



Attorney General's
department of nsw

Annual Report

2002/03



The Hon Bob Debus, MP
Attorney General,
Minister for the Environment
Level 36, Governor Macquarie Tower
1 Farrer Place
Sydney NSW 2000

Dear Attorney,

I have pleasure in presenting the annual report of the NSW Attorney General's Department for the year 2002 – 2003.

The report has been prepared in accordance with the Annual Reports (Departments) Act 1985 (NSW) and the Public Finance and Audit Act 1983 (NSW) for presentation to Parliament.

This year has seen significant achievement, particularly in the areas of court performance; the expansion of crime prevention programs; the development of initiatives to improve outcomes for Aboriginal people who come into contact with the justice system; the delivery of electronic services for the community; and the use of information technology in transforming the Department's business processes.

I look forward to working with staff and members of the judiciary in building on these achievements in the coming year.

Yours faithfully

Laurie Glanfield
Director General

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Website

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The annual report is available on the Department's website and we can provide it in alternative formats, such as braille, audiotape, large print or computer disk. Please contact Executive & Strategic Services for more information on tel: (02) 9228 8460, TTY: (02) 9228 7733.

For general inquiries and customer feedback, please contact the Community Relations Division on tel: (02) 9228 7484, fax: (02) 9228 8608, TTY: (02) 9228 7676, customer feedback freecall: 1800 684 449 or our website: www.lawlink.nsw.gov.au/crd

ISSN 1320 0607

About the Department

Profile

The Attorney General's Department assists the NSW Government, Judiciary, Parliament and the community to promote social harmony through programs that protect human rights, community standards and reduce crime.

The Department plays a key role in the administration and development of a just and equitable legal system of courts, tribunals, laws and other mechanisms that further the principles of justice and contribute to the achievement of the goals of the Government.

We assist the NSW Attorney General in his role as the First Law Officer of the State, along with support services to enable his legislative and advisory responsibilities to Parliament and Cabinet to be carried out.

Role of the Attorney General

The Hon Bob Debus, MP

As the First Law Officer of the State, the Attorney General is the most senior member of the Bar and acts for or represents the Crown in litigation.

He is the principal adviser to the Government and Cabinet on legal, constitutional and legal policy issues. In relation to legal policy issues, he has an obligation to ensure efficiency in the administration of justice, consistency in the level and nature of penalties under the law, observation of the rules of natural justice, and the preservation of civil liberties.

The Attorney General advises the Premier, Cabinet and other Ministers and their Departments on legal questions referred for his opinion. He provides these opinions, having regard to the legal advice of the Solicitor General, Crown Advocate, Crown Solicitor or the Department. In matters relating to Bills, Regulations and associated parliamentary procedures, in practice, the Attorney General relies on the advice of the Parliamentary Counsel. Advice on legal policy issues is provided through the Director General of the Attorney General's Department.

He also has responsibility for the appointment of judges, magistrates and statutory officers.

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Our vision: Justice and equality for NSW

Aims, objectives and values – Our Commitment to the Community

This statement expresses our aims, objectives and values. It also provides strategic direction across the Department and succinctly captures what we strive to achieve as a diverse organisation.

Challenges

- Excellent client service.
- Good management.
- Working well with others.

Responses

- Delivering services in a timely and efficient way.
- Acting in an honest, fair and ethical way.
- Providing useful information and advice.
- Being competent, informed and helpful.
- Finding solutions to problems.
- Being courteous, professional and respectful.
- Communicating in an open way.
- Strengthening relationships with other agencies.
- Ensuring all our clients can access our services.
- Continuously improving the way we do things.
- Ensuring an inclusive and safe work environment.
- Encouraging participation, teamwork and effective leadership.
- Being accountable for our actions.

Outcomes

- Satisfied clients.
- Motivated and productive workforce.
- Community confidence.

Organisational structure

Director General
Laurie Glanfield

Crown Solicitor’s Office
Crown Solicitor – Ian Knight

Office of the Protective Commissioner
Protective Commissioner – Ken Gabb

Office of the Public Guardian
Public Guardian – Ken Gabb

Registry of Births, Deaths & Marriages
Registrar – Trevor Stacey

Corporate Human Resources
Director – Julie Cook

Management Services
Acting Director – Julie Cook

Executive & Strategic Services
Director – Greg Curry

Assistant Director General
Community & Regulatory Services
Julie Baker

Anti-Discrimination Board
President – Stepan Kerkyasharian

Privacy NSW
Acting Privacy Commissioner – John Dickie

Victims Services
Acting Director – John Le Breton

Community Justice Centres
Director – Deborah Sharp

Community Relations Division
Director – Lida Kaban

Legal Management Service
Director – Sian Leathem

Legal Representation Office
Director – Alison Viney

Public Defenders Office
Senior Public Defender – Peter Zahra SC

LawAccess NSW
Director – Megan Thomas

Legal Practitioners Admission Board
Executive Officer – Roger Wescombe

Legal Profession Advisory Council
Executive Officer – Tahlia Gordon

Office of the Legal Services Commissioner
Commissioner – Steve Mark

Professional Standards Council
Secretary – Bernie Marden

Assistant Director General
Court & Tribunal Services
Tim McGrath

Supreme Court
Chief Executive Officer and Principal Registrar
Megan Greenwood

Industrial Relations Commission
Registrar – Mick Grimson

Land & Environment Court
Acting Registrar – Pauline Green

Compensation Court
Principal Courts Administrator – Stephen Davidson

District Court
Acting Principal Courts Administrator – Peter Ryan

Local Courts
Director – Anita Anderson

Dust Diseases Tribunal
Principal Courts Administrator – Stephen Davidson

Administrative Decisions Tribunal
Registrars – Cathy Szczygielski/Vicki Sarfaty (Acting)

Library Services Division
Director – Yvonne Brown

Law Courts Library
Librarian-in-charge – Lesley O’Loughlin

Office of the Sheriff
NSW Sheriff – Gary Byles

Reporting Services Branch
Director – Paul Cutbush

Assistant Director General
Policy & Crime Prevention
John Feneley

Aboriginal Justice Advisory Council
Executive Officer – Brendan Thomas

Bureau of Crime Statistics & Research
Director – Don Weatherburn

Crime Prevention Division
Acting Director – Steven Drew

Criminal Law Review Division
Director – Mark Marien

Law Reform Commission
Director – Peter Hennessy

Legislation & Policy Division
Director – Maureen Tangney

Director General’s review

The last 12 months have seen a number of important achievements across the Department and significant organisational change.



We continued to refine the structure of the organisation to deliver our functions and activities more effectively and equitably. Firmly based on our Commitment to the Community, our emphasis is on satisfying clients, a motivated and productive workforce and community confidence.

In 2002-03, we focused on continued improvements in court performance, the expansion of crime prevention programs, the development of initiatives to improve outcomes for Aboriginal people who come into contact with the justice system, the delivery of electronic services for the community, the use of information technology in transforming the Department’s business processes and improving our processes to help protect the environment.

The courts saw a continuation of the trend of reducing pending caseloads, court waiting times and delays from committal to outcome, and increasing the percentages of proceedings finalised within six and 12-month periods. We have reached an agreement on a framework for measuring court time standards on a national basis across Australian jurisdictions, to provide more meaningful comparisons of performance.

We implemented the Sydney West pilot specialist child sexual assault jurisdiction in Parramatta, Penrith and Campbelltown. The primary aim of the jurisdiction is to protect children involved as complainants in criminal proceedings from further trauma and victimisation. Key features include a dedicated child-friendly remote witness facility, early identification and case management of child sexual assault matters and specialist training resources for judicial officers in child sexual assault issues. A formal evaluation of the pilot over a two-year period will inform a more comprehensive state-wide roll out of the specialist jurisdiction.

An expansion of the Magistrates Early Referral Into Treatment (MERIT) program for offenders with illicit drug problems, means the program is now available in 50 Local Courts in 16 Area Health Service regions.

We supported 15 new Community Solutions crime prevention initiatives and the management of 56 projects across NSW to address issues concerning violence against women.

To develop community-based ways to solve crime and offending problems in Aboriginal communities, we established Community Justice Groups in Nowra, Lismore, Grafton, Kempsey, Maclean, Yamba and Bowraville.

We developed an Aboriginal Justice Plan (a framework for government and Aboriginal communities to work cooperatively to reduce over-representation in the criminal justice system and develop safer communities for Aboriginal people) with a particular emphasis on community negotiations.

We also expanded eCourt in the Land and Environment Court to enable electronic lodgment, callover, court communication and matter information.

The Lawlink NSW website (www.lawlink.nsw.gov.au) experienced significant growth during the year, maintaining Lawlink’s position as one of Australia’s premier legal and government websites. For example, the Caselaw site now regularly receives in excess of 900,000 hits per month, an increase of 100 per cent in 12 months. An addition to the website included a departmental e-tendering web page.

There has been further development of Courtlink NSW, the electronic courts administration system, including implementation in the Adoptions area of the Supreme Court and extensive work to review and streamline business processes across the Supreme, District and Local Courts.

