



# ANNUAL REPORT 2024-25

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### **Acknowledgement of Country**

The Office of the Road Safety Camera Commissioner pays respect to the Traditional Owners of the land on which we live and work. We pay our respects to Elders and all Aboriginal and Torres Strait Islander peoples, who continue to care for their Country, culture, and people.

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## Letter of transmittal

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To:

**The Honourable President  
of the Legislative Council**

**The Honourable Speaker  
of the Legislative Assembly**

I am pleased to present to you the annual report of the Road Safety Camera Commissioner for the financial year 2024–25 for presentation to the Victorian Parliament, in accordance with section 21 of the *Road Safety Camera Commissioner Act 2011*.

Yours sincerely

A handwritten signature in black ink, appearing to read "N. Taylor". The signature is fluid and cursive.

**Neville Taylor APM**  
Road Safety Camera Commissioner

# COMMISSIONER'S MESSAGE

This is my fourth and final annual report to the Victorian Parliament as Victoria's Road Safety Camera Commissioner (the Commissioner). My term ends on 31 October. This year's report again outlines my performance over the financial year as per the *Road Safety Camera Commissioner Act 2011*. It also details the activities of the Commissioner's Reference Group and findings from my enquiries and reviews into road safety camera system issues – those brought to my attention by the Department of Justice and Community Safety (DJCS) and the public. I've set out the progress of past recommendations and listed new ones arising out of my quality assurance role across the system, including its performance, accuracy and reliability.

I dedicated my term to upholding the ethos of our first Commissioner, His Honour Gordon Lewis AM (dec.), representing road users and honouring commitment to a fair, accurate and reliable road safety camera system.

Active and respectful collaborations with our road safety partners have seen us maintain the highest levels of enforcement integrity, transparency, accuracy and reliability. Victoria is the only place in the world with an independent statutory role like mine. Many jurisdictions have governance arrangements to ensure veracity in road safety camera enforcement, but this State's approach continues to attract significant interest.

Over the year, I was invited to showcase mine and the Office of the Road Safety Camera Commissioner's (the Office's) work with road safety authorities operating in Australia, and those from other countries. My engagements more broadly with industry representatives and the road safety research community included speaking at the ANZ Interjurisdictional Road Safety Camera Reference Group 2024 and the Australasian College of Road Safety Annual Conference 2024 in Hobart.

My ongoing practice of meeting with the vendors and contractors delivering our road safety cameras' technology and operations has given me valuable insight into emerging automated enforcement technologies. I hear regularly that the Victorian model holds contractors to the very highest standards in ensuring an accurate and reliable enforcement system.



Vendors and contractors have a real appetite to offer proactive input into the State's work developing new technologies. Information sharing in the beginning stages can enhance early understanding of requirements, minimising developmental errors and ultimately resulting in direct cost savings to State contracts.

“

**Active and respectful collaborations with our road safety partners have seen us maintain the highest levels of enforcement integrity, transparency, accuracy and reliability.**

”

I also met regularly with the heavy vehicle sector, private road operators, road trauma advocates and road safety researchers. This provided a clear picture of how people see and are affected by road safety camera enforcement and highlighted the research-based evidence that road safety cameras improve road safety when they motivate drivers to change high-risk driving behaviour. It also revealed the high regard with which Victoria's accurate and reliable enforcement system is held.

At the start of the year, I collaborated with DJCS to develop the 'Commissioner's draft work program', which I provided to the Minister for Police, the Hon. Anthony Carbines MP (the Minister). Its focus included community engagement to create more efficient road safety camera site selection and improve transparency. The program, and issues raised by DJCS and the public, revealed disruptions to the road safety camera system and the infringement process. I offer recommendations to the Minister for avoiding these.

I also report the ongoing achievements of DJCS and other road safety partners in implementing recommendations. I have reviewed all work programs this year and provided the Minister with independent advice to close off a further 21 recommendations. They have met their original intent.

Other Ministers I met with include the Hon. Melissa Horne MP, Minister for Road Safety and Shadow Police Minister, Hon. Brad Battin MP. I acknowledge their bipartisan interest and support of our work helping implement Victoria's road safety strategy.

Thank you for taking the time to read about the Office's work. It has been an honour to represent the Victorian community and help build trust in the road safety camera system. I wish the incoming Commissioner all the best in continuing this important role and ensuring the system remains transparent, trusted and focused on real road safety outcomes.

Yours sincerely

A handwritten signature in black ink, appearing to read 'N. Taylor', written in a cursive style.

**Neville Taylor APM**  
Road Safety Camera Commissioner

# COMMISSIONER'S RECOMMENDATIONS, GOVERNANCE AND TRACKING

## New recommendations made this reporting period

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There were no formal investigations conducted or requested by the Minister during this reporting period. Four recommendations in this annual report will be added to the Commissioner's Recommendations Governance Plan and Tracking Register. These arise from the Commissioner's quality assurance work and review of matters identified as likely to affect the road safety camera system. They include DJCS notifications under the formal issues notification framework, as well as concerns raised by the public as part of the Office's role as a genuine alternative avenue of complaint and enquiry about the road safety camera system. DJCS will have oversight and accountability in coordinating responses to these road safety partner recommendations.

**A common concern raised by the public was that, at times, the Cameras Save Lives (CSL) website lacks the information people want or provides out-of-date or inaccurate information.**

### *Recommendation 1*

Recommendation that DJCS ensure all publicly available information on the CSL website is accurate, contemporary and timely in its publication. Consideration to be given to:

- reviewing existing information and products to remove out of date material and replace it with current information
- a systems approach to ensure information is removed immediately once it is superseded or out of date and replaced with a current version
- a systems approach to ensure all legislative material (compliance certificates) with an expiry date is updated prior to, or immediately upon, expiry.

### *Recommendation 2*

Recommendation that DJCS consider developing a media and communications strategy dedicated specifically to the Road Safety Camera Innovation and Technology Development program, to ensure publicly available information on new technology is accurate and matches the timing of road safety camera trials being conducted in the public road network.

**Broader access to video footage from red light road safety camera detections may increase the transparency of, and community confidence in, the road safety camera program and potentially prevent contested matters.**

### *Recommendation 3*

Recommendation that DJCS and Victoria Police explore, as part of ongoing automated enforcement expansion activities, the feasibility of systematically widening access to red light road safety camera video footage, commencing with an initial review and cost benefit analysis to confirm the expected benefits.

**The risk to the integrity of, and community confidence in, the road safety camera system resulting from disruption to road safety camera enforcement and infringement processes is caused by a range of factors.**

### *Recommendation 4*

Recommendation that DJCS, Department of Transport and Planning (DTP) and Victoria Police explore opportunities to improve interagency collaboration so strategies are in place to anticipate and effectively respond to unplanned events; minimising or avoiding disruption to reliable operation of the road safety camera network, downstream infringement issuing and enforcement.

## Recommendations closed over the reporting period

DJCS worked with road safety partners over the year to address the Commissioner's outstanding recommendations. It then submitted 21 closure reports which were reviewed by the Commissioner.

The Commissioner independently advised the minister that the completed work satisfactorily met the intent of the 21 recommendations and endorsed DJCS' decision to close each one. This independent advice was provided in line with the agreed recommendation closure protocol defined in the Commissioner's Recommendations Governance Plan and Tracking Register implemented in May 2023 and detailed in the 2022–23 RSCC Annual Report.

Recommendations closed this period include:

### Recommendations arising from Annual Reports to Parliament

#### *Annual Report 2018–19*

- Recommendation 1 – Improvements in data collection and integrity including a centralised data management system.

#### *Annual Report 2019–20*

- Recommendation 6 – Bring road safety partner data together (big data).
- Recommendation 7 – Define data requirements, data standards across the network and data sharing protocols.
- Recommendation 12 – Develop a coordination committee across road safety partners and vendors at operations level.

#### *Annual Report 2021–22*

- Recommendation 1 – Review data distribution of mobile digital road safety camera speeding (MDRSC) incidents.

#### *Annual Report 2023–24*

- Recommendation 6 – Coordinate review of 22 approved mobile digital road safety camera sites.

### Recommendations arising from investigations and reviews

#### *WannaCry Investigation 2017–18*

- Recommendation 6(21) – Enhancements to the physical security of the fixed digital road safety camera (FDRSC) network.
- Recommendation 7(22) – Implement network segmentation of the FDRSC network.
- Recommendation 8(23) – Implement a dedicated centralised firewall to protect the FDRSC network.
- Recommendation 17(116) – Conduct a review of devices on the network to validate their network configuration.
- Recommendation 19(134) – DJCS to improve the FDRSC network topology with enhanced security to restrict access and implement audit logging.
- Recommendation 20(135) – DJCS to engage IT Security specialists to support the re-design of the FDRSC network.
- Recommendation 22(137) – Implement a central firewall to restrict outbound communications between FDRSC sites.
- Recommendation 24(139) – Implement a central firewall to restrict inbound communications between FDRSC sites.
- Recommendation 25(140) – DJCS to review the method in which a contractor connects to a FDRSC site.
- Recommendation 26(141) – DJCS to restrict access to FDRSC site hardware when a contractor is physically connected to a site router.
- Recommendation 30(152) – Reflect on the current operating model and look for opportunities to improve RSCP reporting, risk management and workforce capability.

#### *Rosanna Road Fixed Cameras Review 2020*

- Recommendation 2 – Road Safety Camera Project Delivery Framework.



