

cenitex

Annual Report

2021 - 2022



The Hon Danny Pearson MP
Minister for Government Services
1 Treasury Place
Melbourne VIC 3002

Dear Minister

Cenitex Annual Report FY2021-22

I am pleased to submit the 2021-22 Annual Report of CenITex, including the Financial Statements for the year ended 30 June 2022, for presentation to Parliament, pursuant to Part 7 of the *Financial Management Act 1994*. CenITex is a State body under the *State-Owned Enterprises Act 1992* ("Cenitex").

Yours sincerely,



Randall Straw
Chair PSM



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Part 1: Overview



1.1 About Cenitex

Cenitex provides shared Information and Communications Technology (ICT) services to the Victorian public sector. It enables departments, agencies and more than 69,000 users to deliver services for the Victorian community.

Cenitex also delivers essential ICT services to the Victorian Government, such as identity and network management, security, user workspace and cloud services, efficiently and cost-effectively.

Cenitex supports 49 customers from across Victorian Government including most major Departments.

The Cenitex purpose is to serve the people of Victoria through secure, effective, and contemporary IT services for Government entities. Cenitex is a key delivery partner in support of the Digital Victoria led *Victorian Government Digital Strategy 2021-26*.

In 2021-22, Cenitex refreshed technology and services roadmaps that build on the three objectives of the *Victorian Government Digital Strategy 2021-26*: better, fairer, and more accessible services; a digital ready-public sector; and a thriving digital economy.

In 2021-22, Cenitex renewed its focus on customers. The Cenitex Board established a new Board committee focusing entirely on customers, including representation from major customer departments and independent customer service experts in the Information Technology sector.

Customer sites located at:



Number of public servants supported



Number of technical requests resolved



Number of problems resolved:



1.2 Acknowledgment of Country

Cenitex acknowledges the Traditional Owners of the lands in which we operate across Victoria. We pay our respects to Elders past, present and emerging. We recognise Victoria has more than 38 Traditional Owner groups, and while each Country is unique in history and culture, they share common principles in maintaining respect for community, land, water and sky.

We acknowledge that the land is of spiritual, cultural importance to Aboriginal people. We embrace the spirit of reconciliation, guaranteeing equality of outcomes and ensuring an equal voice.



1.3 Chair's Foreword

I am pleased to present the Cenitex Annual Report for the financial year 2021-22. This report summarises the key achievements and financial results for the year.

2021-22 was a year of exceptional achievement for Cenitex, despite the continued and varied challenges arising from the COVID-19 pandemic and the associated workforce and financial pressures.

Cenitex focused on building the foundations of its customer-centric approach with an emphasis on strengthening the focus on customers as the core reason for everything we do. The establishment of the Customer Committee of the Board in October 2021 was just one example. The Committee brings together customer executive representatives, industry experts, and Board Directors to provide advice to management on how to improve customer outcomes. In 2021-22, the Committee supported and promoted fundamental enhancements to service desk operations, technological automation, and wide-ranging advancements to customer experience.

Cenitex pro-actively responded to the diverse environmental challenges with a commitment to doing the basics brilliantly while delivering great outcomes for customers. When the global Log4Shell security vulnerability was identified in December 2021, Cenitex was there for customers, urgently scanning and responding to threats. Additionally, Cenitex adapted to the current cyber environment by upgrading email fraud defences to combat fraud attacks; introducing a new Security Information and Event Management system to proactively identify threats; introducing user-friendly automated cyber security reporting for customers; and contributing as a key member on Digital Victoria's Strategic Cyber Reform Working Group.



I am particularly proud of the work Cenitex has delivered in cyber security to keep our customers safe. In the 2021-22 financial year, the commitment to keeping customers safe culminated in Cenitex receiving a Cyber Safe Victoria award from the Digital Victoria Cyber Security Branch for its management of the Office 365 tenancy, achieving a score of 91 per cent - 24 per cent higher than Microsoft's best practice principles for comparator organisations. Additionally, Cenitex successfully completed five major changes to replace end-of-life core network hardware at Ballarat and Burwood data centres despite COVID-related access restrictions, in turn enhancing the resiliency and availability of the network services for customers and mitigating the risks of unplanned network failure due to end-of-life equipment.

Throughout 2021-22, Cenitex delivered several major projects for its customers. This year's key projects have been fundamental to the effective operation of public sector entities and responded to the challenging pandemic environment. The new Disaster Recovery-as-a-Service, for example, enables customers to swiftly bounce back from otherwise detrimental technological incidents. Additional projects helped deliver seven government hubs, making Government services more accessible to Victorians, and rolled out a Digital Workplace product that allows customer employees to work anywhere at any time.

A program of work that particularly stands out was the successful integration of VicRoads into the Department of Transport (DoT) in support of DoT's 'One DoT' vision. This is a significant piece of work and is one of the biggest programs by budget, size and complexity of a network join managed by Cenitex since its inception. I am proud of the collaborative efforts of the multi-functional team who successfully delivered on three major components of the program: the network join between the government Shared Platform network and the VicRoads network, identity consolidation and the transfer of staff to Cenitex.

These achievements are only possible because of the strong financial management disciplines of the business. Delivery of projects, services and infrastructure on this scale requires substantial investment and prudent financial management that has occurred over several years to bring about the strong position the organisation is in now to support government. Cenitex has been able to make these investments on behalf of government as a result of careful fiscal management and cost avoidance over a period of many years. This year, that discipline has seen Cenitex deliver a surplus of \$11.2 million, an exceptional result in a challenging year.

Combined with accumulated surpluses from previous years, and investment from Victorian Government, Cenitex has been able to further invest in future technology and services. It has commenced a major multi-year refresh program across key technology assets to further support the hybrid work model of customers. It has also allowed Cenitex to commence investing in a multi-year program of new services and infrastructure to establish a contemporary multi-cloud hybrid work environment and infrastructure base for the next decade of the Victorian Public Service.

The intensity of the labour market has led to

some of the most challenging recruitment and retention environments in recent years with increasing options and opportunities in other sectors. To address this Cenitex streamlined the recruitment process by increasing investment in capability, talent attraction, and on-boarding. This work was recognised in the 2022 Australian HR Awards with Excellence awards in three categories – Employer of Choice (Public Sector), HR Team of the Year, and Best Use of Technology.

I would like to extend my thanks to all Cenitex staff, including the Executive Leadership Team and the Board of Directors. I extend that thanks to independent members of the Board's sub-committees, who help ensure the high standard of governance and management for Cenitex. I look forward to Cenitex continuing its work to serve Victoria through the delivery of secure, effective, and contemporary ICT services.



Randall Straw PSM
Chair

1.4 CEO's Foreword

The 2021-22 financial year has been one of transition, achievement and renewed purpose at Cenitex. The release of Digital Victoria's *Victorian Government Digital Strategy 2021-26* and the *Cyber Strategy 2021* in the latter half of 2021, has galvanised Cenitex behind the government's three key digital pillars: better, fairer, more accessible services; a digital ready public sector; and a thriving digital economy. During 2021-22, Cenitex refreshed its technology and service roadmaps to guide how Cenitex will contribute to these pillars over the coming years. New infrastructure, strengthened cyber security, and a new perspective of how Cenitex works with customers, is central to these roadmaps.

Cenitex supported the Victorian Government by embedding hybrid working as a business-as-usual practice, enhancing cyber security and leading a major Machinery of Government change for the Department of Transport. Cenitex continued to deliver essential ICT services and technology solutions to more than 69,000 Victorian public servants. At the same time, Cenitex protected and supported the well-being of our people during a time of continued uncertainty and increased illness, and rapidly upgraded talent acquisition practices to meet the high demand for IT professionals.

The support provided by Cenitex as part of the pandemic response has helped government continue to deliver for Victorians and has enhanced trust in our capabilities. Cenitex has been integral to protecting government in times of crisis and keeping public service workers safe online. Key achievements in the past year included the introduction of a next-generation Security Operations Centre (SOC) function and a new Disaster Recovery-as-a-Service (DRaaS).

The challenging year was punctuated by supply chain issues, a tight labour



market, increasing inflation and a rapidly shifting geopolitical landscape. Cenitex navigated these external factors through the development of bespoke roadmaps shaped in part by the *Victorian Government Digital Strategy 2021-26*, to deliver for customers and government.

In 2021-22, Cenitex set a course to improve how it works with customers and employees. We were proud to receive the 2021 Enablers Award for Outstanding Achievement by a Department or Agency and were recognised this year as an employer of choice and a great employer for women.

The year ahead will be highlighted by development work to introduce a Victorian Government multi-cloud service offering, the standardisation of hybrid work practices, and a sharp and increased focus on security offerings. Like other organisations, Cenitex is applying the learning's gained in responding to the COVID-19 pandemic. Ingenuity and resourcefulness were at the heart of our response, and I am proud of the agility of our workforce and the knowledge we have gained about public service operations to help better support the needs of our customers into the future.

Finally, I would like to thank the Executive Leadership Team and our talented people for their hard work and dedication over the past year. I would also like to thank the Chair and

Board of Directors for their ongoing guidance and support. I look forward to continuing to work with and support you in delivering important ICT services for our customers and fulfilling the *Victorian Government Digital Strategy 2021-26*.

Frances Cawthra
CEO



1.5 Cenitex Board

Randall Straw PSM

Chair

Andrew Minack

Board Director

Dean Tighe

Board Director

John Craven

Board Director

Julie Fahey

Board Director

Peter Meehan

Board Director

1.6 Cenitex Executive Leadership Team

Frances Cawthra

Chief Executive Officer

Adrian Carbone

Executive Director, Workplace and Application Services

Alexis Ewing

Executive Director, Infrastructure Services

Andrew Closey

Executive Director, Service Management,
from 17 January 2022

Catherine Proud

Executive Director, People and Capability,
retired on 18 March 2022

Catherine Ho

Executive Director, Finance and Business Services

Phil Johnson

Executive Director, Finance and Business Services,
from 24 August 2021 to 27 February 2022, back-filling

Nigel Cadywould

Executive Director, Customer Engagement

Sharon Copeland-Smith

Executive Director, Strategy, Governance and Risk
from 1 July 2021 to 18 March 2022.

Executive Director, Strategic Corporate Services
from 18 March 2022

Part 2:

Year in Review



2.1 Purpose

To serve the people of Victoria through secure, effective, and contemporary IT services for government entities.

2.2 Strategic Goals



Trust

- Build trust and influence by fulfilling our core mandate to exceptional standards.
- Apply our know-how to inform policy, strategy, and the IT decisions of customers.



Partnership

- Transform our customer approach towards meaningful, ongoing partnership.
- Establish strategic relationships with vendors to the benefit of all our customers.



Growth

- Increase the public value we add by serving a greater proportion of Victoria's public entities, reducing duplication and unnecessary IT spend in the State.
- Develop a revenue base to scale with our optimal infrastructure to increase value and reduce price to approximate the market.

2.3 Cultural Traits

- Customer commitment
- Performance
- Urgency to improve
- Positivity
- Inclusiveness

2.4 Values

- Accountability
- Collaboration
- Initiative
- Courage
- Respect

2.5 Customers

This year, Cenitex strengthened its efforts in the human aspects of our organisation to facilitate growth. These efforts include a focus on deepening trust and partnership with our customers and making it easier to do business with us.

Results for the 2021-22 financial year include:

- Signing a Memorandum of Understanding with 12 new organisations
- Delivering \$9.6 million revenue from new customers and/or services
- Launching a new Victorian Government Shared Services Forum to establish a shared services community
- Uplifting service delivery reporting and launching new business service-based Service Level Agreements (SLAs) in consultation with customers
- Launching a new online Service Catalogue– making it easier to order services
- The Cenitex Board establishing a new Customer Committee to focus on improving customer service
- Introducing a customer executive research pilot targeting customer Chief Information Officers (CIOs) and expanding the Voice of Customer Program
- Launching of a new Customer Masterclass pilot – an interactive workshop targeting all Cenitex employees that focuses on our customers and how each employee can make it easier to do business with us
- Including a customer experience goal for every Cenitex employee in their performance plan
- Launching a Live Chat channel in our Service Centre, with 62,826 interactions and a 91.89 per cent satisfaction rate
- Increasing satisfaction rates and effort in the Service Centre to 91.15 per cent, a 5.78 per cent increase from the previous financial year
- Completing 245,228 voice call and chat interactions

Customer Engagement – Growing Partnerships of Value

Customer engagement continues to be a focus for Cenitex under our 1-3-5 Strategy. In 2021-22, Cenitex focused on developing bespoke partnership plans with customers. These plans are regularly reviewed and updated in collaboration with customers to ensure they remain current and representative of customer business needs.

Cenitex has continued to lead conversations regarding IT support for hybrid working as more public service employees and organisations transitioned to a hybrid working model.

In addition to regular account meetings, Cenitex engages with customers via a variety of forums such as the Stakeholder Advisory Committee (SAC) and the Service Operations Forum. In 2021-22, Cenitex hosted six SAC meetings and six Service Operations Forums with IT executives rating the value of each forum at least four out of five on average. In these forums, members benefited from shared knowledge and partnering with Cenitex to shape current and future needs. Topic highlights included:

- new Cenitex product roadmaps and the linkage back to customer strategies and Digital Victoria
- hybrid working and return to office/site planning
- cyber security and the alignment with the Digital Victoria Strategy
- Disaster Recovery-as-a-Service

Customer Experience – Putting People at the Heart of What We Do

In 2021-22, Cenitex adopted a customer experience improvement strategy focused on the customer mantra of: make it easier to do business with us. This priority is shared with Digital Victoria. As part of Cenitex Customer Experience (CX) improvement program, this customer mantra supports the successful delivery of our 1-3-5 Strategy via:

- evidence-based insights to uplift our effective operating model and more accurately define our clear and refined offering
- meaningful, measurable and extensive engagement of our customers
- a high performance, customer-first approach to the right culture for our employees



Extending Cenitex Reach and Partnering with More Customers

During the year, Cenitex signed Memorandums of Understanding with 12 new organisations. These organisations include the Office of the Special Investigator, Loddon Mallee Rural Health Alliance (LMRHA), Peter MacCallum Cancer Centre, Victorian Pharmacy Authority, Gippsland Health Alliance, COVID-19 Quarantine Victoria (CQV), Alfred Health, Grampians Rural Health Alliance, Austin Health, The Royal Women's Hospital, Energy Safe Victoria and the Box Hill Institute.

Disaster Recovery-As-A-Service (DRaaS) – Securing the Health Sector from Cyber Attack

The DRaaS service offering has grown over the past 12 months to include a majority of the Victorian Hospitals and Health Alliance networks. The Cenitex service model provides the ability for tenants within the health network to back up its data and IT infrastructure in a third-party cloud computing environment and provide all the disaster recovery orchestration. This work is part of our overall customer engagement strategy to assist in securing the Victorian public health sectors resilience to recover from a cyber-attack.

Customer Board Sub-Committee and New Customer Service Framework

In 2021-22, Cenitex established the Customer Committee, a new sub-committee of the Cenitex Board. The Committee brings together customer executive representatives, Cenitex leaders, industry experts, and Board Directors to provide advice on mechanisms and activities to improve customer service outcomes. Value driven enhancements have been made to our Service Centre operations, customer service, technological automation, and holistic advancements to customer experience. Recently, the Customer Committee commenced the implementation of a progressive new customer experience approach. The new approach will enhance the relationship between customers, employees, and technology.

2.6 Supporting the Future of Hybrid Working

The Victorian Government's Flexible Work Policy aims to balance VPS employees' needs with ongoing service delivery and the flexibility to work in multiple locations. Prior to the pandemic Cenitex was already planning for flexible working opportunities with the introduction of an activity based work space and new enabling technologies including Digital Workplace and MS Teams. Cenitex quickly understood the benefits and challenges of hybrid working and has performed a critical role in supporting customers to continue their business over the past two years. With the launch of the Victorian Public Sector Commission's Suburban Hubs, Cenitex conducted onsite health and safety audits to ensure compliance and best practice and provided onsite support to enhance the working experience.

Digital Workplace

The Digital Workplace is a flagship service delivered by Cenitex as a key enabler of secure and flexible hybrid working. The Digital Workplace provides public servants with enhanced flexibility via secure and easy access to applications and services wherever their corporate-issued device is connected to the internet regardless of device. It begins with consumer-grade self-service, and single sign-on access to cloud, mobile and Windows apps. Customers are continuing to take up this service offering, enhancing the hybrid working capabilities of Cenitex customers.

Working at Hubs

Cenitex continues to provide important technical and onsite support at the five Victorian Government Suburban Hubs located at Footscray, Dandenong, Mulgrave, Williams Landing and Essendon Fields.

The Suburban Hubs hosted by the Victorian Public Sector Commission offer VPS employees an additional office space outside the Melbourne CBD to support flexibility, diversity and inclusion. Suburban Hubs offer state of the art facilities including meeting rooms where Victorian public servants can go to do focused work, meetings and/or to collaborate until the end of the trial (around 30 June 2023).

Delivering on the Victorian Government's commitment to the regions, Cenitex has also delivered and managed critical infrastructure to regional GovHubs in Latrobe Valley and Ballarat, supporting communities and public servants in those areas.

Ways of Working (WoW) Services

In 2021-22, Cenitex launched a new service to help customers make the most out of Office 365, known as Ways of Working (WoW). The service integrated customer feedback received through consultation and workshops across Victorian Government to offer change management and adoption support, webinars and helpful tips to enhance hybrid working. Through the service, Cenitex has also provided support and facilitation for an International Day of People with Disability event and assistance for an event to celebrate women in Science, Technology, Engineering and Mathematics.

Unified Communications

Cenitex has seen an increase in adoption of the Unified Communications service over the past year, driven by hybrid working, and is now supporting more than 3,000 users from five different customers.

Unified communications provide real-time access to phone communications, messaging, data sharing, and conferencing from a variety of devices and allows users to move seamlessly between them, allowing customers to work anywhere, anytime.

Bookit

In 2021-22, Cenitex launched its first ever in-house designed, developed and launched application, Bookit. A cloud-based SaaS application that allows staff to book and manage their desks in the office. Bookit allows staff to manage and make new bookings from anywhere either via a mobile platform including iOS, Android and or personal computers with an internet connection. Bookit is on the Cenitex Service Catalogue and available now to enable the VPS to empower positive change through the use of technology.