Since the introduction of recycling at over 100 sites in both metropolitan and regional areas, we have recycled over 430 tonnes of paper and cardboard. Waste audits at six sites, the Downing Centre and Wollongong, Newcastle, Albury, Griffith and Lismore Courthouses reveal that the amount of waste being sent to landfill from our sites has been reduced from over 58 per cent in 2001 to less than 38 per cent in 2002. [Refer to Appendix 24 – Recycling performance, page 170.]

We continue to work hard at innovative reforms, technology, policy work and organisational structure in order to deliver better service to NSW and its justice system.

We appreciate the support provided by the Attorney General and his staff. I extend my thanks to judicial officers and all staff of the Department for their professionalism and commitment. Without them, the achievements of the past 12 months would not have been possible.

Laurie Glanfield
Director General

Highlights 2002-03

Supporting community justice

The Department promotes alternatives to conflict resolution through Community Justice Centres and, through the Aboriginal Justice Advisory Council, innovations such as circle sentencing, which has been successfully trialed in Nowra and is now expanding in the west. Crime prevention initiatives are encouraged and funded throughout NSW in partnership with local councils and key community groups. In addition, victims of crime and friends and families of missing persons can access a range of assistance through our Victim Services division.

New legislation

In July 2003, the Local Court Legislative Reform package repealed the Justices Act 1902. Three Acts replaced the 100 year-old legislation – the Justices Legislation Repeal and Amendment Act 2001, the Criminal Procedure Amendment (Justices and Local Courts) Act 2001 and the Crimes (Local Courts Appeal and Review) Act 2001. The legislation significantly cuts red-tape and makes new provisions that will enable Local Courts to adopt modern case management practices such as electronic services and document management.

Accessing the legal system

Designed to deliver whole-of-government phone and internet legal information, assistance and referral services to the people of NSW, this year LawAccess NSW assisted 73,896 customers, including 10,344 legal advice sessions.

We established the LawAccess NSW Guardianship Helpline this year to assist customers to understand the new appeals process and the broader issues relating to guardianship, protective orders and related matters.

The electronic referral of customers from LawAccess NSW to the Law Society of NSW Solicitor Referral Service (SRS) commenced in May 2003. This new system allows LawAccess NSW to log customer referrals to the SRS electronically – rather than just providing telephone contact details to the customer – and streamlining the referral process for customers.

Since March 2003 a partnership between LawAccess and Local Courts at three locations has increased services to Local Court's clients by referring matters to chamber magistrates where it meets the agreed guidelines.

During Law Week, LawAccess NSW launched the Guide to the Law on the Internet – NSW. It is designed to help the general public and legal assistance services locate reliable and up-to-date legal information resources on the internet.

Improving accessibility for people with disabilities

We continued to improve access to courts for people with disabilities by purchasing 25 infra-red hearing assistance systems and 26 TTY (telephone typewriter) systems. The Department's Flexible Service Delivery program, providing training, resources and a management framework for frontline staff to provide better services to clients with a disability, has now been completed at 40 sites within the Department.

We achieved improved physical access for people with disabilities by installing ramps, improved signage, and accessible counter designs, at a number of locations, including Glen Innes, Kempsey, Kyogle, Tumut, Moree, Bombala, Gundagai, Penrith and Moruya.

Conflict resolution outside the courtroom

Community Justice Centres (CJCs) expanded and consolidated mediation services to new geographic areas, making them available in every community in the State.

CJCs recruited and trained 15 Aboriginal and Torres Strait Islander mediators in recognition of the special needs of Aboriginal and Torres Strait Islander communities in northern NSW. The recruitment of Aboriginal and Torres Strait Islander mediators will expand in 2003-04 to provide the same service in the Sydney region and in southern and western NSW.

Preventing crime

The Department supports local councils to develop community crime prevention plans. These plans recognise and address the factors that increase the risk of unlawful and anti-social behaviour in a local setting. We have endorsed 39 councils' crime prevention plans as Safer Community Compacts and have subsequently provided them with Safer Community Compact grants to implement key initiatives.

We supported 15 Community Solutions Crime Prevention initiatives in Miller, Mt Druitt, Wyong, Kempsey, Nowra, Kings Cross, Cessnock, Wollongong, Wilcannia, Dubbo, Taree, Bourke, Brewarrina, Newcastle and Coffs Harbour.

Under the Beat Graffiti Grants scheme this year, we provided 38 Beat Graffiti Grants, totalling \$300,000, to local councils, community organisations and school groups for youth projects to prevent illegal graffiti. The Crime Prevention Division is continuing to develop partnerships with local and state government agencies and industry to find innovative solutions to graffiti vandalism on transport and public utilities such as schools.

Drug crime diversion programs

We significantly enhanced and extended the drug crime diversion programs, such as the trial of the Youth Drug Court at Cobham and Campbelltown Children's Courts and the NSW Adult Drug Court. In addition, the Magistrates Early Referral Into Treatment (MERIT) program is available in 50 Local Courts and 16 health areas across the State.

Reducing violence against women

A multi-lingual Safe Families Kit was launched this year to help address family violence. The kit is an educational resource about domestic violence, sexual assault, and the law for people from non-English speaking families and for people with learning difficulties. [Refer to Appendix 19 – NSW Government Action Plan for Women, page 165.]

The Reclaim the Train campaign, concentrating on safety issues for female commuters, ran in all metropolitan train stations in October and November 2002. Due to its high success rate, we will repeat the program in October 2003.

Supporting victims of crime

For victims of crime, we reviewed service standards and streamlined procedures for compensation. We developed new fact sheets for victims, and translated information about the Charter of Victims Rights into 24 community languages, which we made available on the Lawlink website.

We established a Charter of Victims Rights training package, and provided new payment options to debtors, including Direct Debit and Direct Payment. This helped us to process 98 per cent of applications for initial two-hour counselling sessions within 48 hours.

Working with indigenous people

We released the Aboriginal Justice Plan discussion paper in August 2002. The discussion paper formed the basis for two statewide negotiations with Aboriginal communities. The plan is due to be implemented during 2003-04.

The Aboriginal Specialist program is an initiative that has created 15 Aboriginal and Torres Strait Islander positions at Local Courts in metropolitan and regional areas with high Aboriginal and Torres Strait Islander populations. The program aims to improve access to the Department's services. Aboriginal specialists also work with other agencies to run crime prevention programs and programs to reduce re-offending.

We supported 12 Aboriginal Youth Grants this year. The grants support Aboriginal community-owned and implemented programs that aim to reduce the dramatic over-representation of young Aboriginal people in the criminal justice system.

Commencing in 2001-02, the Community Patrols program will receive funds of \$250,000 per year for up to four years. Fourteen Aboriginal Community Patrol programs were in operation in 2002-03. Community patrols involve the coordination of local volunteers who pick up 'people at risk' from public places and accompany or transport them to a safe place. Patrols reflect the principle that communities often have the solutions that can effectively address local problems.

The Aboriginal Justice Advisory Council has developed an offence-targeting model aimed at providing a comprehensive response to driving offences in Aboriginal communities. The first stage is complete with the release of the Driving Licence Offences and Aboriginal People report.

The circle sentencing trial originating in Nowra in February 2002 is continuing. Preparations have begun to implement circle sentencing at Dubbo. Brewarrina and Walgett will commence preparations late in 2003. AJAC and the Judicial Commission have completed a draft evaluation and review of the first 18 months of the trial, which is due for release later in 2003.

Designed to deliver whole-of-government phone and internet legal information, assistance and referral services to the people of NSW, this year LawAccess NSW assisted 73,896 customers, including 10,344 legal advice sessions.

The Reclaim the Train campaign, concentrating on safety issues for female commuters, ran in all metropolitan train stations in October and November 2002. Due to its high success rate, we will repeat the program in October 2003.

The latest information technology

Information technology has become an integral part of our day-to-day business operations over the past decade and its application within the Department continues to change and expand at a rapid rate. The Department's aim is to provide better, faster, more accurate, up-to-date and cheaper services to the community.

CourtLink NSW – streamlining our business processes

CourtLink NSW is the new multi-jurisdictional case management system being developed to merge numerous manual processes and computer databases of the Supreme, District and Local Courts and the Sheriff's Office, into one electronic system, allowing up-to-the-minute information to be accessible via the internet to authorised users.

The CourtLink system was successfully implemented in the Adoptions area of the Supreme Court in June 2003. This is the system's first implementation and represents a major milestone for the project and the Department.

The CourtLink system implementation is progressing and some of the early change management work is having a spectacular impact. In the crime area, we are simplifying the language and layout of standard forms, and reducing their number from 695 to around 100. For example, court administration forms are being reduced from 285 to an estimated 34 forms and similarly, orders will be reduced from 78 to approximately seven forms. This represents a large reduction in paperwork, cutting red tape, improving efficiency and simplifying processes for staff and court users.

The CourtLink system is vital to the Department's efforts to improve our service and working environment. As a next step, we will implement CourtLink in the Costs Assessment area of the Supreme Court. From late 2003 we are looking to introduce the system to the Supreme and District Court's criminal jurisdictions, and to the Court of Criminal Appeal. We will then implement it in the Supreme and District Court civil jurisdictions from mid-2004, with Local Courts and the Sheriff's Office expected to follow in 2005.

Technological transformations

Our promotion and extension of the video conferencing infrastructure in the courts and justice agencies included the addition of a tailored system to support the government's initiative in managing child sexual assault cases.

