

The Hon Mary-Anne Thomas MP
Minister for Agriculture
121 Exhibition Street
Melbourne VIC 3000

Dear Minister

RE: 2020-22 MINISTERIAL STATEMENT OF EXPECTATIONS

Thank you for your letter outlining your Ministerial Statement of Expectations (SOE) for the Game Management Authority (GMA). The GMA sincerely appreciates the strong support that you have provided to the Authority, directly and publicly since your appointment.

As you are aware, the GMA has undergone a significant transformation over the past three years, enabled through the critical additional funding provided by the Victorian Government. This transformation places the GMA in the position of being able to improve our performance and impact across the range of areas of operation outlined in your SOE. We are entirely comfortable with the appropriateness of all areas of focus of the SOE.

For ease of reporting, the SOE has been converted to a table (below) with performance metrics allocated to the specific requirements. As requested, the GMA will place both the SOE and our response on the GMA website and provide a performance report against the SOE in our Annual Report.

Thank you again for your ongoing support for the GMA. We look forward to working as an independent regulator, continuing to pursue our vision that Game hunting in Victoria meets community expectations as a sustainable and well-regulated activity based on science and conducted in a responsible manner.

Yours sincerely



Brian Hine
Chairperson

GAME MANAGEMENT AUTHORITY – 2020 - 2022 MINISTERIAL STATEMENT OF EXPECTATIONS

Expectation		Deliverable
<i>Risk-based strategies</i>		
1.1	<i>Build the current understanding and use of risk-based intelligence-led enforcement programs, that can be monitored, measured, and improve compliance</i>	GMA intelligence analyst provides annual report to GMA management to assist in identifying high risk non-compliant behaviour. Conduct 50 compliance operations targeting high risk activities annually.
1.2	<i>Analyse evidence and intelligence from the regulatory environment to assess compliance priorities</i>	Ten per cent annual increase in the number of reports of illegal hunting activity being submitted for analysis by the GMA's intelligence analyst. Research project on the drivers of non-compliant hunter behaviours will be conducted over the 2021-22 year.
1.3	<i>Use evidence and research to inform risk-based regulations and hunting programs that improves hunter capability and compliance</i>	Use the findings of the Hunter Knowledge Survey conducted in 2020 to develop eight targeted education programs.
1.4	<i>Encourage stakeholder input to improve GMA's knowledge of game species population and hunting impacts</i>	Conduct annual game harvest surveys for deer duck and quail. Conduct annual wing collection programs for gamebird hunters. Engage hunting and conservation groups to assist in monitoring game abundance.
1.5	<i>Build the GMA's knowledge of the environment and community effects of hunting practices</i>	Conduct a research project into the impacts of hunting on communities, and business. Investigate the impacts of lead on hunting dogs and scavengers. Implement a waterfowl wounding monitoring program to measure the extent of wounding caused by duck hunting.
<i>Compliance-related assistance and advice</i>		
2.1	<i>Deliver a strategic approach to evidence-based education programs and publish accurate, accessible, and up-to-date information regarding game hunting laws</i>	Update the <i>Victorian Hunting Manual</i> to reflect any new 2022 regulatory changes and distribute to Game Licence holders.

