

Traffic Light Performance Reporting

On 3 August 2019, the former Minister for Agriculture, the Hon Jaclyn Symes issued a new Statement of Expectations (SOE) to Agriculture Victoria for the period 1 July 2019 to 30 June 2021. The SOE outlines her expectations for Agriculture Victoria's improvement of its regulatory performance in biosecurity. Agriculture Victoria responded to the Minister's SOE letter and developed its response to improve regulator performance and outcomes.

Under the SOE Framework for Regulators, Agriculture Victoria is required to report annually on performance against the SOE targets. The attached performance report covers the first twelve-month period 1 July 2019 to 30 June 2020.

This report details progress and achievements against the improvement activities outlined in Agriculture Victoria's response to SOE. It identifies the progress Agriculture Victoria is making to deliver on all expectations and target measures which are to:

- a) Target regulatory effort towards the highest risk activities
- b) Ensure that our business processes and systems are reducing participants' burden and delivering operational efficiencies
- c) Build our data quality, sharing and accessibility
- d) Provide clear and accessible guidance and advice to ensure regulated parties understand their legislative obligations
- e) Strengthen cooperation among regulators.

Nearly all performance improvement targets have been negatively impacted by the need to divert resources to the summer bushfires, and the community recovery programs to support bushfire affected regions. The COVID-19 pandemic also significantly restricted Agriculture Victoria's business operations. These pressures have impacted regulatory improvement initiatives that are not providing essential services to industry or the community. However, Agriculture Victoria expects to complete all target measures by 30 June 2021.

Annual Report - Traffic Light Status Report

1 July 2019 – 30 June 2020

Status Descriptions		
On track: Delivery is on track	Caution: Some delays in delivery but expected to be completed on time	Off track: Significant delay in delivery

Good Regulatory Practice Element	Status	Performance Improvement	Performance Targets	Status and Output as at 30 June 2020
1. Risk-based strategies	On track	Develop a three-year forward planning cycle for compliance, supported by an annual review, to ensure compliance planning adopts a risk-based approach. This will be demonstrated through three-year compliance program strategies, with annually reviewed compliance plans.	<p>Develop a three-year forward planning cycle for compliance plans.</p> <p>Conduct annual reviews/health checks of compliance plans.</p>	<p>The new forward planning cycle for the compliance plans came into effect on 1 August 2019 following a thorough consultation process with annual health checks to be conducted.</p> <p>With reduced resources available, Agriculture Victoria regulatory programs have undertaken basic annual reviews and health checks and updated with minor amendments.</p>
2. Risk-based strategies	Caution	Ensure Agriculture Victoria’s three-year compliance program strategies are consistent with DJPR’s regulatory approach.	<p>Develop an Agriculture Victoria Compliance Management Policy.</p> <p>Develop an Agriculture Victoria Regulatory Framework.</p>	<p>A draft Regulatory Compliance Management Policy has been developed and the next stage is to seek endorsement of the policy.</p> <p>Process is underway to develop an Agriculture Victoria Regulatory Framework.</p>

Good Regulatory Practice Element	Status	Performance Improvement	Performance Targets	Status and Output as at 30 June 2020
3. Risk-based strategies	Caution	Ensure Agriculture Victoria's regulatory approaches and practices, evidenced in compliance strategies, plans and procedures, reflect and are aligned with the whole-of-government regulatory wave reform initiative, such as adopting the regulatory stewardship model.	Align Agriculture Victoria compliance plans and other relevant operational regulatory procedures with whole of government regulatory wave reform initiatives.	The whole of government regulatory wave reform initiative is delayed due to COVID-19 disruptions. Following whole of government implementation of the regulatory stewardship model Agriculture Victoria compliance plans will be updated.
4. Risk-based strategies	Caution	Undertake an analysis of evidence from the regulatory environment regarding the challenges facing agricultural industries and communities to inform high-priority areas for compliance management relative to the risk of detriment to industry and community. These priority areas will be defined in compliance plans.	Develop environmental scan report with relevant data from the regulatory environment to inform regulatory compliance activities.	Resourcing constraints have put development of the Environmental Scan report on hold. Funding from the Strengthening Victoria's Biosecurity System initiative is supporting a series of engagement activities (interviews, survey and workshops) with industry, community and government which will assist in establishing the evidence base to understand stakeholder decision making, information preferences, and understanding of risk.