An \$11 million program, over the next three years, will transform the Department's current information technology infrastructure to a scalable, flexible and more responsive system that will support new applications and improved service delivery to the community.

The initiative, Connected~AGD, will improve network capacity, support portals to provide client access to information and services and allow staff to access information when away from their desks. It will improve response times and the standard of service to regional centres.

Service transformations

To assist with the Connected~AGD initiative, a new client services group structure will include account managers for the Department's business centres and service level agreements to be negotiated with client groups. A new framework of policies, standards and procedures will also help govern relationships and responsibilities and will help ensure that best practices are followed in the acquisition, management and use of information technology within the Department.

Justices of the Peace administration

We are currently developing a new system to manage the registration and administration of Justices of the Peace in NSW, which follows the enactment of new legislation governing the appointment of Justices of the Peace (JP). The system will provide a web-based register with interfaces to other agency systems to allow background checks on applicants and a facility to allow members of the public to inquire via the internet about the location of their nearest JP. The system is scheduled to be implemented in late 2003.

Court decisions on the web

Caselaw, the web-based application containing NSW court and tribunal decisions, continued to expand this year. Caselaw now contains more than 10,000 decisions and, on a number of occasions, generated more than one million searches per month. During the coming year, we have planned a review of Caselaw to expand the site further and increase its value as a legal research tool.

LEC online

The next phase of LEC online, eCourt, was implemented and has over 150 registered users. The eCourt system enables parties in classes one to four to access a range of electronic services including electronic lodgment, eCallovers and remote matter management.

Performance of Lawlink NSW

Again in 2002-03, Lawlink NSW was consistently rated second or third in the top 10 most popular legal websites in Australia and consistently ranked in the top five Australian State Government websites.

We made significant progress to implement the recommendations of the 2001-02 LawLink NSW review in respect to issues, such as policy development, technical review and design changes. As a result, we have now trained and set up web content officers in most business centres and more streamlined management of departmental websites. The final phase of this project, the redesign of Lawlink and associated sites, will be completed in the first half of 2003-04.

The Department has also continued with an ongoing review and enhancement of its internal intranet to ensure that the site continues to meet organisational business needs.

Regional service delivery

In 2002-03 the Department piloted a model for providing departmental information and services via the NSW Government's Community Technology Centre program, the purpose of which was to improve access to services and information for the Department's regional clients. Following an evaluation of the project, we expect the model to be rolled out for general use across the Department in 2003-04.

Caring for the environment

The Department is committed to reducing the impact our business has on the natural environment. In particular, we have introduced programs which improve our efficiency in energy use and limit the amount of waste sent to landfill from our courts.

A dedicated Environment Unit formulates strategy and provides direction, enabling us to keep abreast of current requirements and legislation relating to our environmental performance.

Energy reduction

The Department's first Energy Performance Contract (EPC) at the Downing Centre, Campbelltown, Liverpool, Penrith and Wollongong Courts, is now into the second year of monitoring and verifying guaranteed savings. Savings are guaranteed at \$103,000 per annum. Savings in the first year (2001) exceeded this level by 30 per cent and we expect to continue at the same level in the second year.

A second Energy Performance Contract at 35 metropolitan and regional courts is due to commence in August 2003, delivering guaranteed energy savings in excess of 14,000GJ and equating to a reduction in over 3000 tonnes of carbon dioxide emissions. We predict associated cost savings of over \$350,000.

In accordance with the Government Energy Management policy, the Department reported a 9.2 per cent reduction in energy consumption for the financial year ending 2001-02, compared to the baseline year of 1998-99.

Waste Reduction and Purchasing Plan

Developed in 1999, the Department's Waste Reduction and Purchasing Plan (WRAPP) supports better management of paper-based waste, focusing on increasing the amount of paper and cardboard being recycled. Since the introduction of recycling at over 100 sites, in both metropolitan and regional areas, since June 2001, the Department has recycled over 430 tonnes of paper and cardboard. Waste audits at six sites reveal the Department has reduced the amount of waste being sent to landfill from 58.5 per cent in 2001 to 37.5 per cent in 2002.

The Department has also made a commitment to purchase more products with recycled content, again focusing on paper usage. For the last two years, over 85 per cent of paper the Department purchases is manufactured using 50 per cent recycled content. (Refer to Appendix 24 – Recycling Performance, page 170.)

Ecologically sustainable development

The Department is committed to the principles of ecologically sustainable development (ESD) and is implementing a range of initiatives in our new courts. New guidelines challenge our architects to utilise natural ventilation and natural light to improve the indoor environment for our staff and clients and to use environmentally sound materials in construction.

A pilot project at Griffith Court implemented similar initiatives at an existing heritage listed site, based on the principles of ESD. We addressed energy efficiency, water consumption and indoor air quality with a 12 per cent reduction in energy use achieved and a significant reduction in water consumption.

The Department is committed to reducing the impact our business has on the natural environment. In particular, we have introduced programs which improve our efficiency in energy use and limit the amount of waste sent to landfill from our courts.

Court performance

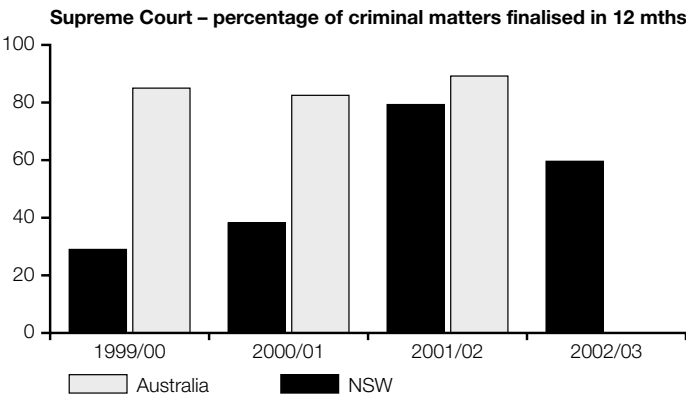
Strategies we have developed over the last few years have contributed to the success of improved court performance.

More magistrates and judges are now available to hear matters, and the Department has made improvements to administration and management systems in courts – particularly the introduction of new information technology. Increased use of mediation and arbitration programs has also improved court performance. Over the coming years the introduction of CourtLink NSW should further improve this process.

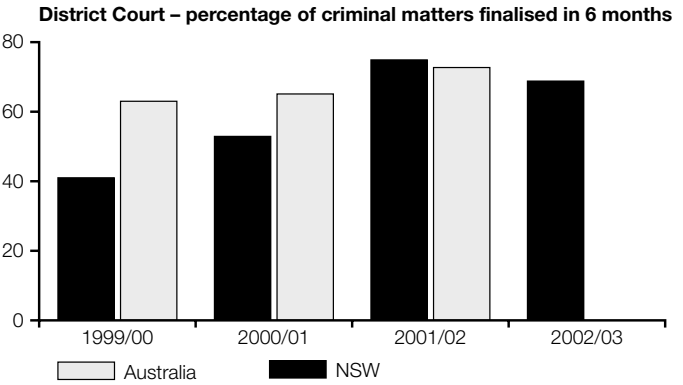
All courts have shown a trend of reducing pending caseloads, court waiting times and delays from committal to outcome, and increasing the percentages of proceedings finalised within six and 12-month periods. We have reached an agreement on a framework for measuring court time standards on a national basis across Australian jurisdictions, to provide more meaningful comparisons of performance.

In 2003 the Productivity Commission released a national report on government services, which shows improvements in the timeliness of matters processed through NSW courts.

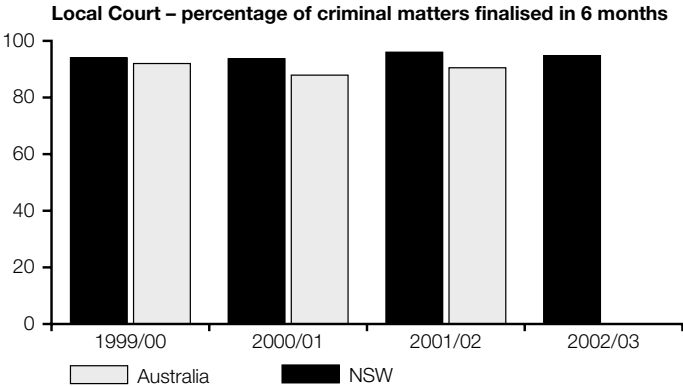
The Commission's figures for the Supreme Court showed a vast improvement in the processing of criminal matters, with 79 per cent of criminal non-appeal matters being finalised within a 12-month period during 2001-02. With an increase from 38 to 79 per cent, this is more than double the previous year. There was also a substantial increase in the percentage of civil matters finalised within a 12-month period, increasing from 66 per cent in 2000-01 to 75 per cent in 2001-02.



The Commission's report showed substantial improvement in the timeliness with which the District Court finalised criminal matters, with 75 per cent of criminal non-appeal matters being finalised within six months in 2001-02 compared to 53 per cent the previous year. As a result the District Court ranked second in Australia for trials finalised within six months.



Finally, Local Courts ranked first in Australia for finalising 96 per cent of criminal matters within six months.



