

Our ref: A2439806

Classification:

9 October 2018

The Hon. Luke Donnellan MP
Minister for Ports
1 Spring Street
Melbourne VIC 3000

Dear Minister

STATEMENT OF EXPECTATIONS

Thank you for your letter of 9 July 2018, providing your Statement of Expectations (SOE) for Victorian Ports Corporation (Melbourne) (VPCM) covering the period to 30 June 2020. This letter confirms VPCM's commitment to being an effective and efficient regulator and achieving the outcomes outlined in your SOE. VPCM will incorporate the expectations outlined in the SOE in the next iteration of its Corporate Plan. Further progress against the expectations will be reported in VPCM's Annual Report 2018-19.

The SOE identified two compliance and administrative processes undertaken by VPCM which could be reviewed and streamlined to enhance the customer experience. The processes are:

- application and notification procedures including a review of the dangerous goods notification process; and
- review of Harbour Master's Directions to ensure regulatory clarity and engagement with commercial operators.

This letter will address each of these items in turn by setting out activities VPCM will undertake in the timeframe indicated in order to streamline and improve administrative processes and realise greater timeliness in accomplishing compliance outcomes. In preparing this letter, VPCM has consulted with officers of the Commissioner for Better Regulation, Department of Treasury and Finance and the Department of Economic Resources, Jobs, Transport and Resources (DEDJTR).

1. APPLICATION AND NOTIFICATION PROCESSES

VPCM has statutory responsibility for receiving notifications in relation to the movement of dangerous goods through the port of Melbourne (as defined in the *Port Management Act 1995*). VPCM provides a dangerous goods notification platform, DG Hub. DG Hub provides a single reporting window to notify all relevant regulators and stakeholders of the movement of Dangerous Goods through the port area. Prior to the introduction of DG Hub, proponents were required to submit multimodal dangerous goods forms to all regulators and stakeholders separately either via

fax or email. This could involve a significant number of individual notifications. DG Hub has streamlined the notification process by providing a single window to inform all relevant stakeholders. DG Hub enables shipping agents to notify of dangerous goods through the web portal or by submitting an Electronic Data Interchange (EDI) message which is processed and stored in the database used by the DG Hub portal.

VPCM intends to undertake some enhancements for the submission of dangerous goods movements via the existing DG Hub platform to improve user access generally enhance the user experience. The objective is to make the system more intuitive and user friendly so that there will be fewer instances of functional support calls to the VPCM Service Desk and less time will be required by users to generate the "M041 – Marine Order 41 – Carriage of Dangerous Goods" form.

Some of the enhancements include increased browser compatibility, and enhancements to screen labels and help text that guide user input. This process will reduce the burden of notification on business and boost productivity at VPCM. The proposed enhancements and the timeline for their implementation are set out in a table at **Attachment A**.

In the period of this SOE, VPCM will also undertake online customer satisfaction and service evaluation surveys of the dangerous goods notification processes. The survey will run in Q3 of 2018-19 with a view to learnings from it being implemented in Q1-Q2 of 2019-20. The results of the survey will be considered with a view to improve the dangerous goods notification process for the port of Melbourne, so as to reduce red tape for all stakeholders. A further follow up survey is planned for Q3 of 2019-20 to provide feedback on VPCM's progress in implementing changes identified as a result of the first round of surveys and as a result of implementing the enhancements to DG Hub. These activities, and the timeline for their completion, are also included in Attachment A.

2. REVIEW OF HARBOUR MASTER'S DIRECTIONS

In preparing its response to your SOE, VPCM has consulted with officers of DEDJTR to clarify the intention of the SOE in relation to the review of Harbour Master's Directions. DEDJTR officers have clarified that the intention of this SOE target was to set targets in relation to VPCM's engagement and communications with Harbour Masters on their roles and responsibilities to ensure that they are more able to comply with their responsibilities.

Ensuring marine safety within the port waters of the port of Melbourne is a shared statutory responsibility of VPCM and the Harbour Master for the port waters of the port of Melbourne (Harbour Master). In this regard, VPCM undertakes to continue to meet at least weekly in the period of this SOE with the Harbour Master in relation to marine safety issues. In the event of urgent marine safety incidents, 24/7 communication protocols have been established between VPCM and the Harbour Master that facilitate an immediate effective and coordinated response to such incidents.

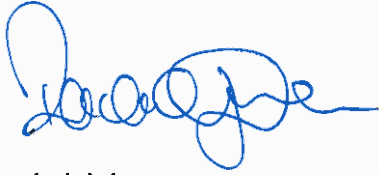
VPCM's engagement with the Harbour Masters on both a regular and as required basis provides a solid foundation for ensuring the safety of marine infrastructure operations within the port waters of the port of Melbourne. In addition, VPCM will endeavour to continue to look into ways it can improve communications and engagement with the Harbour Masters over the life of the SOE.

Reporting to and collaborating with Transport for Victoria

VPCM will provide regular updates to the Head, Transport for Victoria (TfV) on its regulatory plans and activities during its monthly agency partnership meetings with TfV. In reporting on progress towards meeting the SOE in the period to 30 June 2020, VPCM will work openly and collaboratively with TfV to provide assurance that its approach to regulation is the most appropriate and effective in

the circumstances and to ensure that VPCM's priorities align with all relevant laws and strategic policy.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Rachel Johnson', with a stylized, cursive script.