2.7 Progress Towards Strategic Goals Under The 1-3-5 Strategy

The 2021-22 financial year marks the second year of a three-year organisational strategy, the 1-3-5 Strategy. It outlines one purpose, three strategic goals, and five strategic programs.

Strategic Goal 1: Trust



Cenitex continues to build trust and influence by fulfilling our core mandate to exceptional standards and apply our know-how to inform policy, strategy and the IT decisions of customers.

In 2021-22, Cenitex fostered trust through its dedication to effective cyber security and service delivery in a changing geopolitical and hybrid work environment. Cenitex has solidified an alliance with the Digital Victoria Cyber Security Team to bring the Victorian Government's Cyber Strategy 2021 to life. The Cyber Strategy sets the Victorian Government's cyber agenda for the next five years and provides the framework for an annual Delivery Plan for three core missions:

1. The safe and reliable delivery of government services
2. A cyber safe place to work, live and learn
3. A vibrant cyber economy

Cenitex is working closely with customers and Digital Victoria as the State delivers on these missions, with Cenitex particularly focused on the safe and reliable delivery of government services.

Cyber Safety Victoria Award

Cenitex received a Cyber Safe Victoria award for its management of the Office 365 tenancy, achieving a score of 91 per cent. The score is 11 per cent greater than Digital Victoria's recommended level for protected data. According to Microsoft, a score of above 67 per cent reflects best practice secure configurations are in place for a tenancy of the size managed by Cenitex.

The achievement builds the trust of customers, providing assurance that Cenitex provides safe and reliable services for the widely used Office 365 suite. Departments and agencies that benefit from this service include Department of Jobs, Precincts and Regions (DJPR), Department of Justice and Community Safety (DJCS), Court Services Victoria (CSV), Department of Premier and Cabinet (DPC), Department of Treasury and Finance (DTF), the Department of Transport (DoT), Metropolitan Waste and Resource Recovery Group and VicForests.

Cyber Security – Incident Response

In December 2021, a major international cyber security vulnerability called Log4Shell was disclosed and rated critical. If exploited, it allows malicious actors to take full control of systems under certain conditions. Cenitex responded rapidly to scan government network platforms for vulnerable systems and then ran urgent mitigation actions.

Strengthening Digital Infrastructure

In 2021-22, Cenitex successfully completed five major changes to replace end-of-life core network hardware at the Ballarat and Burwood data centres. The new hardware improves the resilience

and availability of the network services for customers and mitigates the risks of unplanned network failure due to end-of-life equipment.

A key customer outcome was the prevention of incidents on a critical DFFH application. Cenitex worked with DFFH to introduce security patches to keep the environment safe and secure.

Trust in Security Products

In 2021-22, Cenitex created a bundled security service offering of four key integrated products to protect the core government network at the access, network and software layers. The simplicity of bundling together key security service offerings makes it easier for customers to get quality security from a single source.

In addition, Cenitex:

- established an email fraud defence against email fraud attacks
- Introduced a new SIEM (Security Information and Event Management) to proactively look for threats, follow security incidents and view data in real-time
- introduced user-friendly automated cyber security reporting for customers
- contributed as a key member on Digital Victoria's Strategic Cyber Reform Working Group

Trust in Service Delivery

In 2021-22, Cenitex made it faster and easier for customers to submit managed service requests. Monthly service reports have been automated and offered to customers for self-service.

To further enhance trust in the services Cenitex delivers, Cenitex uplifted its monthly service reports for customers. The new reporting details Cenitex performance in the delivery of key ICT services and aligns with updated Service Level Targets (SLTs), which were introduced in 2021-22 following extensive customer consultation.

Performance Measurement

Key Performance Indicator	Specific Measure	Target	Outcome
Trust			
Continue to provide high quality core technology, support, and workplace computing services to customers.	Technology Services Availability	99.8%	99.94%
	Workplace Services Availability	99.8%	99.94%
Notable examples of Cenitex informing Victorian Government IT policy and strategy	Examples of Cenitex working with Government on IT policy and strategy	Qualitative	Cenitex launched and delivered three Victorian Government Shared Services Forums through the year. This forum allows Victorian Government shared service providers to discuss policy and strategy impacting the Public Sector.

Strategic Goal 2: Partnership



The Cenitex partnership vision is to bring industry, education and government together to deliver better services and outcomes for the Victorian people.

Cenitex Strategic Partnerships

During 2021-22, Cenitex focused not just on strategic relationships with vendors, but how Cenitex can partner with industry and government to deliver on positive outcomes aligned to the five programs under the 1-3-5 Strategy, and the three pillars of the Victorian Government *Digital Strategy 2021-26*.

Over the year, Cenitex established a new partnership function, strategy and framework. Cenitex has entered partnership agreements across industry, the education sector, government, and the private sector. These partnerships deliver diverse benefits including:

- Empowering women returning to the workforce by partnering with The Dream Collective to deliver the SheReturns program – giving women taking their first step back into the professional world, the skills, knowledge and confidence to return to work.
- New recruitment pathways for mature-age interns, looking for a digital career via the DJPR Digital Interns program.
- Contributing to the next generation of digital talent by supporting curriculum, interns, and on the job training through our education providers.
- Driving innovation with the Public Sector Network to deliver the Innovate Vic Conference.
- Learning and development opportunities via the Royal Melbourne Institute of Technology's micro-credentials program and Microsoft's Enterprise Skills Initiative (ESI) program ensuring Cenitex team members have the most up-to-date knowledge to best serve customers.

Partnering with Government

In addition, Cenitex established the Shared Services Forum, bringing together senior executives across Victorian Government who provide shared services to other departments and agencies. This forum focuses on strategic shared services issues and creates value for Victorian Government through better shared services, efficiencies, knowledge sharing and joint centres of excellence.

Cenitex and Digital Victoria have been partnering on cyber security reform in Victoria. By focusing on current and future challenges facing the Whole of Victorian Government (WoVG) cyber security environment, the group is able to create a WoVG view of capabilities to support the analysis of critical gaps and future needs.

Performance Measurement

Key Performance Indicator	Specific Measure	Target	Outcome
Partnership			
Notable examples of collaborative relationships with customers, such as joint centres of excellence	Examples of co-designed services or products with customers	Qualitative	<p>Cenitex has co-designed a number of products and services with our customers, including:</p> <p>SDWAN (Software Defined Wide Area Network) with CSV, DFFH, and DoH</p> <p>A cyber security bundle consisting of NDR (Network Detection & Response), VMaaS (Vulnerability Management as a Service) EPM (Endpoint Privilege Management) & NAC (Network Access Control) with a range of customers</p> <p>DRaaS with health service providers and Penetration Testing with other customers</p>
An increase in the number of services provided to customers through strategic vendor relationships facilitated or managed by Cenitex	Number of new services through strategic vendor relationships	2	Cenitex has developed services through eight strategic relationships

Strategic Goal 3: Growth

As a government business enterprise, increasing the number of customers and increasing revenue allows Cenitex to negotiate better arrangements for the Victorian Government and to invest in shared services and ICT infrastructure. Cenitex uses any surplus to either reduce prices for customers or to invest in better infrastructure and services.

New Signings

In 2021-22 Cenitex signed Memoranda of Understanding with the following organisations:

- Office of the Special Investigator
- Loddon Mallee Rural Health Alliance (LMRHA)
- Peter MacCallum Cancer Centre
- Victorian Pharmacy Authority
- Gippsland Health Alliance
- COVID-19 Quarantine Victoria (CQV)
- Alfred Health
- Grampians Rural Health Alliance
- Austin Health
- The Royal Women's Hospital
- Energy Safe Victoria
- Box Hill Institute

New Services

For Cenitex to continue to grow and offer the benefits of scale, new services continue to be developed and offered to customers. A key example of a new scalable service is the Cenitex managed private cloud infrastructure, which has been uplifted to VMware cloud foundation. This means Cenitex can offer hybrid cloud to customers while progressing to a multi-cloud environment, which is the future of ICT network and storage.

Additionally, Cenitex has launched Application Modernisation services to help customers uplift their out of support legacy Windows Operating Systems. This will ensure that customers can improve the security of their workloads and modernise existing applications.

Cenitex has revamped its Network Detection and Response service offering by providing customers with individual security and traffic reports with increased historical data storage, shifting from seven days to 90.

Workforce Capability

Cenitex places significant value on the development and growth of its people. This is reflected in the work that has taken place during 2021-22 to build capability and position Cenitex as an employer of choice, with a concentrated focus on diversity, equity and inclusion.

Developing and retaining the right capabilities provides the groundwork to enable growth in the types of services that can be offered to customers. Cenitex employees completed approximately than 9,000 hours of training during the year across 160 different courses and programs. This is an 80 per cent increase in total hours of training undertaken by Cenitex employees in comparison to 2020-21.

Five graduates joined Cenitex in 2022 for a new two-year program. Seven graduates from the 2021 Graduates Program were retained at the completion of their program.

Cenitex has been recognised for its work to build the capability of its people, including:

- 2021 Enablers Award for Outstanding Achievement by a Department or Agency
- 2022 Australian HR Awards with Excellence awards in three categories – Employer of Choice (Public Sector), HR Team of the Year, and Best Use of Technology
- Shortlisted for both the 2021 TechDiversity Award (Government category)
- Shortlisted for the Seek Talent Acquisition Recognition (STAR) awards in the category of Talent Acquisition Team of the Year.

Talent Acquisition

Cenitex increased investment in capability with a pro-active and integrated approach to talent attraction, identification, and onboarding.

This approach to streamline the recruitment process has resulted in:

- increased attraction using the Employee Value Proposition and the improved candidate experience
- increased speed to market by enhancing automation and greater investment in hiring processes.

Diversity, Equity And Inclusion

To continue to grow, Cenitex needs a diverse and inclusive workforce. Cenitex has focused on the diversity and inclusiveness of the organisation, reflecting the community it serves.

Results from the 2021 People Matter Survey indicated an increase in support of diversity and inclusion across senior leaders, people leaders and workgroups. This was demonstrated by 91 per cent of respondents who agreed that people in their workgroup actively support diversity and inclusion in the workplace, an increase of nine per cent from 2020.

Cenitex continues to promote gender equality, with 57 per cent of the Executive Leadership Team identifying as women. There is further work to be done to increase women's participation across the organisation. In November 2021, the inaugural *Cenitex Gender Equality Action Plan (GEAP)* was submitted to the Public Sector Gender Equality Commissioner and has now been formally accepted by the Commission as complying with the *Gender Equality Act 2020*.

Performance Measurement

Key Performance Indicator	Specific Measure	Target	Outcome
Growth			
An increase in the overall number of Cenitex customers	Number of new customers	3	12
More Cenitex services consumed by existing customers	Number of new services available for existing customer consumption	2	Eight new products were released through 2021-22

2.8 1-3-5 Strategy Year 2 Delivery Update

The outbreak of the COVID-19 pandemic in 2020-21 meant that the launch of the 1-3-5 program was delayed by six months as Cenitex re-prioritised its commitments to focus on supporting the Victorian Government's rapid transition to hybrid working. In 2021-22, to mitigate the impact of these factors, Cenitex dedicated its focus to driving key projects ahead and delivering on the planned actions from the 2021-25 Corporate Plan. The outcomes of the Year 2 programs are in the tables below.

Effective Operating Model Planned Actions for 2021-22

Key Outcome	Key Actions	Delivery Outcome
Improved business processes for customers	Identify and map each customer-facing touchpoint	Complete
	Automate and digitise customer-facing touchpoint processes, where possible	2021-22 phase complete
	Streamline Cenitex internal business processes through continuous improvement	2021-22 phase complete
Standardised technology and processes for customers through the introduction of a Cenitex Network Operations Centre	Establish a Network Operations Centre function	Complete
	Centralise and enhance network monitoring capability to align with the Cenitex technology roadmap	2021-22 phase complete
Enterprise platforms renewed to ensure Cenitex has fit-for-purpose tools to support its customers and stakeholders	Prioritise which enterprise platforms to refresh	Complete
	Commence renewal of ageing enterprise platforms	Complete (2021-22 phase) - due June 2023
Improved internal governance and decision-making processes	Re-define the roles and terms of reference of key committees	Complete
	Enhance decision-making, reporting and record-keeping processes for key committees	Complete

Enhanced Capability Planned Actions for 2021-22

Key Outcome	Key Actions	Delivery Outcome
Greater customer focus across the Cenitex workforce	Establish a pre-sales function for a more effective sales and marketing process	Complete
	Establish project and change management services as a new service offering to support the successful delivery of customer projects	Project withdrawn*
	Establish a workforce planning process with a focus on customer-facing engagements	Complete
An optimal, collaborative and diverse workforce through flexible and activity-based work practices	Develop and deliver the Cenitex hybrid work framework along with supporting guidelines, toolkit and training resources	Complete
	Enhance Cenitex staff experience and build their capability by leveraging new technologies and its new built-for-purpose office facilities	Complete
	Align the Cenitex Flexible Work Arrangements Policy with the VPSC Flexible Work Policy	Complete
A 'Learning Organisation' environment within Cenitex with a focus on knowledge sharing and personal development	Continue focus on talent, skills and succession, enabling continuous improvement through systems implementation	Complete
	Implement a development planning framework	Complete
	Implement an advanced learning and development program (self-led development, expanded course offering, mentoring and secondment programs, leadership development)	Complete

* Note: The establishment of the project and change management services as a new service offering to support the successful delivery of customer projects action will not be delivered as there was a lack of appetite from customers for project and change management as a service offering. This project was subsequently closed in April 2022.

Clear and Refined Offering Planned Actions for 2021-22

Key Outcome	Key Actions	Delivery Outcome
A service lifecycle framework developed to make it easy for Cenitex to work with customers to move from a product idea, to product development, and then to product launch.	Identify all dependencies and roadblocks in the current service lifecycle	Complete
	Develop and map out a service lifecycle framework focusing on service strategy/roadmap, service design, service transition, service operation, and service improvement	Complete
A new application development service category developed	Establish a strategy and structure to deliver application development services	Complete
	Recruit the right skills to deliver high-quality application development services	Complete
	Launch and promote the application development service to Cenitex customers and the broader Victorian public sector	Complete
Service cost and pricing is reformed to deliver Pricing for Value to customers	Establish the future vision for service cost and pricing reform	Complete
	Investigate future pricing and cost models	Complete
	Conduct stakeholder engagement on proposed future options	Complete
	Develop preferred option for service cost and pricing reform	Complete

Extensive Engagement Planned Actions for 2021-22

Key Outcome	Key Actions	Delivery Outcome
Strengthened relationships with Cenitex customers	Engage regularly with customers on their expectations and needs from Cenitex, as Cenitex continues to support them in the new hybrid working environment	Complete
	Improve customer-focused reporting on Cenitex customer service performance using the new ServiceNow tool	Complete
Strengthened relationships and engagement with Cenitex key government stakeholders	Support the Digital Victoria agenda	Complete
	Collaborate with key shareholder, the Department of Premier and Cabinet (DPC)	Complete
	Broaden external stakeholder networks within the Victorian public sector through continuous stakeholder mapping	Complete
	Continue to engage with a wide range of senior government leaders	Complete
Cenitex brand is enhanced across the Victorian public sector	Review market segmentation to help Cenitex better target potential new customers within Victorian public sector	Complete
	Develop tailored value propositions for current and new customers within Victorian public sector	Complete
	Build and strengthen connections between Victorian Government shared service providers	Complete

The Right Culture Planned Actions for 2021-22

Key Outcome	Key Actions	Delivery Outcome
A more equitable and inclusive culture at Cenitex	Continue to embrace a diverse and inclusive culture through the sponsorship of Cenitex Diversity and Inclusion Council	Complete
	Embed and integrate diversity and inclusion into current processes, new initiatives and training programs	Complete
	Continue to collect and analyse data to inform planning of new initiatives	Complete
	Implement the Cenitex Dis/ability Action Plan	Complete
	Develop and implement the Cenitex Gender Equality Action Plan	Complete
	Develop and implement the Cenitex Aboriginal Action Plan	Complete
	Continue to increase awareness and initiatives on cultural, LGBTIQ+ and age diversity and inclusion within Cenitex workforce	Complete
Cenitex staff understand and demonstrate Cenitex culture traits	Plan, promote and implement a culture traits program within Cenitex	Complete

Part 3:

Financial Statements



3.1 Summary of Financial Results

	2020 \$'000	2021 \$'000	2022 \$'000
Services provided to other Government entities	180,034	187,358	218,176
Total income from transactions	183,838	197,944	219,389
Total expenses from transactions	(194,177)	(199,846)	(206,470)
Net results from transactions before depreciation and amortisation	6,367	20,486	34,927
Net result from transactions	(10,339)	(1,902)	12,919
Net result for the period	(11,328)	563	11,153
Net cash flow from operating and investing activities	13,733	3,490	11,016
Total assets	173,761	155,113	166,403
Total liabilities	101,107	81,896	80,233

Revenue growth and cost management are the basis for the financial sustainability of Cenitex.

Cenitex achieved a surplus of \$11.2 million against a planned deficit of \$0.5 million for the 2021-22 financial year.

The key drivers include:

- the government response to the pandemic resulted in increased consumption of service catalogue items and project services
- funding from a government grant to augment security and critical infrastructure
- positive revaluation of employee entitlements as a result of a shift in discount rate and changing global and domestic economic inputs
- the purchase of property, plant and equipment as part of customer projects, which increases project revenue

Cenitex continues to focus on attracting new customers and developing new services to maintain financial sustainability. The successful integration of VicRoads into DoT, the introduction of a next-generation Security Operations Centre (SOC) function and the DRaaS are examples of ways Cenitex is driving financial growth.

Cenitex continues to make improvements in billing and invoicing. During the year, Cenitex developed new reporting capabilities in its financial operations platform and enterprise data warehouse to more robustly manage customer consumption.

Cenitex has continued to improve its cost competitiveness by:

- increasing efficiencies and changing rostering practices in the Cenitex Service Desk to better manage labour cost
- shifting the capability profile of the organisation by increasing targeted training, recruiting different capabilities and focusing more on talent management to improve productivity/innovation and efficiencies in labour outcomes
- attracting the right talent in the current tight labour market can take longer than normal, which creates some unintended cost savings as positions are vacant for longer

- procurement led cost saving/avoidance through negotiations, market testing and sound procurement practices
- Improving project management to significantly reduce turnaround times. Projects on time and on budget have improved from 70 per cent in July 2021 to 82 per cent in June 2022
- continually renewing technology together with procurement negotiations means higher efficiencies per dollar spent

Strong financial management over the past years, together with investment from government grants, has enabled Cenitex to implement next generation platforms and multi-year programs across the organisation. This technology renewal is focused on customer needs, primarily in security and resilience.

