

# Responsiveness to community areas

VicRoads contributes to the promotion of improved outcomes for cultural diversity, women, young people and Indigenous affairs A more comprehensive outline of VicRoads' involvement for the following groups is outlined in Part Two of the Annual Report:

- women (page 37)
- young people (page 34)
- □ indigenous affairs (page 35).

In 2012-13, initiatives to support customers from culturally and linguistically diverse (CALD) communities included:

- providing eight 'Common Road Rules' informational videos in five languages on VicRoads' YouTube channel site, to assist motorists in becoming familiar and comfortable with common road rules
- providing three fact sheets on common registration and licensing transactions in
   16 languages, to provide important and useful information to CALD customers on common transactions – these explain evidence of identity, the process of buying and registering a car and steps to get a Victorian driver's licence
- providing the learner permit knowledge test in 13 languages, other than English
- providing learner permit (computer licence test) and licence (drive test) applicants with interpreters upon request, with approximately 18,500 interpreter assisted tests undertaken
- recognising 27 countries that have similar driver licence and testing standards for the purpose of gaining a Victorian driver licence
- offering telephone interpreting services through VicRoads Contact Centre, in excess of 100 languages other than English, through the Translating and Interpreting Service National and Victorian Interpreter and Translating Service.

### **Disability services**

In 2012-13, VicRoads undertook the following activities that supported people with a disability:

- upgraded 43 sites with audio-tactile pedestrian push buttons and tactile ground surface indicators (providing safer walking surfaces), to assist people with impaired mobility to access the road system and public transport services
- ensured that new works undertaken by VicRoads affecting tram or bus stops and pedestrian crossings result in *Disability Discrimination Act* compliant facilities
- worked with other Australian jurisdictions and key stakeholders, including the Municipal Association of Victoria, and the Departments of Transport, Planning and Local Infrastructure, and Human Services, to identify options to implement the new Australian Disability Parking Scheme.

# Compliance with the Carers Recognition Act 2012

VicRoads policies support carers to balance work and their role of carer. Carers leave is specifically included in our Enterprise Agreement as are a number of flexible working conditions to support those staff with carers responsibilities. Managers are encouraged to support staff in accessing these flexible working policies where possible which may include such arrangements as scheduling regular meetings at a time a carer can attend.

Clause 76 of our Enterprise Agreement is devoted to the management of carers leave and the policy regarding the right to request flexible work is available on our intranet.

#### Freedom of information (FOI)

#### FOI decisions

In 2012-13, VicRoads received 474 FOI requests. Decisions were made as follows:

#### Table 1.

Access granted in full	154
Access granted in part	203
Access denied	20
In process	64
Transferred to another agency	2
Request withdrawn by applicant	2
No document exists/No document located	23
Dealt with outside FOI	1
Other/No response from applicant	5
TOTAL	474

#### **VicRoads Officers**

Principal Officer: Gary Liddle, Chief Executive

#### How to access documents

A request for access to documents under the *Freedom of Information Act* must:

- be in writing
- be accompanied by a \$25.70 application fee or evidence of hardship (for example, copy of a social security card, evidence of unemployment, or evidence of receipt of social security payments)
- provide such information as is reasonably necessary to enable the documents to be identified.

Freedom of Information requests should be sent to:

Ms Franca Chick Manager Freedom of Information and Information Privacy VicRoads Level 5, 60 Denmark Street KEW VIC 3101

#### **Published information**

Section 7 1(a) of the *Freedom of Information Act* requires certain information to be published:

1. A statement setting out particulars of the organisation and functions of the agency. It must indicate, as far as practicable, the decision-making powers and other powers affecting members of the public who are involved in those functions – and particulars of any arrangement that exists for consultation with, or representation by, bodies and persons outside the government administration in relation to the formulation of policy in, or the administration of, the agency.

This information is located throughout this document and in particular in the 'About VicRoads' section on pages 6 to 7 and 'Corporate Governance' section on pages 41 to 47.

2. A statement of the categories of documents that are maintained in the possession of the agency.

VicRoads maintains an extensive filing system based on the following categories:

- commercial operations
- committees
- community and stakeholder relationships
- contract management
- corporate governance
- emergency management
- environmental management
- equipment and plant
- financial management
- government relations
- human resource management
- information management and systems
- □ legal
- occupational health and safety
- property and land management
- registration and licensing
- road asset maintenance
- road network improvement
- road safety management
- statutory planning
- strategic planning
- technical information and services
- traffic management.