The Compensation Court will close at the end of 2003. To process the existing caseload, it stopped taking new cases after March 2002. Despite the huge increases in workload, generated by deadlines for filing of claims due to the reform of the Workers' Compensation scheme, the Court is currently on target to finalise its caseload by the end of the year.

In order to monitor the performance of each court and tribunal, key performance indicators are used, as explained on the next page. For more detailed information about court and tribunal statistics, refer to Appendix 6 – Court and tribunal statistics, page 144.

Key performance indicators

Clearance ratio – the ratio of case registrations to finalisations over a reporting period. This indicates whether the court is heading for, keeping out of, or getting out of 'trouble' in terms of meeting time standards in the future. For example, if the clearance ratio is over 100 per cent, the court is coping with its caseload. If the clearance ratio is under 100 per cent, the court is heading into 'trouble' maintaining its time standards.

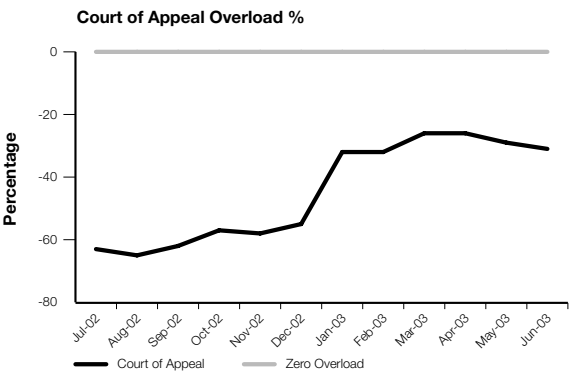
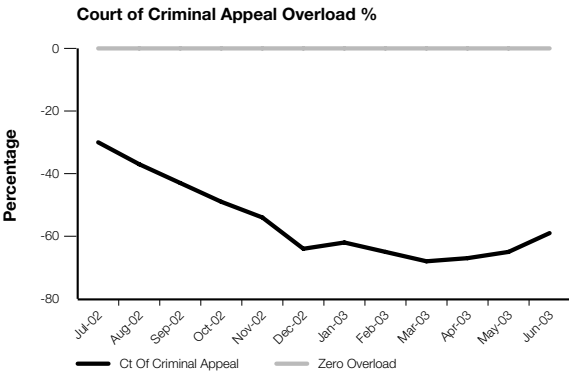
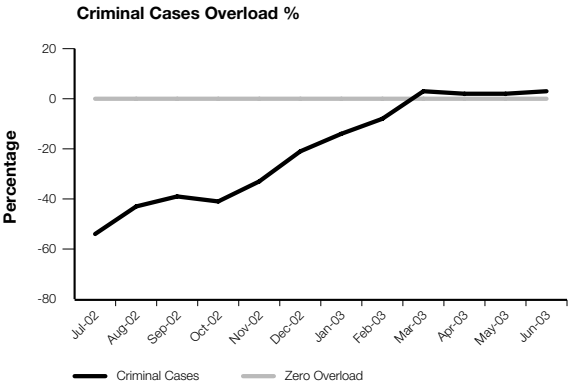
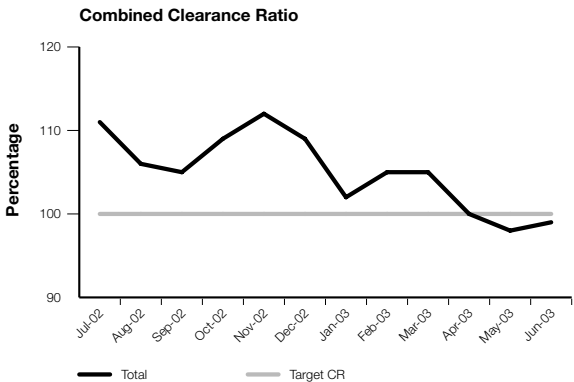
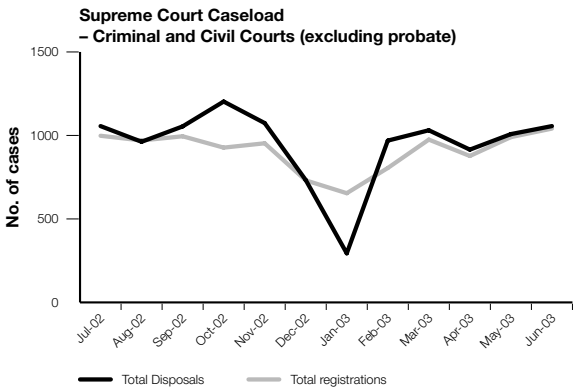
Overload – the number of cases on hand in excess of the number the court can be expected to process within its time standards. Although the overload primarily measures whether or not the court will continue to meet its time standards, it can also be seen as a pseudo measure of the court's capacity. For example, if the overload is negative, this means that the court can reduce the backlog of cases thus reducing waiting times. If the overload is positive then the court caseload is larger than the number it can handle within its time standards.

Backlog – the number of pending cases that are taking too long (compared to the court's time standards). This measures whether the court is meeting its time standards. For example, if the backlog percentage is less than the time standard this means the court has met its time standard.

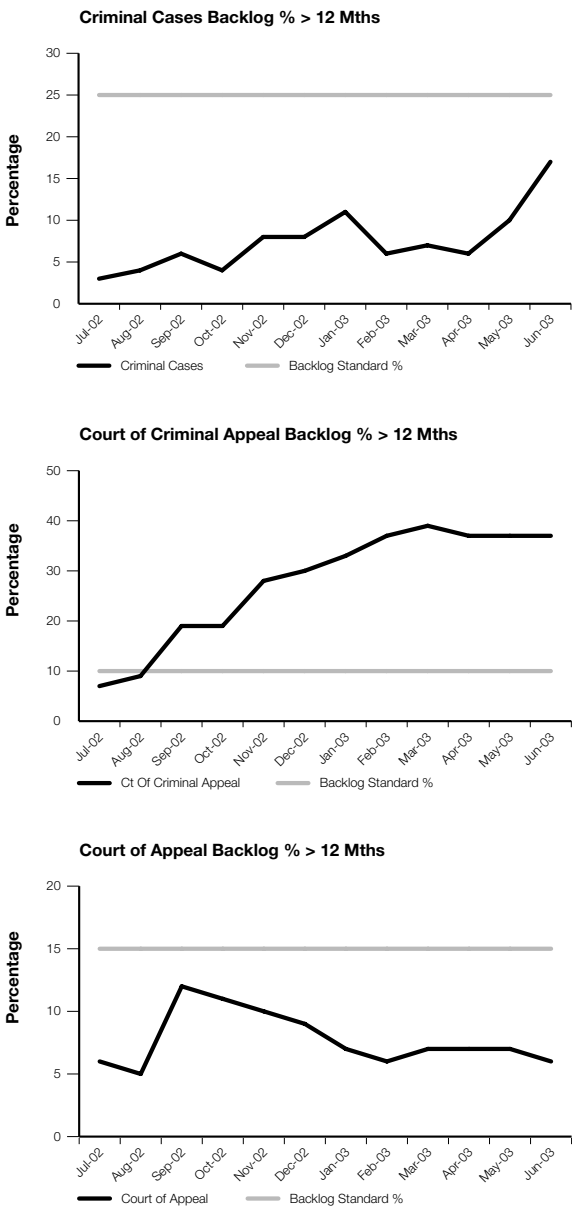
Supreme Court

The Supreme Court performed well over the year, with the clearance ratio over 100 per cent most of the time. The most significant factor preventing achievement of a higher clearance ratio is the increased rate of filing in the Equity Division.

The Court records backlog and overload for its criminal areas. In relation to its time standards, there has been no backlog of criminal cases older than 12 months throughout the year. New criminal appeal procedures began operation in July 2002. As a result, the Court of Criminal Appeal has carried a backlog of cases older than 12 months since that time. However, the new procedures are working well and it is anticipated that the present backlog will be eliminated within the coming year.