## ***Inquiry into rejections at Lane Use Management System (LUMS) sites 2020–21***

- Recommendation 7 – That the road safety partners review the terms of reference for established joint committees in relation to LUMS enforcement.
- Recommendation 9 – Department of Transport and Planning (DTP) to ensure traffic management contractor performance is in accordance with published standards and approved traffic management plans.
- Recommendation 10 – DTP to develop an education program for contractors to improve their understanding of road safety camera operations when undertaking roadworks.

## **Response to recommendations made in the Annual Report 2023–24**

The Commissioner made six new recommendations in the Annual Report 2023–24 relating to four areas of review. See page 5 of the *Road Safety Camera Commissioner's Annual Report 2023–24*.

The Minister for Police wrote to the Commissioner on 18 March 2025, in response to these recommendations, and confirmed that DJCS and Victoria Police had accepted all six, either in full or in principle.

## **Ongoing monitoring of outstanding recommendations**

At year's end, DJCS was tracking 123<sup>1</sup> recommendations. It had acquitted 102, with a further 21<sup>1</sup> in progress. DJCS' monthly reports and forums keep the Office across developments against outstanding recommendations.

*1. Figure includes four new recommendations made in this Annual Report.*



## Office of the Road Safety Camera Commissioner

The Office is an independent oversight body established by the Victorian Government to enhance community confidence in the road safety camera system. It commenced operations on 6 February 2012 under the *Road Safety Camera Commissioner Act 2011* (the Act), which took effect on 31 December 2011.



### Our vision and values

#### VISION

Provide a safe environment for Victorian road users by increasing community confidence in the integrity, transparency, accuracy, reliability, and efficiency of the Victorian road safety camera system.

#### MISSION

To provide Victorian road users with ongoing support in regard to the state's road safety camera system and to provide an alternative avenue for enquiry, complaints, quality assurance and investigations.

#### VALUES

Our values reflect those of the Victorian Public Sector – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, which guide and inform the work of the Commissioner.

As an independent statutory entity, we also commit to the highest level of transparency and independence, acting impartially and objectively in the fulfilment of all functions under the Act.



### Foundational pillars

Our vision and values are underpinned by the concepts of:

#### INTEGRITY

Road safety camera technology must operate accurately, consistently, reliably, efficiently and effectively.

#### TRANSPARENCY

The operation of road safety cameras is evidence based and relevant documents are publicly available.

#### COMMUNITY CONFIDENCE

Community confidence can increase in regard to the accuracy and reliability of enforcement technology, and understanding built that road safety cameras deliver safety benefits in reducing road trauma and making lasting changes to high-risk driving behaviours.

INTEGRITY

TRANSPARENCY

COMMUNITY  
CONFIDENCE

## Main roles of the Office

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### Review

The Office independently reviews and assesses the accuracy and reliability of the operation of the road safety camera system to ensure it complies with the *Road Safety Act 1986* and the Road Safety (General) Regulations 2019. The Office also regularly reviews relevant information made publicly available by DJCS.

### Managing feedback

Members of the public may lodge enquiries and complaints with the Office in relation to any aspect of the road safety camera system. When systemic issues are identified, the Office provides advice to the Minister and may recommend remedial actions. Where appropriate, the Office can refer enquiries and complaints to other departments or agencies.

### Investigations

The Commissioner is empowered to conduct investigations requested, or agreed to, by the Minister into any aspect of the road safety camera system, including its integrity, accuracy or efficiency.

### Provision of advice and information

The Act authorises the Commissioner to provide information about the road safety camera system in response to requests, and to advise the Minister on any matter in relation to the road safety camera system.

## Legislation

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### Functions

Under section 10 of the Act, the Commissioner has the following functions:

- a. To undertake, at least annually, reviews and assessments of the accuracy of the road safety camera system in order to monitor compliance of the system with the requirements of the *Road Safety Act 1986* and regulations made under that Act.
- b. To undertake, at least annually, reviews and assessments of the information about the road safety camera system that is made available to the public by DJCS.
- c. To undertake investigations requested, or agreed to, by the Minister into the integrity, accuracy, or efficiency of the road safety camera system.
- d. To receive complaints concerning any aspect of the road safety camera system and:
  - i. if appropriate, to refer a complaint to an appropriate person or body for further action, or
  - ii. to provide information on the available avenues for resolution of a complaint.
- e. To investigate complaints referred to in paragraph d) that appear to indicate a problem with the road safety camera system and to make recommendations to the Minister to address any systemic issues identified.
- f. To investigate any matter in relation to the road safety camera system that the Minister refers to the Commissioner.
- fa. To provide information about the road safety camera system in response to a request for information from a person or body.
- g. To provide advice to the Minister on any matter in relation to the road safety camera system.
- h. To refer appropriate matters to the Road Safety Camera Commissioner Reference Group for research and advice.
- i. To keep records of investigations undertaken and complaints received by the Commissioner and the action taken in response, if any.
- j. To make available to the Minister, on request, the records kept under paragraph i.
- k. Any other function conferred on the Commissioner by or under this Act or any other Act.

## Powers

Under section 11 of the Act:

1. The Commissioner has all the powers necessary or convenient to perform his or her functions.
2. Without limiting subsection 1), the Commissioner may:
  - a. request information from DJCS concerning the operation of the road safety camera system
  - b. make copies of, or take extracts from, any document relating to the operation of the road safety camera system.
3. In exercising his or her powers, the Commissioner must comply with any relevant requirements specified by or under any other Act.

## Governance and organisational structure

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The Commissioner is a statutory office holder appointed by the Governor-in-Council and reports to the Parliament of Victoria.

Three full-time staff assisted the Commissioner in performing his role and functions under the Act over the reporting period. This included specialist technical advice, office management and business support assistance. Though legally employed by DJCS under the *Public Administration Act 2004*, staff are appointed by the Commissioner and work independently of DJCS. In choosing staff, the Commissioner assesses applicants fairly, equitably and without discrimination, based on merit and other key selection criteria.

## Financial reporting

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### Obligations

The Office's annual financial statement for 2024–25 is contained within the annual report and financial statements of DJCS, through a determination by the former Minister for Finance under section 53(1)(b) of the *Financial Management Act 1994* (FMA). The FMA determination and Standing Directions exemption (see below) are designed to reduce the reporting compliance burden, which allows the Office to operate under an alternate governance process that is reported through DJCS' Portfolio Entity Financial Management Compliance Framework.

### Attestation

This annual report contains information required under Part 3 of the *Road Safety Camera Commissioner Act 2011*. The financial reporting obligations are attested as follows:

### Portfolio Financial Management Compliance Attestation Statement

I, Neville Taylor APM, Road Safety Camera Commissioner, certify that the Office of the Road Safety Camera Commissioner has been granted an exemption from the Standing Directions 2018 under the *Financial Management Act 1994* and Instructions. This exemption has been granted by the Assistant Treasurer on the basis that the Office of the Road Safety Camera Commissioner complies with the Department of Justice and Community Safety Portfolio Entity Financial Management Compliance Framework.



**Neville Taylor APM**  
Accountable Officer

01.08.2025

# ROAD SAFETY CAMERA COMMISSIONER REFERENCE GROUP

The Road Safety Camera Commissioner Reference Group (Reference Group), established under the Act, advises and assists the Commissioner with his functions at quarterly meetings. Members must not act as expert witnesses or comment publicly on any matters being considered.

In this reporting period, the Reference Group fulfilled its meeting schedule, convening four formal meetings. During these quarterly meetings, as well as some additional meetings between the Commissioner and individual members, the Reference Group participated in discussions and provided advice to the Commissioner on a range of matters including but not limited to:

- ▶ the Commissioner's draft work program for 2024–25 under section 22A of the Act, including collaboration with DJCS and Ministerial feedback
- ▶ the concepts of 'Community Confidence' versus 'Community Tolerance' through a public value lens
- ▶ the Commissioner's engagement with vendors and contractors as third party service providers of the road safety camera system in Victoria
- ▶ the delayed release of fines issued by Victoria Police for some categories of offences detected by road safety cameras between September 2024 and January 2025.
- ▶ the impact of speed reductions in the proximity of road safety cameras
- ▶ increasing transparency through stronger community engagement on the closure of the Commissioner's recommendations.

In September 2024, the Hon. Anthony Carbinis MP, Minister for Police, and his Strategic Advisor attended Meeting #59, sharing current work to finalise Victoria's Road Safety Action Plan II under the Road Safety Strategy 2021–30. The Minister took questions and comments about the expansion of automated enforcement technology and policy making. He thanked the Reference Group and Commissioner for their recent advice and recommendations, which help ensure community confidence in the integrity of Victoria's road safety camera system.

Three long serving members of the Reference Group completed their terms on 21 October 2024. Emeritus Professor Brian Fildes, Professor Carolyn Unsworth and Ms Pauline Kostiuik were personally thanked by the Commissioner and Minister for their significant contributions to the work of successive Commissioners.

On 12 November 2024, the three remaining members, Ms Tia Gaffney, Mr Martin Boorman APM and Mr Duke Trench-Thiedeman were re-appointed for another two-year term. The Commissioner also welcomed three new members for two years, Ms Liz Waller, Ms Claire Murdoch and Dr Carlyn Muir PhD.

In March 2025, representatives from DJCS' Road Safety Camera Program (RSCP) and Victoria Police Road Policing Command Enforcement Division (RPED) attended Meeting #61, presenting jointly on the overall management of Victoria's road safety camera system. They took questions from the Reference Group and demonstrated initiatives to improve interdepartmental collaboration. The initiatives resulted from Commissioner's recommendations to ensure greater transparency and integrity in the management of the system and infringement process.

From 2 June until 18 July 2025, while the Commissioner took annual leave, Reference Group Member, Martin Boorman APM, was appointed Acting Road Safety Camera Commissioner, fulfilling the role and functions under the Act. This included chairing June's Reference Group Meeting #62.