3. A statement of the material that has been prepared by the agency under this Part for publication or for inspection by members of the public, and the places at which a person may inspect or obtain that material.

VicRoads publishes a range of information on its website. For advice and access to the information contact Victoria Government Bookshop, telephone 1300 366 356 or email vgls@dtf.vic.gov.au.

4. A statement listing the literature available by way of subscription services or free mailing lists.

This information is provided on VicRoads' website. For advice on subscription services and free mailing lists, contact the Victoria Government Bookshop, telephone 1300 366 356 or email vgls@dtf.vic.gov.au.

 A statement of the procedure to be followed by a person when a request for access to a document is made to the agency.

This information is provided on page 50.

6. A statement designating by name the officer or officers responsible within each agency for the initial receipt of, and action upon, requests for access to a document.

This information is provided on page 50.

7. A statement listing all boards, councils, committees and other bodies constituted by two or more persons, that are a part of, or that have been established for the purpose of advising the agency, and whose meetings are open to the public, or the minutes of whose meetings are available for public inspection.

There are a number of councils, committees and groups that provide advice and stakeholder and community input to VicRoads and/or the Minister for Roads. In 2012–13, these included the Motorcycle Advisory Group, Victorian Road Freight Advisory Council, Victorian Bicycle Advisory Council and the Victorian Road Based Public Transport Advisory Council.

8. If the agency maintains a library or reading room that is available for public use, a statement of that fact including details of the address and hours of opening of the library or reading room.

VicRoads maintains a reading area that is available for public use by appointment. To make an appointment, contact Victorian Government Library Services, telephone (03) 9854 2231 or email vgls@dtf.vic.gov.au.

## Compliance with the Building Act 1993

VicRoads complies with the Minister for Finance Guidelines on the Standards for Publicly Owned Buildings and the building and maintenance provisions of the *Building Act 1993*.

All new work and redevelopment of existing properties is carried out in accordance with the *Building Act 1993*, relevant building regulations and other statutory requirements either under the direction of VicRoads or the management of the Department of Treasury and Finance, Shared Service Provider.

VicRoads engages the Department of Treasury and Finance, Shared Service Provider to ensure that the 47 buildings under its management are compliant with legislation and policy and are maintained in a safe and serviceable condition. For all other buildings, VicRoads has internal mechanisms and programs in place which include routine and adhoc building inspections and annual maintenance programs based on various audits of:

- building standard and condition
- hazardous materials, including asbestos
- essential services
- storm water and trade waste systems.

## Compliance with competitive neutrality

VicRoads' commercial business activities comply with the requirements of the policy statements Competitive Neutrality: A Statement of Victorian Government Policy, Victorian Government Timetable for the Review of Legislative Restrictions on Competition and any subsequent reforms.

# Implementation of the Victorian Industry Participation Policy (VIPP)

#### Contracts commenced

During 2012-13, VicRoads commenced 42 contracts with a total value of \$411.7 million to which the VIPP applied. There were 9 metropolitan contracts valued at \$321.7 million and 33 regional contracts valued at \$90.0 million.

The commitments by contractors under VIPP included an overall level of local content of 97 per cent of the total value of the contracts. Approximately 840 full time equivalent jobs were involved in these works. Of these jobs, over 180 were newly created. The works also involved approximately 60 apprentices/traineeships of which over 15 were created as a direct result of the award of these contracts.

Benefits to the Victorian economy in terms of increases in skills and technology transfer include:

- training in specialist areas such as contract management, risk management and concrete mix design
- improved safe work practices.

#### **Contracts completed**

During 2012–13, VicRoads completed 48 contracts with a total value of \$1,057.1 million to which the VIPP applied. There were 16 metropolitan contracts valued at \$856.9 million and 32 regional contracts valued at \$200.2 million.

The outcomes reported by contractors under VIPP included an overall level of local content of 97 per cent of the total value of the contracts and the creation of more than 100 full time equivalent jobs and 15 apprenticeships/traineeships.