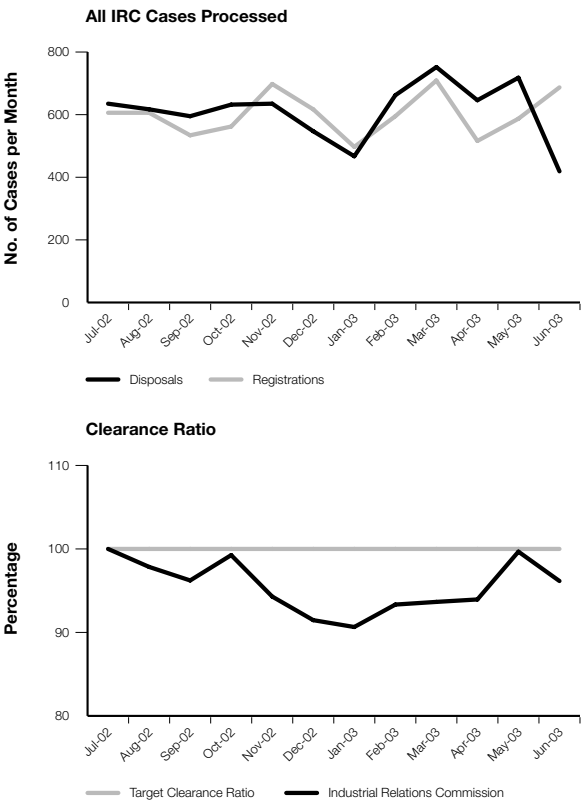


Supreme Court – Backlog



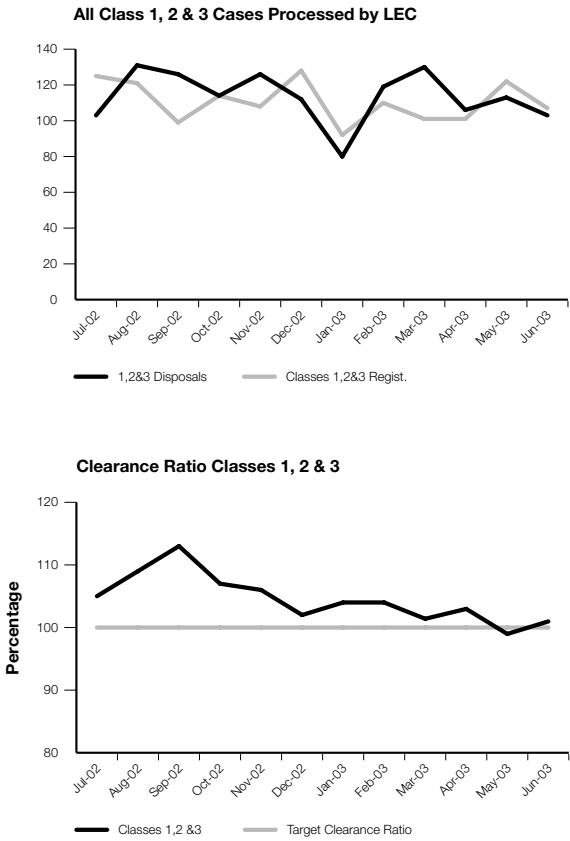
Industrial Relations Commission

The Industrial Relations Commission is currently only able to report upon one of the nominated indicators, clearance ratio. The Commission performed solidly throughout the year, maintaining a clearance rate in excess of 100 per cent with a peak in May 2003 when it diverted resources to target backlogs in the Harsh Contract area. This means it finalised more cases than were registered which in turn means a reduction in the pending caseload.

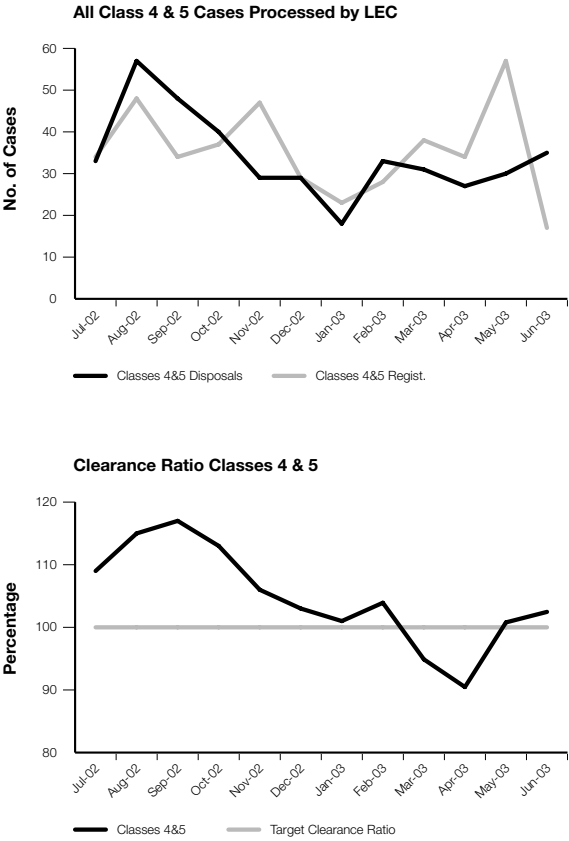


Land and Environment Court

The clearance ratios for the Land and Environment Court have been consistently above the 100 per cent target in all classes for most of 2002-03.

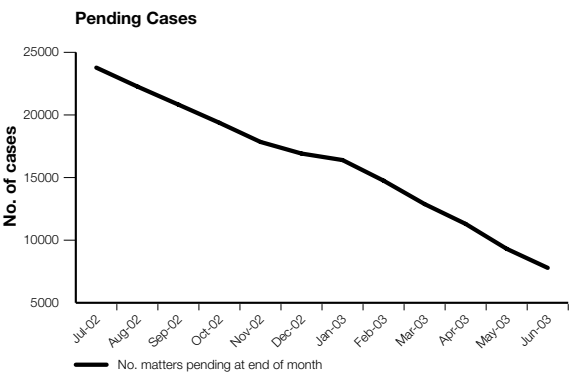
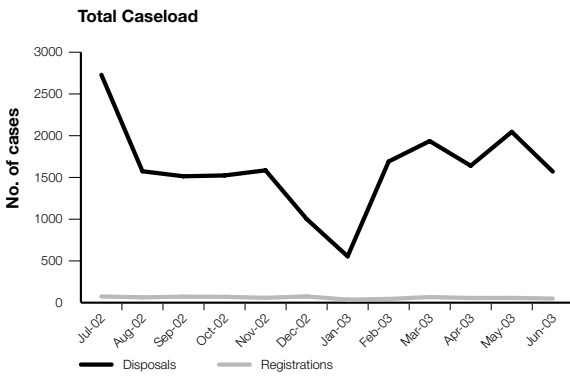


This has meant that the Court has been able to finalise as many cases as were registered.



Compensation Court

With the exception of a one-off cull of matters struck-out pursuant to Rules in July 2002 and the fixed vacation period during December and January 2003, the Court's disposal rate was around 1675 matters per month. This contrasted with an average of 60 new matters filed each month.

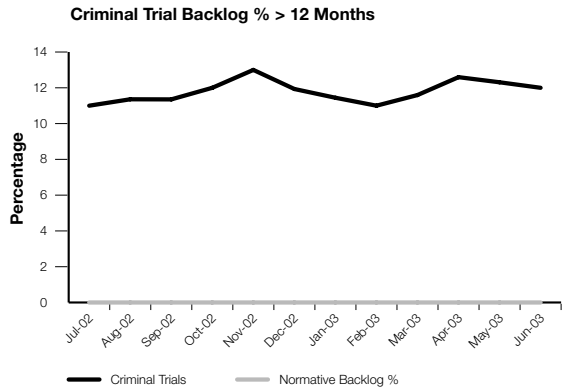
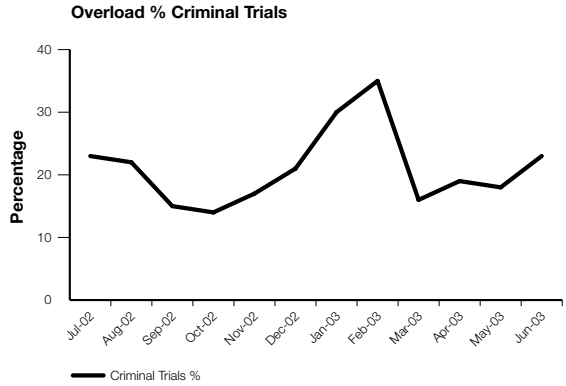
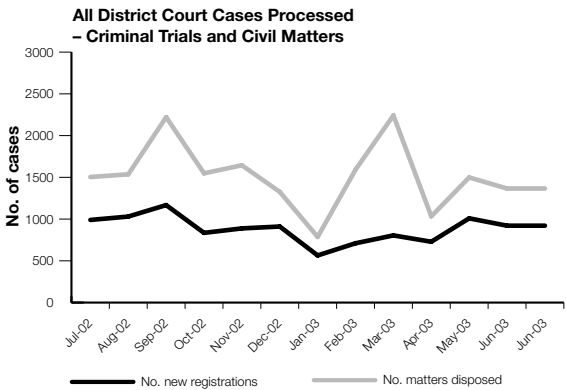


District Court

The District Court performed well during the financial year.

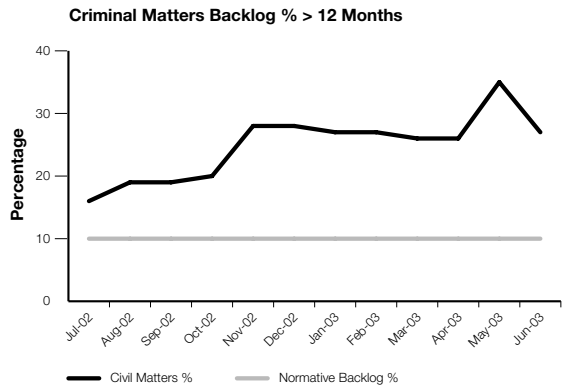
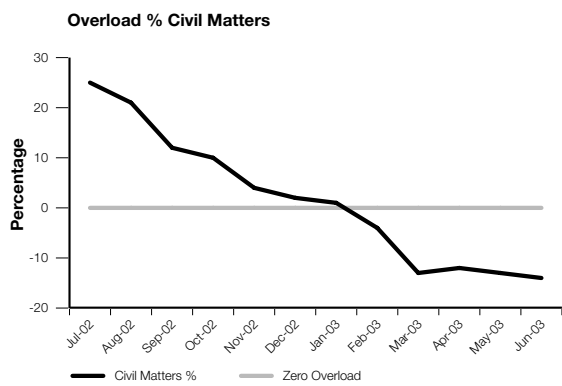
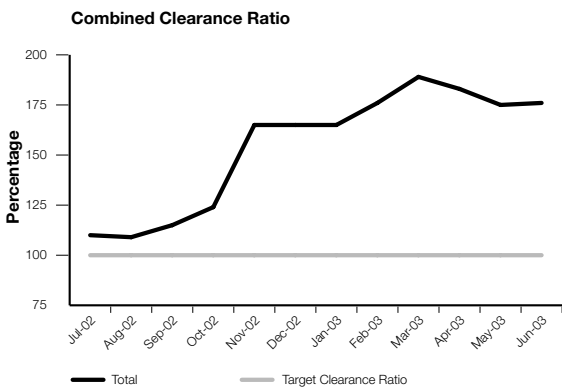
Legislative changes to civil litigation introduced in 2001-02, aimed at reducing civil litigation. However, in the short-term, they resulted in a marked increase in the number of new actions commenced, which created backlogs in the District Court.

