

Appendix A:

Submissions and comments

We have consulted with the Department of Government Services and the Department of Premier and Cabinet, and we considered their views when reaching our review conclusions. As required by the *Audit Act 1994*, we gave a draft copy of this report, or relevant extracts, to those agencies and asked for their submissions and comments.

Responsibility for the accuracy, fairness and balance of those comments rests solely with the relevant agency head.

Responses received

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Department of Premier and Cabinet	A-4



Department of Government Services

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Mr Andrew Greaves
Auditor-General
Victorian Auditor-General's Office
Level 31, 35 Collins Street
MELBOURNE VIC 3108

By email: [REDACTED]

Dear Auditor-General

Proposed Report: Follow-up: Service Victoria – Digital Delivery of Government Services

Thank you for your letter dated 23 April 2026 that enclosed the proposed report *Follow-up: Service Victoria – Digital Delivery of Government Services* for comment.

I appreciate the opportunity to comment and note your findings that user satisfaction for the Service Victoria platform has remained consistently high since 2021, with links to over 250 services and information available through the platform.

There has been significant and material change in the technology environment and in the policy and delivery context over the past 12 years since the original Service Victoria business case was developed, and since the Victorian Auditor-General Office's (VAGO) original audit was conducted almost 5 years ago.

DGS considers that it is appropriate and necessary to adapt the implementation of agreed actions, or cease to undertake completed actions, in response to changes in context, circumstances and government priorities.

Subsequent business cases have signalled government's clear intention for the Service Victoria digital platform to deliver a broad suite of government priorities, such as new products and services to help Victorians with the cost of living, including:

- the Servo Saver feature – used by more than 500,000 Victorians to find the lowest cost petrol near them
- the Savings Finder tool – helping more Victorians find savings and concessions across government, with the tool having been accessed approximately 3 million times since it was launched
- Digital Birth Certificates – making lives easier for parents
- delivery of the recently announced Rego Rebate scheme.

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Service Victoria's workplan is set by government, which ensures it is delivering only the highest priorities for government.

Currently, demand for new digital products and from other departments and agencies to onboard services to Service Victoria exceeds Service Victoria's available capacity. Revised governance arrangements and standard government engagement frameworks are supporting the prioritisation of Service Victoria's resources according to government priorities.

The performance measures transparently report on performance against the funding allocation for these products and services and were developed in accordance with the Victorian Government's Resource Management Framework, which requires performance measures to reflect expenditure. The historical measure of 'transactions' is a subset of this activity and expenditure.

Thank you again for the opportunity to comment on the proposed report.

Yours sincerely



Jo de Morton
Secretary

15/05/2026

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Mr Andrew Greaves
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BSEC-260400760

Dear Mr Greaves

Thank you for your letter dated 23 April 2026 and providing the proposed report *Follow up: Service Victoria – Digital Delivery of Government Services*.

As noted in the report, corporate governance of Service Victoria, and the responsibility for three non-complete recommendations directed to DPC from the 2021 audit *Service Victoria – Digital Delivery of Government Services*, were transferred from DPC to DGS on 1 January 2023, through Machinery of Government (MoG) changes.

Yours sincerely

Jeremi Moule
Secretary

... 7 / 5 / 2026

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