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5. Risk-based strategies	Caution	Review all compliance-related Standard Operating Procedures (SOPs) and Manual of Operational Practices (MOPs) to ensure regulatory responses align to compliance strategies and plans and are proportionate to the circumstances.	Review and consolidate Standard Operating Procedures/Work Instructions for Agriculture Regulatory Programs	<p>Agriculture Victoria's regulatory program areas continue to update and consolidate relevant SOPs/ Work Instructions (WI). In Animal Health and Welfare this included a major restructuring of the Traceability and Product Integrity (TPI) documentation; Ruminant Feed Ban (RFB), Traceability (National Livestock Identification System (NLIS)), and the development of a new suite of Egg Standards documentation. Furthermore, five new TPI SOP's were developed and two were updated. One new SOP which encompasses both Animal Welfare and Emergency Response was also developed. Templates/forms /letters were also reviewed and updated.</p> <p>A further 55 SOPs was reviewed and updated in the Plants, Chemicals and Invasives regulatory program.</p> <p>Animal Welfare Victoria reviewed five SOPs and created 11 new ones.</p>
6. Risk-based strategies	Caution	Develop a vision for Victoria's biosecurity system through the SVBS project and in consultation with and informed by stakeholders, to articulate the public benefit and the role of the biosecurity regulator.	Develop Agriculture Victoria's vision for a biosecurity system via the SVBS project.	<p>A key element of a strengthened biosecurity system will be the development of a contemporary and integrated biosecurity legislative framework. The drafting of a legislative reform discussion paper will be a key deliverable in the period to 30 June 2021.</p> <p>In addition, work has commenced to develop an internal future vision for the delivery by Agriculture Victoria of efficient and effective biosecurity services.</p>

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7.Role Clarity	On track	Clearly communicate its regulatory roles and responsibilities in delivering these frameworks to industry and community through written correspondence, publications, website content, media releases and stakeholder engagement activities.	Ensure regulatory guidance material is reviewed, improved and updated on the website and regulatory roles and responsibilities are communicated through such activities as: community pest management groups, as well as with other regulators such as RSPCA Victoria.	<p>Agriculture Victoria has redeveloped the public facing website which was launched in June 2020. Compliance material is being refreshed as part of this redevelopment.</p> <p>Agriculture Victoria’s regulatory programs have conducted over 160 various forms of stakeholder engagement activities including RSPCA Victoria MOU meetings, producer workshops and industry presentations.</p> <p>Agriculture Victoria’s regulatory programs have regularly engaged with other regulators including RSPCA Victoria, Greyhound Racing Victoria and local councils through a range of activities including meetings, seminars and quarterly bulletins.</p> <p>As a result of the COVID-19 pandemic, Agriculture Victoria redirected capability to assist in containing, and responding to, the spread of COVID-19 within the agriculture and food processing sectors. Agriculture Victoria has worked closely with industry, other governments and the community to ensure these industries remain economically viable.</p>

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8.Role Clarity	On track	Continue to direct stakeholders to other regulators or relevant entities where this is required or appropriate.	Provide information to stakeholders via the Agriculture Victoria website to other regulatory entities where appropriate.	<p>As a result of the RSPCA Victoria MOU a total of 458 cases were referred to Agriculture Victoria by RSPCA whilst Agriculture Victoria referred 136 cases to other regularity entities such as Local Government, PrimeSafe.</p> <p>As a result of the COVID–19 pandemic, Agriculture Victoria redirected capability to assist in containing, and to responding to, the spread of COVID-19 within the agriculture and food processing sector. Agriculture Victoria has worked closely with industry, other governments and the community to ensure these industries remain economically viable.</p>
9.Role Clarity	On track	Make information regarding the scope of its regulatory roles and responsibilities readily accessible via the Agriculture Victoria website.	Restructure Agriculture Victoria website and launch references to regulatory role and responsibility content.	As per KPI 8, 14 and 18