The 2002-03 financial year saw a reverse in these trends, with the impact of the legislation taking effect. The number of cases finalised significantly exceeded the number of new matters commenced. As a result, the overall clearance ratio has remained substantially above 100 per cent all year, and the overload graph has been below zero for the last five months.



In crime, the court continues to maintain the inroads achieved in recent years, during which it moved from being one of the slowest criminal courts in the country to one of the most efficient. These achievements are demonstrated in the statistics published by the NSW Bureau of Crime Statistics and Research and by the Australian Productivity Commission during the year.

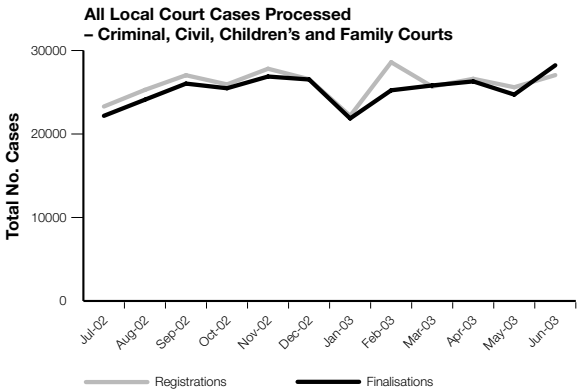
The court's clearance ratio for criminal trials (its major workload) over the year was slightly under 100 per cent, with disposals being only just below the number of new cases received. The court's backlog and clearance ratio are more than acceptable, especially as they are measured on the basis of internationally accepted ideal time standards.



Local Courts

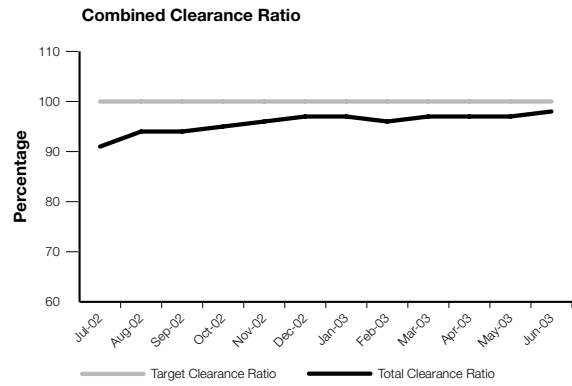
Local Courts recorded an increase in the number of registrations during the reporting period, despite which, the overall clearance ratio has risen to 98 per cent for the last six months as compared to 93 per cent in the previous reporting period.

Looking at the individual jurisdictions, the clearance ratios for general criminal matters, family law, and Children's Court (Criminal) have remained stable and close to 100 per cent over the last six months. The clearance ratios for Civil Claims (General) and Civil Claims (Small Claims) have remained consistent.



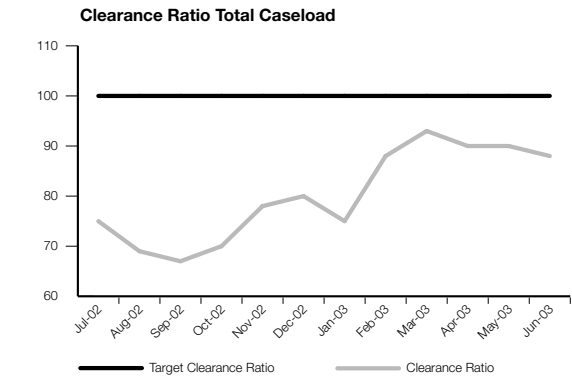
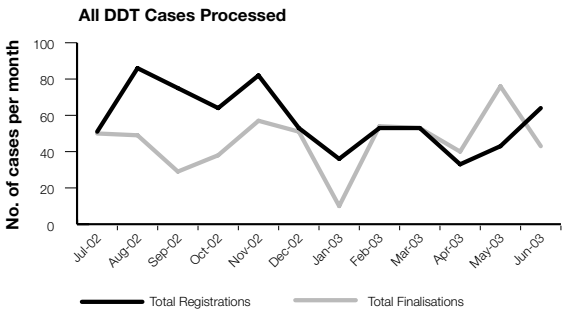
However, the Children's Court (Care) has steadily decreased from 87 per cent in January to 68 per cent in June.

The complexities of the court procedures under Children and Young Persons (Care and Protection) Act 1998 and the increased responsibilities for the Children's Court, contribute to time taken to finalise a care matter. We are closely monitoring the decrease in clearance rates to ensure that the efficiency and effectiveness of the Children's Court does not diminish.



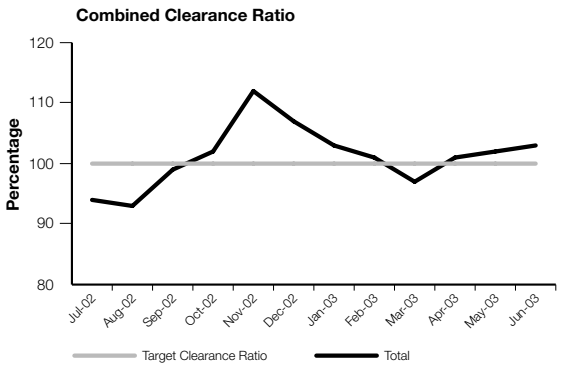
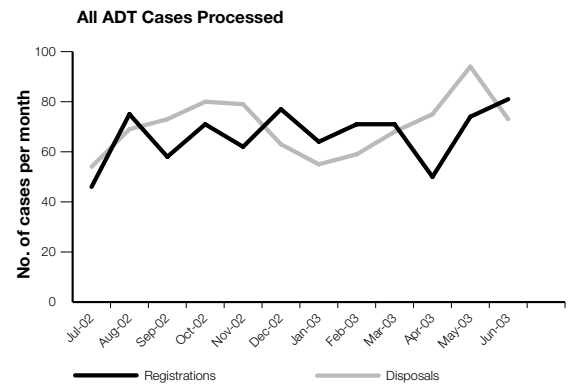
Dust Diseases Tribunal

The overall clearance ratio improved during the year and stabilised at around 88 per cent. This nevertheless resulted in an increase in the overall pending caseload from the previous year (639 to 715 excluding cross claims) and a consequent increase in backlogs.



Administrative Decisions Tribunal

The Tribunal made significant inroads into its pending caseload during the year, despite an increase in incoming work of more than 10 per cent. This improvement reflected in a clearance ratio of 103 per cent as at June 2003. Our increased monitoring of cases at both pre-hearing and post-hearing stage has also enabled the Tribunal to reduce its backlog in relation to the second (or final) time standard in nearly all divisions of the Tribunal. With encouraging overload indicators, the Tribunal is well placed to continue improvements in performance in the coming year.



The year in review

Community and Regulatory Services

Anti-Discrimination Board

Acting President: Laurie Glanfield

The role of the Anti-Discrimination Board (ADB) is to:

- investigate and resolve complaints of unlawful discrimination in NSW
- conduct research and community education on discrimination issues
- provide legal and policy advice to Government
- advise the Industrial Relations Commission about discrimination in the workplace
- liaise with other Federal and State Anti-Discrimination-related agencies on the wider promotion of human rights throughout Australia.

Business centre	Challenges	Achievements	Future directions
Anti-Discrimination Board	Streamline complaint-handling efficiencies.	Developed strategies to improve efficiency and service delivery of complaint handling, including the reduction of time frames for the finalisation of complaints.	Review complaint processes and update complaint handling manual.
	Complete and evaluate the Advance Australia Fairly (Community Harmony) project.	The project, promoting community understanding about people from different ethnic, cultural and religious backgrounds, comprised the production of a series of postcards and two public seminars. The Arabic and Islamic Community Education initiative provided awareness about discrimination law issues and available services.	Evaluate the project and develop proposals to further promote community understanding of discrimination law issues.
	Participate in the Community Harmony Taskforce.	Participated in the Community Harmony Reference Group, convened in response to several international incidents, including the Bali bombing, by the Community Relations Commission with the aim of coordinating a rapid response in the event of a breakdown in community harmony. The group comprised representatives from government agencies, the media and the community.	
	Enhance capacity to provide a strategic response to systemic issues related to racial discrimination and expressions of race hatred.	In response to the concern that people from Arabic and Islamic communities were targets for increased levels of race discrimination and racial vilification, two Arabic speaking officers worked with these communities to promote a knowledge and understanding of unlawful behaviour under the Anti-Discrimination Act, and what they may be able to do if they are the victims of this behaviour. ADB developed an education package, including translations of a number of fact sheets in Arabic, which was presented at a large number of community meetings and workshops.	
	Convene the Neglected Communities forum.	As part of the 2003 Sydney Gay and Lesbian Mardi Gras Festival, the forum brought together a range of speakers to discuss why discrimination against transsexual, transgender, bisexual and intersex people remains prevalent.	Prepare a report and recommendations from the Neglected Communities forum. Provide advice to the Attorney General about the proposed amendments to implement the Law Reform Commission's review of the Anti-Discrimination Act.