As the Commissioner's work continued during his absence, discussion points covered the possibility of earlier disclosure of fixed red light road safety camera video evidence, the impact of Victoria Police delaying the release of some categories of road safety camera fines over a prolonged period, and the operation of point to point road safety cameras in variable speed zones.

## Reference Group members

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### Mr Martin Boorman APM

*Principal, Martin C. Boorman Consulting*

- expertise and experience in applied research and enhanced enforcement through technology development
- leader in applying enforcement programs founded in deterrence theory and social psychology to reduce road trauma by influencing driver behaviour at an individual and societal level
- advisor relating to regulatory policy, legislative frameworks, enforcement practice and technology use in the fields of crime and road safety

### Ms Elizabeth (Liz) Waller

*Head of Road Safety, Transurban*

- expertise in embedding the safe system approach when designing and building new roads, operating and maintaining assets, and developing and communicating driver behaviour change programs
- research into improving safety for vehicle occupants, including children, and new vehicle and road safety technologies
- formerly, Executive Council Member for the Australasian College of Road Safety
- current member of the US Transportation Research Board's Committee on Vehicle User Education, Training and Licensing

### Ms Tia Gaffney

*Senior Forensic Engineer and Collision Reconstructionist, Allied Forensics*

- extensive experience evaluating the behaviour of vehicles and occupants in crashes
- research background in road safety with extensive application of physical and engineering sciences within transportation safety, vehicle crashworthiness, occupational health and safety, public liability, accident investigations and injury prevention mitigation

### Ms Claire Murdoch

*Senior Government Representative*

- transport reforms in New South Wales and New Zealand
- policy and regulatory reform, strategy development, and behaviour change program design and evaluation
- expertise in implementing automated road safety camera enforcement programs including speed and mobile phone detection

### Mr Duke Trench-Thiedeman

*Computer engineer (Rtd) and community representative for people with disability*

- paraplegic since a motorcycle accident in 2009
- lived experience with the transition from able-bodied driving to driving in a modified vehicle
- regular mentor to spinal inpatients at the Austin Hospital and the Royal Talbot Rehabilitation Centre
- former computer engineer (40 years) with strong analytical and technical solution skills

### Dr Carlyn Muir PhD

*Associate Professor and Director, Monash University Accident Research Centre*

- translational research in a range of safety science topics for achieving Safe System outcomes
- published author and researcher on road safety, advocacy and capacity building
- project lead, nationally and internationally, supporting the design of solutions with a focus on system-wide and sustainable change that supports road safety outcomes

## Commissioner's draft work program 2024–25

At the beginning of this year's reporting period, the Commissioner gave the Minister the Commissioner's draft work program for 2024–25, prepared in consultation with DJCS.<sup>2</sup> Three key focus areas were included to ensure efficiencies in overall management of the road safety camera program, and continue research and analysis around public perceptions.



### 1. Automation

**Monitor DJCS' progress toward automating more road safety camera system processes to mitigate the risk of failures due to human error.**

In the last two years, DJCS closed out three Commissioner's recommendations for greater automation, streamlining and efficiencies in the operating model, with improved capital funding and procurement processes:

- Recommendation 5 of the WannaCry 2017–18 Investigation
- Recommendation 30 of the WannaCry 2017–18 Investigation
- Recommendation 13 of the 2019–20 Annual Report.

The closure reports indicate a lot has been done to meet the intent of these recommendations – improving overall system management.

However, in these two years, the Commissioner was notified of several occurrences involving human error, that meant infringements had to be withdrawn. While reviewing these, the Commissioner found that decisions to descope automation of some processes in the Computerised Management Maintenance System (CMMS) project, meant human input was still needed for parts of accuracy and reliability testing, and in the verification process.

The Commissioner has continued to monitor DJCS' ongoing work to improve automation.

DJCS had scheduled the roll out of improved functionality for end of June 2025. Due to unrelated platform-wide upgrades across the CMMS platform used by DJCS, this has been rescheduled to quarter one 2025–26.

2. Road Safety Camera Commissioner Act 2011 s22A



## 2. Road safety camera site selection

### **Monitor DJCS' process for responding to online public requests for road safety cameras.**

When a member of the public goes to the Cameras Save Lives (CSL) website and requests that a road safety camera be installed in a particular location, DJCS must consider many factors. Two areas for improvement, have been identified by the Commissioner:

- I. the time it takes to reach an evidence-based decision about site selection
- II. communication with members of the public who submit a CSL request.

This year DJCS closed out Recommendation 4 from the *Uninhibited Drivers 2018–19 Report*, to update CSL information for the public.

While the Commissioner was supportive of DJCS' broader efforts to address this recommendation, he identified an ongoing theme of public frustration about the CSL website portal.

Some people reported waiting more than 12 months before a decision was made and a formal response received from the Site Selection Committee. The Commissioner even intervened to speed up the decision and communication in two cases, based on the reasonableness of enquiries made to the Office.

The Commissioner has observed positive progress by DJCS in improving efficiencies in these areas. A newly developed road safety camera selection tool assesses a range of data, allowing rapid evaluation of potential locations of interest. The Police Portfolio Support and Coordination team within DJCS is also communicating more clearly to the public about the outcome of each road safety camera request. Together, these improvements have cleared the backlog and will ensure that responses to future submissions are more efficient.



## 3. Commissioner's Public Perceptions Survey Wave 3 – 2023

### **Monitor progress on the Minister's request for DJCS to further assess key survey findings and continue working with the road safety partners to identify opportunities to improve community perceptions of road safety cameras through future planning of road safety-automated enforcement operations and associated communications and awareness campaigns.**

The Commissioner formally endorsed this Ministerial request in Recommendation 3 of the Annual Report 2023–24. It was also fully supported by the road safety partnership.

In January 2025, the Commissioner met a request from DJCS to provide all raw data sets from each of the three waves of this survey – 2017, 2020 and 2023. With funding provided

under the Victorian Road Safety Partnership's Baseline Research Program, DJCS engaged Monash University Accident Research Centre (MUARC) to conduct further data analysis in a longitudinal study.

Through this research, the road safety partnership seeks to understand the relationship (if any) between public perception, attitudes and behaviours towards road safety cameras and road safety outcomes. As of June 2025, MUARC is reaching the concluding stages of the analysis, having completed the ethics application, data requests and data preparation. Preliminary findings are expected to be presented to the road safety partners in August with draft and final reports to follow.



## Governance and transparency

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At least annually, the Commissioner must undertake reviews and assessments of road safety camera system information that DJCS provides to the public.<sup>3</sup> The Commissioner also receives complaints about different aspects of this system and must investigate those that appear to indicate a problem. He may make recommendations to the Minister about addressing any broad-ranging issues.<sup>4</sup>

In collaboration with DJCS and Victoria Police, the Commissioner receives all publicly available information concerning the road safety camera system before it is published. This includes media releases and messaging, quarterly infringement data, responses to public and media enquiries and content on the CSL website. The Commissioner has, at times, suggested that DJCS may want to consider enhancing the accuracy and transparency of their communications. On several occasions, this feedback has influenced DJCS to do so.

The Office receives public complaints and enquiries through a web-based portal. A process is in place to identify themes that are reasonable and worthy of further attention by the Commissioner. The Commissioner has enquired into different matters over the reporting period. At times, this has led to DJCS improving publicly available information.

The Office is committed to providing an accessible, responsive service to all people, offering an alternative avenue for complaints and enquiry. In this reporting period, the Office implemented an Unreasonable Conduct by a Complainant Management policy. It aims to manage complainants who demonstrate inappropriate behaviour towards Office staff dealing with their complaint. The policy aligns with the Victorian Ombudsman's Good Practice Guide: Managing complex complainant behaviour. During the reporting period, the Office formally registered two complainants on its Repeated Complainant Register and ceased ongoing communications with them.

The following three examples demonstrate the Commissioner's work in meeting these legislative requirements.

## 1. Publicly available information

The Commissioner is committed to enhancing community confidence in the integrity and transparency of the road safety camera system. This includes ensuring that publicly available information is accurate, contemporary and easily accessible. It is clear from members of the public that they would benefit if the Victorian Government's CSL website was able to:

- make updates easier to discover, so users don't need to extensively search for them – a banner on the landing page now improves engagement by advising when new statistics are published
- publish infringement data, approved mobile digital road safety cameras (MDRSCs) and distracted driver and seatbelt (DDS) road safety camera locations as soon as possible
- publish current compliance certificates for all road safety cameras
- ensure all manuals relating to MDRSC operations reflect the most contemporary technologies, policy and legislative amendments, for example, changes to the Road Safety Road Rules 2017 in relation to where MDRSC vehicles can park
- publish more information about new road safety camera technology trials, particularly at installations that are visually unfamiliar to the public. Examples include the deployment of a fixed DDS road safety camera on CityLink and trialling of a new, autonomous road safety camera trailer in Melbourne's outer east, that provoked public comment and media attention.

## 2. Disruption to enforcement and infringement processes

Downtime in road safety camera enforcement has long been a focus of successive Commissioners, and recommendations have been made and acquitted to minimise it. The Commissioner monitors downtime closely and regularly advises the Minister, as significant disruptions can affect the integrity of, and community confidence in, the capacity of the road safety camera system to improve road safety outcomes.

3. Road Safety Camera Commissioner Act 2011 s10(b)

4. Road Safety Camera Commissioner Act 2011 ss10(d) and (e)

Throughout 2024–25, a range of factors contributed to disruptions in road safety camera enforcement and infringement issue. Examples are as follows.