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10. Role Clarity	Caution	Ensure that all regulatory staff know and understand their authorising legislation, authorisations and regulatory frameworks, as well as any parallel or complementary regulatory frameworks, through ongoing training and refresher training. This training will also enhance regulatory skills regarding investigative processes and understanding of legislation and evidentiary procedure.	<p>Twelve Week Induction Program for Authorised Officers.</p> <p>Upskill Authorised Officer (AO) qualifications through the Certificate IV in Government Investigations.</p> <p>Agriculture Victoria's regulatory programs to provide training for AOs regarding all relevant legislation.</p> <p>Agriculture Victoria's regulatory programs to undertake specialised 'interviewing' training for AOs.</p>	<p>Twelve Week Induction program for Authorised Officers (AOs) implemented and aims to build their skill and confidence. Seventeen AOs completed the 12-week induction program in 2019-20 and there will be new staff undertaking the course.</p> <p>The Investigative Interview Statement Taking (2-day course) which is to be delivered to all AOs in AHW was postponed to April and May 2021 as a result of the COVID-19 restrictions.</p> <p>Agriculture AOs have undergone training in issuing and preparing Infringement Notices and Official Warning letters through OMSAPP including the NLIS investigative reform procedures. A 2-day Investigation and Compliance training course was developed and presented to all AOs.</p> <p>Staff involved in preparing licensing and permit applications for decision makers have received training in principles of administrative law.</p>
11. Role Clarity	On track	Develop a training framework which outlines the minimum training standards required to ensure regulatory staff have the skills and knowledge to undertake risk-based and proportionate compliance activities.	Develop an Authorised Officer Recruitment, Appointment and Training Policy.	Draft policy Authorised Officer Recruitment, Appointment and Training Policy is developed, and the next stage is to seek endorsement of the policy.

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12. Role Clarity	Caution	Establish Memoranda of Understanding and/or other appropriate agreements with relevant regulatory entities where appropriate to ensure mutual understanding of roles, responsibilities and authorisation under legislation.	<p>Develop a register of all Agriculture Victoria's MOUs and identify relevant integration with Delegation Instruments.</p> <p>Update Agriculture Victoria's Instruments of Delegation to ensure appropriate agreements with other regulators are reflected in the authorisation.</p>	<p>A project plan for the development of an Agriculture Victoria register of regulatory MoUs is being scoped but progress delayed.</p> <p>All Agriculture Victoria's Instruments of Delegation have been updated to reflect MoUs.</p> <p>Delegation instruments for POCTA updated to reflect range of regulators and delegate appropriate powers.</p>
13. Role Clarity	On track	Continue to implement and review existing Memoranda of Understanding and/or other appropriate agreements with relevant regulatory entities.	<p>Implement improvements to existing MOUs with:</p> <ul style="list-style-type: none"> • Australian Pesticides and Veterinary Medicines Authority (AVMA) • DHHS • RSPCA Victoria • Local Councils • Greyhound Racing Victoria (GRV) • VicPol 	<p>Annual health checks on existing MoUs is underway.</p> <p>RSPCA Victoria's MoU has been published on the Agriculture Victoria website.</p> <p>Quarterly meetings are held with RSPCA Victoria to discuss the MoU implementation. Twice yearly meetings are held with GRV to discuss the MoU implementation.</p> <p>MoU with GRV implemented on 23 October 2019.</p> <p>MoU with VicPol renewed on Poppy cultivation and processing.</p>
14. Improved Timeliness	On track	Provide clear information to regulated parties and broader stakeholders regarding regulatory processes and timeframes via the Agriculture Victoria website, written, verbal communications.	Provide information on regulatory processes and timeframes to regulated parties and relevant stakeholders.	All Agriculture Victoria's standard compliance communications materials outline and address process, timeframes and potential regulatory outcomes. Agriculture Victoria achieves this through a range of direct and indirect communications including its website, media releases, cover letters, control notices and community engagement.