Benefits to the Victorian economy in terms of increases in skills and technology transfer included:

- safer and more efficient construction techniques
- improved traffic management practices
- training of next generation construction managers and field staff.

# Disclosure of major contracts

Details of all VicRoads' contracts are provided at vicroads.vic.gov.au. These details include full disclosure of contracts valued at more than \$10 million.

# Whistleblowers Protection Act 2001/ Protected Disclosure Act 2012

VicRoads' report pursuant to Section 104 of the *Whistleblowers Protection Act 2001* and Section 69 of the *Protected Disclosure Act 2012* for the Year 1 July 2012 to 30 June 2013 is outlined in the tables below.

On 10 February 2013, the *Whistleblowers Protection Act 2001* was replaced by the *Protected Disclosure Act 2012*.

Pursuant to the *Protected Disclosure Act 2012*, VicRoads is not an entity that can either receive or notify protected disclosures. Disclosures of improper conduct or detrimental action by VicRoads or its employees must be made directly to the Independent Broad-based Anti-corruption Commission Victoria (IBAC).

VicRoads' procedures for making disclosures pursuant to the *Protected Disclosure Act 2012* are available on VicRoads' website.

# Table 2. Disclosures under the *Protected Disclosure Act 2012* (those made from 10 February 2013)

	2011-12	2012-13
The number of disclosures made by an individual to VicRoads and notified to IBAC from 10 February – 30 June 2013	N/A	11

#### Table 3. Disclosures under the former Whistleblowers Protection Act 2001

	2011-12	2012-13
Disclosures made to VicRoads during the year	0	5
Disclosures referred during the year by VicRoads to the Ombudsman for determinations as to whether they are public interest disclosures	0	0
Disclosed matters referred to VicRoads during the year by the Ombudsman	6	1
Disclosed matters referred during the year by VicRoads to the Ombudsman to investigate	0	2
Investigations of disclosed matters taken over by the Ombudsman from VicRoads during the year	0	0
Matters that VicRoads has declined to investigate during the year	0	1
Disclosed matters referred to VicRoads by the Ombudsman currently under investigation	0	0
Disclosed matters that were substantiated on investigation	0	0
Recommendations of the Ombudsman under the Act that relate to VicRoads	2	3

<sup>&</sup>lt;sup>1</sup>The matter listed in the table above was notified to IBAC for assessment prior to VicRoads receiving advice from IBAC confirming that VicRoads is not an entity that can receive or notify protected disclosures.

# **Advertising Expenditure**

There were two government advertising campaigns with total media buy in excess of \$150,000. The details are listed in the table below.

Table 4.

NAME OF CAMPAIGN	CAMPAIGN SUMMARY	START/END DATE	ADVERTISING (MEDIA) EXPENDITURE 2012-13 (EXCLUDING GST)	CREATIVE AND CAMPAIGN DEVELOPMENT EXPENDITURE 2012-13 (EXCLUDING GST)	RESEARCH AND EVALUATION EXPENDITURE 2012-13 (EXCLUDING GST)	PRINT AND COLLATERAL EXPENDITURE 2012-13 (EXCLUDING GST)	OTHER CAMPAIGN EXPENDITURE 2012-13 (EXCLUDING GST)
Custom Plates. Less ordinary	To promote the existing range of custom plates in one integrated advertising strategy.  The campaign objectives were to raise brand awareness of the breadth of custom plates available, generate sales of all custom plates and build awareness of vplates.com.au	Dec 2012 – June 2013	Outdoor \$177,497.33 (+\$37,650 install) Magazine \$47,722.61 Radio \$33,324.41 Online \$52,792.80 Total \$348,987.15	\$115,000	\$7,000	\$0	\$0
M80 Driving the Ring Road	This campaign aimed to raise awareness of major road layout changes and educate drivers about what they could expect on the new M80 Ring Road. Changes were communicated through driver simulations and online journey planners.	Sep 2012 – March 2013	Radio \$69,982 Print \$147,311 Online \$27,493 <b>Total</b> \$244,786	\$82,494	\$28,460	\$0	\$24,555

### Consultancies

There were two consultancies valued in excess of \$10,000 as shown in the table below. There were no consultancies with a value of less than \$10,000.

Table 5.