### DTP coordinated works

Throughout the state, DTP coordinates activities on roads and associated infrastructure, which help increase mobility throughout the road network. The Suburban Rail Loop Project, M80 Western Ring Road (WRR) Upgrade Project, North East Link Project, Yarra Trams works, implementation of school zones, general road works and speed changes in proximity to FDRSC sites, have all, at times, disrupted FDRSC enforcement at both intersections and highways:

- Traffic calming measures – including intersection redesigns, speed reductions and traffic management – have helped reduce the risk of non-compliant behaviour by road users at some sites, providing road safety benefits similar to road safety camera enforcement. However, this has not consistently been the case.
- Following Yarra Tram works at an intersection in Hawthorn, DJCS found that a newly installed power pole was blocking the line of sight between the road safety camera and the primary traffic lanterns. This prevented enforcement and DJCS were forced to redesign the site, resulting in delays to the reactivation of the road safety camera.
- DJCS were not notified in advance of speed changes at three intersection sites – one put in place by a local government authority (LGA) without informing DTP and two arranged by DTP. A gap in communication like this was an issue identified in the Commissioner’s Nepean Highway investigation in 2022. This led to:

- Recommendation 6 – calling for the establishment of ‘a process for systematic and cooperative engagement, consultation, and collaboration on road and road network projects’ in proximity to road safety camera sites
- Recommendation 7 – relating to informing and influencing LGAs on ‘separate and shared responsibilities for road and road network projects that are in the proximity of or impact on road safety cameras.’

The Commissioner urges DJCS, DTP and Victoria Police to prioritise Recommendations 6 and 7 so they can be acquitted and any future negative impacts to road safety camera operation avoided.

Figure 1 shows the breakdown of FDRSC sites deactivated due to DTP coordinated works. Twenty-one were deactivated at various times across this reporting period.

### DJCS project works

DJCS carry out upgrades to FDRSC sites as part of their asset management framework, ensuring ongoing system accuracy and reliability. These works include the installation of local electrical cabinets as ground based units, as well as upgrades to network security and communications.

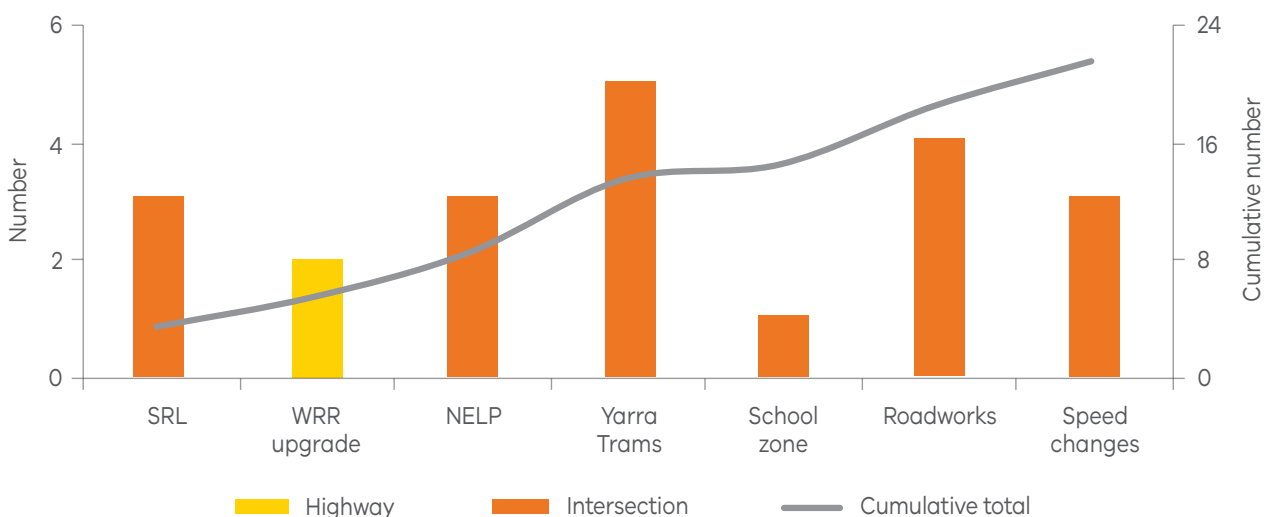


Figure 1: DTP coordinated works impacting fixed digital road safety camera enforcement.

## Vandalism

The theft of copper cabling is an issue impacting road network infrastructure across the state. Several locations in the vicinity of road safety camera systems have been affected, leading to extended downtime. This reporting period they include freeway systems at Hume Freeway, Epping; Forsyth Road, Williams Landing/Point Cook; and WWR in both Keilor Park and Keilor East. Total downtime across these systems was 1665 days as of 30 June 2025.

## Environmental factors

Due to environmental factors, primarily third party infrastructure related – including traffic lantern visibility and sequencing – there are five FDRSC sites with deactivated lanes. The Commissioner is monitoring the status and remediation of these sites.

## Ageing infrastructure

Road safety cameras have the same limitations as other technologies. It is not long before replacement parts are no longer available when a component fails or damage occurs, or when they become unserviceable or reach end of life.

This has been particularly evident across the fixed camera network on the WWR Freeway and Eastlink Tollway. Road safety cameras there have operated at reduced capacity while DJCS develops an upgrade proposal, so the networks can be returned to fully operational status.

## Mobile digital road safety camera approved parking locations

The Commissioner monitors approved mobile digital road safety camera (MDRSC) sites to ensure MDRSC operations are conducted in a safe manner for both road users and operators. At times, problems with the location of MDRSCs are identified – MDRSC vehicles may be parked in a way that compromises visibility or obstructs the view of drivers, or cause disturbance because they are too close to traffic. On occasion, an MDRSC operator may behave inappropriately. These incidents are reviewed by DJCS and may be investigated with the camera vendor. Where non-compliance with operating guidelines is found to have occurred, the MDRSC sessions may be rejected by Victoria Police and no infringements issued.

## Delayed release of fines issued by Victoria Police

Victoria Police are responsible for deciding whether to issue a fine for an offence detected by a road safety camera, in line with legislation.<sup>5</sup> The legislation sets timelines to ensure motorists receive timely sanctions and that statutory obligations for enforcing fines are efficiently met. Leading road safety experts note that both the real and perceived threat of punishment can positively influence driver behaviour. Research shows that a long time between the offence and the fine reduces its effectiveness.

Victoria Police has the discretion to not issue fines in some cases – for example when too much time has passed to expect meaningful behaviour change or when statutory timeframes are exceeded. The Commissioner has observed that Victoria Police exercise this discretion in a consistent and measured way.

Throughout this reporting period, Victoria Police delayed some road safety camera Infringement Notices from September 2024 to January 2025. Those applying to excessive speed or triggering immediate loss or suspension of licence were sent as usual. This was part of a formal strategy of Victoria Police, in consultation with DJCS and Fines Victoria. It complied with a protected industrial action order of Fair Work Australia.

The Commissioner applauds the strategy to minimise disruption to road safety camera enforcement over this long period. It balanced the need for timely sanctions against statutory time frames that would result in desired behaviour change. Victoria Police confirmed that 266,958 Infringement Notices were not issued.

### 3. Video disclosure

Recommendation 3 of the Road Safety Camera Commissioner's Annual Report 2018–19 was that video evidence from road safety cameras detecting red light infringements should, when available, be provided to offenders. The (then) Commissioner had concluded that, in addition to still images issued under s83A of the *Road Safety Act 1986*, most red light safety cameras also have video covering around 12 seconds from when the light turns red. Benefits of disclosure would include:

- drivers alleged to have committed red light offences would see accurate real time evidence of the alleged offence
- reduced contested hearings for red light offences
- more transparency – enhancing the integrity of the road safety camera system
- speedier fine payment.

At the time, all road safety partners supported Recommendation 3 in full and an action plan was designed. The recommendation was formally closed in May 2023 after amendments to the *Criminal Procedure Act 2009* (effective 1 October 2002) around disclosure obligations in the prosecutorial process. The closure report contained a DJCS commitment to provide Victoria Police with video evidence as required and to work collaboratively on giving Victoria Police direct access to it.

The Commissioner has monitored progress and taken advice from DJCS and Victoria Police:

- DJCS has implemented a process to manually provide Victoria Police with video footage but Victoria Police rarely requests it. DJCS do not routinely provide video to an offending driver who asks, or who indicates contesting the matter.
- In meeting legislative disclosure obligations, Victoria Police only releases still images under s83A of the *Road Safety Act 1986* if a red light infringement is contested. The disclosure obligation precludes the requirement to include video footage, as this is not verified to confirm the offence.

The Commissioner concluded that, while most actions in the exit criteria of the May 2023 Recommendation Closure Report have been acquitted, this has not realised the intended outcomes of Recommendation 3.

As at 30 June, DJCS and Victoria Police jointly acknowledge the possibility of proactively making video footage more broadly available. They agree that a significant transformation in capabilities and capacity from both agencies would be required for Victoria Police to directly access DJCS video. An initial review and cost-benefit analysis could be done to confirm the expected benefits of such change. There is a renewed commitment by both organisations to continue talking and exploring this matter. The Commissioner has made a new recommendation in this report to prioritise action.



## Quality assurance

Version 8 of the Act came into effect on 16 June 2025. The Commissioner must undertake, at least annually, reviews and assessments of the accuracy of the road safety camera system to monitor its compliance with the requirements of the *Road Safety Act 1986* and regulations made under that Act.<sup>6</sup>

Throughout the reporting period, DJCS provided the Office with monthly performance data on all elements of the road safety camera system. This included:

- performance indicators
- progress on the Commissioner’s recommendations
- updates on the status of current projects
- an overview of future operational and strategic projects.