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15.Improved Timeliness	On track	Adhere to its stated processing times for licensing, certification and other administrative processes.	Provide timelylicensing and administrative processes for Plants and Livestock Property Identification Code (PIC) requests, Beekeeper registration, and National Livestock Identification System (NLIS) TAG.	<p>PIC Plants and Livestock– the number of requests for new PIC (Plants and Livestock) numbers in 2019-20 was 4300 and these were processed within 24 hours.</p> <p>Beekeeper Registration is a self-managed online service and over 95% of beekeepers renew their registration online. Manual applications are processed within 24 hours.</p> <p>For the NLIS TAG system 15,300 sheep and goat orders, and 13,000 cattle orders were processed within 24 hours.</p>
16.Improved Timeliness	On track	Actively monitor, track and report its performance against its stated processing timelines relating to licensing, certification and other administrative processes.	Meet or exceed targets set for the BP3 measures for timeliness: Animal and plant certificates issued within specified timeframes to support domestic and international market access.	During 2019-20, Agriculture Victoria achieved 93% of the animal and plant certificates to support domestic and international market access within agreed timeframes.
17.Improved Timeliness	On track	Annually review and evaluate its licensing, certification and other administrative processes with a view to identify ongoing improvements	<p>Pilot a review of user experience and related processes when producers order TAGs via the department’s TAG room facility.</p> <p>Develop a Customer Experience strategy, vision and implementation plan targeting key areas needing improvements.</p>	<p>Internal review to capture system functionality is underway to inform the pilot project on user experience on orders for TAGs via the department’s TAG room facility</p> <p>Workshops with Producers for 2020-21 is being planned.</p>

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<p>18.Improved Timeliness</p>	<p>On track</p>	<p>Continuing to review and transition administrative processes to digital and online formats, wherever possible and appropriate, in order to enable stakeholders to comply with administrative and licensing processes and procedures in a timely manner</p>	<p>Provide input into Agriculture Victoria IT governance - and transition administrative processes to digital and online formats.</p>	<p>In 2021 Agriculture Victoria (supported by the SVBS project) will develop a technology strategy which will outline how it will strategically invest in digital technologies to maximise business, customer and community outcomes into the future.</p> <p>Examples of online delivery include Private Practitioners Online (PPO) and online permitting for Animal Health and Welfare (AHW) emergency response. The web-based platform called Private Practitioner Online has been developed and is in 'controlled release' stage to improve timeliness and quality of data entry for veterinarians participating in the Significant Animal Disease Investigation or the Transmissible Spongiform Encephalopathy Surveillance programs.</p> <p>Online permitting capability was developed for Emergency Animal Disease responses in MAX, a web-based case management platform. This capability was developed in preparedness for foot and mouth disease and African swine fever.</p>

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19.Improved Timeliness	On track	Reviewing information systems and pursuing technological solutions in order to improve administrative processes, including centralisation of compliance related processes and data management across business systems.	<p>Progress implementation to the AHW “compliance MAX” systems (with reference to its potential) application to other areas of biosecurity regulation (a future possibility).</p> <p>Progress implementation of BeeMAX.</p>	<p>MAX is the Agriculture Victoria web-based case management platform. This has been used to develop ‘Compliance MAX’, which is now used by Agriculture Victoria’s Authorised Officers for compliance case management. Upgrades to deliver improved capabilities are in development for release in 2021.</p> <p>In addition, BeeMAX has been implemented for beekeeper registrations and pest and disease surveillance. It has combined and enhanced the existing registration and surveillance system used by beekeepers and Agriculture Victoria apiary staff. It will make sharing information between more than 12,526 Victorian beekeepers and government faster and easier.</p>