This year, Cenitex delivered \$19.3 million of investment to remediate residual risk, develop services and enhance corporate capabilities, including:

- Cenitex internal investment funds - \$11.8 million:
 - customer pilots for transition to Digital Workplace
 - establishing and commercialising DRaaS
 - completing a critical refresh of the core network at the data centre
 - commencing the establishment of new network connectivity solutions to customer sites
 - refreshing legacy security and network assets
- State funded initiatives - \$5.2 million:
 - developing a mediation layer for a hybrid cloud technology solution, paving the way for future state hosting across multiple environments
 - planning for exiting infrastructure from the primary data centre
- Critical refresh activities funded by the State - \$2.3 million:
 - modernising the storage backup platform to remediate risk of legacy infrastructures
 - commencing activities for new network and long-term tape modernisation

Throughout 2021-22, Cenitex continued to leverage strong vendor relationships and buying power to deliver \$3.13 million in cost savings and cost avoidance. These benefits were achieved through:

- direct negotiation with suppliers in competitive sourcing events
- renegotiating existing services to lower cost options
- including additional goods and/or services at no cost
- removing support for obsolete products
- including consumption/volume-based discount structures
- negotiating the reduction to hourly/daily rates for time and materials/professional services engagements
- aggregating demand and establishment of standing offer agreements at discounted prices

The actual value of savings and cost avoidance for the 2021-22 financial year is \$5.1 million, when accrued savings of \$1.98 million from prior year activities are included.

How This Report Is Structured

Cenitex has presented its audited general-purpose financial statements for the financial year ended 30 June 2022 in the following structure to provide users with the information about Cenitex stewardship of resources entrusted to it.

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Declaration In The Financial Statements

The attached financial statements for Cenitex have been prepared in accordance with Direction 5.2 of the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994*, applicable Financial Reporting Directions, Australian Accounting Standards including Interpretations, and other mandatory professional reporting requirements.


We further state that, in our opinion, the information set out in the comprehensive operating statement, balance sheet, statement of changes in equity, cash flow statement and accompanying notes, presents fairly the financial transactions during the year ended 30 June 2022 and financial position of Cenitex at 30 June 2022.

At the time of signing, we are not aware of any circumstance which would render any particulars included in the financial statements to be misleading or inaccurate.

We authorise the attached financial statements for issue on 29/08/2022.



Randall Straw
Chair



Frances Cawthra
Chief Executive Officer



Catherine Ho
Executive Director Finance and
Business Services

Melbourne 29/08/2022

VAGO Declaration



Independent Auditor's Report

To the Board Members of Cenitex

Opinion	<p>I have audited the financial report of Cenitex which comprises the:</p> <ul style="list-style-type: none"> • balance sheet as at 30 June 2022 • comprehensive operating statement for the year then ended • statement of changes in equity for the year then ended • cash flow statement for the year then ended • notes to the financial statements, including significant accounting policies • declaration in the financial statements. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of Cenitex as at 30 June 2022 and its financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 7 of the <i>Financial Management Act 1994</i> and applicable Australian Accounting Standards.</p>
Basis for opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of Cenitex in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Board Member's responsibilities for the financial report	<p>The Board Members of Cenitex are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Financial Management Act 1994</i>, and for such internal control as the Board Members determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board Members are responsible for assessing Cenitex's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

**Auditor's
responsibilities
for the audit
of the financial
report**

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Cenitex's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board Members
- conclude on the appropriateness of the Board Member's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Cenitex's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause Cenitex to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board Members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE
30 August 2022



Timothy Maxfield
as delegate for the Auditor-General of Victoria

Comprehensive Operating Statement

For the financial year ended 30 June 2022

	Note	2022 \$'000	2021 \$'000
Revenue and income from transactions			
Services provided to other government entities	2.1	218,176	187,358
Government grant	2.2	566	10,151
Investment income		647	435
Total revenue and income from transactions		219,389	197,944
Expenses from transactions			
Employee benefits	3.1.1	93,813	87,909
ICT expenditure	3.2	86,608	85,444
Depreciation and amortisation	4.1.2	22,008	22,388
Occupancy expenses		1,410	1,892
Other operating expenses		2,631	2,213
Total expenses from transactions		206,470	199,846
Net result from transactions		12,919	(1,902)
Other economic flows included in net result			
Net gain/(loss) on financial instruments*		(1,505)	506
Net gain/(loss) on disposal of non-financial assets**		(130)	95
Net gain/(loss) from revaluation of long service leave liability		2,002	1,864
Net gain/(loss) on asset revaluation***		(2,133)	0
Total other economic flows included in net result		(1,766)	2,465
Comprehensive result		11,153	563

* Net gain/(loss) on financial instruments represent gain / (loss) from VFMC investments.

** Net gain/(loss) on disposal of non-financial assets - represents value of assets sold and impairment losses.

*** Net gain / (loss) on Asset revaluation represents loss on account of VGV revaluation of assets.

The above comprehensive operating statement should be read in conjunction with the accompanying notes.

Balance Sheet

As at 30 June 2022

	Note	2022 \$'000	2021 \$'000
Assets			
Financial assets			
Cash and deposits	6.2	29,628	27,694
Receivables	5.1	24,492	7,826
Contract Assets	5.4	17,145	7,984
Investments and other financial assets		16,882	17,483
Total financial assets		88,147	60,987
Non-financial assets			
Property, plant and equipment	4.1	52,815	68,203
Intangible assets	4.2	-	-
Prepayments	5.3	25,441	25,923
Total non-financial assets		78,256	94,126
Total assets		166,403	155,113
Liabilities			
Payables	5.2	11,180	14,957
Lease liability	6.1.4	26,523	37,404
Employee-related provisions	3.1.2	21,853	21,622
Contract liabilities	5.4	20,677	7,913
Total liabilities		80,233	81,896
Net assets		86,170	73,217
Equity			
Accumulated deficit		(44,620)	(55,773)
Contribution by owners		130,790	128,990
Net worth		86,170	73,217

The above balance sheet should be read in conjunction with the accompanying notes.

Cash Flow Statement

For the financial year ended 30 June 2022

	Note	2022 \$'000	2021 \$'000
Cash flows from operating activities			
Receipts			
Receipts from other government entities		208,876	188,909
Receipts from government grant		1,565	3,700
Interest received		92	135
Goods and services tax received from the ATO *		6,728	8,693
Total receipts		217,261	201,437
Payments			
Payments to suppliers		(111,532)	(113,827)
Payments to employees		(85,438)	(79,004)
Interest and other costs of finance paid	6.1.3	(393)	(517)
Total payments		(197,363)	(193,348)
Net cash flows from/(used in) operating activities	6.2.1	19,898	8,089
Cash flows from investing activities			
Purchases of non-financial assets		(8,882)	(4,599)
Net cash flows from/(used in) investing activities		(8,882)	(4,599)
Cash flows from financing activities			
Repayment of principal portion of lease liability.**	6.1.3	(10,882)	(10,607)
Owner contribution by State Government - appropriation for capital expenditure purposes		1,800	-
Net cash flows from/(used in) financing activities		(9,082)	(10,607)
Net increase/(decrease) in cash and cash equivalents		1,934	(7,117)
Cash and cash equivalents at the beginning of the financial year		27,694	34,811
Cash and cash equivalents at the end of the financial year	6.2	29,628	27,694

*Goods and Services Tax is presented on a net basis of sales and purchases

**Cenitex has recognised cash payments for the principal portion of lease payments as financing activities; cash payments for the interest portion as operating activities consistent with the presentation of interest payments and short-term lease payments for leases and low-value assets as operating activities.

Statement Of Changes In Equity

For the financial year ended 30 June 2022

Notes	Accumulated deficit	Contributions by owners	Total
	\$'000	\$'000	\$'000
Balance at 1 July 2020	(56,336)	128,990	72,654
Net result for the year	563	-	563
Balance at 30 June 2021	(55,773)	128,990	73,217
Net result for the year	11,153	-	11,153
Contributed capital	-	1,800	1,800
Balance at 30 June 2022	(44,620)	130,790	86,170

The above statement of changes in equity should be read in conjunction with the accompanying notes.

1. About This Report

These annual financial statements represent the audited general-purpose financial statements for Cenitex for the year ended 30 June 2022. The financial statements cover Cenitex as an individual reporting entity.

Cenitex is a State Body established on 16 July 2008 by Order in Council (establishing order) under section 14 of the *State-Owned Enterprise Act 1992* (the Act) and declared a re-organising body on 24 April 2012 by Order in Council under section 7(1) of the Act. Cenitex status as a re-organising body was revoked on 31 July 2016 and reverted it to a State Body under section 14 of the Act. These changes were affected by Order in Council No. G28 of 14 July 2016, which was varied under section 16 of the Act by replacing the text with Order in Council No. G44 of 2 November 2017.

Its principal address is:

Cenitex
Level 10, South Tower, 80 Collins Street
Melbourne, VIC, 3000

A description of the nature of its operations and its principal activities is included in the report of operations, which does not form part of these financial statements.

Basis of preparation

These financial statements are in Australian dollars and the historical cost convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured on a different basis.

The accrual basis of accounting has been applied in preparing these financial statements, whereby assets, liabilities, equity, income, and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates, and assumptions are required to be made about financial information being presented. The significant judgements made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

All amounts in the financial statements have been rounded to the nearest \$1,000 unless otherwise stated.

Compliance information

These general-purpose financial statements have been prepared in accordance with the *Financial Management Act 1994* (FMA) and applicable Australian Accounting Standards (AASs), which include Interpretations, issued by the Australian Accounting Standards Board (AASB). In particular, they are presented in a manner consistent with the requirements of AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Where appropriate, those AAS (Australian Accounting Standards) paragraphs applicable to not-for-profit entities have been applied. Accounting policies selected and applied in these financial statements ensure that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported.

2. Funding Delivery Of Our Services

Introduction

Cenitex purpose is to serve the people of Victoria through secure, effective, and contemporary IT (Information Technology) services for Government entities. Cenitex is predominantly funded by customer departments and agencies for the provision of services. The fees charged for these services are based on a cost recovery model.

2.1 Rendering of services to other government entities

Cenitex recognises revenue when the performance obligations for the sale of services to the customer are satisfied. Consideration received in advance of recognising the associated revenue from the customer is recorded as a contract liability (refer Note 5.4). Where the performance obligations are satisfied but not yet billed (i.e., for projects that are completed based on milestones), a contract asset is recorded until the customer is subsequently invoiced in accordance with the terms of the service agreement (refer to Note 5.4).

	2022 \$'000	2021 \$'000
<i>Baseline services (revenue recognised over time)</i>		
Work place support	177,027	137,622
Hosting	6,607	32,945
<i>Projects (revenue recognised over time)</i>		
Projects	29,021	14,642
Projects - customer funded capital	5,433	2,030
Victorian Government Electronic Messaging System (VGEMS)	88	119
Total revenue from rendering services to other government entities	218,176	187,358

The services provided to other government entities included in the table above are transactions that Cenitex has determined to be classified as revenue from contracts with customers in accordance with AASB 15.

Performance obligations and revenue recognition policies

Revenue from the rendering of services is recognised at a point in time when the performance obligation is satisfied when the service is completed, over time when the customer simultaneously receives and consumes the services as it is provided or where Cenitex has an enforceable right to payment for performance completed to date.

Baseline services:

For baseline services rendered, i.e., workplace support and hosting, revenue is recognised where customers simultaneously receive and consume the services as it is provided.

Projects:

The majority of project revenue is recognised over time as work is undertaken on a time and

materials basis. Cenitex has an enforceable right to payment for work completed up to the end of the reporting period for these projects.

There is a small number of projects with revenue recognised at a point in time based on performance obligations determined by invoicing milestones.

2.2 Government grant

	2022	2021
	\$'000	\$'000
Specific purpose grant	566	10,151
Total grant	566	10,151

Cenitex has determined grant revenue to be enforceable and with sufficiently specific performance obligations to be accounted for as revenue from contracts with customers in accordance with AASB 15. Revenue is recognised when Cenitex satisfies the performance obligations by providing the relevant services to customers for which it received the grant. This is recognised based on the consideration specified in the funding agreement and to the extent that it is highly probable a significant reversal of the revenue will not occur. The funding payments are normally received in advance or shortly after the relevant obligation is satisfied.

3. The Cost Of Delivering Services

Introduction

This section provides an account of the expenses incurred by Cenitex in delivering services. In Section 2, the funds that enable the provision of services were disclosed and in this note the cost associated with provision of services are recorded.

Summary of Expenses

	Note	2022 \$'000	2021 \$'000
Expenses from transactions			
Employee benefits	3.1.1	93,813	87,909
ICT expenditure	3.2	86,608	85,444
Depreciation and amortisation	4.1.2	22,008	22,388
Occupancy expenses		1,410	1,892
Other operating expenses		2,631	2,213
Total expenses from transactions		206,470	199,846

3.1 Employee Benefits

3.1.1 Employee Benefits in the Comprehensive Operating Statement

	Note	2022 \$'000	2021 \$'000
Post employment benefits			
- Defined contribution superannuation expense	3.1.3	6,927	5,926
- Defined benefit superannuation expense	3.1.3	120	134
Termination benefits		342	441
Salaries, wages, leave entitlements and contractor payments		86,424	81,408
Total employee benefits		93,813	87,909

Employee benefits expenses include all costs related to employment, including wages and salaries, contractor payments, leave entitlements, termination payments, fringe benefits tax, WorkCover premiums and superannuation contributions.

The amount recognised in the comprehensive operating statement in relation to superannuation is employer contributions for members of both defined benefit and defined contribution superannuation plans that are paid or payable during the reporting period. Cenitex does not recognise any defined benefit liabilities because it has no legal or constructive obligation to pay future benefits relating to its employees. Instead, the Department of Treasury and Finance (DTF) discloses in its annual financial statements the net defined benefit cost related to the members of these plans as an administered liability (on behalf of the State as the sponsoring employer).

Termination benefits are payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. Termination benefits are recognised when Cenitex is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

3.1.2 Employee Benefits in the Balance Sheet

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave, and long service leave (LSL) for services rendered to the reporting date and recorded as an expense during the period the services are delivered.

	2022 \$'000	2021 \$'000
Current		
Annual leave		
- Unconditional and expected to be settled within 12 months	5,080	4,825
- Unconditional and expected to be settled after 12 months	2,652	2,696
Long service leave		
- Unconditional and expected to be settled within 12 months	380	333
- Unconditional and expected to be settled after 12 months	9,099	9,624
Provisions for on-costs:		
- Unconditional and expected to be settled within 12 months	934	776
- Unconditional and expected to be settled after 12 months	2,009	1,853
Other Provisions		
- Provisions for restructuring		26
Total current provisions	20,154	20,133
Non-current		
Employee benefits	1,451	1,294
On-costs	248	195
Total non-current provisions	1,699	1,489
Total provisions for employee benefits	21,853	21,622

Reconciliation of Movement in Provisions for On-Costs:

	2022 \$'000	2021 \$'000
Opening balance	2,824	2,666
Additional provisions recognised	1,331	754
Reductions arising from payments	(964)	(596)
Closing balance	3,191	2,824
Current	2,943	2,629
Non-current	248	195
Total	3,191	2,824

Wages and Salaries, Annual Leave, And Sick Leave

Liabilities for wages and salaries (including non-monetary benefits, annual leave, and on-costs) are recognised as part of the employee benefit provision as current liabilities, because Cenitex does not have an unconditional right to defer settlements of these liabilities.

The liability for salaries and wages are recognised in the balance sheet at remuneration rates which are current at the reporting date. As Cenitex expects the liabilities to be wholly settled within 12 months of reporting date, they are measured at undiscounted amounts.

Annual leave disclosed as a current liability is measured at the undiscounted amount expected to be paid as Cenitex does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period. Annual leave disclosed as a non-current liability is discounted to present value where it is not expected to be settled within 12 months.

No provision has been made for sick leave as all sick leave is non-vesting and it is not considered probable that the average sick leave taken in the future will be greater than the benefits accrued in the future. As sick leave is non-vesting, an expense is recognised in the Statement of Comprehensive Income as it is taken.

Employment on-costs such as payroll tax, workers compensation and superannuation are not employee benefits. They are disclosed separately as a component of the provision for employee benefits when the employment to which they relate has occurred.

Unconditional LSL is disclosed as a current liability; even where Cenitex does not expect to settle the liability within 12 months because it will not have the unconditional right to defer the settlement of the entitlement should an employee take leave within 12 months.

The components of this current LSL liability are measured at:

- undiscounted value – if Cenitex expects to wholly settle within 12 months; or
- present value – if Cenitex does not expect to wholly settle within 12 months.

Conditional LSL is disclosed as a non-current liability. There is a conditional right to defer the settlement of the entitlement until the employee has completed the requisite years of service. This non-current LSL is measured at present value.

Any gain or loss following revaluation of the present value of non-current LSL liability is recognised as a transaction, except to the extent that a gain or loss arises due to changes in bond interest rates for which it is then recognised as an 'other economic flow' in the net result.

3.1.3 Superannuation Contributions

Cenitex employees are entitled to receive superannuation benefits and Cenitex contributes to both defined benefit and defined contribution plans. The defined benefit plan provides benefits based on years of service and final average salary.

Fund	Contribution for the year		Contribution outstanding at year end	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
Defined benefit plans^(a):				
State Employees Retirement Benefits Scheme (SERBS)	120	134	-	-
Defined contribution plans:				
Victorian Superannuation Fund – VicSuper scheme	3,075	2,800	-	-
Other	3,852	3,126	-	-
Total	7,047	6,060	-	-

(a) The basis for contributions is determined by the various schemes.

3.2 ICT Expenditure

	2022	2021
	\$'000	\$'000
Software licences and maintenance	47,625	48,911
Hardware maintenance	15,986	12,605
Telecommunications	12,766	11,827
Outsourced ICT	10,231	12,101
Total ICT expenditure	86,608	85,444

ICT expenditures are recognised in the period in which they are incurred.