		Develop and publish eight on-line education modules covering hunting laws, responsible hunting methods and firearm safety.
2.2	<i>Measure the increase (or otherwise) level of understanding of game hunting laws and good hunting practices of game licence holders</i>	A monitoring study will be conducted to measure changes in hunter knowledge of game laws and hunting practices.
Role Clarity		
3.1	<i>Clearly communicate GMA's purpose and services it provides to game hunting</i>	Conduct a stakeholder sentiment survey to measure understanding of the GMA's roles and functions. Develop an action plan to address any areas of misunderstanding identified in the survey.
3.2	<i>Provide input into the remake of the Wildlife (Game) Regulations 2022</i>	GMA will provide advice to the Minister on areas for possible regulatory reform.
3.3	<i>Communicate any regulatory changes to GMA stakeholders</i>	Following making of the replacement regulations, fact sheets will be developed, the GMA website will be revised and the Victorian Hunter Manual and online educational modules or testing (if required) will be updated.
3.4	<i>Implement strategies and partnerships with allied agencies to understand role clarity and boost overall effectiveness of game hunting enforcement and compliance</i>	Develop MOU's with at least two key partner agencies to clarify roles and responsibilities and arrangements for working in partnership.
Accountability and transparency		
4.1	<i>Refine information, intelligence and evidence databases to measure the efficiency and effectiveness of compliance efforts, identify improvement opportunities and assist with compliance planning</i>	Implement a case management system and intelligence platform to enable the capture, analysis and reporting of compliance information.
4.2	<i>Publish information regarding compliance outcomes</i>	Reporting of activities/ outcomes included in GMA Annual Reports
4.3	<i>Review and update Authorised Officer complaint management system in line with best practice</i>	Annual review of the Authorised Officer complaint management system will be conducted
Stakeholder consultation and engagement		
5.1	<i>Incorporate education, communication, and engagement strategies in compliance approaches</i>	Develop a range of online education modules to improve the knowledge base of hunters.
5.2	<i>Work collaboratively and learn from DJPR regarding best practice stakeholder engagement approaches and activities</i>	GMA will work with DJPR to provide suitable training opportunities to further equip staff involved in delivering education programs.
Timeliness		

6.1	<i>Reduce transaction costs for hunters to get and maintain a licence (includes testing, verification processes and renewing or updating personal details)</i>	The new game licensing system will provide an online capability to hunters to self-manage their game license. Hunters will be able to access testing, transfer hounds and manage hog deer tags through the on-line portal.
6.2	<i>Deliver an on-line licensing system in the first quarter on 2021</i>	My Game Licensing (MyGL) to be developed and launched in 2021.
6.3	<i>Explore technological solutions that will streamline stakeholder interactions with the GMA – including partnerships with other government innovative agencies</i>	<p>GMA Authorised Officers to be provided with infield live access to the licensing system.</p> <p>Body worn cameras and satellite tracking systems to be provided to all Authorised Officers.</p> <p>Further use of drones in both compliance and research areas to be trialed.</p>
6.4	<i>Provide information to stakeholders about licensing, testing or verification processes, including expected completion timeframes</i>	<p>Develop an educational video to support first time users of MyGL.</p> <p>Conduct an advertising campaign promoting MyGL through relevant industry publications.</p>
6.5	<p><i>GMA's online licensing system to:</i></p> <ul style="list-style-type: none"> • <i>meet stated processing times and track and report its performance against them</i> • <i>evaluate its performance to identify potential for ongoing improvement</i> • <i>deliver interactive on-line education</i> 	<p>Target processing times for transactions will be developed and publicised.</p> <p>The GMA annual report will include a performance measure against these targets.</p> <p>Current mandatory tests will be provided through an on-line system which will provide rapid results to hunters taking the tests.</p> <p>A stand-alone customer service email address to facilitate customer feedback regarding MyGL will be implemented.</p> <p>The number of enhancements made to the system will be reported in the GMA Annual Report.</p> <p>GMA will develop and publish eight on-line education modules covering all Game Licence endorsements and</p>

		associated laws, responsible hunting methods and firearm safety.
Planning and reporting		
7.1	<i>Deliver draft Annual business plan by 31 May each year and final by 31 August each year – plan to include objectives, priorities and performance targets that address SoE requirements</i>	Draft and final business plan to be submitted before stipulated deadlines.
7.2	<i>GMA to respond in writing to SoE by 8 August 2021 outlining specific activities and measurable performance targets</i>	SOE response made prior to August 8 2021.
7.3	<i>GMA to consult with DJPR, the Commissioner for Better Regulation, game hunting stakeholders and broader community as appropriate in development of above activities</i>	GMA participates in Commissioner for Better Regulation monthly regulators' forum. A minimum of three stakeholder forums dealing with hunting related matters will be held annually.
7.4	<i>Progress against the SoE and performance targets to be reported through GMA's Annual Report</i>	A report on progress against the SOE to be included in the GMA Annual Reports.