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<p>20.Improved Timeliness</p>	<p>On track</p>	<p>Continue to assist those who have limited digital literacy or capacity to enable compliance with processing timelines and requirements regarding licensing, certification and other administrative processes.</p>	<p>Implement development of the Agriculture Victoria website in line with Victorian government digital guidelines including accessibility standards.</p> <p>Implement the Farmer Services (Tag Room) and include the use of different options/alternative channels mechanisms to assist clients to apply for and process tags, permits, licences and certifications.</p>	<p>Agriculture Victoria has redeveloped the public facing website which was launched in June 2020.</p> <p>The website redevelopment focused on improving the quality of content for visitors. Key messages for content are delivered as early as possible when providing information and will not rely on formats that are slow to download or hard to read on mobile phones.</p> <p>The website will provide contextual information for visitors on Agriculture Victoria’s transactional applications (e.g. chemical use permits) prior to transferring the visitor to these applications to complete the relevant transaction.</p> <p>A review cycle has now been implemented to ensure that website content owners continue to review and update their content as applicable every six months.</p> <p>Agriculture Victoria processes applications for a range of biosecurity permits, licences and certifications including beekeeper registrations, property identification codes (PICs), agricultural chemical user permits (ACUPs) and NLIS tag orders. While many of these applications are processed online Agriculture Victoria also allow applications to be processed through hardcopy mail, over the phone or by fax for clients not comfortable or able to access the digital platform.</p>

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21. Compliance-related assistance and advice	On track	Review the Agriculture Victoria website to ensure accurate, reliable, current and consistent information and advice is available to support improved understanding of compliance obligations.	Restructure Agriculture Victoria website and launch with references to regulatory role and responsibility content. Updated guidelines are published to support understanding of compliance obligations.	Agriculture Victoria has redeveloped the public facing website which was launched in June 2020. The redevelopment focused on improving the digital experience by making information easier to discover online and ensuring it is factual, relevant and up to date. Information on regulatory roles, responsibilities and advice on compliance is embedded across the website and located under the relevant industry and/or topic. Business areas and content owners reviewed content prior to the launch to ensure the content was both accurate and relevant. A review cycle has now been implemented to ensure that website content owners continue to review and update their content as applicable every six months.
22. Compliance-related assistance and advice	On track	Communicate regulatory objectives, requirements, priorities and processes to relevant industry and community through forums, website content and stakeholder engagement activities.	Refer to KPI 7	This relates to KPI 7

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23. Compliance-related assistance and advice	On track	Provide information and advice regarding compliance obligations to regulated entities and individuals on the Agriculture Victoria website, including regulatory objectives and the potential impact of enforcement action on those who fail to meet their obligations.	Restructure Agriculture Victoria website and launch with reference to regulatory role and responsibility.	<p>Agriculture Victoria has redeveloped the public facing website which was launched in June 2020. The redevelopment focused on improving the digital experience by making information easier to discover online and ensuring it is factual, relevant and up to date.</p> <p>Information on regulatory roles, responsibilities and advice on compliance is embedded across the website and located under the relevant industry and/or topic. Agriculture Victoria's regulatory program areas and content owners reviewed content prior to the launch to ensure the content was both accurate and relevant.</p> <p>A review cycle has now been implemented to ensure that website content owners continue to review and update their content as applicable every six months.</p>
24. Compliance-related assistance and advice	On track	Provide clear written communication and rationale to regulated entities or individuals when enforcement action is undertaken. This communication will include advice as to why the action was taken, the legislative provisions that authorise enforcement, the harm or risk addressed by the enforcement action and the associated public benefit the regulation aims to protect.	Provide systematic provision of appropriate written communication to regulated entities or individuals when enforcement action is undertaken.	<p>Agriculture Victoria's regulatory programs have prepared various engagement and advisory templates that are utilised for enforcement and engagement. Agriculture Victoria maintains enforcement templates for Official Warning Letters, infringements and prosecutions.</p> <p>Agriculture Victoria continues to provide written communication to inform stakeholders of enforcement outcomes. In some circumstances this is managed by specific programs providing targeted communication.</p> <p>Agriculture Victoria has developed a series of communication material and templates that are utilised for enforcement action by each regulatory program area.</p>

