

CHAPTER 3 – DEPARTMENTAL OUTPUT STATEMENTS

Departmental output statements detail the goods and services that government departments intend to deliver in 2009-10 and how they will contribute to the achievement of the Government's desired outcomes as outlined in *Growing Victoria Together*.

The output information included in this chapter provides clear and transparent accountability for departmental service delivery. An output represents the aggregate of goods or services which are either produced or delivered by, or on behalf of, a department and its agencies.

The quantity, quality, timeliness and cost performance measures listed for each output are used to assess each department's performance in service delivery. The output statements reflect the Government's investment in services during the year in terms of the cost of each output, the quantity of the output units to be delivered, the level of quality and the timeliness of the output delivery.

Preceding each department's output statement is a summary of the main challenges or issues facing the department in the medium-term and a discussion of the department's significant policy decisions and directions. This information intends to explain, at an aggregate level, how departmental service delivery in the forthcoming year will contribute to the achievement of *Growing Victoria Together*.

Consistent with the Government's ongoing commitment to improve accountability and performance, departmental outputs and the performance measures used to evaluate service delivery are assessed annually for their continuing relevance and robustness. Where departments have introduced changes to their outputs, these changes are reflected in a summary table with an explanation as to the nature of the change.

For some outputs, performance measures that were reported in 2008-09 may not be reported in 2009-10. Outputs and their performance measures which are no longer being reported in 2009-10 are identified in *Appendix C – Discontinued outputs and/or measures*. Common reasons for the discontinuation of performance measures include the achievement of milestones in a period, the impact of policy decisions and the implementation of different programs.

In 2009-10, some departments have also introduced changes to the outputs and associated performance measures that they will deliver. These changes mainly reflect the impact of machinery of government changes since the *2008-09 Budget* as well as the implementation of changes to departments' organisation/business structures to better facilitate improvements in the delivery of goods and services on behalf of government. Information about these changes is provided within each department's output statement.

Within the output statements, 'nm' refers to a new performance measure and 'na' refers to data either not being available or not applicable in the specified year. Where a department has included a new measure in 2009-10, historical performance data has been provided, where available, to assist with comparability of performance over time.

Total expenditure for departments can be found in Budget Paper No. 4, Chapter 3, *Departmental Financial Statements*.

Impact of the Global Financial Crisis and 2009 Victorian bushfires

In recent months, departments and agencies have been working under the constraints of external factors such as the Global Financial Crisis and responding to the February bushfires.

The Global Financial Crisis has affected world economies, and the Australian and Victorian economies have felt the impact of tighter credit conditions and the negative impacts on consumer and business confidence. The Global Financial Crisis may have an impact on several departments reaching some of their 2008-09 performance measure targets and their agreed 2009-10 targets. Departmental performance measures related to economic transactions, economic activity and social service demand may also be affected.

The bushfires have had a significant impact on the Victorian community, and in the near term resources continue to be channelled to meet the increased demand on services that are most needed, and to assist in bushfire recovery and reconstruction efforts. This includes working in partnership with the Commonwealth Government. However, government anticipates that due to asset destruction and staff diversion, some departmental performance targets in program areas may be temporarily affected.

The Government has attempted to retain performance targets at current levels despite the challenges that the Global Financial Crisis and bushfire relief efforts present to service delivery. This is because it is difficult to anticipate the actual impact of the Global Financial Crisis and bushfires on government services and performance, but resources and activity will be channelled to areas of most need. Any 2008-09 expected outcomes that have been affected by the Global Financial Crisis or the bushfires have been explained in the footnotes for each department.