CONSULTANT	PROJECT	TOTAL PROJECT FEES APPROVED	EXPENDITURE 2011-12	EXPENDITURE 2012-13
The Lonsdale Group	Planning support for VicRoads Plan for the Future program	\$923,000	\$738,360	\$0
Deloitte Touche Tohmatsu	Corporate system replacement project	\$301,084	\$301,084	\$0
Cap Gemini	Information Management & Technology Functional Review 2011-12	\$235,000	\$235,000	\$0
Ernst & Young	Advisory services to VicRoads in relation the operating model for the custom plate business	\$25,000	\$0	\$20,000
Ernst & Young	Feasibility study for commercialisation options within VicRoads	\$93,000	\$0	\$64,545

# Compliance with s22 of the Road Management Act 2004

VicRoads must publish in its annual report a summary of Ministerial Directions given under Section 22 of the *Road Management Act 2004*.

Table 6 shows Ministerial Directions that were in effect during 2012-13. VicRoads was directed to

perform the functions and exercise the powers of the coordinating road authority and the responsible road authority for specified sections of roads and periods of time. For further information about these Ministerial Directions, including references to the notices published in the Victoria Government Gazette, refer to the VicRoads' Register of Public Roads which is available at vicroads.vic.gov.au.

Table 6.

MINISTER	START DATE	END DATE	DESIGNATED ROAD PROJECT (LOCATION)
Minister for Roads and Ports	17/09/2010	1/02/2013	Dingley Arterial (Springvale Road to Perry Road) Project

# Workforce data

# Table 7. (a)

EMPLOYEE NUMBERS BY YEAR (HEAD COUNT)							
2012-13	2011-12	2010-11	2009-10	2008-09	2007-08		
2,622	2,994	3,184	3,212	3,171	2,831		

Table 7. (b)

JUNE 2012 – JUNE 2013							
ALL EMPLOYEES				ONGOING	FIXED TERM		
	NUMBER (HEAD COUNT)	FULL TIME (HEAD COUNT)	PART TIME (HEAD COUNT)	FTE	FTE		
30 June 2013	2,622	2,340	282	2,510.7	9.0		
30 June 2012	2,994	2,666	328	2,852.2	19.8		

Table 7. (c)

EMPLOYEES	BY GENDER, A	GE & CLASSI	FICATION				
JUNE 2013				<b>JUNE 2012</b>			
	ALL EMPLOYEES	ONGOING	FIXED TERM		ALL EMPLOYEES	ONGOING	FIXED TERM
	NUMBER (HEAD COUNT)	FTE	FTE		NUMBER (HEAD COUNT)	FTE	FTE
GENDER							
Female	961	872.5	4.0	Female	1,077	967.2	8.8
Male	1,652	1,638.2	5.0	Male	1,917	1,885.0	11.0
TOTAL	2,613	2,510.7	9.0	TOTAL	2,994	2,852.2	19.8
AGE							
Under 25	64	62.8	1.0	Under 25	121	114.4	3.0
25-34	662	639.8	2.0	25-34	719	687.9	3.0
35-44	617	577.3	5.0	35-44	652	599.1	8.0
45-54	724	699.6	1.0	45-54	819	786.5	4.8
55-64	497	486.9	0.0	55-64	598	584.3	1.0
Over 64	49	44.3	0.0	65 & Over	85	80.0	
TOTAL	2,613	2,510.7	9.0	TOTAL	2,994	2,852.2	19.8
CLASSIFICA	TION			CLASSIFICAT	ION		
VR01	12	11.0	1.0	VRO1	24	19.7	2.0
VR02	640	590.7	0.0	VRO2	710	651.2	1.7
VR03	650	636.7	0.0	VRO3	727	705.7	3.6
VR04	697	676.8	2.0	VRO4	814	786.9	4.0
VR05	380	366.9	4.0	VRO5	461	438.9	5.5
VR06	153	147.6	2.0	VRO6	174	166.8	2.0
STS	16	16.0	0.0	STS	18	17.0	1.0
Executives	65	65.0	0.0	Executives	66	66.0	0.0
TOTAL	2,613	2,510.7	9.0	TOTAL	2,994	2,852.2	19.8

Notes: All figures reflect employment levels as at 30 June of each year.

