

Appendix A:

Submissions and comments

We have consulted with the Department of Justice and Community Safety, the Department of Transport and Planning and the Department of Treasury and Finance, and we considered their views when reaching our audit 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

Agency	Page
Department of Justice and Community Safety (Emergency Recovery Victoria)	A-2
Department of Transport and Planning	A-5
Department of Treasury and Finance	A-7



Department of Justice and Community Safety

Secretary

Level 26
121 Exhibition Street
Melbourne Victoria 3000
Telephone: (03) 8684 0501
justice.vic.gov.au

Our ref: 25092009

Mr Andrew Greaves
Auditor-General
Victorian Auditor-General's Office
Via email: [REDACTED]

Proposed report: Relief and Recovery Funding for the October 2022 Floods

Dear Mr Greaves

Thank you for your letter of 9 September 2025 providing the proposed report for your audit on Relief and Recovery Funding for the October 2022 Floods.

The department is committed to ensuring timely relief and recovery funding and support for to communities affected by significant natural disasters.

The department has reviewed the report and has provided minor feedback directly to your audit team. The department accepts 2 recommendations in full and one in-principle, contingent on funding and resources. The attached action plan details how the department will address your recommendations.

If your team has any questions or requires further information, please contact Julianne Brennan, Executive Director, Governance and Assurance on [REDACTED] or via email at [REDACTED].

Yours sincerely

Kate Houghton PSM
Secretary

19/09/2025





#	VAGO recommends that DJCS and DTP:	Response	#	DJCS will:	By:
4	Analyse common issues in submitted claims and certified estimates. Use these findings to improve training and guidance for councils to support them to submit compliant claims and certified estimates.	Accept	4.1	Establish a standing practice for investigating, capturing and addressing key issues from which proposed solutions can be developed and communicated to councils.	30-Jun-2026
			4.2	Develop and implement a strategic action plan that seeks to: <ul style="list-style-type: none"> • reduce variables for councils and assessors and address some existing common issues • establish a 'value for money' framework to support alternative reconstruction solutions for councils delivering reconstruction of essential public assets. • further standardise direct and/or indirect costs for reconstruction of essential public assets (design and investigation, project management, cost escalation and project contingency). • establish benchmarking of standard treatments for councils. 	31-Dec-2026
			4.3	Review and update the Victorian DRFA Category A and B guidelines and supporting documentation for clarity and alignment with the Commonwealth DRFA determination.	31-Dec-2026

DJCS action plan

Relief and Recovery Funding for the October 2022 Floods

OFFICIAL Sensitive

#	VAGO recommends that DJCS:	Response	#	DJCS will:	By:
2	Gives Victorian Government agencies training and guidance on the eligibility and evidence requirements of Disaster Recovery Funding Arrangements. Establishes targeted support to help these agencies meet reporting requirements.	Accept	2.1	Develop guidance and support materials on priority challenge areas for departments' administration of their DRFA requirements, and deliver training where required.	30-Jun-2026
			2.2	Develop workflows and guidance materials, and implement training, to support departments to: <ul style="list-style-type: none"> improve their internal understanding and application of DRFA-eligibility requirements (program and administration) meet state and Commonwealth reporting requirements. 	30-Jun-2026
3	Improves its claims management system to record when councils submit all required evidence to enable it to better track Disaster Recovery Funding Arrangements assessment times for claims and certified estimates.	Accept in principle	3.1	Subject to funding availability, implement improvements to the Claims Management System to enable: <ul style="list-style-type: none"> reporting on number of days at each assessment status for claims and certified estimates a 'triaged' status to confirm all required evidence has been lodged templates and process for claims assessors to consider case file notes and CMS fields that captures supporting documentation and mitigates against known compliance issues 'ineligible component type' to be captured as data fields for certified estimates (similar to claims). 	30-Jun-2026
			3.2	Develop and implement a best practice workflow for claims and certified estimates to ensure timely triage, assign and approval of submissions.	30-Jun-2026



Department of Transport and Planning

GPO Box 2392
Melbourne, Victoria 3001 Australia

Ref: BSEC-1-25-4157

Mr Andrew Greaves
Auditor-General of Victoria
Victorian Auditor-General's Office
Level 31, 35 Collins Street
MELBOURNE VIC 3000

Dear Mr Greaves

Victorian Auditor-General's Office - Relief and recovery funding for the 2022 floods - Proposed report

Thank you for your letter of 9 September 2025 inviting a response to the *Relief and recovery funding for the 2022 floods* proposed report (the Report).