The Office closely analysed the data to deliver an independent assessment for the Commissioner and support him in meeting the legislative obligation to evaluate the integrity, accuracy and reliability of the road safety camera system. Insights were shared with DJCS to encourage discussion around possible impacts on system operations and to request clarification where necessary. The Minister received objective advice as required.

The Commissioner met the Minister’s Advisors each month to provide updates and independent advice on issues being collaboratively monitored by the Commissioner, DJCS and Victoria Police. A key theme of the advice was that multiple disruptions to the road safety camera system and infringement process have potential to negatively affect public perceptions.

The Minister acknowledged that the Commissioner’s independent advice was consistent with internal Ministerial advice and briefings from DJCS and Victoria Police. As a result, the Minister did not ask the Commissioner to conduct any formal investigations under the provisions of the Act.

## Annual review of the road safety camera system

### Fixed digital road safety cameras

In the last year, DJCS certified 665 speed calculation units for FDRSCs, in line with the requirements of the Road Safety (General) Regulations 2019. Figure 2 shows certifications by month.

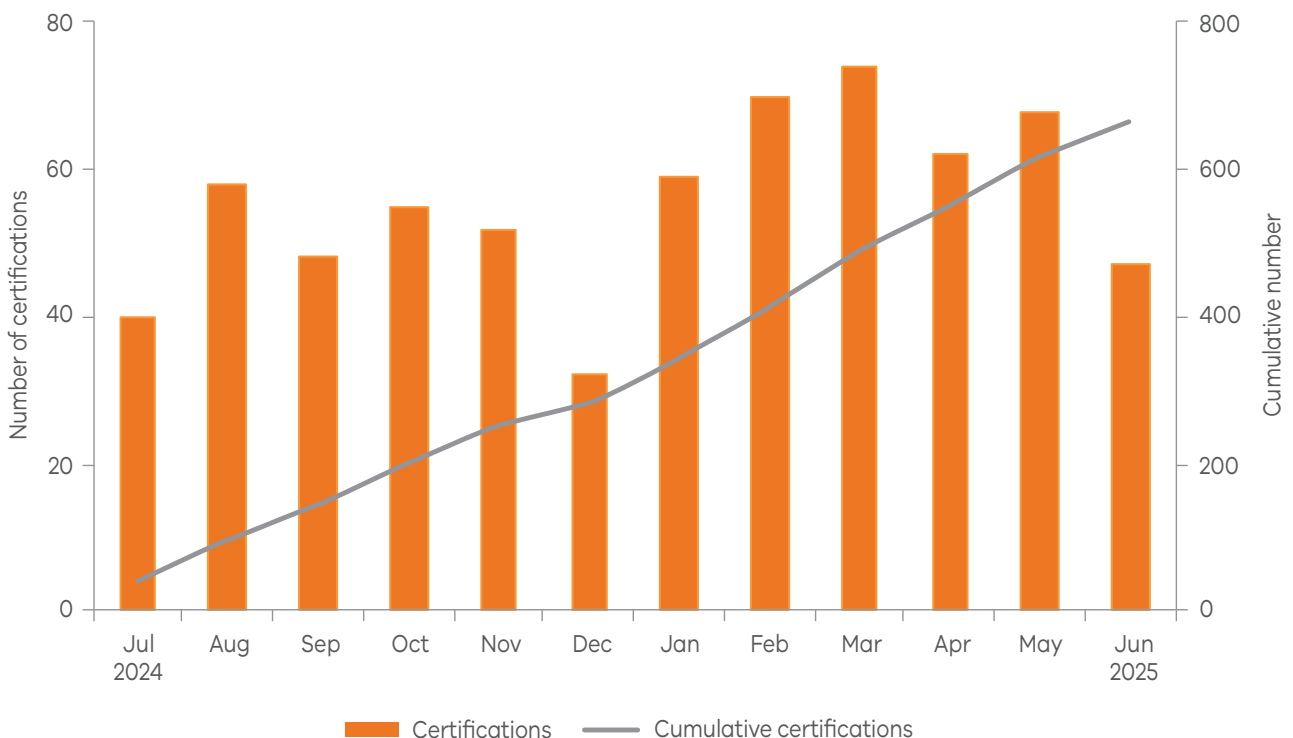


Figure 2: Number of fixed digital road safety camera certifications in 2024–25.

6. Road Safety Camera Commissioner Act 2011 s10(a)

Figure 3 provides the results of FDRSC site tests completed by independent testing services providers. Less than 2% of tests revealed a non-compliant system. DJCS technical officers review testing results and proactively deactivate each non-compliant one. Once remedial works are done and subsequent testing confirms a system is again fit-for-purpose, it is reactivated.

- roadworks – where a fixed site is deactivated for works by DTP, construction companies, LGAs and/or utilities
- technical issues – where routine or unscheduled testing, or maintenance identifies either non-compliant test results or the need for remedial works
- system upgrades – where FDRSCs are replaced because they have reached the end of their service life, or refurbished with newer components and systems.

## Long term deactivated sites

When a road safety camera system is deactivated for more than 90 days, it is classed as 'long-term deactivation'. Long-term deactivation is caused by:



Figure 3: Number of fixed digital road safety camera site tests returning compliant results in 2024–25.



Figure 4 shows that the number of systems deactivated for roadworks and technical issues has remained reasonably consistent (4–6%). Those deactivated for a system upgrade increased by 4% in 2024–25 particularly on the Hume Freeway and at sites where new electrical cabinets were installed.

## Uptime and downtime

Figure 5 shows that uptime across the FDRSC network has dropped by over 5% compared to the last reporting period. One cause was an increase in upgrade works – up 3% in the last two quarters of this year.

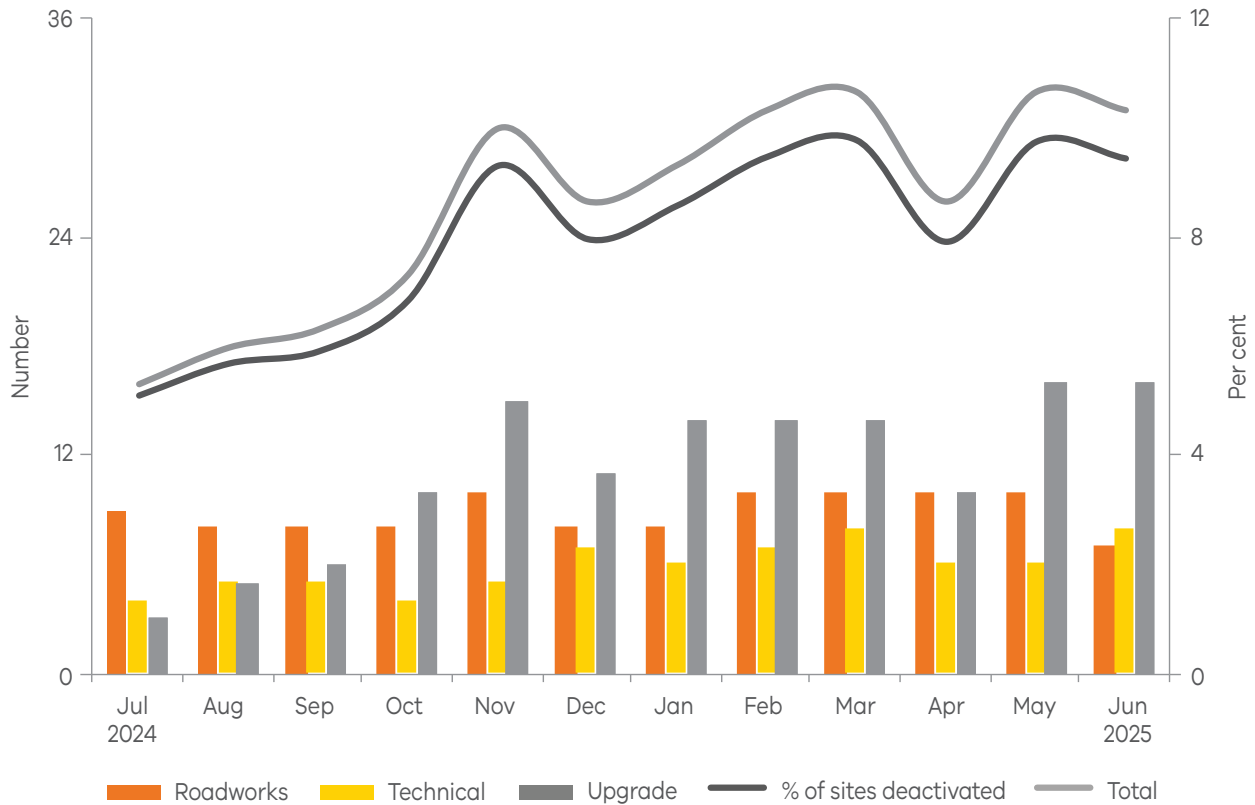
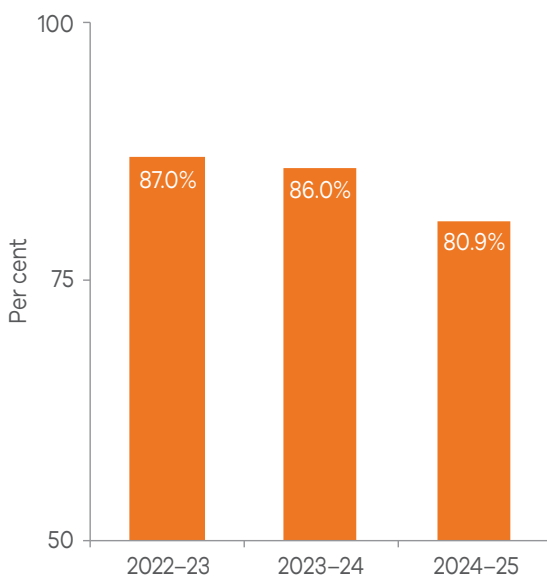


Figure 4: Trend of long-term deactivated fixed sites in 2024–25.