4. Key Assets Available To Support Output Delivery

Introduction

Cenitex controls plant and equipment and other investments that are utilised in fulfilling its objectives and conducting its activities. They represent the resources that have been entrusted to Cenitex to be utilised for delivery of those outputs.

Significant judgement: Fair value measurement

Where the assets included in this section are carried at fair value, additional information is disclosed in Note 7.3 in connection with how those fair values were determined.

4.1 Property, Plant, and Equipment

Non-Current Assets	Gross carrying amount		Accumulated depreciation		Net carrying amount	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
Buildings - leasehold improvements at cost	9,983	9,983	(4,652)	(2,873)	5,331	7,110
Plant and equipment:						
Facilities at fair value	334	2,165	(3)	(1,892)	331	273
Network at fair value	19,212	55,279	(3,141)	(43,027)	16,071	12,252
Servers at fair value	1,696	26,741	(35)	(25,433)	1,661	1,308
Storage at fair value	3,230	20,580	(434)	(19,076)	2,796	1,504
Office machines and equipment at fair value	31	31	(21)	(16)	10	15
<i>PP&E sub-total</i>	<i>34,486</i>	<i>114,779</i>	<i>(8,286)</i>	<i>(92,317)</i>	<i>26,200</i>	<i>22,462</i>
Right-of-use (ROU) assets:						
Motor vehicles at cost	230	230	(74)	(41)	156	189
Accommodation	46,945	46,945	(24,656)	(15,335)	22,289	31,610
Technology	7,762	7,762	(4,594)	(2,829)	3,168	4,933
<i>ROU Assets sub-total</i>	<i>54,937</i>	<i>54,937</i>	<i>(29,324)</i>	<i>(18,205)</i>	<i>25,613</i>	<i>36,732</i>
Construction in progress	1,002	9,009	-	-	1,002	9,009
Total	90,425	178,725	(37,610)	(110,522)	52,815	68,203

4.1.1 Total Right-Of-Use Assets: Motor Vehicles at Cost, Accommodation, and Technology

	Motor vehicles at cost	Accommodation at fair value	Technology at fair value	Total
Opening balance - 1 July 2021	189	31,610	4,933	36,732
Additions	-	-	-	-
Disposals	-	-	-	-
Depreciation	(33)	(9,321)	(1,765)	(11,119)
Closing balance - 30 June 2022	156	22,289	3,168	25,613
Opening balance - 1 July 2020	245	40,936	3,325	44,506
Additions	31	-	3,358	3,389
Disposals	(51)	-	-	(51)
Depreciation	(36)	(9,326)	(1,750)	(11,112)
Closing balance - 30 June 2021	189	31,610	4,933	36,732

Initial Recognition

Items of property, plant and equipment are measured initially at cost. Where an asset is acquired for no or nominal cost, the cost is its fair value at the date of acquisition. Assets transferred as part of a machinery of government change are transferred at their carrying amount.

The cost of constructed non-financial physical assets includes the cost of all materials used in construction and direct labour on the project.

The cost of a leasehold improvement is capitalised and depreciated over the shorter of the remaining term of the lease or their estimated useful lives.

Right-of-use asset acquired by lessee – Initial measurement

Cenitex recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost which comprises the initial amount of the lease liability adjusted for:

- any lease payments made at or before the commencement date less any lease incentive received; plus
- any initial direct costs incurred

Subsequent Measurement

Property, plant, and equipment as well as right-of-use assets under leases are subsequently measured at fair value less accumulated depreciation and impairment with the exception of Motor Vehicles which are held at cost. Fair value is determined with regard to the asset's highest and best use (considering legal or physical restrictions imposed on the asset, public announcements or commitments made in relation to the intended use of the asset) and is summarised in Note 4.1.1 and 4.1.2 by asset category.

Revaluations

Revaluations are performed annually for assets on a cyclical basis in accordance with FRD 1031 *Non-financial physical assets* such that the carrying amounts do not differ materially from those that would be determined using fair values at the end of the reporting period. A full revaluation normally occurs every five years, but may occur more frequently if fair value assessments indicate material changes in values. Independent valuers are used to conduct these scheduled revaluations. The Valuer-General Victoria (VGV) is Cenitex independent valuation agency.

Revaluation increases or decreases arise from difference between an asset's carrying value and fair value. Net impact of revaluation are recognised in the net result.

Cenitex assets relating to property plant & equipment were independently valued by the Valuer-General Victoria (VGV) as at 30 June 2022. The market is being impacted by the uncertainty caused by COVID-19. As at the date of the valuation, the valuer considers that there is market uncertainty resulting in significant valuation uncertainty.

Right-Of-Use Asset – Subsequent Measurement

Cenitex depreciates the right-of-use assets on a straight-line basis from the lease commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The right-of-use assets are also subject to revaluation.

In addition, the right-of-use asset is periodically reduced by impairment losses, if any and adjusted for certain remeasurements of the lease liability.

Impairment of Non-Financial Assets

Assets are tested annually for indications of impairment. If there is an indication of impairment, the assets concerned are tested as to whether their carrying value exceeds their possible recoverable amount. Where an asset's carrying value exceeds its recoverable amount, the difference is written off by a charge to the comprehensive operating statement, except to the extent that the write-down can be debited to an asset revaluation surplus amount applicable to that class of asset.

4.1.2 Depreciation and Amortisation

	Note	2022 \$'000	2021 \$'000
Buildings - Leasehold improvements	4.1.3	1,779	1,790
Plant and equipment	4.1.3	9,110	9,486
Motor vehicles RoU	4.1.1	33	36
Accommodation RoU	4.1.1	9,321	9,326
Technology RoU	4.1.1	1,765	1,750
Intangible assets	4.2.1	-	-
Total depreciation and amortisation expense		22,008	22,388

Depreciation is generally calculated on a straight-line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date. Typical estimated useful lives for the different asset classes for current and prior years are included in the table below:

Assets	Useful Life (Years)
Building Leasehold improvements	5
Plant and equipment	5 to 10
Motor vehicles under RoU	3
Intangible assets	3 to 5

Right-of-use assets are generally depreciated over the shorter of the asset's useful life and the lease term. Where Cenitex obtains ownership of the underlying leased asset or if the cost of the right-of-use asset reflects that Cenitex will exercise a purchase option, Cenitex depreciates the right-of-use asset over its useful life. The useful lives for the different categories of right-of-use assets are included in the table below:

ROU Assets	Useful Life (Years)
Vehicles	3
Accommodation	5
Technology	5

4.1.3 Reconciliation of Movements in Carrying Amount Of Property, Plant, and Equipment Including ROU Assets.

	Buildings leasehold improvements at cost	Plant and equipment - at fair value					RoU Assets			Construction in progress - at cost	Total
		Facilities	Network	Servers	Storage	Office Machines & Equipment	Motor vehicles at cost	Accommodation at fair value	Technology at fair value		
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2022											
Opening balance	7,110	273	12,252	1,308	1,504	15	189	31,610	4,933	9,009	68,203
Additions	-	84	6,519	-	1,753	-	-	-	-	530	8,886
Disposals	-	-	(67)	-	(8)	-	-	-	-	-	(75)
Adjustments	-	-	-	-	-	-	-	-	-	(4)	(4)
Transfers	-	-	7,761	32	740	-	-	-	-	(8,533)	-
Impairment	-	-	-	-	(55)	-	-	-	-	-	(55)
Depreciation expense	(1,779)	(102)	(6,917)	(709)	(1,377)	(5)	(33)	(9,321)	(1,765)	-	(22,008)
Revaluations*	-	76	(3,477)	1,030	239	-	-	-	-	-	(2,132)
Closing balance	5,331	331	16,071	1,661	2,796	10	156	22,289	3,168	1,002	52,815
2021											
Opening balance	-	273	13,172	2,653	2,890	20	245	40,936	3,325	19,047	82,561
Additions	-	26	2,411	-	-	-	31	-	3,358	1,902	7,728
Disposals	-	-	(23)	-	(54)	-	(51)	-	-	-	(128)
Adjustments	-	116	(118)	81	54	1	-	-	-	296	430
Transfers	8,900	-	2,632	476	228	-	-	-	-	(12,236)	-
Impairment	-	-	-	-	-	-	-	-	-	-	-
Depreciation expense	(1,790)	(142)	(5,822)	(1,902)	(1,614)	(6)	(36)	(9,326)	(1,750)	-	(22,388)
Closing balance	7,110	273	12,252	1,308	1,504	15	189	31,610	4,933	9,009	68,203

*Revaluations included in Other Economic Flows in the Comprehensive Operating Statement as there are no asset revaluation surpluses to draw on.

4.2 Intangible Assets

Intangible assets	Gross carrying amount		Accumulated depreciation		Net carrying amount	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
Intangible assets	11,263	11,263	(11,263)	(11,263)	-	-
Total Intangible assets	11,263	11,263	(11,263)	(11,263)	-	-

Cenitex has internally generated intangible assets covering a range of IT capabilities that are still actively in use to deliver services. These assets have a zero net carrying amount at the end of the reporting period. Cenitex elects to continue to include them as they represent assets delivering services to customers.

Initial Recognition

Intangible assets represent identifiable non-monetary assets without physical substance.

Purchased intangible assets are initially recognised at cost. When the recognition criteria in AASB 138 Intangible Assets is met, internally generated intangible assets are recognised at cost. Subsequently, intangible assets with finite useful lives are carried at cost less accumulated amortisation and accumulated impairment losses. Depreciation and amortisation begin when the asset is available for use, that is, when it is in the location and condition necessary for it to be capable of operating in the manner intended by management.

An internally generated intangible asset arising from development is recognised only if all the following are demonstrated:

- the technical feasibility of completing the intangible asset so that it will be available for use or sale
- an intention to complete the intangible asset and use or sell it
- the ability to use or sell the intangible asset
- the intangible asset will generate probable future economic benefits.
- the availability of adequate technical, financial, and other resources to complete the development and to use or sell the intangible asset; and
- the ability to measure reliably the expenditure attributable to the intangible asset during its development

Subsequent Measurement

Intangible produced assets with finite useful lives, are amortised as an 'expense from transactions' on a straight-line basis over their useful lives. Produced intangible assets have useful lives of between 3 and 5 years.

Impairment Of Intangible Assets

Intangible assets are tested annually for indications of impairment. The policy in connection with testing for impairment is outlined in Note 4.1.

4.3 Investments and Other Financial Assets

Cenitex holds investments of \$16,882,009 (2021: \$17,482,604) in managed investment schemes.

Cenitex classifies all its managed investment schemes as financial assets at fair value through other comprehensive income, as they are not held for trading and Cenitex has elected that they be treated as such at initial recognition. They are classified as non-current, as the intention is to hold these for a period longer than 12 months. All managed investments are invested through the Victorian Funds Management Corporation.

5. Other Assets And Liabilities

Introduction

This section sets out those assets and liabilities that arose from Cenitex operations.

5.1 Receivables

	2022 \$'000	2021 \$'000
Contractual		
Trade receivables	24,016	6,824
Allowance for impairment losses of contractual receivables	(455)	(59)
Total contractual receivables	23,561	6,765
Statutory		
GST input tax credit recoverable	931	1,061
Total statutory receivables	931	1,061
Total receivables	24,492	7,826

Contractual receivables are classified as financial instruments and categorised as 'financial assets at amortised cost. They are initially recognised at fair value plus any directly attributable transaction costs. Cenitex holds the contractual receivables with the objective to collect the contractual cash flows and therefore they are subsequently measured at amortised cost using the effective interest method, less any impairment.

Statutory receivables do not arise from contracts and are recognised and measured similarly to contractual receivables (except for impairment) but are not classified as financial instruments for disclosure purposes.

All receivables are classified as current.

5.1.1 Impairment of Contractual Receivables at Amortised Cost

Cenitex applies the simplified approach to calculate expected credit losses which uses a lifetime expected loss allowance for contractual receivables based on known disputes, customer history and historical credit loss experiences. The assessment is completed at the end of each reporting period.

To measure the expected credit losses, trade receivables have been grouped on shared customer profile characteristics and the days past due. A provision is also made for estimated irrecoverable amounts from the sale of goods and services when there is objective evidence that an individual receivable is impaired. Any change in the provision for the year is recognised in the net result.

Credit loss are considered as written off after all avenues for collection are exhausted and are classified as a transaction expense. Credit losses not written off, but included in the provision for doubtful debts, are classified as other economic flows in the net result.

	Current	More than 30 days past due	More than 90 Days Past due	Total
30 June 2022	\$'000	\$'000	\$'000	\$'000
Expected loss rate	0.08%	0.00%	12.91%	
Gross carrying amount - trade debtors	9,449	11,100	3,467	24,016
Loss Allowance	8	-	447	455

	Current	More than 30 days past due	More than 90 Days Past due	Total
30 June 2021	\$'000	\$'000	\$'000	\$'000
Expected loss rate	0.00%	0.00%	5.86%	
Gross carrying amount - trade debtors	4,756	1,057	1,011	6,824
Loss Allowance	-	-	59	59

Contractual receivables are written off when there is no reasonable expectation of recovery and impairment losses are classified as a transaction expense. Subsequent recoveries of amounts previously written off are credited against the same line item.

There are no material financial assets that are individually determined to be impaired. The closing allowance for expected credit losses for trade receivables reconciles to the opening loss allowances as follows:

	2022	2021
	\$'000	\$'000
Balance <u>at</u> 1 July	(59)	(4)
(Increase)/decrease in provision recognised in the net result	(430)	(59)
Receivables written off during the year as uncollectible	34	4
Reversal of unused provision recognised in the net result		
Balance <u>at</u> 30 June	(455)	(59)

5.2 Payables

	2022 \$'000	2021 \$'000
Contractual		
Supplies and services	10,895	12,307
Other payables	285	2,639
Total contractual payables	11,180	14,946
Statutory		
Fringe Benefits Tax payable	-	11
Total statutory payables	-	11
Total current payables	11,180	14,957

Contractual payables are classified as financial instruments and categorised as financial liabilities at amortised cost (see Note 7.1). Statutory payables are recognised and measured similarly to contractual payables but are not classified as financial instruments and not included in the category of financial liabilities at amortised cost, because they do not arise from a contract.

Payable for supply and services normally have an average credit period of 10 working days, with all payables are due and payable within 12 months.

5.2.1 Maturity Analysis of Contractual Payables

Contractual and other payables are carried at their nominal amount, with a maturity date of less than one month.

5.3 Prepayments

	2022 \$'000	2021 \$'000
Current		
Software licences and maintenance and other ICT expenditure	25,031	25,532
Occupancy expenses	410	391
Total prepayments	25,441	25,923

Prepayments represent payments in advance of receipt of goods or services, or the payments made for services covering a term extending beyond that financial accounting period.

5.4 Contract Assets and Contract Liabilities

	2022	2021
	\$'000	\$'000
Contract assets		
Accrued revenue	17,140	7,979
Other receivables	5	5
Total contract assets	17,145	7,984
	2022	2021
	\$'000	\$'000
Contract Liabilities		
Prepaid revenue	20,677	7,913
Total contract liabilities	20,677	7,913

Contract assets primarily relate to Cenitex rights to consideration for baseline services rendered or project work undertaken but not invoiced at the reporting date. Contract assets will be transferred to receivables when rights become unconditional. This usually occurs when Cenitex invoices the customer.

Accrued revenue is recognised to account for baseline and project services that have been provided to customers at balance date but not yet billed.

Baseline services accrued revenue is calculated based on estimate volume of customers consumption for catalogue services multiplied by the catalogue price for those services.

Project services accrued revenue is calculated based on work completed on project deliverables on a time & materials basis.

Contract liabilities represents consideration received in advance of Cenitex performing its contract obligations and will be recognised as revenue when the services are performed. Refer Note 2 for further details of the performance obligation.

6. Financing Our Operations

Introduction

This section provides information on the sources of finance utilised by Cenitex during its operations, along with interest expenses (the cost of leases) and other information related to financing activities of Cenitex.

This section includes disclosures of balances that are financial instruments (such as cash balances). Notes 7.1 and 7.3 provide additional, specific financial instrument disclosures.

6.1 Leases

Cenitex Leasing Activities

Cenitex leases various properties, technology equipment and motor vehicles. The lease contracts are typically made for fixed periods of 3-5 years with an option to renew the lease after that date.

6.1.1 Right-Of-Use Assets

Right-of-use assets are presented in note 4.1.

6.1.2 Amounts Recognised in the Comprehensive Operating Statement

The following amount is recognised in the comprehensive operating statement relating to leases:

	2022 \$'000	2021 \$'000
Other operating expense		
Interest expense on lease liabilities	393	517
Total amount recognised in the Comprehensive operating statement	393	517

6.1.3 Amounts Recognised in the Statement Of Cashflows

The following amounts are recognised in the Cash flow statement for the year ending 30 June 2022 relating to leases.

	2022 \$'000	2021 \$'000
Repayment of leases	10,882	10,607
Interest and other costs of finance paid	393	517
Total cash outflow for leases	11,275	11,124

For any new contracts entered into, Cenitex considers whether a contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period in exchange for consideration.' To apply this definition Cenitex assesses whether the contract meets three key evaluations:

- Whether the contract contains an identified asset, which is either explicitly identified in the contract or implicitly specified by being identified at the time the asset is made available to Cenitex and for which the supplier does not have substantive substitution rights
- Whether Cenitex has the right to obtain substantially all of the economic benefits from use of the identified asset throughout the period of use, considering its rights within the defined

scope of the contract and Cenitex has the right to direct the use of the identified asset throughout the period of use; and

- Whether Cenitex has the right to take decisions in respect of 'how and for what purpose' the asset is used throughout the period of use

This policy applies to all Cenitex contracts that meet the above definition.

Separation of Lease and Non-Lease Components

At inception or on reassessment of a contract that contains a lease component, the lessee is required to separate out and account separately for non-lease components within a lease contract and exclude these amounts when determining the lease liability and right-of-use asset amount.

Recognition And Measurement Of Leases As A Lessee

Lease Liability – initial measurement

The lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease if that rate is readily determinable or Cenitex incremental borrowing rate.