Rachel Johnson

CEO

Enquiries: Rachel Johnson
8347 8327

ATTACHMENT A – proposed enhancements to DG Hub and customer satisfaction and service evaluation activities

Item No.	Enhancement Type 1 = Major Effort 2 = Significant Effort 3 = Minor Effort OR 4 = Training 5 = Transition	Category	Description / Comment	Implementation date
1	1	Web Browser Compatibility	The DG Hub web portal should be web browser agnostic. Minimum requirement – work with Microsoft Edge and Microsoft Internet Explorer v 11 (32 bit & 64 bit)	By 31 October 2018
2	3	DG Hub : MO41 “Add Goods Item” screen.	Packaging section. Relabel “Package Capacity” to “Individual Package Capacity”. Package Capacity	By 31 October 2018
3	4	Internal knowledge/skills transfer training session 1	Front line support will be split into functional and technical, requiring cross skilled training between OT and OH&S	By 13 October 2018
4	4	Internal knowledge/skills transfer training session 2	Front line support will be split into functional and technical, requiring cross skilled training between OT and OH&S	By 14 December 2018
5	3	DG Hub : MO41 “Add Goods Item” screen.	Packaging section. Relabel “No. of Inner Packages” to “No. of Inner Packages per Outer Package”. No. of Inner Packages	By 31 January 2019

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Item No.	Enhancement Type 1 = Major Effort 2 = Significant Effort 3 = Minor Effort OR 4 = Training 5 = Transition	Category	Description / Comment	Implementation date
6	5	Setup service desk operations	Establish telephony and office facilities at Port Operations	By 31 March 2019
7	3	DG Hub : MO41 – main screen	<p>Column "Updated By" to display the entire DG Hub user email address logon detail instead of the just the details preceding @ symbol.</p> <p>Updated By</p> <pre>bradley.hogan lyang exports exports</pre>	By 31 October 2018
8	3	DG Hub : MO41 – record checked out	<p>If a DG Hub client opens a MO41 and it is checked out by another person, display a more prominent message than the current MO41 message "** Record has been checked out by: <FirstName> <Surname> of <organisation>".</p> <p>e.g. replace existing message which is at the top right-hand side of the screen, relocate to the centre top, larger font, bold, red with additional text i.e. contact phone number of person and that MO41 cannot be updated.</p>	By 31 October 2018

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9	5	Implement 2 service level support	Operationalise functional and technical levels of DG Hub front line support	By 2 May 2019
10	3	DG Hub : MO41 – Vessel Not Found	MO41 section 10 "Vessel No. and Date" – Select Vessel screen. The "Vessel Not Found" help link at the top the screen is not prominent. Include a button next to the "Search" button labelled "Click if Vessel Not Found".	By 31 October 2018
11	3	DG Hub : MO41 – Unable to set MO41 status to Final.	If all mandatory fields are not completed on a MO41 screen, the DG Hub user set the Status to "Final" and click "Save" or "Save and Close" to exit the screen. If this condition is met, display a message to the DG Hub user that status of Final cannot be set until all mandatory fields have been filled.	By 31 May 2019

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12	3	DG Hub : New Organisation / Account Registration : Fault – Category not saved.	<p>When the first new organisation / new user registers with the DG Hub web portal, the organisation categories selected are not saved during the registration process. Correct this flaw.</p> <p>For New Organisation:</p> <p>Workgroup Notification Email Address *</p> <hr/> <p>Select your organisation's categories *</p> <p><input type="checkbox"/> Shipper <input type="checkbox"/> Freight Forwarder</p> <p><input type="checkbox"/> Packer <input type="checkbox"/> Shipping Line</p> <p><input type="checkbox"/> Terminal <input type="checkbox"/> Transport Provider</p> <p><input type="checkbox"/> Port Authority <input type="checkbox"/> Government</p> <p><input type="checkbox"/> Consignor <input type="checkbox"/> Consignee</p> <p><input type="checkbox"/> Surveyor</p>	By 30 September 2019

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Item No.	Enhancement Type 1 = Major Effort 2 = Significant Effort 3 = Minor Effort OR 4 = Training 5 = Transition	Category	Description / Comment	Implementation date
13	3	DG Hub : New Organisation / Account Registration : Enhancement "Show WorkGroup" enabled	When the first new organisation / new user registers with the DG Hub web portal, enable the "Show Work Group" option as the default.	By 30 September 2019
14	2 or 3	EDI : Failed validation	When an EDI message file fails validation, the sender is sent an email with a "Compliance_Report.txt" log file attachment. Existing report entry messages are difficult to understand and interpret. Enhancement 1 – Include a reference to the line entry where the error occurred and the actual EDI text line contents. Enhancement 2 – Investigate providing a more meaningful error message.	By 31 January 2020
15	2	DG Hub user feedback	Online customer satisfaction and service evaluation survey	By 31 March 2019
16	2	DG Hub user feedback	Implementation of learnings from customer satisfaction and service evaluation survey	By 30 November 2019
17	3	DG Hub user feedback	Follow-up customer satisfaction and service evaluation survey	By 31 March 2020