**Uptime decreased across the camera network this year, primarily as a result of upgrades.**

Figure 5: Uptime of fixed digital road safety cameras in 2022–23, 2023–24 and 2024–25.

A notable drop in freeway/tollway site uptime over the last five months was largely created by the WRR network. DTP works on the WRR have required deactivation of some sites while, at the same time, the spares inventory and associated road safety camera technology have reached the end of their service life. DJCS are actively engaging with the respective camera vendor to determine a suitable solution to upgrade this network and return uptime to previous levels.

Figure 6 shows that uptime of fixed intersection road safety camera systems has decreased. This is due to upgrades of communications at some road safety camera sites and enforcement technologies at legacy sites.

Figure 7 shows the decline in freeway/tollway uptime across 2024–25 period.

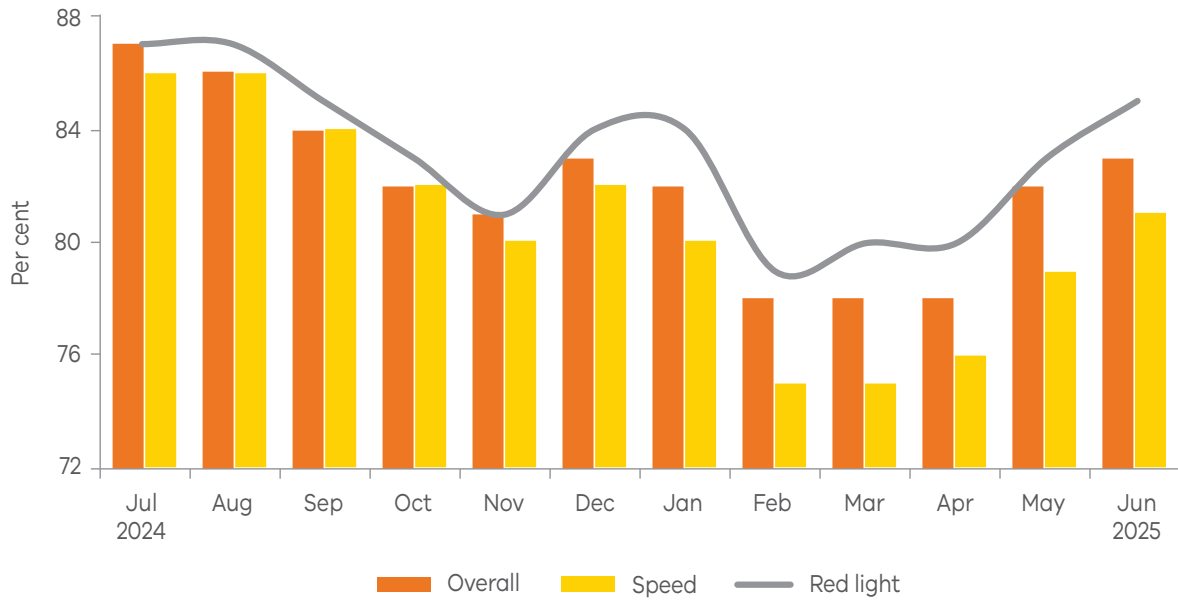


Figure 6: Uptime of fixed intersection road safety cameras in 2024–25.

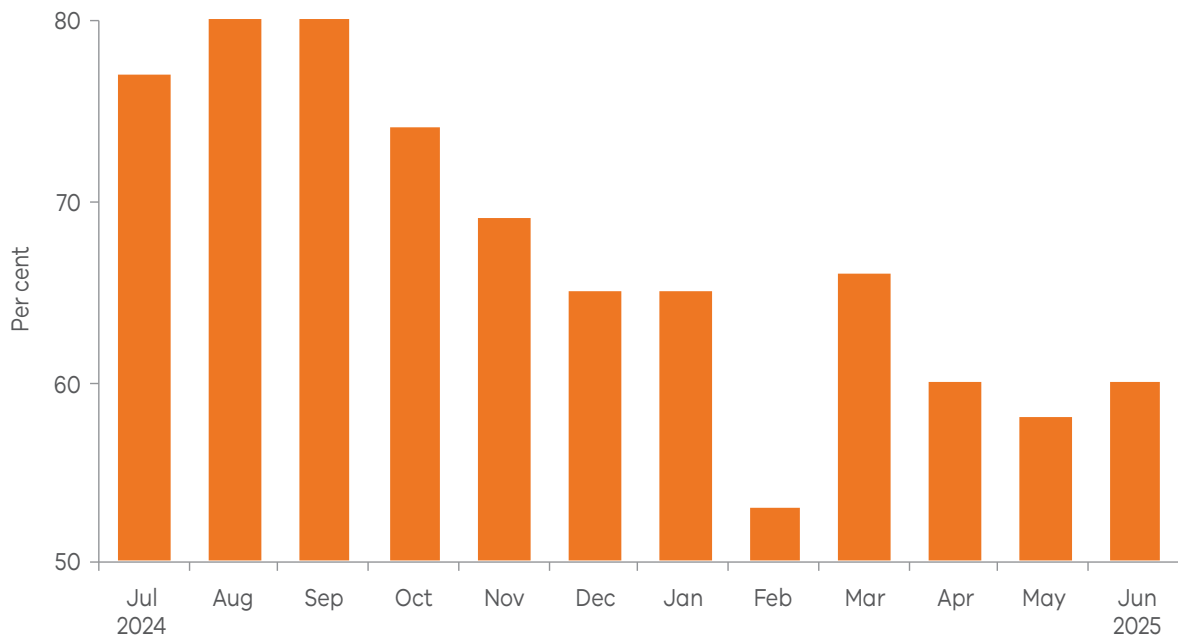


Figure 7: Uptime of fixed freeway/tollway road safety cameras in 2024–25.



Figure 8 shows that this is attributed mainly to decreasing uptime on the WRR over the year – from DTP works and ageing infrastructure and technology. The pattern of decline on the WRR has been evident over the last three years, as shown in Figure 9.

Other issues impacting freeway/tollway uptime include cable theft vandalism at three locations – the Princes Freeway at Williams Landing/Point Cook and two on the WRR at Keilor East and Keilor Park.

**Other issues that impacted freeway and tollway uptime include cable theft vandalism.**

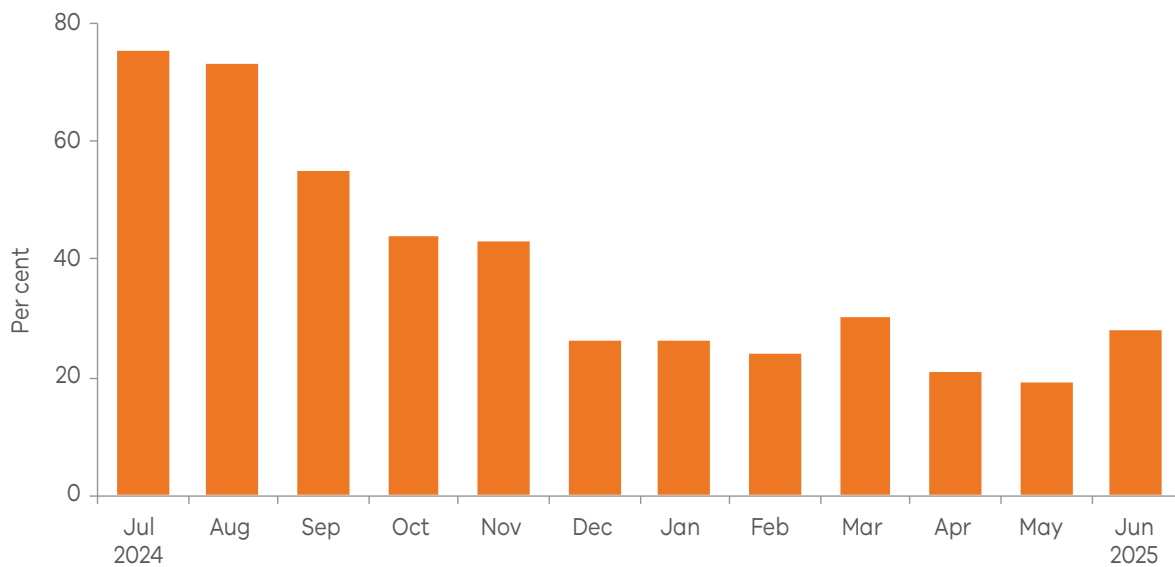


Figure 8: WRR network uptime 2024–25.

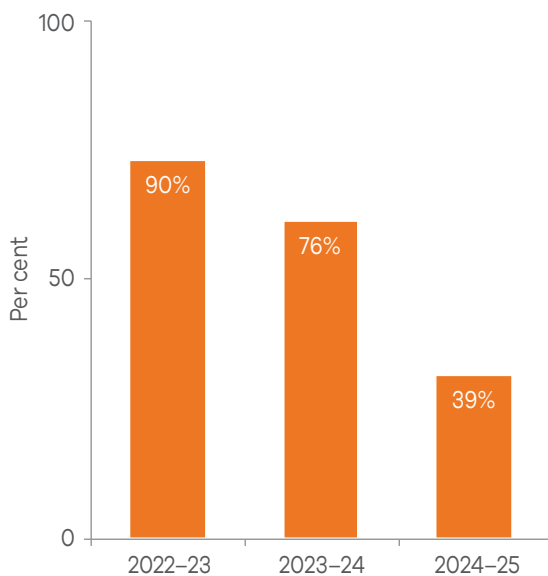


Figure 9: WRR network uptime 2022–23 to 2024–25.