The October 2022 floods were significantly larger than any event previously administered under the Victorian Disaster Recovery Funding Arrangements (DRFA), with submissions of claims and certified estimates increasing well above usual levels.

On behalf of the Department of Transport and Planning (the Department), I welcome the Report's findings that the Department has significantly invested in delivering improvements to assist councils to prepare high-quality DRFA submissions. This has resulted in the average processing time for flood-related claims reducing by over 50 per cent compared to the peak.

The Department also welcomes the recommendation focussing on training councils to submit eligible and compliant claims. Fully compliant submissions are the key factor in efficiently releasing recovery funding for flood-impacted roads and will allow councils to be better equipped in future events to submit eligible claims. The Department accepts the recommendation and has prepared an action plan enclosed with this letter.

The Department is committed to working collaboratively with Emergency Recovery Victoria and councils to ensure claims and certified estimates are processed within a reasonable time.

Thank you for the opportunity to comment on the Report.



Jeroen Weimar
Secretary

Date: 19 September 2025

Enc: DTP action plan - Relief and recovery funding for the 2022 floods



DTP action plan

Relief and recovery funding for the 2022 floods



Department of Transport and Planning (DTP) action plan to address the recommendations from *Relief and recovery funding for the 2022 floods*:

No	VAGO recommendation	DTP response	Due date
4	<p>The Department of Justice and Community Safety and the Department of Transport and Planning to:</p> <ul style="list-style-type: none">– Analyse common issues in submitted claims and certified estimates.– Use these findings to improve training and guidance for councils to support them to submit compliant claims and certified estimates (see Section 5).	<p>Accepted</p> <p>The Department of Transport and Planning (DTP) will work with the Department of Justice and Community Safety (DJCS) to undertake a review process to identify, analyse and document common issues in submitted claims and certified estimates.</p> <p>Findings of the review will be used to:</p> <ul style="list-style-type: none">– Identify training gaps– Target key areas for improvement, and– Inform updates to Victorian Disaster Recovery Funding Arrangements (DRFA) training content– Support DJCS in their work to update the DRFA guidelines. <p>This will formalise the existing continual improvement process between DTP and DJCS.</p>	31/07/2026



Department of Treasury and Finance

1 Treasury Place
Melbourne Victoria 3002 Australia
Telephone: +61 3 9651 5111
dtf.vic.gov.au

D25/94789

Andrew Greaves
Auditor-General
Level 31, 35 Collins Street
MELBOURNE VIC 3000
enquiries@audit.vic.gov.au

Dear Auditor-General

RELIEF AND RECOVERY FUNDING FOR THE 2022 FLOODS – PROPOSED REPORT

Thank you for your letter of 9 September 2025 providing the acquittal of our comments on the Provisional Report and inviting comment on the Proposed Report *Relief and recovery funding for the 2022 floods*.

We thank you for the opportunity to be engaged throughout this process and the collaborative approach you and your team have taken to this performance audit. We acknowledge the key findings and are broadly comfortable with the report's recommendations. We have no issues to raise and the Department of Treasury and Finance's Action Plan outlining the department's response to your recommendation is attached.

Yours sincerely



Chris Barrett
Secretary

22 / 9 / 2025

Attachments encl.: Department of Treasury and Finance action plan to address recommendation from *Relief and recovery funding for the 2022 floods*



ATTACHMENT

Department of Treasury and Finance action plan to address recommendation from *Relief and recovery funding for the 2022 floods*

No.	VAGO recommendation	Acceptance	Agreed management actions	Target completion date
1	<p>Ensure Victorian Government departments meet the <i>Resource Management Framework's</i> requirements when they request Treasurer's Advances for disaster relief and recovery funding. Requests should be:</p> <ul style="list-style-type: none"> financially sound only made when no alternative funding sources, including existing department budgets, are available. 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> In part <input checked="" type="checkbox"/> In principle	<p>DTF will continue to work with departments to ensure compliance with the <i>Resource Management Framework</i> when requests are received for Treasurer's Advances for disaster relief and recovery funding.</p> <p>In doing so, DTF will seek to strike a balance between seeking appropriate verification of costs, the impacts of the disaster, and alternative funding sources, with the need to respond with agility and flexibility in consideration of the urgent and time-critical nature that is typical of these disaster events.</p>	Ongoing