Ongoing employees means people engaged on an open ended contract of employment and executives engaged on a standard executive contract who were active in the last full pay period of June.

FTE means full-time staff equivalent.

Excluded are those on leave without pay, external contractors/consultants, temporary staff employed by employment agencies.

## Office based environmental impacts

VicRoads voluntarily reports on aspects of office-based environmental performance defined in the FRD24C Reporting of Office-Based Environmental Impacts and shown in Table 8.

Recently VicRoads implemented an online environmental data management system which aims to streamline and automate the reporting of data under FRD24C. As such, the historical data outlined in Table 1 has changed when compared to previous annual reports and is a more complete representation of VicRoads' office-based environmental impacts. It is anticipated that in the future, the system will also be utilised for tracking VicRoads' operational environmental performance.

In 2012-13, the office-based energy and water indicators have increased on a total, per square metre and full-time equivalent (FTE) staff basis when compared to the previous year. The significant increase in energy and water per FTE can be attributed to the organisational restructure which has resulted in less staff in the same number of offices. Going forward, VicRoads will be looking to align office locations with the new organisational structure.

VicRoads has implemented a number of initiatives during the year to reduce our office-based environmental impacts, particularly in relation to paper and transportation categories. These include:

- limiting paper options purchased from our stationary provider, to meet minimum environmental standards including a minimum of 50 per cent recycled content, sustainable forestry certified and Australian made. This initiative has seen low recycled content (0-50 per cent) paper reduce from approximately 41 per cent to 8 per cent of all office paper purchased. This small percentage of low recycled content paper is mostly coloured paper, which is not currently available in a recycled content option
- continuing to apply internal charging of fleet vehicles based on the greenhouse gas ratings.
   This has promoted more efficient vehicles being purchased across the operational passenger fleet
- continuing to utilise video conferencing facilities as a substitute for face to face meetings. These facilities were mainly used by the VicRoads regional offices located across the State
- continuing to track performance and reward staff for achieving sustainable travel goals using the software program, Green Travel
- purchasing carbon offsets that are eligible under the National Carbon Offset Standard for domestic and international air travel undertaken in 2012-13.



Table 8. Office based environmental indicator

INDIC	ATOR				
	ENERGY	UNIT	2010-11	2011-12	2012-13
E1	Total Energy Usage (including GreenPower)	Gigajoules	45,248	43,765	44,766
E2	Greenhouse Gas Emissions associated with energy use <sup>1</sup>	Tonnes CO <sub>2</sub> -e	11,454	13,067	13,696
E3	Percentage of electricity purchased as GreenPower <sup>2</sup>	% of total consumption	25	0	1
E4	Units of office energy used per FTE	Megajoules / FTE	13,538	13,400	17,432
E5	Units of office energy used per unit office space <sup>3</sup>	Megajoules / m²	902	873	893
	WASTE <sup>4</sup>	UNIT	2010-11	2011-12	2012-13
Ws1	Total units of waste disposed of to:				
	Landfill	Kilograms	N/A	101,887	100,449
	Recycling	Mograms	N/A	67,885	68,484
	Compost		N/A	16,177	18,522
Ws2	Units of office waste disposed of per FTE by:				
	Landfill	Kilograms / FTE	N/A	31.2	39.1
	Recycling		N/A	20.8	26.7
	Compost		N/A	5.0	7.2
Ws3	Recycling rate	% of total waste	N/A	45	46
Ws4	Greenhouse Gas Emissions associated with waste disposal	Tonnes CO <sub>2</sub> -e	N/A	116	115
	PAPER	UNIT	2010-11	2011-12	2012-13
P1	Total units of A4 equivalent copy paper used	Reams	37,971	36,086	31,863
P2	Units of A4 equivalent copy paper used per FTE	Reams / FTE	11.4	11.0	12.4
P3	Percentage of recycled content of copy paper purchased:				
	0-50% recycled content	% Recycled	8.4	40.8	7.5
	50-75% recycled content	content	78.4	45.6	56.0
	75-100% recycled content		13.2	13.6	36.5
	WATER	UNIT	2010-11	2011-12	2012-13
W1	Total units of metered water consumption	Kilolitres	22,103	25,765	27,410
W2	Units of water consumed in offices per FTE	Litres / FTE	6,613	7,889	10,674
W3	Units of metered water consumed in offices per unit of office space <sup>3</sup>	Litres / m <sup>2</sup>	441	514	547