Privacy NSW (Office of the Privacy Commissioner of NSW)

Acting Commissioner: Maureen Tangney

The role of Privacy NSW is to:

- encourage NSW public sector agencies to respect the privacy of their clients
- ensure that NSW public sector agencies are aware of and comply with the requirements of privacy laws
- assist the people of NSW in the protection and enhancement of their privacy
- investigate complaints, conduct research and provide advice on privacy-related matters.

Business centre	Challenges	Achievements	Future directions
Privacy NSW	Improve productivity.	Finalised privacy complaints within 12 months of receipt – 87% (target 85%). Finalised requests for advice within 12 months of receipt – 83% (target 80%). Finalised internal review oversight matters finalised within 12 months of receipt – 86% (target 45%).	
	Increase process efficiency.	16% improved timeliness in dealing with complaints. 1% improved timeliness in dealing with advice requests. 6% improved timeliness in dealing with Internal Review oversight matters.	Implement new business processes and a new IT system to further improve efficiency of all work.
	Adapt to the increased demands for privacy and information management.	Office restructure in January 2003 with new positions has enabled more strategic responses to demands on Privacy NSW.	Focus on taking a more proactive approach to managing privacy and information management in the public sector.
	Provide education and training about privacy legislation to other government agencies.	Recruited an education and publications officer in April 2003, and developed a short-term strategy in June 2003. Hosted a Law Week Forum in May 2003 on ‘consent and capacity’ issues, the results of which will form the basis of the education and training guidelines to be issued in 2003-04.	In 2003-04 we will be surveying all public sector agencies on their education and training needs, then finalising a long-term strategy and education program.
	Solve inadequate resourcing problems in order to meet the demands placed on core complaints, advice and internal review work.	Reviewed the resourcing of Privacy NSW in April 2002 and provided additional funding for 2002-03. Office restructure in January 2003 with new positions has enabled more strategic responses to core work difficulties.	Corporate issues to be resolved in 2003-04 include a review of accommodation and co-location with the Anti-Discrimination Board, and appointment of a new Privacy Commission.

Victims Services

Director: Claire Vernon

Victims Services assists victims of crime through services provided by the Victims Compensation Tribunal and the Victims of Crime Bureau.

The role of the Victims Compensation Tribunal is to:

- offer victims of violent crime and their families a system of counselling and compensation
- recover compensation money from defendants.

The role of the Victims of Crime Bureau is to:

- provide, in partnership with the Sydney City Mission, a 24-hour information, support and referral service to victims of crime
- provide links to a range of victims’ services available across NSW
- oversee the statutory Charter of Victims Rights.

Business centre	Challenges	Achievements	Future directions
Victims Services	Ensure efficient and effective processing of counselling and compensation claims for victims of crime and restitution from offenders.	Achieved a 94% clearance ratio for finalising compensation claims. Reduced pending appeals from 957 to 274. Processed 98% of counselling claims within 48 hours. Determined 5340 claims for compensation with \$62 million paid under victims' compensation. 96% of respondents found their counsellors helpful and supportive. 92% of respondents found that counselling was worthwhile. Introduced case management of compensation claims to improve quality of processing. Introduced electronic payment options for restitution defendants. Collected \$3.1 million in restitution.	Redesign website and increase the number of online transactions. Achieve 100% clearance ratio of compensation claims.
	Ensure that government departments are implementing the Charter of Victims Rights.	Developed and piloted a Charter of Victims Rights training package. Translated information on the Charter into 24 community languages. Commenced the Charter Review project with key government departments asked to report on the implementation of the Charter. Commenced onsite review process. Implemented a strategy with NSW Police to increase awareness of the Charter and services for victims of crime.	Achieve up to 15 onsite reviews of key government departments regarding implementation of the Charter of Victims Rights.
	Increase information to victims of crime and families and friends of missing people.	Received about 10,000 calls from our 24 Hour Victim Support Line. Held over 45 information forums around NSW and developed a number of publications. Held three Victims of Crime Interagency forums in rural NSW. Held eight forums targeting information for victims of crime who are from a non-English speaking background. Appointed a counsellor position to assist families and friends of missing people.	Hold national Victims of Crime Conference in partnership with Mission Australia. Raise awareness on the emotional and mental health needs of families and friends of missing people. Produce strategies to target people with disabilities who may be victims of crime. Explore the use of regional offices in the Department to assist victims of crime.

Community Justice Centres

Director: Deborah Sharp

- The role of Community Justice Centres (CJCs) is to:**
- provide good practice mediation and conflict management services
 - transfer skills and knowledge in dealing with and resolving conflict to clients and communities.

CJCs primarily deal with civil disputes involving interpersonal conflicts between individuals, groups and communities. This includes neighbourhood disputes, conflict between couples, families, young people and children, civil claims matters, workplace and multi-party disputes, along with the more complex community disputes.

Business centre	Challenges	Achievements	Future directions
Community Justice Centres	Expand and consolidate mediation services to new geographic areas.	Mediation services are now available in every community in the State.	Ensure CJCs continues to provide high quality mediation and conflict management services across NSW.
	Establish Aboriginal and Torres Strait Islander services.	Trained 15 Aboriginal and Torres Strait Islander mediators and commenced providing mediation services to Aboriginal communities in Northern NSW.	Evaluate the A&TSI mediator program in northern NSW and expand the service to cover the Sydney and southern region of NSW.
	Establish partnerships with the Children's Court and NSW Police.	Formalised a draft Memorandum of Understanding and Operational Protocols with input due from the Children's Court. The Department of Community Services provided \$50,000 to assist CJCs to provide mediation services to the Children's Court.	Ensure the Department of Corrective Services and the Children's Court continue to refer mediation services.
	Obtain Quality Industry Council (QIC) accreditation as a quality organisation.	CJCs has gained accreditation by the Quality Improvement Council.	CJCs will continue to monitor and improve management processes to ensure ongoing accreditation by the Quality Improvement Council.
	Establish effective complaints tracking feedback and review systems.	Implemented complaints tracking and feedback systems.	CJCs will continue to monitor and evaluate any complaints received. Implement a new client feedback form.

Mediation services are now available in every community in the State.

Community Relations Division

Director: Lida Kaban

- The role of the Community Relations Division (CRD) is to:**
- provide advice and services to the Attorney General and the Government, including responding to the concerns of members of the community
 - administer the appointment of Justices of the Peace for NSW
 - provide corporate records-management services and manage the Department's Records Policy
 - act as a contact point for members of the public who wish to raise questions with the Attorney General
 - process the Freedom of Information Act 1989 (NSW) applications for most departmental business centres. [Refer Appendix 13 – Freedom of information, page 153]
 - oversee and coordinate the development and implementation of privacy management strategies within departmental business centres in order to comply with the principles and requirements of the Privacy and Personal Information Protection Act 1998 (NSW)
 - support business centres and other agencies of the Department in their relationship with clients, particularly complaints handling and client feedback.

Business centre	Challenges	Achievements	Future directions
Community Relations Division	Matters of public interest.	<p>CRD responded to a number of major matters of public interest. Public liability insurance and rising premiums and the age of consent for male homosexuals generated a significant amount of correspondence from Members of Parliament, individuals and community organisations.</p> <p>Issues responded to in order of the most number of correspondence were:</p> <ul style="list-style-type: none">• Age of consent• Public liability insurance• Murder of Fiona Fitter• Miscellaneous Acts Amendment (Relationships) Bill• Religious exemption under the Anti-Discrimination Act• Sentence imposed in gang rape case• Censorship of film Baise Moi• Solicitor Advertising• Death of Police Officer McEnally• Illicit drug abuse• RSPCA exemption from fees	
	Continue service improvement and support of business centres.	<p>Finalised 9288 items of correspondence, of which 83% were finalised within 21 calendar days of receipt, and 42% within three days. This represents a 25% increase in matters finalised within the 21-day service standard and exceeds the target of a 10% improvement in response time to resolve general correspondence matters.</p> <p>Improved policies and procedures in many key service delivery areas following CRD involvement including: more timely and accurate client information from Births, Deaths and Marriages, Sheriff's Office and jury services; the reduction of cheque clearance times in the Local Courts financial system; greater accountability in return of exhibits procedures at Local Courts, greater consistency between bail deposit and bail return procedures at Supreme Court.</p> <p>Results from the November 2002 correspondence survey show a 38% response rate with a client satisfaction rating of 78% achieved. 83% of respondents indicated that CRD treated them professionally in their dealings.</p> <p>Appointed 3671 new Justices of the Peace (JPs) in 2002-03.</p> <p>Issued 2669 duplicate certificates to existing Justices and 550 handbooks to JPs.</p>	Undertake trend analysis of matters received and workflow mapping to improve the correspondence and applications processes.