### Mobile digital road safety cameras

In 2024–25, Victoria Police continued to roster 16,300 mobile digital road safety camera (MDRSC) hours across 2194 approved sites.<sup>7</sup> An ‘anywhere, anytime’ approach to deter speeding throughout the state, is hoped to change driver behaviour. An extra 400 ‘campaign’ hours were also rostered for half of the year to help deliver more road safety benefits. Modelling done by MUARC in 2021, suggested that a 50% increase in mobile speed enforcement prevents 70–130 fatalities and 200–330 serious injuries annually.<sup>8</sup>

7. Approved mobile digital road safety camera locations, Cameras Save Lives, June 2025.

8. Monash University Accident Research Centre, Submission to Inquiry into Road Safety, August 2021.

Figure 10 details mobile digital road safety camera hours rostered and hours delivered over the 2024–25 period. Throughout the year, hours delivered have been consistently higher than the 97% key performance indicator.

Tests and certifications are conducted by an independent testing laboratory to foster public confidence that each road safety camera has been impartially verified as fit-for-purpose. Figure 11 shows monthly certifications for 2024–25.

In line with the Road Safety (General) Regulations 2019, mobile digital road safety camera speed calculation units must be tested every 12 months.

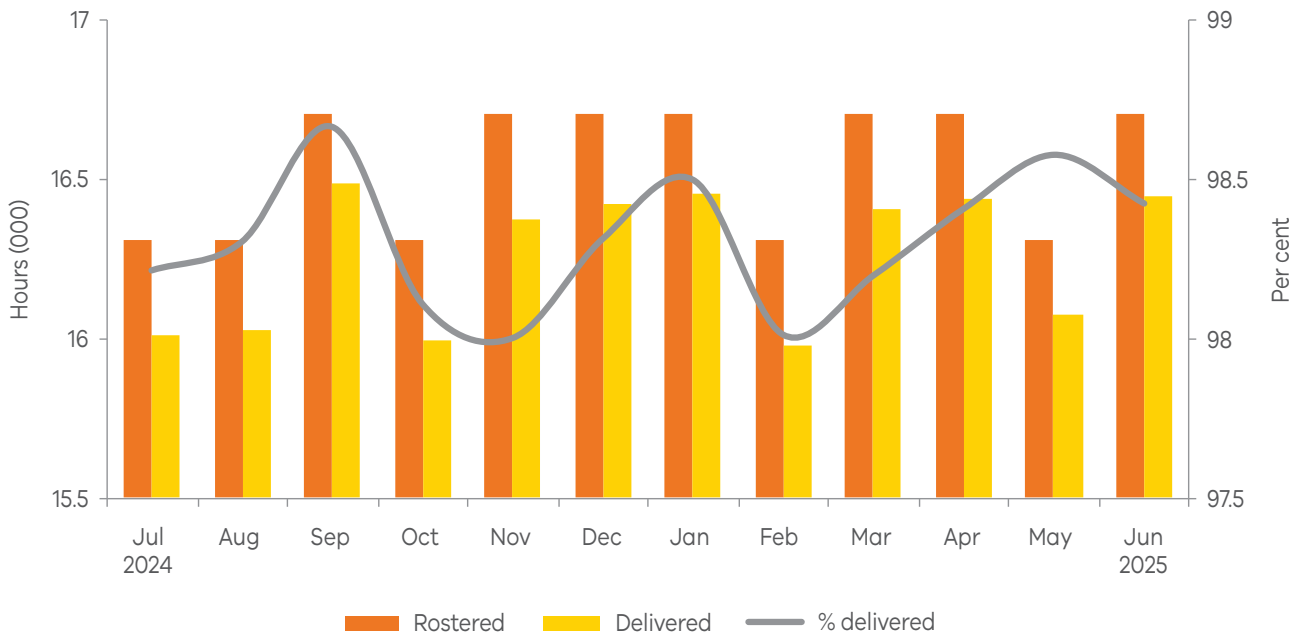


Figure 10: Mobile digital road safety camera hours in 2024–25.

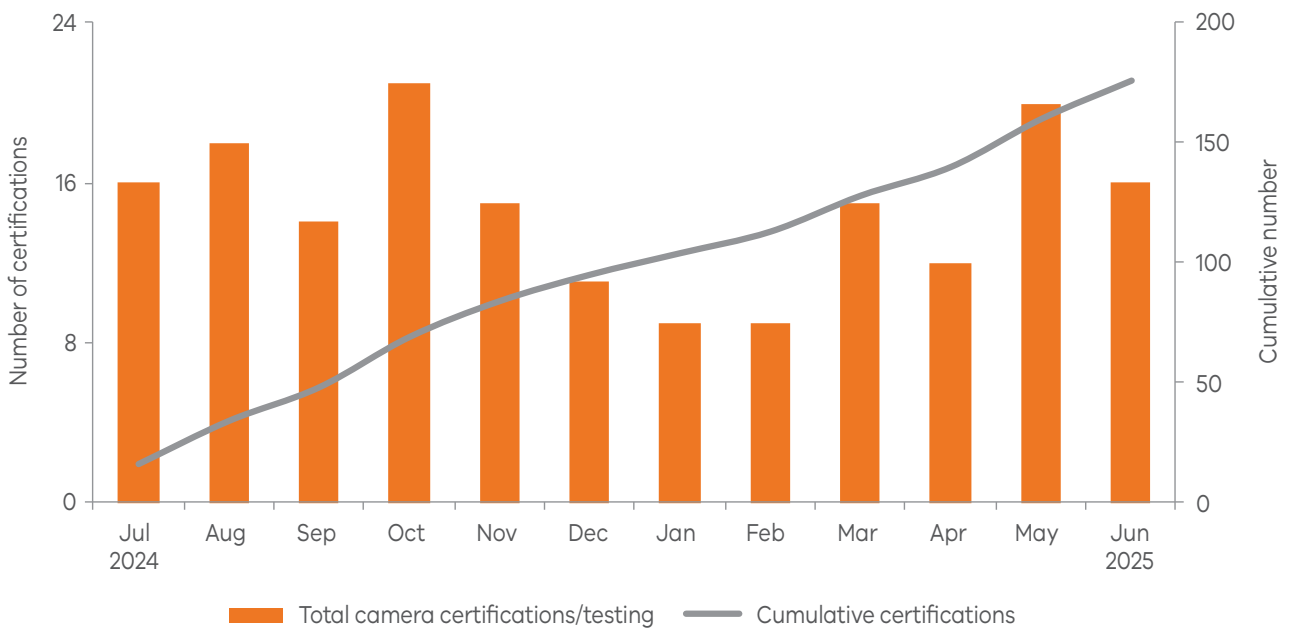


Figure 11: Number of mobile digital road safety camera certifications in 2024–25.

## Distracted driver and seatbelt road safety cameras

By 2024, the Commissioner had monitored the performance of distracted driver and seatbelt (DDS) road safety cameras for over two years, during both the advisory period, 31 March 2023

to 30 June 2023, and since the commencement of enforcement on 1 July 2023. Figure 12 shows that this technology has consistently exceeded the 95% benchmark for delivered enforcement hours.

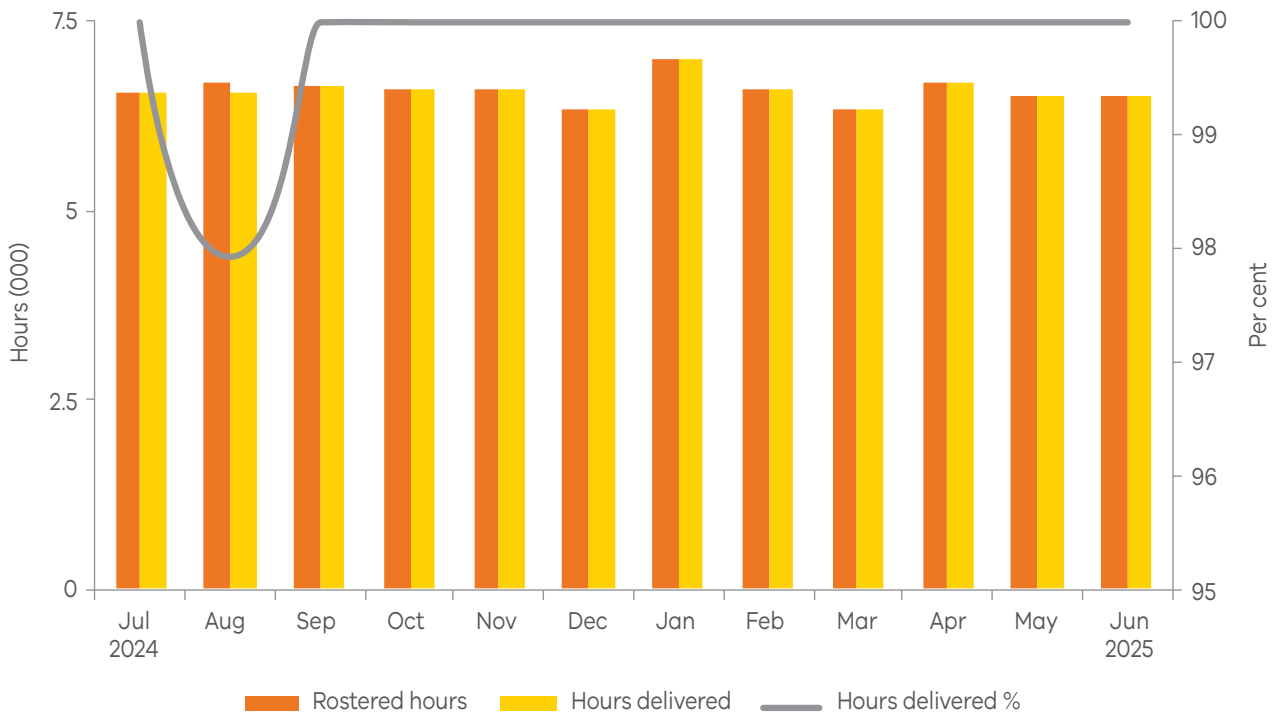


Figure 12: DDS road safety camera hours in 2024–25.