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25. Compliance-related assistance and advice	On track	Communicate key compliance priorities, through annual Biosecurity Roundtable forums, industry meetings, community group meetings and other fora, to assist stakeholders to be aware of compliance obligations and activities.	Conduct annual Biosecurity Roundtable forum with stakeholders. Undertake cooperative activities with stakeholders, community and industry groups.	<p>Biosecurity Roundtable was held on 4 October 2019, attended by 80 participants from industry, farmer groups and community groups. The themes explored future biosecurity approaches, gathered views and insights on what is working, what needs improving and identified key issues impacting stakeholders. Current and future approaches to regulation were discussed throughout the day.</p> <p>Agriculture Victoria continues to provide compliance related assistance and advice through meetings with stakeholders including Community Pest Management groups, Local Government, Catchment Management Authorities and public land managers.</p> <p>Agriculture Victoria's regulatory programs held meetings with 18 rural and metropolitan councils and RSPCA Victoria to garner support and compliance from our regulatory partners, with 35 council officers in attendance. Three meetings were held with RSPCA Victoria to gather insights, discuss compliance priorities and identify key issues.</p>
26. Clear and consistent regulatory activities	On track	Ensure that regulatory activities and actions are fair, impartial and demonstrate due diligence and appropriate quality assurance. This will be evidenced through the monitoring and review of the implementation of compliance plans.	Undertake regular monitoring of regulatory activities and annual review of compliance plans.	<p>Annual review of compliance plans completed in June-August 2020. Regular quality assurance is undertaken to ensure enforcement processes and approaches are distributed consistently and in accordance with the compliance plans and Standard Operating Procedures.</p> <p>Agriculture Victoria continues to maintain quality assurance process and procedure over all enforcement outcomes. This is supported by DJPR's independent Prosecutions Services team.</p>

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27. Clear and consistent regulatory activities	On track	Implement the regulatory principles outlined in the compliance management policy, which commit to the principles of being helpful, impartial, predictable, respectful, proportionate, and transparent. These principles will be reinforced through training and updated policies and procedures and will also be evidenced through the monitoring and review of compliance plans.	Implement the regulatory principles in training material, updated policies and procedures, and compliance plans. Consider new practices/principles to inform compliance policy, training programs for AOs as well as relevant operational policies, as a result of the outcomes of the workshops on – <i>Characteristics of a Regulator</i> .	All compliance plans, training programs and other operational policies is inclusive of the regulatory principles outlined in the draft Agriculture Victoria Compliance Management Policy. Workshops organised for Characteristics of Regulator will provide evidence and inform future capability development. Approximately 70 staff participated in four workshops on Characteristics of a Regulator.
28. Clear and consistent regulatory activities	On track	Develop compliance program strategies and plans in accordance with a risk-based, proportionate and graduated approach to compliance that guide risk-based compliance decision making.	This refers to KPI 1	As part of the Strengthening Victoria's Biosecurity System (SVBS) program, work will be undertaken to refresh the Agriculture Victoria regulatory framework and its approach to compliance program strategies and plans.