Lease payments included in the measurement of the lease liability comprise the following:

- fixed payments (including in-substance fixed payments) less any lease incentive receivable.
- variable payments based on an index or rate, initially measured using the index or rate as at the commencement date.
- amounts expected to be payable under a residual value guarantee; and
- payments arising from purchase and termination options reasonably certain to be exercised

Lease Liability – subsequent measurement

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification, or if there are changes to in-substance fixed payments. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset, or profit and loss if the right-of-use asset is already reduced to zero. [AASB 16.39]

Short-term leases and leases of low-value assets

Cenitex has elected to account for short-term leases and leases of low-value assets using the practical expedients. Instead of recognising a right-of-use asset and lease liability, the payments in relation to these are recognised as an expense in profit or loss on a straight-line basis over the lease term.

Presentation of right-of-use assets and lease liabilities

Cenitex presents right-of-use assets as 'property, plant and equipment,' and lease liabilities are presented as 'lease liability' in the balance sheet.

6.1.4 Maturity Analysis of Lease Liability

	Carrying amount	Nominal Amount	Maturity dates				
			Less than 1 month	1-3 months	3 months - 1 year	1-5 years	5+ years
2022							
Lease liabilities	26,523	28,417	-	-	141	28,276	-
Total	26,523	28,417	-	-	141	28,276	-
2021							
Lease liabilities	37,404	39,894	-	-	39	39,855	-
Total	37,404	39,894	-	-	39	39,855	-

6.2 Cash Flow Information And Balances

Cash and deposits comprise cash on hand and cash at bank, deposits at call and highly liquid investments with an original maturity of three months or less that are readily convertible to known amounts of cash and are subject to insignificant risk of changes in value.

For the purpose of the Cash Flow Statement, cash includes cash on hand and in banks, net of outstanding bank overdrafts. Cash at the end of the financial year as shown on the Cash Flow Statement is reconciled to the related items in the Balance Sheet as follows:

	2022	2021
	\$'000	\$'000
Total cash and deposits disclosed in the balance sheet	29,628	27,694
Balance as per Cash Flow Statement	29,628	27,694

6.2.1 Reconciliation of Net Result for The Period to Net Cash Flows from Operating Activities

	2022	2021
	\$'000	\$'000
Net result for the period	11,153	563
Non-cash movements		
(Gain)/loss on sale or disposal of non-current assets	130	(95)
Net gain/(loss) on asset revaluation	2,133	-
Depreciation and amortisation of non-current assets	22,008	22,388
Movements in assets and liabilities		
(Increase)/decrease in receivables ^(a)	(25,827)	1,752
(Increase)/decrease on financial assets	601	(775)
(Increase)/decrease in prepayments	482	(3,803)
Increase/(decrease) in payables	(3,777)	(5,316)
Increase/(decrease) in contract liability	12,764	(7,934)
Increase/(decrease) in provisions	231	1,309
Net cash flows from/(used in) operating activities	19,898	8,089

(a) includes cumulative movement in Receivables and Contract Assets on the Balance Sheet

6.3 Commitments for Expenditure

Commitments include those operating and capital commitments arising from non-cancellable contractual or statutory sources and are disclosed at their nominal value and inclusive of the GST. These future expenditures cease to be disclosed as commitments once the related liabilities are recognised in the balance sheet.

	\$'000			
Nominal amounts	Less than 1 year \$'000	1 year - 5 years \$'000	> 5 years \$'000	Total \$'000
2022				
Capital expenditure commitments - plant and equipment	2,854	455	-	3,309
Operating expenditure commitments	18,883	4,572	-	23,455
Total commitments (inclusive of GST)	21,737	5,027	-	26,764
Less GST Recoverable				(2,433)
Total commitments (Exclusive of GST)			-	24,331
2021				
Capital expenditure commitments - plant and equipment	856	3,325	-	4,181
Operating expenditure commitments	6,421	18,080	-	24,501
Total commitments (inclusive of GST)	7,277	21,405	-	28,682
Less GST Recoverable				(2,607)
Total commitments (Exclusive of GST)			-	26,075

7. Risks, Contingencies, and Valuation Judgements

Introduction

Cenitex is exposed to risk from its activities and outside factors. In addition, it is often necessary to make judgements and estimates associated with recognition and measurement of items in the financial statements.

This section sets out financial instrument specific information (including exposures to financial risks) as well as those items that are contingent in nature or require a higher level of judgement to be applied, which for Cenitex related mainly to fair value determination.

7.1 Financial Instruments Specific Disclosures

Financial instruments arise out of contractual agreements that give rise to a financial asset of one entity and a financial liability or equity instrument of another entity. Due to the nature of Cenitex activities, certain financial assets and financial liabilities arise under statutory obligation rather than a contract. Such financial assets and financial liabilities do not meet the definition of financial instruments in AASB 132 *Financial Instruments: Presentation*.

Where relevant, for note disclosure purposes, a distinction is made between those financial assets and financial liabilities that meet the definition of financial instruments in accordance with AASB 132 and those that do not.

Cenitex applies AASB 9 *Financial Instruments* and classifies all of its financial assets based on the business model for managing the assets and the asset's contractual terms.

Financial Assets at Amortised Cost

Financial assets are measured at amortised costs if both the following criteria are met, and the assets are only designated as fair value through net result:

- the assets are held by Cenitex to collect the contractual cash flows, and
- the assets' contractual terms give rise to cash flows that are solely payments of principal and interests.

These assets are initially recognised at fair value plus any directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method less any impairment.

Cenitex recognises the following assets in this category:

- cash and deposits; and
- receivables (excluding statutory receivables).

Financial Instruments: Categorisation

2022	Cash and deposits	Financial assets measured at fair value through other comprehensive income (FVOCI)	Financial assets at amortised cost (AC)	Financial liabilities at amortised cost (AC)	Total
Contractual financial assets					
Cash and deposits	29,628	-	-	-	29,628
Receivables ^(a)					
Sale of goods and services	-	-	24,016	-	24,016
Contract assets	-	-	17,145	-	17,145
Investments and other contractual financial assets					
Managed investment schemes	-	16,882	-	-	16,882
Total contractual financial assets	29,628	16,882	41,162	-	87,672
Contractual financial liabilities					
Payables ^(a)					
Supplies and services	-	-	-	10,894	10,894
Other payables	-	-	-	285	285
Borrowings					
Lease liabilities	-	-	-	26,522	26,522
Total contractual financial liabilities	-	-	-	37,701	37,701

2021	Cash and deposits	Financial assets measured at fair value through other comprehensive income (FVOCI)	Financial assets at amortised cost (AC)	Financial liabilities at amortised cost (AC)	Total
Contractual financial assets					
Cash and deposits	27,694	-	-	-	27,694
Receivables ^(a)					
Sale of goods and services	-	-	6,824	-	6,824
Contract assets	-	-	7,894	-	7,894
Investments and other contractual financial assets					
Managed investment schemes	-	17,483	-	-	17,483
Total contractual financial assets	27,694	17,483	14,718	-	59,895
Contractual financial liabilities					
Payables ^(a)					
Supplies and services	-	-	-	12,307	12,307
Other payables	-	-	-	2,639	2,639
Borrowings					
Lease liabilities	-	-	-	37,404	37,404
Total contractual financial liabilities	-	-	-	52,350	52,350

Financial Instruments – Net Holding Gain/(Loss) on Financial Instruments by Category

2022	Net holding gain/(loss)	Total
Contractual financial assets		
Equity investments designated at fair value through other comprehensive income – recognised in other comprehensive income	(1,109)	(1,109)
Financial assets at amortised cost – other than on derecognition		-
Total contractual financial assets	(1,109)	(1,109)
Contractual financial liabilities		
Financial liabilities at amortised cost	-	-
Financial liabilities designated at fair value through profit/loss	-	-
Total contractual financial liabilities	-	-
2021	Net holding gain/(loss)	Total
Contractual financial assets		
Equity investments designated at fair value through other comprehensive income – recognised in other comprehensive income	475	475
Financial assets at amortised cost – other than on derecognition	-	-
Total contractual financial assets	475	475
Contractual financial liabilities		
Financial liabilities at amortised cost	-	-
Financial liabilities designated at fair value through profit/loss	-	-
Total contractual financial liabilities	-	-

[Note: Amounts disclosed in this table exclude holding gains and losses related to statutory financial assets and liabilities.]

Financial assets at fair value through other comprehensive income

Equity investments are measured at fair value through other comprehensive income if the assets are not held for trading and Cenitex has irrevocably elected at initial recognition to recognise in this category.

These assets are initially recognised at fair value with subsequent change in fair value in other comprehensive income. Upon disposal of these equity instruments, any related balance in the fair value reserve is reclassified to retained earnings.

Fair value is determined in the manner described in Note 7.3 Fair value determination.

Cenitex recognises investments in equities and managed investment schemes in this category.

Financial liabilities at amortised cost

Financial instrument liabilities are initially recognised on the date they are originated. They are initially measured at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, these financial instruments are measured at amortised cost with any difference between the initial recognised amount and the redemption value being recognised in profit and loss over the period of the interest-bearing liability, using the effective interest rate method.

Cenitex recognises the following liabilities in this category:

- payables (excluding statutory payables); and
- lease liabilities.

Derecognition of financial assets: A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when:

- the rights to receive cash flows from the asset have expired
- Cenitex retains the right to receive cash flows from the asset, but has assumed an obligation to pay them in full without material delay to a third party under a 'pass through' arrangement
- Cenitex has transferred its rights to receive cash flows from the asset and either:
 - has transferred substantially all the risks and rewards of the asset
 - has neither transferred nor retained substantially all the risks and rewards of the asset but has transferred control of the asset.

Where Cenitex has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of Cenitex continuing involvement in the asset.

Derecognition of financial liabilities: A financial liability is derecognised when the obligation under the liability is discharged, cancelled or expires. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a derecognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised as an 'other economic flow' in the comprehensive operating statement.

7.1.1 Financial Risk Management Objectives and Policies

Cenitex principal financial instruments comprise:

- cash and deposits.
- receivables (excluding statutory receivables).
- investments in managed investment schemes.
- payables (excluding statutory payables); and
- lease liabilities

Details of significant accounting policies and methods adopted in respect of each class of financial asset and financial liability including the criteria for recognition, the basis of measurement and the

basis on which income and expenses are recognised are disclosed throughout the notes to these financial statements.

The main purpose in holding financial instruments is to prudentially manage Cenitex financial risks within the government's policy parameters. Cenitex main financial risk is market risk. Cenitex receives a significant portion of its revenue in advance due to which liquidity and credit risk are considered to be minimal. Cenitex manages this financial risk in accordance with its Treasury and Investment Risk Management Policy.

Cenitex uses different methods to measure and manage the different risks to which it is exposed. Primary responsibility for the identification and oversight of financial risks rests with Cenitex Audit and Risk Committee.

Financial Instruments: Market Risk

Cenitex exposure to market risk is primarily through interest rate risk and equity price risk, with only insignificant exposure to foreign currency risk and other price risks. Objectives, policies, and processes used to manage each of these risks are disclosed in the paragraphs below.

Interest Rate Risk

Exposure to interest rate risk through variable interest rates is relatively low on the basis that it relates solely to cash balances held in operating accounts.

A sensitivity table is not disclosed as the impact with all other variables held constant on Cenitex net result is not material.

7.1.1 Financial Instruments : Market Risk

Financial Interest rate exposure of financial instruments

	Weighted average interest rate (%)	Interest rate exposure			
		Carrying amount ^(a) \$'000	Fixed interest rate \$'000	Variable interest rate \$'000	Non-interest bearing \$'000
2022					
Financial assets					
Cash and deposits	0.30%	29,628	-	29,628	-
Receivables *		24,492	-	-	24,492
Contract Assets		17,145	-	-	17,145
Investments and other financial assets		16,882	-	-	16,882
Total financial assets		88,147	-	29,628	58,519
Financial liabilities					
Borrowings					
Lease liabilities	2.35%	26,522	26,522	-	-
Payables		11,179	-	-	11,179
Employee-related provisions		21,853	-	-	21,853
Total financial liabilities		59,554	26,522	-	33,032

	Weighted average interest rate (%)	Interest rate exposure			
		Carrying amount ^(a) \$'000	Fixed interest rate \$'000	Variable interest rate \$'000	Non-interest bearing \$'000
2021					
Financial assets					
Cash and deposits	0.50%	27,694	-	27,694	-
Receivables		7,826	-	-	7,826
Contract Assets		7,894			7,894
Investments and other financial assets		17,483	-	-	17,483
Total financial assets		60,897	-	27,694	33,203
Financial liabilities					
Borrowings					
Lease liabilities	2.35%	37,404	37,404	-	-
Payables		14,957	-	-	14,957
Employee-related provisions		21,622	-	-	21,622
Total financial liabilities		73,983	37,404	-	36,579

* The carrying amounts disclosed here exclude statutory amounts (e.g., GST input tax credit recoverable and GST payables).

Equity price risk

Cenitex is exposed to equity price risk through its investments in managed investment schemes. Such investments are allocated to match the investment objectives appropriate for Cenitex. Cenitex has appointed a state organisation to manage its investment portfolio in accordance with the Investment Risk Management Plan approved by the Treasurer. The fund manager on behalf of Cenitex closely monitors performance and manages the equity price risk through diversification of its investment portfolio.

A sensitivity table is not disclosed as the impact with all other variables held constant on Cenitex net result is not material.

7.2 Contingent Assets and Contingent Liabilities

Contingent assets and contingent liabilities are not recognised in the balance sheet but are disclosed and, if quantifiable, measured at nominal value.

Contingent Assets

Contingent assets are possible assets that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity.

These are classified as either quantifiable, where the potential economic benefit is known, or non-quantifiable.

Cenitex had no contingent assets on 30 June 2022 (2021: Nil).

Contingent Liabilities

Contingent liabilities are:

- possible obligations that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity; or
- present obligations that arise from past events but are not recognised because:
 - it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligations; or
 - the amount of the obligations cannot be measured with sufficient reliability.

These are classified as either quantifiable or non-quantifiable.

Cenitex had no contingent liabilities on 30 June 2022 (2021: Nil).

7.3 Fair Value Determination

This section sets out information on how Cenitex determined fair value for financial reporting purposes. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

Fair Value Hierarchy

Consistent with AASB 13 *Fair Value Measurement*, where it is applicable, assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within the fair value hierarchy (refer 7.3.1).

In addition, Cenitex determines whether transfers have occurred between levels in the hierarchy by reassessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

The Valuer-General Victoria (VGV) is Cenitex independent valuation agency.

7.3.1 Fair Value Determination: Financial Assets and Liabilities

The fair values and net fair values of financial instrument assets and liabilities are determined according to the fair value hierarchy as follows:

Level 1 – the fair value of financial instrument with standard terms and conditions and traded in active liquid markets are determined with reference to quoted market prices.

Level 2 – the fair value is determined using inputs other than quoted prices that are observable for the financial asset or liability, either directly or indirectly; and

Level 3 – the fair value is determined in accordance with generally accepted pricing models based on discounted cash flow analysis using unobservable market inputs.

Cenitex currently holds a range of financial instruments that are recorded in the financial statements at their carrying amounts which approximate to fair value, either due to their short-term nature or with the expectation that they will be paid in full by the end of the 2022-23 reporting period. These financial instruments include:

Financial asset

Cash and deposits Receivables

- Trade receivables
- Other receivables

Financial liabilities

Payables

- For supplies and services
- Other payables

There have been no transfers between levels during the period.

Financial Assets Measured at Fair Value

The fair value of the financial assets and liabilities is included at the amount at which the instrument could be exchanged in a current transaction between willing parties, other than in a forced or liquidation sale. The following methods and assumptions were used to estimate fair value.

Managed investment schemes: Cenitex invests in managed funds, which are not quoted in an active market. They are recorded at fair value as determined by the fund manager or valuations by other skilled independent third parties. In determining fair values, observable market transactions of the units and the underlying assets are used where available and applicable. Some of the underlying assets of these financial instruments are valued using valuation models and techniques that include inputs which are not based on observable market data.

The managed investment schemes are classified at Level 2 of the fair value hierarchy. There have been no transfers between levels during the period.

7.3.2 Fair Value Determination: Non-Financial Physical Assets

Plant and equipment are held at fair value. When plant and equipment is specialised in use, such that it is rarely sold other than as part of a going concern, fair value is determined using the current replacement cost method.

There were no changes in valuation techniques throughout the period to 30 June 2022. For all assets measured at fair value, the current use is considered the highest and best use.

Non-financial physical assets are classified at Level 3 of the fair value hierarchy. There have been no transfers between levels during the period.

Description Of Significant Unobservable Inputs to Level 3 Valuation:

Asset Type	Valuation Technique	Significant unobservable inputs	2022 range (weighted average)	2021 range (weighted average)	Sensitivity of fair value measurement to changes in significant unobservable inputs
Plant & Equipment	Current replacement cost (deemed fair value)	Cost per unit	\$5,000-\$1,161,000 per unit	\$5,000-\$1,161,000 per unit	A significant increase or decrease in cost per unit would result in a significantly higher or lower fair value.
			\$20,567 per unit	\$24,695 per unit	
		Useful life of plant & equipment	5-10 years 5 years	5-10 years 5 years	A significant increase or decrease in the estimated useful life of the asset would result in a significantly higher or lower valuation.

The useful life of plant and equipment is disclosed in Note 4.1.2.

8. Other Disclosures

Introduction

This section includes additional material disclosures required by accounting standards or otherwise, for the understanding of this financial report.

8.1 Responsible Persons

In accordance with the Ministerial Directions issued by the Assistant Treasurer under the *Financial Management Act 1994* (FMA), the following disclosures are made regarding responsible persons for the reporting period.

Names

The persons who held positions of Ministers, Accountable Officers, and members of the Board responsible for Cenitex during the financial year were:

Position	Name	Period
Minister for Government Services	Danny Pearson	1 July 2021 to 30 June 2022
Chair	Randall Straw	1 July 2021 to 30 June 2022
Chief Executive Officer	Frances Cawthra	1 July 2021 to 30 June 2022
Board Director	John Craven	1 July 2021 to 30 June 2022
Board Director	Peter Meehan	1 July 2021 to 30 June 2022
Board Director	Julie Fahey	1 July 2021 to 30 June 2022
Board Director	Dean Tighe	1 July 2021 to 30 June 2022
Board Director	Andrew Minack	1 July 2021 to 30 June 2022

Remuneration

Remuneration received or receivable by the Accountable Officer in connection with the management of Cenitex during the reporting period was in the range: \$449,000 to 479,999 (2021: \$430,000 to \$439,999).

