)

Key Issues:

- The National Transport Commission (NTC) has been developing a process for the attribution of road expenditure that is generally accepted by road agencies.
- The proportion of expenditure spent on activities such as servicing and operating requirements, maintenance activities, and safety and minor works varies markedly between urban and rural areas.
- Unit expenditure rates (\$/kilometre) are much higher for urban roads than rural roads.
- There are substantial differences in the proportion of urban areas between States and territories.
- The proportion of total road expenditure:
 - which can be attributed to road use and that which cannot be attributed to use and therefore which might be more appropriately allocated by road length
 - varies markedly between States
- Expenditure rates (\$/kilometre) for rural roads vary greatly between different surface types.

Background Information:

VicRoads is an independent statutory agency responsible for the management and maintenance of Victoria's arterial road network, implementation of road safety strategies and programs and vehicle registration and licensing services. It has about 2,700 staff.

Victoria's road network comprises approximately 22,300 km of declared arterial roads with about 3,000 bridges and 2,800 other major culverts and noise walls. The value of these assets is approximately \$17 billion.

Urban Arterial Roads only comprise about 15% of the total length of Arterial roads in Victoria but carry 62% of all travel on Arterial roads. As a result, more than half of the total expenditure on road maintenance, servicing and operating, and safety and minor improvements is spent in urban areas.

In the 5 years to 2006, Melbourne's resident population increased by 8% to 3.8 million people. Much of this growth has been in the outer metropolitan areas. Many roads in these growth areas were constructed as 2 lane rural roads and they are struggling to cope with the additional demand imposed by urban loadings. The loadings are often well beyond the initial design loadings and as a result, additional maintenance, rehabilitation and upgrading are typically required to be undertaken.

Victoria has a higher proportion of roads in urban areas compared with other states.

The states and territories are currently required to report expenditure on Urban and Rural Arterial Roads to the NTC according to an expenditure template that separately identifies service and operating activities, road and bridge maintenance, rehabilitation, and safety and minor works.

The NTC has established proportions of expenditure in the expenditure template categories can be attributed to vehicle use.

	A Servicing & Operating	B1 Routine Maint	B2 Periodic Maint	C Bridges	D Road Rehab	E Safety / Traffic Works
Attributed to Use (travel)	100%	76%	70%	33%	45%	100%
<i>Veh-km</i>	<i>100%</i>					<i>80%</i>
<i>PCU-km</i>		<i>38%</i>	<i>10%</i>			<i>20%</i>
<i>ESA-km</i>					<i>45%</i>	
<i>AGM-km</i>		<i>38%</i>	<i>60%</i>	<i>33%</i>		
Not Attributed to use (km)	0%	24%	30%	67%	55%	0%

Public Transport – Urban Congestion Issues

Friday 30 May 11.45am – 1.00pm

Old Treasury Building
Spring Street, Melbourne
Victoria, 3000

Presenter(s): Jim Betts, Acting Secretary, Department of Transport (DoT)

Key Issues:

The presentation will highlight the following three factors driving the funding needs of public transport in Victoria :

Managing Congestion in a Large City

- Big cities face major congestion challenges.
- Exacerbated by energy and climate change challenges.
- Require high expenditures on transport infrastructure and services to prevent congestion levels impacting on economic growth.
- Melbourne is growing faster than any other Australian city.
- Public transport patronage is growing at unprecedented rates.
- Retrofitting transport capacity in large cities is very expensive.

Serving New Suburbs:

- Melbourne's fringe suburbs are growing rapidly and need transport services.

Renewal:

- Much of Melbourne's tram and train systems are in need of renewal.

Background Information:

The Department of Transport coordinates Victoria's extensive public transport network which includes trains, trams and buses.

Melbourne has the second largest metropolitan rail network in Australia catering for 162 million passengers a year. Connex provides more than 1,800 daily services at 209 stations. The Melbourne train network also includes underground rail in the CBD.

The Melbourne bus network is used by approximately 80 million passengers each year. There are 25 bus operators which provide more than 17,500 daily services each weekday.

Trams are also an essential part of public transport in Melbourne, providing more than 5,000 daily services. In 2005-06 more than 150 million passengers used Melbourne's tram network.

Public transport in regional Victoria consists of V/Line Passenger trains and bus services.