**DDS technology has consistently exceeded the 95% benchmark for enforcement hours delivered.**

## Engagement with the public

The Commissioner is dedicated to offering an alternative channel for public input, empowering everyone to contribute to the integrity of Victoria’s road safety camera system. Enquiries can be made at [cameracommissioner.vic.gov.au/have-your-say](https://www.cameracommissioner.vic.gov.au/have-your-say).

During the 2024–25 reporting period, the website ([www.cameracommissioner.vic.gov.au](https://www.cameracommissioner.vic.gov.au)) received 14,779 visitors, an average of 40.5 visitors per day. Most visitors (87%) were referred to the website via Bing or Google. Much smaller percentages arrived via shared links on Facebook or Victorian Government websites. See Figure 13 for more.

Table 1 shows that, after the website’s home page, the ‘Contact Us’ and ‘How We Can Help’ pages had the highest number of visits (28.8%).

The public is actively using the website to engage with the Office and to gain a clearer understanding of the Commissioner’s role in upholding the integrity, transparency and accountability of the road safety camera system.

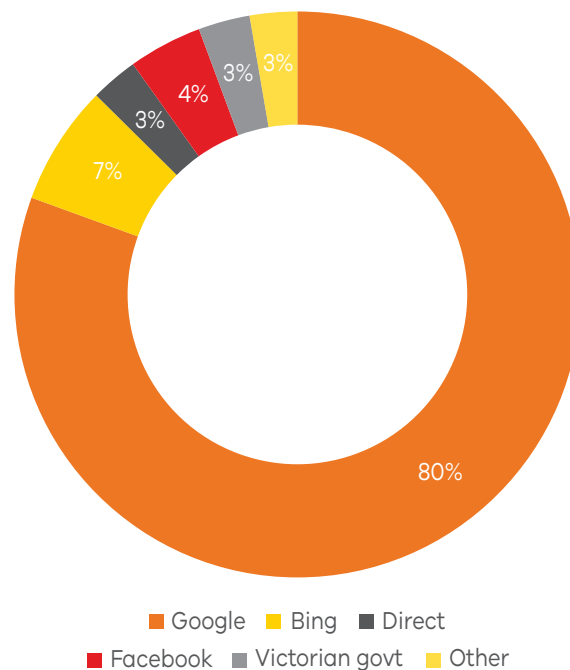


Figure 13: Website referral pathways for public enquiries in 2024–25.

Table 1 – Top 10 pages visited on the Road Safety Camera Commissioner’s website in 2024–25.

RANK	PAGE	VISITS	%
1	Home Page	4255	28.8
2	Contact us	3124	21.1
3	How we can help	2187	14.8
4	Enquiries lodged	1224	8.3
5	Our people	1144	7.7
6	Have your say	958	6.5
7	Publications: 2023–24 Annual Report	651	4.4
8	News	589	4.0
9	Publications: Road Safety Camera Commissioner Survey Wave 3	436	3.0
10	Publications: Sensys Gatso T-Series mobile digital road safety camera review	211	1.4

# SUPPLEMENTARY INFORMATION

## Freedom of Information

The *Freedom of Information Act 1982* (FOI Act) ensures the public can access the Office's documents.

The Office received no FOI applications during the 2024–25 reporting period.

### How to make a FOI request

To make a FOI request under section 17 of the FOI Act, applications must meet three requirements:

1. The request must be in writing.
2. There must be sufficient information about the required documents.
3. The application fee must be paid, or a waiver sought for reasons of financial hardship.

Once a decision is made about the request, access charges (for example, photocopying or search and retrieval) may apply.

Address your request in writing to:

FOI Officer  
Office of the Road Safety Camera Commissioner  
PO Box 24007  
MELBOURNE VIC 3001

Or email: [commissioner@cameracommissioner.vic.gov.au](mailto:commissioner@cameracommissioner.vic.gov.au)

To learn more about lodging an FOI request, telephone the Office of the Victorian Information Commissioner (OVIC) on 1300 006 842 or visit its website, [ovic.vic.gov.au](http://ovic.vic.gov.au)

## Public interest disclosures

Public interest disclosures used to be known as protected disclosures or whistleblower complaints.

The *Public Interest Disclosures Act 2012* (PID Act) ensures anyone reporting improper conduct and corruption in the Victorian public sector can do so with confidence. Their identity will not be revealed and they will be protected from potential reprisals such as bullying, harassment or legal action.

Under the PID Act, the Office cannot receive public interest disclosures.

No public interest disclosures about the Commissioner or employees of the Office were made during the 2024–25 reporting period.

### How to make a public interest disclosure

Please address disclosures of improper conduct or detrimental action by the Commissioner or Office employees to:

Independent Broad-based Anti-corruption Commission (IBAC)  
GPO Box 24234  
MELBOURNE VIC 3001

Or email: [info@ibac.vic.gov.au](mailto:info@ibac.vic.gov.au)

For further information on making a public interest disclosure, telephone IBAC on 1300 735 135 or visit its website, [ibac.vic.gov.au](http://ibac.vic.gov.au)

# ACKNOWLEDGEMENTS

The Commissioner would like to acknowledge the Road Safety Partnership, ministerial offices, road safety camera vendors and testers, contractors and other agencies for their assistance throughout the year.

For their open collaboration in supporting the Commissioner to fulfil his obligations under the Act and providing business support to the Office, thanks goes to:

## Parliament

- The Hon. Anthony Carbines MP, Minister for Police
  - Michelle Gordon, Chief of Staff
  - Stewart Thornton, Ministerial Advisor
- The Hon. Melissa Horne MP, Minister for Roads and Road Safety

## DJCS

- Kate Houghton PSM, Secretary
- Bill Kyriakopoulos, Deputy Secretary, Police, Racing, Victims and Coordination
- Vivienne Clare, Executive Director, Police and Community Safety
- Duncan Stewart, Executive Director, Fines and Enforcement Services
- James Talia, Executive Director, Strategic Communication
- Trent Rhodes, Director, Road Safety and the Road Safety Camera Program team

## Victoria Police

- Acting Chief Commissioner Robert Hill APM
- Deputy Commissioner Wendy Steendam AM APM and Acting Deputy Commissioner Chris Gilbert APM, Specialist Operations
- Assistant Commissioner Glenn Weir APM, Road Policing Command
- Superintendent David Griffin APM and the RPED team, for their continual communication and support regarding road safety camera sites and infringement validation.

## DTP

- William Tieppo, Deputy Secretary, Network Integration
- Marcelo Vidales, Executive Director, Road Safety Victoria and team

## TAC

- Tracey Slatter, CEO
- Samantha Cockfield, Head of Road Safety

Acknowledgement for contributing to the continual improvement of the Office in meeting its obligations relating to the management of data and public enquiries, also goes to:

- Office of the Victorian Information Commissioner
- Office of the Victorian Ombudsman
- Reference Group members who provided thoughtful input, suggestions and advice regarding the Commissioner's approach towards their work and areas of focus.
- Testing services providers, engineers and vendors who carried out thorough testing activities and analysis of road safety camera sites throughout the year to ensure the accuracy and efficiency of the road safety camera system.
- Local Government Areas – Mornington Peninsula Shire and City of Ballarat who engaged with the Commissioner, focusing on the impact of the reduction of speed limits in proximity to road safety cameras as well as alternative speed management measures used effectively within their local areas.

# GLOSSARY

ACRONYM/ ABBREVIATION	DESCRIPTION
Commissioner / RSCC	Road Safety Camera Commissioner
CSL website	Cameras Save Lives website
DDS cameras	Distracted driver and seatbelt road safety cameras
DJCS	Department of Justice and Community Safety
DTP	Department of Transport and Planning
FMA	<i>Financial Management Act 1994</i>
FOI	Freedom of Information
FOI Act	<i>Freedom of Information Act 1982</i>
FDRSC	Fixed Digital Road Safety Camera
Governance Plan	Road Safety Camera Commissioner Recommendations Governance Plan
IBAC	Independent Broad-based Anti-corruption Commission
LGA	Local Government Authority
LUMS	Lane Use Management System
Minister	Minister for Police
MUARC	Monash University Accident Research Centre
MDRSC	Mobile Digital Road Safety Camera
Notification Matrix	RSCP Escalation Matrix to the Road Safety Camera Commissioner
Office	Office of the Road Safety Camera Commissioner
OVIC	Office of the Victorian Information Commissioner
PID Act	<i>Public Interest Disclosures Act 2012</i>
RPED	Road Policing Command Enforcement Division
Reference Group	Road Safety Camera Commissioner Reference Group
The Act	<i>Road Safety Camera Commissioner Act 2011</i>
RSCP	Road Safety Camera Program
TCS	Traffic Camera Services
WWR	Western Ring Road