<p>29. Stakeholder consultation and engagement</p>	<p>On track</p>	<p>Continue to engage constructively and thoughtfully with internal and external stakeholders regarding best practice compliance approaches and activities through workshops and education tools, such as the Agriculture Victoria Learning and Management System.</p>	<p>Undertake targeted stakeholder engagement activities to improve compliance approaches.</p>	<p>Agriculture Victoria’s regulatory programs engaged with key stakeholders on best practice compliance approaches and updated information and advice on the Agriculture Victoria website with legislative changes.</p> <p>The Victorian honeybee industry with Agriculture Victoria is co-developing a plan to encourage compliance with the Australian Honeybee Industry Code of Practice (‘the Code’). The Code is a set of minimum biosecurity guidelines with the aim of improving the standard of beekeeping and has been incorporated into Victorian legislation.</p> <p>The lessons learnt from co-developing the Code adoption plan will be shared across the Agriculture Victoria regulatory programs to help inform future co-development practices.</p> <p>Agriculture Victoria’s regulatory programs undertook the eLearning Design Essentials training. The training covered the fundamentals for designing eLearning content and creating effective course which will help inform the delivery of compliance programs</p> <p>Agriculture Victoria’s regulatory programs has developed a Honeybee Biosecurity Code Compliance Communication Plan for beekeepers taking bees to almond orchards for pollination services. The plan uses behavioural insights techniques with the aim of promoting voluntary compliance. All council tools have been successfully migrated to the new external DART site as part of the website redevelopment project. New tools and templates will continue to be uploaded as they are required.</p> <p>Animal Welfare Victoria delivered training in regulatory obligations for Animal Ethics Committees via webinar.</p>
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30.Stakeholder consultation and engagement	Caution	Continue to work with other department regulators to identify best practice stakeholder engagement processes and activities for strengthening relationships with the regulated entities and build this into its regular review of compliance strategies and compliance plans.	Progress quarterly meetings with the Agriculture Victoria Compliance Managers Forum; SVBS Pilot Learning Hubs; and VPS Regulators Forum.	<p>Quarterly meetings continue to be scheduled for the Compliance Management Forum.</p> <p>Agriculture Victoria’s regulatory programs have planned quarterly Compliance Community of Practice meetings.</p> <p>Monthly meeting between the regulatory programs are scheduled with Prosecution Services.</p> <p>Because of COVID-19 restrictions resources have been redirected to other priorities and Agriculture Victoria will re-establish connections with other regulators post COVID-19 restrictions.</p>
31.Accountability and transparency	On track	Continue to utilise information systems and the collection and use of evidence to review and support the implementation of regulatory activities and build this into the annual review of its compliance plans.	Utilise data from Biosecurity Evidence Framework (BEF) and other program sources to support regulatory activities.	<p>Agriculture Victoria regulatory programs use a range of data sources, such as the Biosecurity Evidence Framework (BEF), complaints and prosecutions data, to assist in determining priorities for risk based regulatory compliance activities.</p> <p>Significant evaluation capability has been redirected to evaluation of the bushfire response.</p>
32.Accountability and transparency	On track	Through the use of the Biosecurity Evidence Framework (BEF) inform the regular reviews of compliance strategies and plans.	Review compliance plans with data and information from BEF.	Annual compliance plan reviews were informed from information and data from BEF reports.
33.Accountability and transparency	On track	Continue to publish results of compliance efforts where possible and appropriate and issue media releases regarding successful prosecution cases on the Agriculture Victoria website.	Ensure Agriculture Victoria Regulatory programs continue to publish results of compliance efforts and issue media releases regarding successful prosecution cases on the Agriculture Victoria website.	Agriculture Victoria’s regulatory program areas regularly publish court outcomes via media releases on its website.

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34.Accountability and transparency	Caution	Review and update its complaints management policies and procedures regarding management of complaints concerning the activities undertaken by Agriculture Victoria Authorised Officers	Update and align the Authorised Officer Complaints Management Policy and Procedure in line with the Victorian Ombudsman Guidelines on Complaints Management.	Thorough consultation process has taken place on the AO Complaints Management Policy and Procedure and the next stage is to seek endorsement of the policy from the Agriculture Victoria senior executives.