8.2 Remuneration of Executives

The number of executive officers, other than Ministers and accountable officers, and their total remuneration during the reporting period are shown in the table below. Total annualised employee equivalents provide a measure of fulltime equivalent executive officers over the reporting period.

Remuneration comprises employee benefits (as defined in AASB119 Employee Benefits) in all forms of consideration paid, payable or provided by the entity, or on behalf of the entity, in exchange for services rendered, and is disclosed in the following categories:

- **Short-term employee benefits** include amounts such as wages, salaries and annual leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances and free or subsidised goods or services.
- **Post-employment benefits** include pensions and other retirement benefits paid or payable on a discrete basis when employment has ceased.

- **Other long-term benefits** include long service leave, other long service benefits or deferred compensation.
- **Termination benefits** include termination of employment payments, such as severance packages.

Remuneration of executive officers	2022 \$'000	2021 \$'000
Short-term employee benefits	2,038	1,282
Post-employment benefits	195	116
Other long-term benefits	-	-
Termination benefits	-	-
Total remuneration	2,233	1,398
Total number of executives	10	5
Total annualised employee equivalents ^(a)	9.7	4.9

(a) Annualised employee equivalent is based on the time fraction worked over the reporting period.

8.3 Related parties

Cenitex is a wholly owned and controlled entity of the State of Victoria and provides ICT services to other wholly owned entities of the State of Victoria.

Related parties of Cenitex include:

- all key management personnel, their close family members, and business interests (controlled entities, joint ventures, and entities they have significant influence over).
- all Cabinet Ministers and their close family members; and
- all departments and public sector entities that are controlled and consolidated into the whole of State consolidated financial statements.

All related party transactions have been entered into on an arm's length basis.

Key management personnel

Key management personnel of Cenitex include the relevant Minister, Danny Pearson MP, Assistant Treasurer, Minister for Regulatory Reform and Minister for Government Services, the Chairperson, members of the Board of Directors and the Chief Executive Officer. The compensation detailed below excludes the salaries and benefits the relevant Ministers receive. The Minister's remuneration and allowances is set by the *Parliamentary Salaries and Superannuation Act 1968* and is reported within the Annual financial Report of the State of Victoria.

Compensation of KMP's	2022 \$'000	2021 \$'000
Salaries and other short term employee benefits	585	565
Post-employment benefits	39	35
Termination benefits	-	-
Board member fees	12	12
Total key management personnel compensation	636	612

Transactions with key management personnel and other related parties

Given the breadth and depth of State government activities, related parties transact with the Victorian public sector in a manner consistent with other members of the public, e.g. stamp duty and other government fees and charges. Further, employment processes within the Victorian public sector occur on terms and conditions consistent with the *Public Administration Act 2004* and Codes of Conduct and Standards issued by the Victorian Public Sector Commission. Procurement processes occur on terms and conditions consistent with the Victorian Government Procurement Board requirements.

Victorian Rail Track provides telecommunications services to Cenitex. Randall Straw, the Chair of the Cenitex Board, was a member of the Victorian Rail Track Board until 30 August 2021 when he completed his tenure. Victorian Rail Track was awarded a contract with Cenitex under a State purchase contract on terms and conditions equivalent for those that prevail in arm's length transactions under the State's procurement process.

The transaction involved the provision of ICT services to support the intra-Government Secured Network with a value of \$0.31 million in the period June to August 2021.

Board member Julie Fahey is a Board member Vocus Pty Ltd, Datacom Systems Pty Ltd and Seek Limited. Vocus Pty Ltd provides telecommunications services to Cenitex, Datacom provides IT professional services and Seek provides talent advertising services. Julie Fahey's tenure on the Board of Vocus was completed in August 2021. All three companies have been awarded contracts with Cenitex on terms and conditions equivalent for those that prevail in arm's length transactions under the State's procurement process.

The transaction with Vocus Pty Ltd involved the provision network services with a value of \$0.04 million in period June to August 2021.

The transaction with Datacom Systems Pty Ltd involved the provision ICT professional services with a value of \$0.17 million in the year.

The transaction with Seek Limited involved talent advertising services with a value of \$0.02 million in the year.

Other than transactions disclosed in Note 2.1, all other transactions that have occurred with Key Management Personnel (KMP) and their related parties have not been considered material for disclosure. In this context, transactions are only disclosed when they are considered necessary to draw attention to the possibility that Cenitex financial position and profit or loss may have been affected by the existence of related parties, and by transactions and outstanding balances, including commitments, with such parties.

8.4 Remuneration of auditors

	2022 \$'000	2021 \$'000
Victorian Auditor - General's Office		
Audit of the financial report	100	105
Total remuneration of auditors	100	105

8.5 Subsequent events

No matters and/or circumstances have arisen since the end of the reporting period which significantly affect or may significantly affect the operations of Cenitex, the results of those operations, or the state of affairs of Cenitex in future financial years.

The policy in connection with recognising subsequent events, that are, for events that occur between the end of the reporting period and the date when the financial statements are authorised for issue is as follows:

- adjustments are made to amounts recognised in the financial statements where those events provide information about conditions that existed at the reporting date; and/or
- disclosure is made where the events relate to conditions that arose after the end of the reporting period that are considered to be of material interest.

8.6 Other accounting policies

Goods and Services Tax (GST)

Income, expenses, and assets are recognised net of the amount of associated GST.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the Balance Sheet.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities that were recovered from, or paid to, the taxation authority, are presented as an operating cash flow.

Equity

Consistent with the requirements of AASB 1004 *Contributions*, contributions by owners (that is, contributed capital and its repayment) are treated as equity transactions and, therefore, do not form part of the income and expenses of Cenitex.

Additions to net assets that have been designated as contributions by owners are recognised as contributed capital. Other transfers that are in the nature of contributions or distributions have also been designated as contributions by owners.

Transfers of net assets arising from administrative restructurings are treated as distributions to or contributions by owners.

8.7 Australian Accounting Standards issued that are not yet effective

Certain new and revised accounting standard have been issued but are not effective for the 2021-22 reporting period. These accounting standards have not been applied to Cenitex financial statements.

Cenitex is in the process of analysing the impacts of the following accounting standard, and it is not anticipated to have a material impact.

AASB 2020-1 Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-Current

This Standard amends AASB 101 to clarify requirements for the presentation of liabilities in the statement of financial position as current or non-current. It initially applied to annual reporting periods beginning on or after 1 January 2022 with earlier application permitted however the AASB has recently issued AASB 2020-6 Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-current – Deferral of Effective Date to defer the application by one year to periods beginning on or after 1 January 2023. Cenitex will not early adopt the Standard.

Several other amending standards and AASB interpretations have been issued that apply to future reporting periods, but are considered to have limited impact on Cenitex reporting.

- AASB 17 Insurance Contracts.
- AASB 2020-3 Amendments to Australian Accounting Standards – Annual Improvements 2018-2020 and Other Amendments.
- AASB 2021-2 Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definitions of Accounting Estimates.
- AASB 2021-5 Amendments to Australian Accounting Standards – Deferred Tax related to Assets and Liabilities arising from a Single Transaction.
- AASB 2021-6 Amendments to Australian Accounting Standards – Disclosure of Accounting Policies: Tier 2 and Other Australian Accounting Standards.
- AASB 2021-7 Amendments to Australian Accounting Standards – Effective Date of Amendments to AASB 10 and AASB 128 and Editorial Corrections.

Part 4:

Governance And Organisational Structure

A large, stylized number '4' in a dark purple color is positioned in the bottom right corner of the page. To the left of the number, there is a diagonal strip of an aerial photograph showing a sports stadium with a large, white, dome-shaped roof and surrounding urban landscape.

4

4.1 Governance

Cenitex is governed by a Board of Directors. Each Board Director was appointed by the Governor-in-Council on the recommendation of the portfolio minister responsible for Cenitex.

The Cenitex Board of Directors includes Julie Fahey, Peter Meehan, John Craven, Dean Tighe, Andrew Minack, and the Chair, Randall Straw PSM.

The Chief Executive Officer and the Executive Leadership Team (ELT) has operational responsibility for Cenitex and is supported by several operational and advisory groups, most of which include departmental representatives.

During the year, the positions of Minister and accountable officer responsible for Cenitex were held by:

- Minister for Government Services, Hon. Danny Pearson MP (1 July 2021 - 30 June 2022)
- Chief Executive Officer, Frances Cawthra (1 July 2021 - 30 June 2022)

Relationship to the Minister

The Board advises the Minister on all matters within the Minister's areas of responsibility as they relate to Cenitex.

The Victorian Government Minister responsible for Cenitex is the Minister for Government Services.

4.2 Board of Directors

Randall Straw PSM (Chair) has over 30 years of experience in government ICT, formerly serving as Deputy Secretary of Innovation and Technology at the then-Department of Business and Innovation. Prior to that Randall served as Executive Director at Multimedia Victoria and a range of other ICT and technology related positions. He has extensive knowledge of and experience in the management of large-scale ICT and technology related reform projects in government. In 2012, Randall was awarded the Public Service Medal for his contribution to technology and innovation in Victoria.

Andrew Minack is the Deputy Secretary of Corporate and Delivery Services at the Department of Families, Fairness, and Housing. Andrew has had an extensive public sector career working at an executive level in several state and local government agencies. He was responsible for leading the work on several highly complex reform projects, including the government's fire services reform package and establishment of new legislation that governs the funding of political parties and donations. He has also held executive roles in Victoria Police where he was responsible for corporate strategy, stakeholder engagement and performance improvement. Andrew has also worked as an executive at Parks Victoria and Warrnambool City Council.

Dean Tighe is the Deputy Secretary of Investment and Technology at the Department of Transport. He has a wide range of experience across the Victorian Government and has previously served

in Executive Director roles at the Department of Treasury and Finance and the Department of Education and Training. Dean brings a unique and valuable customer perspective to our Board and insights across investment strategy, commercial transactions, finance, enterprise technology and procurement.

John Craven has more than 45 years of experience in management consulting and information technology. As part of his management consultancy John has worked with clients from Australia and Asia in the communications industry as well as in government, banking, manufacturing, and distribution. John is a non-executive Director of Harvey Norman and Chairman of Specialisterne Australia. John has a Bachelor of Science degree from the University of Melbourne and is a Fellow of the Australian Institute of Company Directors.

Julie Fahey has over 35 years' experience in technology through an executive career spanning IT consulting, IT software and services businesses and as an IT executive, leading strategy development and operational delivery of IT services. Julie was also a management consulting partner in the IT advisory practice with KPMG for over 10 years, and was a member of KPMG's National Executive Committee, as the Managing Partner Markets for four years before retiring in 2014. Julie has a portfolio of directorships spanning public and private companies in the technology and telecommunications industry, and the government sector.

Peter Meehan has a wide range of experience across financial management, shared services, and risk management. Peter was a member of the Council of Deakin University for more than 10 years, where he chaired their Audit and Risk Committee; was a Deputy Chancellor; and was part of the Chancellor's Advisory, Remuneration and Honorary Degrees Committees. He has previously served as a Chief Executive Officer of the Group of 100 and the Chief Financial Officer for Australia Post. He is a Fellow of the Australian Institute of Chartered Accountants and the Australian Society of Certified Practising Accountants.

Board meetings

There were ten Board meetings in 2021-22.

Board Director	Number of meetings attended	Number of meetings eligible to attend
Randall Straw PSM (Chair)	10	10
Andrew Minack	9	10
Dean Tighe	8	10
John Craven	10	10
Julie Fahey	9	10
Peter Meehan	10	10

Governance Committees

Audit and Risk Committee

The Audit and Risk Committee (ARC) is a standing committee that reports to the Cenitex Board. Its purpose is to assist the Board through independent review and assessment of the effectiveness of Cenitex systems and controls for financial management, performance, and sustainability, including effective risk management. The ARC also reviews and assesses:

- the integrity and quality of financial reporting and disclosures, including the annual audit of financial statements by an external auditor
- compliance with laws, regulations, standards, and codes
- the adequacy of identifying and managing fraud and regulatory issues, incidents, and risks.

Membership

The ARC consists of a mix of independent members and non-executive Board Directors, all of whom are independent of Cenitex management. During 2021-22 the members were:

- Peter Meehan (Chair)
- Clare Keating (external member, resigned on 31 March 2022)
- Dean Tighe
- John Craven
- Rajitha Srikhanta (external member, commenced 1 April 2022)
- Russell Hogg (external member)

Meetings

There were four meetings during the year.

People Strategy and Remuneration Committee

The People Strategy and Remuneration Committee (PSRC) is a standing committee of the Cenitex Board. Its key roles include the development of people and culture strategies, remuneration and employment policy, and providing recommendations for the annual executive remuneration review, remuneration compliance and appointment of the Cenitex Chief Executive Officer.

Membership

- Julie Fahey (Chair)
- Andrew Minack
- Mikki Swindon (external member)
- Randall Straw PSM

Meetings

There were three meetings during the year.

Customer Committee

The Customer Committee (CC) was established in late 2021 as a standing committee that reports to the Cenitex Board. The purpose of the Committee is to provide advice to the Board on mechanisms and activities to improve customer satisfaction. The CC provides advice and recommendations to the Board on Operational Customer Performance and Customer Service Strategy.

Membership

The CC consists of a mix of independent members, our customers and non-executive Board Directors, all of whom are independent of Cenitex management. The members appointed to the Committee are:

- John Craven (Chair)
- Alison Lendon (external member)
- Andrew Larkin (customer, DFFH)
- Brett Turner (external member)
- Julie Fahey
- Martin Janssen (customer, DOT)
- Randall Straw PSM

Meetings

The Customer Committee met five times in 2021-22, including its inaugural meeting in October 2021. It is scheduled to meet six times per year in future years.

4.3 Our Customers

The list of Cenitex customers can change from year to year. These changes are influenced by the signing of new customers, Machinery of Government changes, how entities are billed, and changes in which signed customers consume services in any given financial year.

In 2021-22, Cenitex derived revenue from the following organisations for the provision of ICT services:

1. Alfred Health
2. Austin Health
3. Breakthrough Victoria Fund
4. City of Melbourne
5. Commercial Passenger Vehicle Victoria
6. Court Services Victoria
7. COVID-19 Quarantine Victoria
8. Department of Education and Training
9. Department of Environment, Land, Water & Planning
10. Department of Health
11. Department of Families, Fairness and Housing
12. Department of Jobs, Precincts and Regions
13. Department of Justice and Community Safety
14. Department of Premier and Cabinet
15. Department of Transport
16. Department of Treasury and Finance
17. Digital Health
18. Emergency Management Victoria
19. Environment Protection Authority
20. Essential Services Commission
21. Forensicare
22. Government House
23. Grampians Rural Health Alliance
24. Hume Rural Health Alliance
25. Labour Hire Licensing Authority
26. Major Transport Infrastructure Project
27. Metropolitan Waste and Resource Recovery Group
28. Office of Public Prosecutions
29. Office Of The Chief Parliamentary Counsel
30. Parks Victoria
31. Parliament of Victoria
32. Portable Long Service Authority
33. Public Record Office Victoria
34. Public Transport Victoria
35. Royal Victorian Eye and Ear Hospital
36. Royal Women's Hospital
37. Shared Service Provider
38. State Revenue Office
39. Suburban Rail Loop Authority
40. Transport Accident Commission
41. VicForests
42. VicRoads
43. Victorian Building Authority
44. Victorian Commission for Gambling & Liquor Regulation
45. Victorian Fisheries Authority
46. Victorian Institute of Forensic Medicine
47. Victorian Public Sector Commission
48. Women of Colour Network
49. Worksafe Victoria

Customer Committees

Stakeholder Advisory Committee

The role of the Stakeholder Advisory Committee (SAC) is to ensure that Cenitex develops and maintains strong and open relationships with its customers at a senior management level. The committee includes customer representatives from all departments and major agencies for whom Cenitex provides services. The Committee provides a forum where customers can collaborate with Cenitex to maintain a focus on challenges faced by customers and potential improvements that are aligned with their strategic needs.

The SAC is chaired by the Executive Director for Customer Engagement and membership includes CIOs or equivalent roles from all departments and major agencies.

Shared Cyber Security Working Group

The purpose of the Shared Cyber Security Working Group is to provide cyber security vision and leadership for customers. The group provides a clear view on cyber security issues and risks, while building consensus on shared responsibilities and initiatives to protect common IT environments and moving cyber capabilities further towards a target maturity state.

The Shared Cyber Security Working Group is normally chaired by the Cenitex Chief Information Security Officer (CISO) and membership includes senior cyber security representatives from all major customers as well as the Victorian Government CISO.

Cenitex has established a Cyber Security Working Group with customers for the purpose of providing input into Cenitex security product roadmap to ensure that Cenitex security offerings align with the risks of the customer base. The group consists of members from Cenitex ELT and representatives from each of Cenitex customers. On a regular basis, the Working Group meets to discuss on information security issues and to debrief on the Monthly Cyber Security Threat Report.

Service Operations Forum

The role of the Service Operations Forum is to bring together experts who can focus on what is the best possible operating model, tools, and processes for Cenitex to deliver a high standard of service to its customers. The Service Operations Forum looks for improvements to existing service provision but also what might be required in the future. High profile customer impacting projects are also discussed and showcased with a view to keep departments continually updated on progress.

The Service Operations Forum is chaired by the Director of Customer Engagement and membership includes senior operations representatives from all major customers.

4.4 Executive Leadership Team Roles And Responsibilities

Frances Cawthra is the Chief Executive Officer (CEO) of Cenitex.

There are six divisions responsible for operations and customer service. They are:

- Customer Engagement
- Finance and Business Services
- Infrastructure Services
- Service Management
- Strategic Corporate Services
- Workplace and Application Services

The CEO is supported by the Executive Leadership Team (ELT). The ELT advises the CEO on matters concerning the operation and governance of the organisation. The roles and responsibilities of the CEO and ELT are detailed below.

Frances Cawthra

Chief Executive Officer

- advises the Board on the establishment and implementation of a strategy for Cenitex and then delivers the agreed strategy
- ensures that the necessary people, processes, and systems are in place to deliver infrastructure, network, operating system projects and upgrades across the customer departments
- engages with senior customer stakeholders and industry representatives
- provides leadership to the Cenitex organisation and builds a constructive and customer-oriented culture.