	TRANSPORTATION	UNIT	2010-11	2011-12	2012-13
T1	Total energy consumption by vehicles	Gigajoules	199,287	187,448	145,085
T2	Total travel associated with vehicles <sup>5</sup>	Kilometres	19,432,949	18,096,831	15,629,285
Т3	Total greenhouse gas emissions by vehicle type	Tonnes CO <sub>2</sub> -e	13,455	12,777	9,940
T4	Greenhouse gas emissions from vehicle fleet per 1,000km <sup>6</sup>	Tonnes CO <sub>2</sub> -e /1,000km	0.23	0.23	0.23
T5	Total distance by air travel	Kilometres	2,881,905	1,942,411	2,282,072
Т6	Employees regularly (>75% of work attendance days) using public transport, cycling, walking or car pooling to and from work or working from home by locality type <sup>7</sup>	% of total employees	N/A	N/A	N/A
	GREENHOUSE GAS EMISSIONS	UNIT	2010-11	2011-12	2012-13
G1	Total greenhouse gas emissions associated with office energy use	Tonnes CO <sub>2</sub> -e	11,454	13,067	13,696
G2	Total greenhouse gas emissions from vehicle fleet	Tonnes CO <sub>2</sub> -e	13,455	12,777	9,940
G3	Total greenhouse gas emissions from air travel	Tonnes CO <sub>2</sub> -e	710	472	560
G4	Total greenhouse gas emissions with waste disposal	Tonnes CO <sub>2</sub> -e	N/A	116	115
G5	Greenhouse gas emission offsets purchased	Tonnes CO <sub>2</sub> -e	N/A	4728	560

<sup>&</sup>lt;sup>1</sup> In last year's Annual Report, electricity purchased as GreenPower was not subtracted from the calculation used to determine the total greenhouse gas emissions from energy use. This year, in line with the Whole of Victorian Government FRD 24C Guidance, GreenPower was subtracted from the calculation, resulting in lower total greenhouse gas emissions when compared to last year's Annual Report.

#### **Environmental incidents**

Following a review of key performance indicators, only significant environmental incidents will be reported in place of a breakdown of all incidents by level and type. Significant environmental incidents are defined as levels 4 and 5.

Two level 4 environmental incidents have been reported over the past 12 months. These incidents involved the disturbance of a potential site of Aboriginal cultural heritage significance and damage to significant native vegetation as a result of roadside weed management activities. To minimise the risk of these incidents occurring again, VicRoads has reviewed the projects' environmental management processes and on site controls to ensure the ongoing protection of these heritage and environmental values. VicRoads has also conducted further training of personnel regarding environmental and heritage requirements and sensitivities.

<sup>&</sup>lt;sup>2</sup> In 2010-11, VicRoads purchased an average of 12 per cent GreenPower and the Department of Environment and Primary Industries (DEPI) purchased 13 per cent GreenPower on VicRoads' behalf. In 2011-12, the default GreenPower purchases across VicRoads electricity contracts have been decreased to 0 per cent.

<sup>&</sup>lt;sup>3</sup> Data includes approximately 90 per cent of VicRoads sites.

<sup>&</sup>lt;sup>4</sup> Data includes approximately 84 per cent of VicRoads' sites. It excludes project offices and depots. 2010-11 data has not been reported due to a different method of data collection with results not directly comparable.

<sup>&</sup>lt;sup>5</sup> Kilometres travelled are reported based on a Fringe Benefits Tax year (April – March).

<sup>&</sup>lt;sup>6</sup> This indicator is reported based on a Fringe Benefits Tax year (April – March). Due to a proportion of the vehicle fleet not reporting the kilometres travelled, this indicator is calculated by using greenhouse gas emissions from vehicles that only report accurate kilometres travelled.

<sup>&</sup>lt;sup>7</sup>A Travel Smart Survey has not been conducted over the last three financial years.

<sup>&</sup>lt;sup>8</sup> An additional 24 tonnes worth of carbon offsets were purchased to cover the increase in greenhouse gas emissions from a correction in calculation methodology.