Adrian Carbone

Executive Director, Workplace and Application Services

- design, build, run and monitoring of all modern workplace and application services, including unified communications, device management, application platform development and support and cloud services for customers
- strategic development, lifecycle management and pricing of workplace and application services and technologies
- commercial management of vendors and contracts
- Manage Cenitex Pricing capability and practice
- implement, monitor, and review services strategy and delivery.

Alexis Ewing

Executive Director, Infrastructure Services

- design, build, run and monitoring of infrastructure services to customers
- manages Cenitex server hosting platform, networks, security, identity, storage, and recovery capabilities
- strategic development, lifecycle management and pricing of infrastructure services

- commercial management of vendors and contracts
- implement, monitor, and review services strategy and delivery
- manage Cenitex Architecture Services
- manage Cenitex Project Services

Andrew Closey

Executive Director, Service Management

- incident, problem, change and release management
- business and services continuity
- services asset and configuration
- service integration and assurance
- enterprise platforms and data
- service centre:
 - service desk
 - quality assurance
 - knowledge management
- information management and business technology

Catherine Ho

Executive Director, Finance and Business Services

- financial analysis and reporting
- cash management, governance on asset management
- budgeting and financial modelling
- procurement
- legal services

Nigel Cadywould

Executive Director, Customer Engagement

- the key interface between Cenitex and its customers
- account management
- customer experience
- service delivery management
- growth strategy
- customer service catalogue
- bringing new services to market

Sharon Copeland-Smith

Executive Director, Strategic Corporate Services

- development of corporate strategy, corporate plan, and annual report
- provide support to the Board, ARC, Customer Committee, and People Strategy and Remuneration Committee

- enterprise risk, audit, fraud and corruption, and policy and compliance services, including Freedom of Information, and protected disclosures
 - oversight, advice and partnerships
 - support across strategy and governance, risk and assurance
 - communications, branding and marketing
 - organisational development, culture and change management
 - capability development, management and leadership development, performance management
 - business partnering and employee relations
 - talent and resourcing including workforce planning, recruitment
 - occupational health and safety, and employee wellbeing
 - human resource services including payroll, onboarding, reporting
 - accommodation services
-

Part 5:

Our People



5

			Jun-21						
			All Employees		Ongoing			Fixed term and Casual	
			Number (Headcount)	FTE	Full-time (H'count)	Part-time (H'count)	FTE	Number (H'count)	FTE
Demographic Data	Gender	Women	121.00	118.13	84.00	10.00	91.13	27.00	27.00
		Men	405.00	404.41	347.00	1.00	347.80	57.00	56.61
		Self-described	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total	526.00	522.53	431.00	11.00	438.93	84.00	83.61
	Age	15-24	15.00	15.00	5.00	0.00	5.00	10.00	10.00
		25-34	104.00	103.60	72.00	0.00	72.00	32.00	31.61
		35-44	176.00	173.99	147.00	6.00	150.99	23.00	23.00
		45-54	139.00	138.34	125.00	3.00	127.34	11.00	11.00
		55-64	82.00	81.60	73.00	2.00	74.60	7.00	7.00
		Over 64	10.00	10.00	9.00	0.00	9.00	1.00	1.00
		Total	526.00	522.53	431.00	11.00	438.93	84.00	83.61
Classification Data	Classification	Grade 2	11.00	11.00	1.00	0.00	1.00	10.00	10.00
		Grade 3	121.00	120.13	85.00	2.00	86.53	34.00	33.61
		Grade 4	68.00	67.80	58.00	1.00	58.8	9.00	9.00
		Grade 5	131.00	130.20	121.00	3.00	123.2	7.00	7.00
		Grade 6	152.00	150.60	133.00	4.00	135.6	15.00	15.00
		Total	483.00	479.73	398.00	10.00	405.13	75.00	74.61
	Senior Employees	STS	37.00	36.80	33.00	1.00	33.8	3.00	3.00
		Executive	6.00	6.00	0.00	0.00	0.00	6.00	6.00
		Total	43.00	42.80	33.00	1.00	33.80	9.00	9.00
	Total Employees		526.00	522.53	431.00	11.00	438.93	84.00	83.61

5.2 Occupational Health And Safety

Cenitex is committed to occupational health and safety (OH&S) and aims to ensure that all staff remain safe and healthy at work.

During 2021-22, and in response to the ongoing COVID-19 pandemic, with the isolation of extended lock-down, the lifting of various health orders, challenging work environments, and ongoing high workloads, the Cenitex workforce remained vulnerable to high levels of ongoing mental health pressures.

Cenitex has continued to recognise the need to increase the focus on and support the mental and emotional health of staff under these challenging conditions.

An established three-tiered approach to providing employee mental health support was continued, focusing on:

1. Support for people leaders
2. Promotion to all
3. Targeted support to those in need

Acknowledging the ongoing significant potential OH&S risks arising from COVID-19, Cenitex continued to revise the range of measures introduced by the organisation to keep staff safe. Cenitex conducted reviews of the physical workspace of the 80 Collins Street location in line with Safe Work Australia COVID-19 guidelines and various Victorian Health Orders. To ensure a safe workplace was maintained a number of control measures were implemented, ensuring the risk of possible transmission was minimised.

In addition, consultation and communication with elected health and safety representatives from the various Designated Work Groups continued to be critical during this time of significant change and uncertainty.

Incident management

Incidents reported include injuries, near-misses and detected workplace hazards.

The slight increase in incidents from the previous reporting period is attributable to the drop in government work from home directions, and more staff returning to the workplace.

One standard claim was accepted over the period. The continued downward trend in premium is attributable to recoveries made against a previous claim.

Figure 1: No. of incidents and rate per 100 FTE

The number of reported incidents increased marginally in 2021-22, as anticipated, with more employees attending the workplace in early 2022, and a campaign to highlight the importance of incident reporting undertaken over the year.

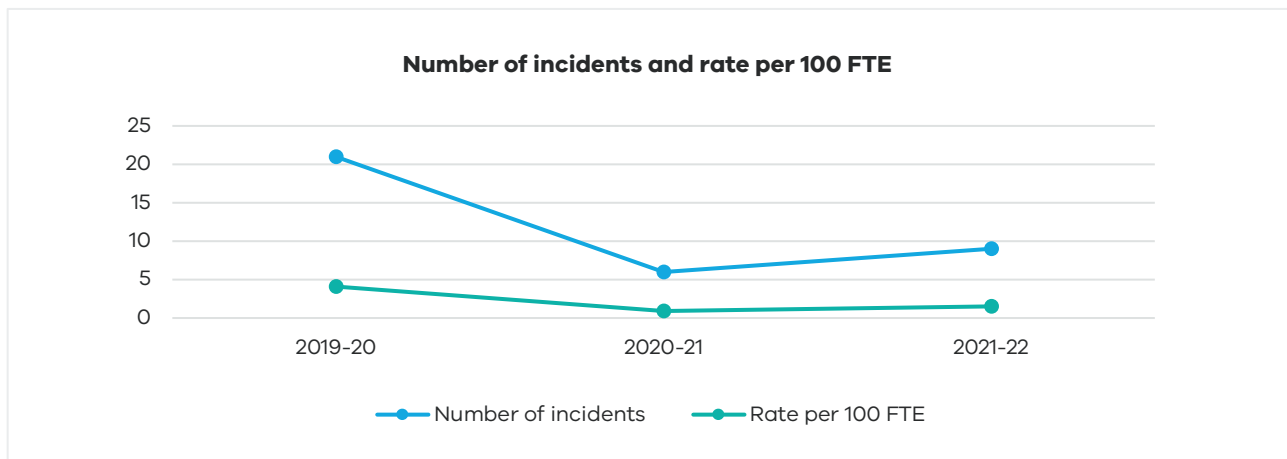


Figure 2: No. of standard claims and rate per 100 FTE

The total number of WorkCover claims lodged decreased in 2021-22. The claims rate decreased due to an increase in headcount over the period and effective early intervention strategies.

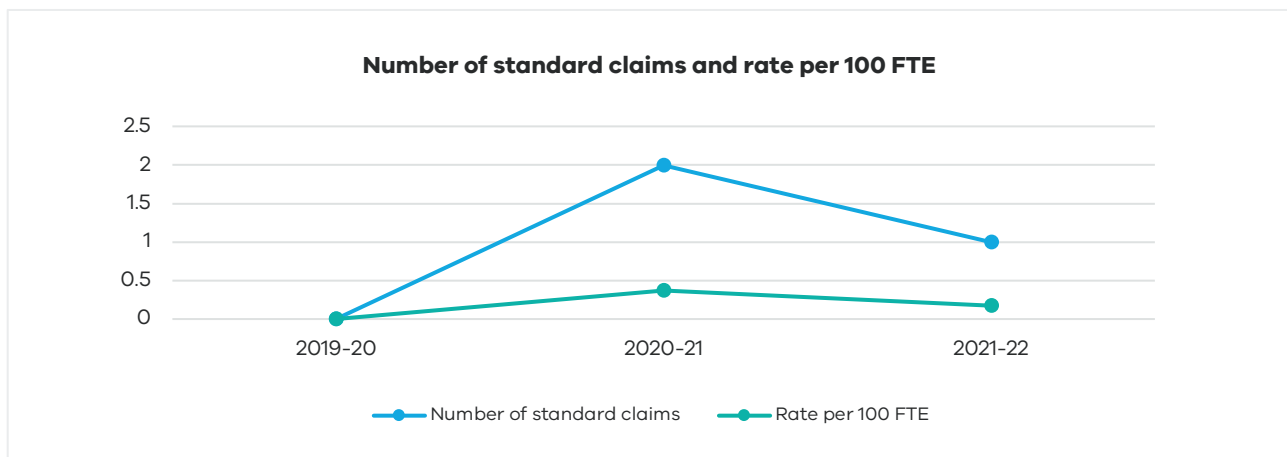


Figure 3: Lost time claims and rate per 100 FTE

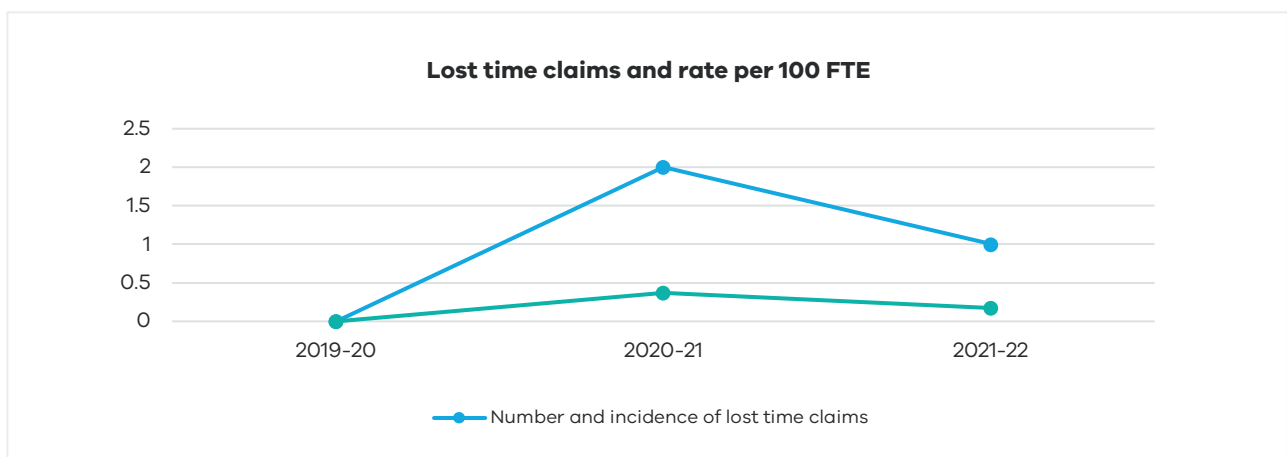
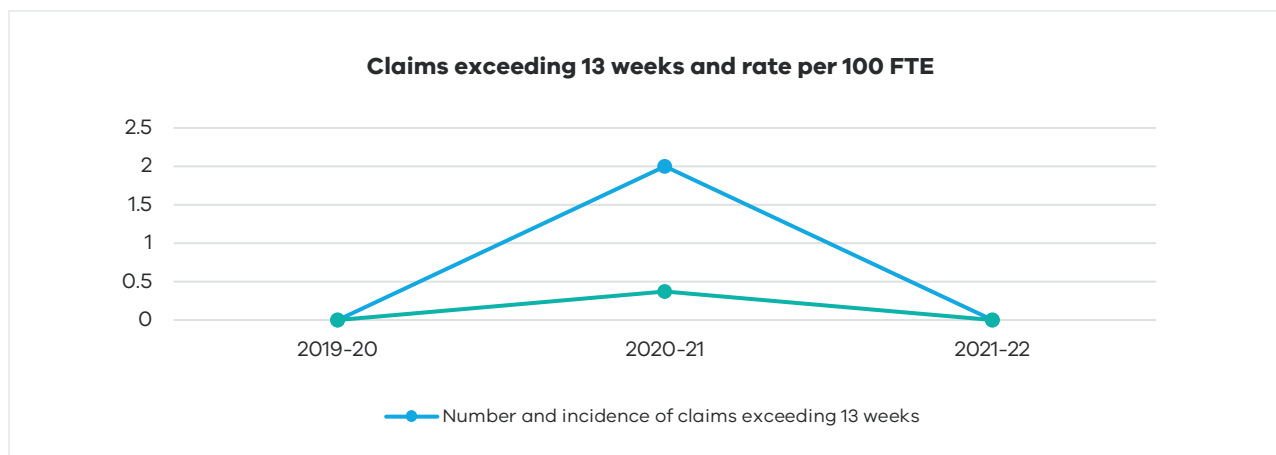
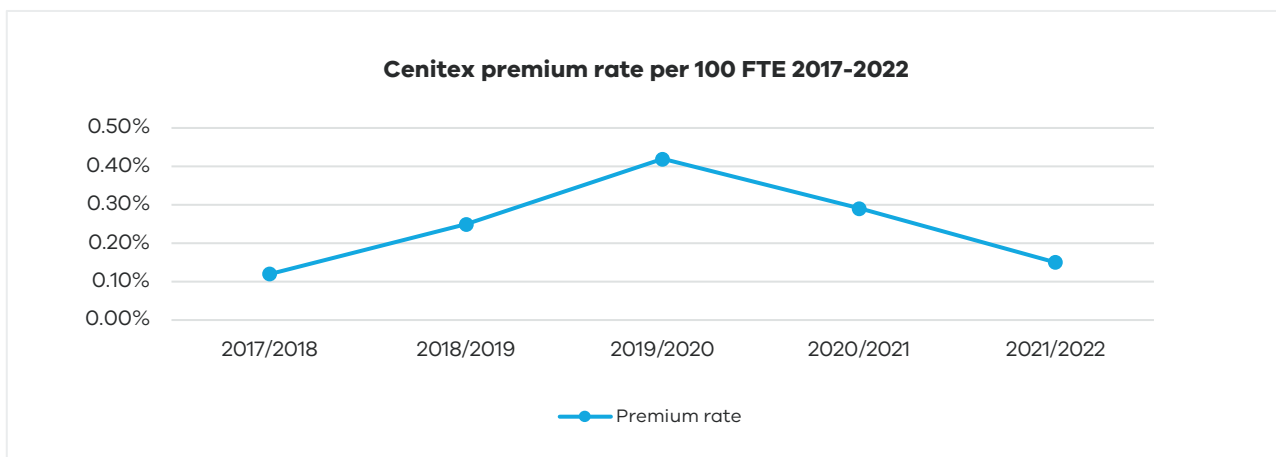


Figure 4: Claims exceeding 13 weeks and rate per 100 FTE

KPI	2019-20	2020-21	2021-22
Number and incidence of claims exceeding 13 weeks	0	2	0
Rate per 100 FTE	0	0.37	0

Figure 5: Cenitex premium rate per 100 FTE 2017-2022

Performance Against OH&S Management Measures

Measure	KPI	2019-20	2020-21	2021-22
Incidents	Number of incidents	21	6	9
	Rate per 100 FTE	4.09	0.94	1.5
	No. of incidents requiring first aid and/or further medical treatment	7	4	2
Claims	Number of standard claims (i)	0	2	1
	Rate per 100 FTE	0	0.37	0.17
	Number of lost time claims (ii)	0	2	1
	Rate per 100 FTE	0	0.37	0.17
	Number of claims exceeding 13 weeks (ii)	0	2	0
	Rate per 100 FTE	0	0.37	0
Fatalities	Fatality claims	0	0	0
Claim costs	Average cost per standard claim (ii)	0	\$26,037.00	\$36,189.00
Return to work	Percentage of claims with RTW Plan <30 days (ii)	0	0%	100%
Management commitment	Evidence of OH&S policy statement, OH&S objectives, regular reporting to senior management of OH&S, and OH&S plans (signed by CEO or equivalent)	Policy statement on Cenitex intranet	Policy statement on Cenitex intranet	Policy statement on Cenitex intranet
	Evidence of OH&S in purchasing guidelines (including goods, services and personnel)		Yes	Yes
Consultation and participation	Evidence of agreed structure of designated workgroups (DWGs), health and safety representatives (HSRs) and issue resolution procedures (IRPs)	Yes	Yes	Yes
	Compliance with agreed structure on DWGs, HSRs and IRP's	Yes	Yes	Yes
	Number of OHS committee meetings	7	6	5
Risk management	Number of internal audits/inspections completed	0	0	0
	Percentage of internal audits/inspections conducted as planned			
	Percentage of reported incidents investigated	100%	100%	100%
	No. of improvement Notices issued across the Department by WorkSafe Inspector	0	0	0
	Percentage of issues identified actioned arising from:			
	• hazard reports	100%	0%	100%
	• internal audits or inspections	0%	0%	0%
	• HSR provisional improvement notices	0%	0%	0%
	• WorkSafe notices	0%	0%	0%

Measure	KPI	2019-20	2020-21	2021-22
Training	Percentage of managers and staff that have received OHS training:			
	• induction/annual	272	222 (40%)	478 (82%)
	• additional specific induction for existing staff returning to onsite work at new premises	-	257 (47%)	95 (16%)
	• management training	37	31 (39%)	49 (56%)
	Percentage of HSRs training (not a legislative requirement):			
	• upon acceptance of role	29%	80%	0%
	• annual refresher training	0	0	1

(i) Source – Allianz.

(ii) Does not include minor claims

5.3 Employment And Conduct Principles

Employee Relations

Cenitex is committed to providing a workplace that encourages constructive, respectful, open, and ethical working relationships at all levels of the organisation. Strategic Corporate Services provide support and guidance to people leaders and employees to ensure compliance with employment legislation.

Workplace Enterprise Agreement

All non-executive employees are employed under the *Victorian Public Service Enterprise Agreement 2020*.

Code of Conduct

Cenitex applies the Code of Conduct for Victorian Public Sector Employees that encompasses standards and behaviours for all employees. The Code of Conduct is issued to all new employees and changes to the Code are immediately notified to employees.

Merit and Equity

Cenitex maintains programs and policies to ensure that the workplace remains free from discrimination.

They are:

- Conflict of Interest Policy
- Recruitment Policy
- Human Rights Policy
- Diversity and Inclusion Framework
- Flexible Work Policy
- Appropriate Workplace Behaviour Policy and online learning tool
- Employee Assistance Program
- VPS Code of Conduct
- Induction training
- Managing Diversity Policy
- Review of Actions Policy

Part 6:

Disclosures



6

6.1 Local Jobs First

The *Local Jobs First Act 2003* introduced in August 2018 brings together the Victorian Industry Participation Policy (VIPP) and Major Project Skills Guarantee (MPSG) policy which were previously administered separately.

Departments and public sector bodies are required to apply the Local Jobs First Policy in all projects valued at \$3 million or more in Metropolitan Melbourne or for statewide projects, or \$1 million or more for projects in regional Victoria.

MPSG applies to all construction projects valued at \$20 million or more.

The MPSG guidelines and VIPP guidelines will continue to apply to MPSG applicable and VIPP applicable projects respectively where contracts have been entered prior to 15 August 2018.

Projects Commenced – Local Jobs First Standard

Cenitex did not commence any standard Local Jobs First projects.

Projects Completed – Local Jobs First Standard

During 2021-22, Cenitex completed one Local Jobs First Standard project totalling \$3 million. This project was statewide, with a commitment of 100 per cent local content, one local SME engaged, with 13 local jobs retained. The MSPG did not apply to this project.

The project was cancelled by Cenitex.

Projects Commenced – Local Jobs First Strategic

Cenitex did not commence any strategic Local Jobs First projects.

Projects Completed – Local Jobs First Strategic

Cenitex did not complete any strategic Local Jobs First projects.

Grants

Cenitex did not provide any grants during 2021-22.

6.2 Consultancy Expenditure

Details of Consultancies (Valued at \$10,000 or Greater)

In 2021-22, there were 27 consultancies where the total fee payable to each of the consultants was \$10,000 or greater. The total expenditure incurred during 2021-22 in relation to these consultancies was \$1,248,176 (excl. GST). Details of individual consultancies are outlined below.

Consultant	Purpose of consultancy	Start Date	End Date	Total Approved Project Fee	Expenditure 2021-22	Future Expenditure
				(excluding GST)		
Australian Software Advisers	Software Asset Management maturity assessment	1/04/22	31/10/22	\$169,051	\$139,575	\$29,476
BAE Systems	Provision of cyber security incident response	1/01/2022	30/06/22	\$103,080	\$57,000	\$46,080
Being Consulting	Provision of strategic planning services	27/06/22	30/06/22	\$84,950	\$0	\$84,950
Clayton Utz	Legal advice and support for specialist contract requirements	27/10/21	30/06/22	\$38,227	\$14,677	\$22,727
Code Black Threat Management Pty Ltd Atf Code Black Trust	Provision of advisory services for behavioral management & complaints	17/09/21	30/06/22	\$25,887	\$0	\$25,887
Deloitte Consulting Pty Ltd	Professional services to assist with developing Cenitex Revenue Model	30/05/22	30/06/22	\$95,000	\$95,000	\$0
Deloitte Touche Tohmatsu	Professional advisory services for the Digital Workplace review	4/11/21	28/01/22	\$129,002	\$129,002	\$0
Deloitte Touche Tohmatsu	Professional advisory services for the Cenitex cost efficiency review	8/11/21	28/01/22	\$128,650	\$128,650	\$0
Diversity Partners Pty Ltd	Consultancy services to embed actions outlined in the GEAP and support development of other individual action plans	10/01/22	30/06/22	\$27,273	\$4,400	\$22,873
DLA Piper	Provision of ad hoc legal services	1/07/21	30/06/22	\$66,504	\$4,845	\$61,659
Ernst & Young	Provision of independent services to support Cenitex Internal Audit Program for 2021-22	1/09/21	30/06/22	\$290,909	\$228,770	\$62,139

Continued

Consultant	Purpose of consultancy	Start Date	End Date	Total Approved Project Fee	Expenditure 2021-22	Future Expenditure
				(excluding GST)		
Ernst & Young	Provision of independent services to support Cenitex FY2021-22 to FY2024-25 Service Assurance Programs	1/09/21	30/06/22	\$500,000	\$200,000	\$300,000
FOI Solutions	Legal advice for FOI requests	21/06/22	30/06/22	\$37,633	\$1,270	\$36,364
Fusion Professionals Pty Ltd	Provision of Oracle Exadata migration design and support services	11/10/21	11/01/22	\$94,050	\$51,013	\$43,038
Herbert Smith Freehills	Provision of ad hoc employment, industrial relations and equal opportunity legal advice	28/03/22	30/06/22	\$18,182	\$6,530	\$11,652
Infosys Technologies Ltd	Workforce planning assessment for 'Project Service Automation'	24/04/22	30/06/22	\$39,000	\$0	\$39,000
KL Gates	Provision of ad-hoc legal services	1/07/21	30/06/22	\$45,100	\$0	\$45,100
Lewis Kate Natasha	Delivery of best practice baseline assessment of Cenitex IT Service Management (ITSM) processes	28/02/22	31/05/22	\$12,600	\$12,600	\$0
Logicalis Australia Pty Ltd	Engagement of a Technology Strategist & Domain Architect for the Hybrid Cloud project	22/02/22	22/04/22	\$105,600	\$30,140	\$27,940
Logicalis Australia Pty Ltd	Assess current state of Office 365 test environment and provide recommendations aligned to best practice for future state	26/05/22	30/06/22	\$30,130	\$0	\$30,130
Minter Ellison	Legal advice and support for specialist contract requirements	1/07/21	30/06/22	\$60,704	\$19,594	\$41,110
Modern Methodologies Pty Ltd	Gap analysis of current IDAM platform & recommendations for future state	28/04/22	30/06/22	\$40,000	\$20,000	\$20,000
Peddle Thorp Interiors Pty Ltd	Engagement of Facilities Designer for Network Operations Centre (NOC)	22/12/21	31/05/22	\$65,080	\$46,634	\$18,446
Perry Watson Design Pty Ltd	Graphic design, printing and delivery of annual report	1/07/21	30/08/21	\$10,819	\$8,976	\$0
Slalom Australia Pty Ltd	Advisory and consultancy services for the development of 'Multi-cloud' capability	14/06/22	30/06/22	\$370,245	\$0	\$370,245
The Trustee For The Shannon Group Trust T/A The Shannon Company Pty Ltd	Provision of creative writing services around the Cenitex narrative	8/09/21	30/10/21	\$14,700	\$14,000	\$0
Thoughtpost Governance Pty Ltd	Professional advisory services for corporate improvements	18/08/21	30/11/21	\$35,500	\$35,500	\$0

Details of consultancies under \$10,000

In 2021-22, there were two consultancy engagements, where the total fees payable to the individual consultant was less than \$10,000. Total expenditure incurred during 2021-22 in relation to these consultancies was \$4,525 (excl. GST).

6.3 Information And Communication Technology Expenditure

For the 2021-22 reporting period, Cenitex had a total ICT expenditure of \$5.18m, with the details shown below.

Business as Usual (BAU) ICT expenditure	Non-Business as Usual (non-BAU) ICT expenditure	Operational expenditure	Capital expenditure
\$000's	\$000's	\$000's	\$000's
2,584	2,597	2,517	80

ICT expenditure refers to the organisation's costs in providing business enabling ICT services within the current reporting period. It comprises Business as Usual (BAU) ICT expenditure and Non-Business as Usual (Non-BAU) ICT expenditure. Non-BAU ICT expenditure relates to extending or enhancing the organisation's current ICT capabilities. BAU ICT expenditure is all remaining ICT expenditure that primarily relates to ongoing activities to operate and maintain the current ICT capability.

6.4 Disclosure Of Major Contracts

In accordance with the requirements of government policy and accompanying guidelines, Cenitex has disclosed all contracts greater than \$10m in value which it entered during the year ended 30 June 2022.

Details of contracts that have been disclosed in the Victorian Government contracts publishing system can be viewed at: www.tenders.vic.gov.au.

6.5 Freedom Of Information

The *Freedom of Information Act 1982* (the Act) allows the public a right of access to documents held by Cenitex. The purpose of the Act is to extend as far as possible the right of the community to access information held by government departments, local councils, Ministers and other bodies subject to the Act.

An applicant has a right to apply for access to documents held by an agency. This comprises documents both created by Cenitex or supplied to Cenitex by an external organisation or individual, and may also include maps, films, microfiche, photographs, computer printouts, computer discs, tape recordings and videotapes. Information about the type of material produced by Cenitex is available on the Cenitex website under its Part II Information Statement.

The Act allows an agency to refuse access, either fully or partially, to certain documents or information. Examples of documents that may not be accessed include: cabinet documents; some internal working documents; law enforcement documents; documents covered by legal

professional privilege, such as legal advice; personal information about other people; and information provided to an agency in confidence.

From 1 September 2017, the Act has been amended to reduce the Freedom of Information (FOI) processing time for requests received from 45 to 30 days. However, when external consultation is required under sections 29, 29A, 31, 31A, 33, 34 or 35 of the Act, the processing time automatically reverts to 45 days. Processing time may also be extended by periods of 30 days, in consultation with the applicant. With the applicant's agreement this may occur any number of times. However, obtaining an applicant's agreement for an extension cannot occur after the expiry of the timeframe for deciding a request.

If an applicant is not satisfied by a decision made by Cenitex, under section 49A of the Act, they have the right to seek a review by the Office of the Victorian Information Commissioner (OVIC) within 28 days of receiving a decision letter.

Making a request

FOI requests can be lodged either by email or by post. An application fee of \$29.60 applies. Access charges may also be payable if the document pool is large, and the search for material is time consuming.

Access to documents can also be obtained through a written request to Cenitex Strategic Corporate Services team, as detailed in section 17 of the Act.

When making an FOI request, applicants should ensure requests are in writing, and clearly identify what types of material/documents are being sought.

Email FOI requests for documents in the possession of Cenitex should be sent to corporate.communications@cenitex.vic.gov.au.

Postal FOI requests should be addressed to:

Strategic Corporate Services
Cenitex
PO Box 2750
Melbourne VIC 3000

FOI statistics/timeliness

During 2020-21, Cenitex received one application, which was from a member of the general public. Cenitex made one FOI decision during the 12 months ended 30 June 2022. The documents sought did not exist.

This decision was made within the statutory 30-day time period. There were no access decisions made. The average time taken to finalise requests in 2020-21 was 12 days.

During 2021-22, no requests were subject to a complaint/internal review by OVIC. No requests progressed to the Victorian Civil and Administrative Tribunal (VCAT).

Further information

Further information regarding the operation and scope of FOI can be obtained from the Act; regulations made under the Act; and www.ovic.vic.gov.au.

6.6 Compliance With the *Building Act 1993*

Cenitex does not own nor control any government buildings. Consequently, it is exempt from notifying its compliance with the building and maintenance provisions of the *Building Act 1993*.

6.7 Competitive Neutrality Policy

Cenitex continues to comply with the requirements of the National Competition Policy, including the Competition Principles Agreement (CPA), under which Victoria is obliged to apply competitive neutrality policy and principles to all significant business activities undertaken by government agencies.

Competitive neutrality requires government businesses to ensure that where services compete, or potentially compete, with the private sector, any advantage arising solely from their government ownership be removed if it is not in the public interest. Government businesses are required to cost and price these services as if they were privately owned and thus be fully cost-reflective.

Competitive neutrality policy supports fair competition between public and private businesses and provides government businesses with a tool to enhance decisions on resource allocation. This policy does not override other policy objectives of government and focuses on efficiency in the provision of service.

Cenitex continues to ensure Victoria fulfils its requirements on competitive neutrality reporting for government businesses against the enhanced principles, as required under the CPA.

6.8 Compliance With the *Public Interest Disclosures Act 2012*

The *Public Interest Disclosures Act 2012* encourages and assists people in making disclosures of improper conduct by public officers and public bodies. The Act provides protection to people who make disclosures in accordance with the Act and establishes a system for the matters disclosed to be investigated and rectifying action to be taken.

Cenitex does not tolerate improper conduct by employees, nor the taking of reprisals against those who come forward to disclose such conduct. It is committed to ensuring transparency and accountability in its administrative and management practices and supports the making of disclosures that reveal corrupt conduct, conduct involving a substantial mismanagement of public resources, or conduct involving a substantial risk to public health and safety or the environment.

Cenitex will take all reasonable steps to protect people who make such disclosures from any detrimental action in reprisal for making the disclosure. It will also afford natural justice to the person who is the subject of the disclosure to the extent it is legally possible.

Reporting procedures

Disclosures of improper conduct or detrimental action by Cenitex or any of its employees may be made directly to the Independent Broad-based Anti-corruption Commission:

Level 1, North Tower, 459 Collins Street

Melbourne, VIC 3000

Phone: 1300 735 135

Internet: www.ibac.vic.gov.au

Email: See IBAC's website above for secure email disclosure process, which also provides for anonymous disclosures.

Further information

The Public Interest Disclosure Procedure, which outline the system for reporting disclosures of improper conduct or detrimental action by Cenitex or any of its employees and/or officers, is available on the Cenitex website. Cenitex is not aware of any disclosures that have been made to the Independent Broad-based Anti-corruption Commission in relation to Cenitex during 2021-22 or 2020-21.

6.9 Social Procurement Framework

Victoria is committed to social procurement and has established the Social Procurement Framework. The Framework enables buyers and suppliers to use the government's buying power to deliver social, economic, and environmental outcomes that benefit the Victorian community, the economy, and the environment.

Cenitex updated its social procurement strategy during 2020-21 to a 2-year duration effective until 30 September 2022. In 2021-22, Cenitex retained the following priority Social Procurement Framework objectives from its strategy:

- opportunities for Victorian Aboriginal people;
- women's equality and safety; and
- environmentally sustainable outputs.

Cenitex continues to progress initiatives identified in its social procurement strategy and where relevant, these have been weaved into its Diversity and Inclusion programs. The initiatives included:

- a shift from a centralised to a centre-led procurement model;
- modernised go-to-market and post market approval systems; and
- updated sourcing processes.

This approach allows both Cenitex and suppliers to more easily and seamlessly transact with each other on social procurements.

Cenitex annual report includes achievements in social procurement and covers activity between 1 July 2021 to 30 June 2022. The ongoing nature of the pandemic has made it difficult for Cenitex to achieve its social procurement targets as restrictions continued to be in place for a significant component of the year.

Having learnt these lessons, it intends to change the manner by which it supports internal buyers to make socially aware decisions to incorporate hybrid work behaviours.

During the year, Cenitex engaged with social enterprises to provide Aboriginal artwork, catering, stationery and print management services. It has developed a number of new partnerships that would springboard our engagement with suppliers to progress social, diversity and inclusion programs such as cultural awareness training, autism awareness training, and programs to support a return to the workforce for women.

Social procurement metric	Expenditure 2021-22 (Excluding GST)	Number of businesses engaged
Total expenditure with Victorian social enterprises and Australian Disability Enterprises	\$1,263	1
Total expenditure with Victorian social enterprises (led by a social mission for one of the five disadvantaged cohorts)	\$4,840	1
Total expenditure with Victorian social enterprises	\$6,103	2

6.10 Compliance With DataVic Access Policy

Consistent with the DataVic Access Policy issued by the Victorian Government in 2012, Cenitex submitted four data sets to the DataVic website in 2021-22. Information included in this Annual Report will also be available at www.data.vic.gov.au in electronic readable format.

6.11 Availability Of Other Information

In compliance with the requirements of the Standing Directions 2018 under the *Financial Management Act 1994*, details in respect of the items listed below have been retained by Cenitex and are available on request, subject to the provisions of the *Freedom of Information Act 1982*:

- a statement that declarations of pecuniary interests have been duly completed by all relevant officers;
- details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary;
- details of publications produced by the entity about the entity, and how these can be obtained;
- details of changes in prices, fees, charges, rates and levies charged by the entity;
- details of any major external reviews carried out on the entity;
- details of major research and development activities undertaken by the entity;
- details of overseas visits undertaken including a summary of the objectives and outcomes of each visit;
- details of major promotional, public relations and marketing activities undertaken by the entity to develop community awareness of the entity and its services;
- details of assessments and measures undertaken to improve the occupational health and safety of employees;
- general statement on industrial relations within the entity and details of time lost through industrial accidents and disputes;
- list of major committees sponsored by the entity, the purposes of each committee and the extent to which the purposes have been achieved.
- details of all consultancies and contractors including:
 - consultants/contractors engaged;
 - services provided; and
 - expenditure committed to for each engagement.

The information is available on request from:

Executive Director Strategic Corporate Services
Cenitex
PO Box 2750
Melbourne VIC 3000

Email: corporate.communications@cenitex.vic.gov.au

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Attestation For Financial Management Compliance With Ministerial Standing Direction 5.1.4

I, Randall Straw PSM, on behalf of Cenitex, certify that Cenitex has no Material Compliance Deficiency with respect to the applicable Standing Directions under the *Financial Management Act 1994* and Instructions.



Randall Straw PSM

Chair

30 September 2022

Cenitex

Level 10, South Tower, 80 Collins Street

Melbourne VIC 3000

Australia

Tel: +61 3 9063 5005

Website: www.cenitex.vic.gov.au

Authorised by the Victorian Government,

1 Treasury Place, Melbourne

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