Legal Management Service
Director: Sian Leathem

Business centre	Challenges	Achievements	Future directions
	Meet the requirements of the Justices of the Peace Act 2002 (NSW).	Commencement date of Justice of the Peace Act 2002 not yet determined. CRD is working with Legislation & Policy to prepare regulations and guidelines to support the commencement of the Act at the end of 2003. Developing an electronic Justice of the Peace register for application processing, re-appointment and changes to registration details. Work commenced in May 2003.	Implement changes to the way in which Justices of the Peace are appointed and provisions of Justice of the Peace services in NSW to meet the requirements of the Justices of the Peace Act 2002.
	Support business centres to improve the quality of correspondence prepared across the Department.	CRD's improved responsiveness to report requests and promotion of the use of email to submit reports has resulted in a reduction in matters delayed from 25% to 9%. Maximise the impact of the proactive records management strategy to improve Department compliance and reduce storage costs.	Implement an integrated electronic records management system to replace existing correspondence and records management systems and utilise the technology to improve workflow and client service.
	Review and improve mail-handling practices in selected business centres of the Department.	Implemented a 'Clean Mail' policy across the Department in December 2002. Clean Mail will enable mail to be electronically sorted in Australia Post facilities and result in a bulk mail discount of five cents per business letter. Conducted subsequent Clean Mail compliance audits in select business centres. Achieved an average 80% overall compliance for advice and support.	Conduct Clean Mail audits.
	Engage business centres to improve understanding of Freedom of Information and privacy obligations and to improve the complaints handling practices of business centres.	A manager FOI and Privacy commenced duty in May 2003 and reviewed and amended FOI procedures and precedents. The Manager Litigation and Complaints Handling commences duty mid-July 2003. Provided expert assistance to finalise the Department's Privacy website.	Undertake surveys with business centres to assess current procedures and level of awareness. Deliver training to identified business centres and evaluate effectiveness.

The role of the Legal Management Service (LMS) is to:

- assist government agencies with managing their legal service requirements
- conduct reviews of government legal service needs
- assist with the design and running of tender processes
- manage the Department's involvement in international aid programs, including the Vanuatu Legal Sector Strengthening program.

Business centre	Challenges	Achievements	Future directions
Legal Management Service	Survey government agencies on their use of legal services.	Received final survey responses in December 2002 which contained positive feedback and some suggestions for improvement. Collated and analysed the preliminary data.	Survey data will be used to inform future service delivery. Data and analysis will be published as a formal report.
	Develop guidelines for the monitoring of government expenditure on legal services.	Government agencies have provided information on their current monitoring of expenditure of legal services.	Establish a working group with key agencies to develop guidelines.
	Manage phase 2 of the Vanuatu Legal Sector Strengthening project.	The program is proceeding in accordance with the agreed project design documents. AusAid has extended their Vanuatu legal section strengthening project contract with the Department, demonstrating their satisfaction with our project management. Signed Memorandums of Understanding with the Crown Solicitors Office, Director Public Prosecution and LegalAid, outlining assistance to the Vanuatu legal offices.	Commence a series of placements of Vanuatu lawyers in NSW legal offices, directed at professional development and skills transfer. Heads of the legal offices will benefit from an executive development program to strengthen their leadership and management skills.
	Develop a model litigant policy for the Department.	Convened a working group comprising key business centres in February 2003.	Produce a final draft and circulate for consultation purposes.

AusAid has extended their Vanuatu legal section strengthening project contract with the Department, demonstrating their satisfaction with our project management.

Legal Representation Office

Director: Alison Viney

The role of the Legal Representation Office (LRO) is to provide:

- independent legal assistance and representation to witnesses in relation to their involvement with the Independent Commission Against Corruption and the Police Integrity Commission
- legal representation to witnesses before Royal and Special Commissions of Inquiry.

Business centre	Challenges	Achievements	Future directions
Legal Representation Office	Maintain service standards.	No adjournment applications were required.	Conduct a client survey with particular emphasis on the families of the victims of the Waterfall railway accident, to assess stakeholder satisfaction with representation services.
		Redesigned the LRO website to include application forms and appropriate referral links.	
		Expanded a panel of legal representatives to ensure representation is always available.	
		126 clients received representation, all of which met the guidelines.	Redesign the database to allow for better case management systems.
	Monitor compliance standards and guidelines to ensure delivery of expert legal advice.	Legal panel members submitted expressions of interest to identify their legal expertise.	Conduct a review of panel members identifying specialist areas of advocacy.
		LRO monitors appropriate allocation of representation.	
	Represent families of the victims of the Waterfall Special Commission of Inquiry.	Represented 25 families at the Waterfall Special Commission of Inquiry which commenced in April 2003.	Continue to provide representation including preparation of final submissions to the inquiry.
		25 families have been represented at the inquiry with the Commissioner's report expected in October 2003.	

LRO represented 25 families at the Waterfall Special Commission of Inquiry which commenced in April 2003.

Public Defenders Office

Senior Public Defender: Peter Zahra, SC

The role of the Public Defenders Office (PDO) is to:

- provide legal representation to people who have committed serious criminal offences and been granted Legal Aid
- act on briefs by Aboriginal Legal Services, community legal centres, solicitors employed by the Legal Aid Commission or private solicitors.

Business centre	Challenges	Achievements	Future directions
Public Defenders Office	Performance productivity.	Provided legal representation in 47 Supreme Court trials. Five Public Defenders have been involved in trials lasting more than six months each.	
		Provided 246 written advices. Performance in this area has been adversely affected by staff changes.	
		Accepted 649 trial and sentence briefs for the Supreme and District Courts (exceeded the target of 550).	
		Provided 220 matters of non-appearance work.	
	Revise and settle the Service Level Agreements with the Legal Aid Commission and the Coalition of Aboriginal Legal Services.	Settled the Service Level Agreement with the Legal Aid Commission and the Coalition of Aboriginal Legal Services in July 2002. The Agreements have allowed Public Defenders to negotiate agreements with both the Legal Aid Commission and the Coalition of Aboriginal Legal Services regarding the geographical locations and the areas of professional expertise where Public Defenders can be of greatest value.	Review Service Level Agreements quarterly in consultation with the Legal Aid Commission and the Coalition of Aboriginal Legal Services in the light of changing demands and other considerations. Formal revisions are agreed each July.
	Develop and implement a computerised monitoring system for the Court of Criminal Appeal matters.	Implemented the Criminal Court of Appeal monitoring system. It ensures that matters in the Criminal Court of Appeal are prepared in accordance with the deadlines in the court's filing rules.	
	Participate in a Council on Cost and Quality of Government Review.	Submitted an extensive report on the scope and activities of the Public Defenders in June 2003.	Respond to any further requests for information beyond the two volumes already supplied in satisfaction of the Council's requirements.

LawAccess NSW
Acting Director: Megan Thomas

The role of LawAccess NSW is to:

- provide a single point of access to legal assistance services for the people of NSW
- provide legal information, referral and advice
- develop and distribute legal information resources
- work with other legal assistance services in NSW to streamline the provision of services to customers.

Business centre	Challenges	Achievements	Future directions
LawAccess NSW	Continue to improve service standards.	<p>Provided assistance to 73,896 customers including 10,344 legal advice sessions.</p> <p>Answered 89% of calls in less than five minutes (target 80%).</p> <p>4% of customers ended their call before being answered by a customer service officer (target less than 20%).</p> <p>Provided 52% of legal advice sessions to customers in non-metropolitan areas (target 50%).</p> <p>Handled 45% of inquiries without need for further referral. Referred14% to the Legal Aid Commission, 3% to a Community Legal Centre, and 38% to other assistance services.</p>	Develop strategies to improve service delivery to target groups including indigenous customers, customers from non-English speaking backgrounds and customers from rural and regional areas.
	Continue to review performance systems and business processes to enhance customer service.	<p>455 customers participated in a satisfaction survey (45% of whom called during the survey period). 96% of respondents were either 'satisfied' or 'very satisfied' with LawAccess NSW services. In response to customer feedback, LawAccess NSW has amended the automatic telephone system to make 'navigation' easier. They also reviewed and updated LawTalks to better meet customer needs.</p> <p>Established the LawAccess NSW Guardianship Helpline to assist customers understand the new appeals process and the broader issues relating to guardianship, protective orders and related matters.</p>	Review and tailor services to meet customer needs through conducting customer satisfaction surveys and 'value creation' workshops.
	Develop service cooperation projects with key stakeholders.	<p>The chamber magistrates Service (CSM) Cooperation project is trialling an electronic booking system for appointments with chamber magistrates in metropolitan and rural NSW.</p> <p>During the trial, customers contacting Lismore, Queanbeyan and Wyong Local Courts will be redirected to LawAccess NSW for information, referral and advice. If customers require face-to-face services or assistance with completing court documentation, LawAccess NSW electronically books an appointment for customers with the CMS.</p> <p>Commenced the redirection of calls and booking of appointments in early June 2003 and will continue for three months. LawAccess NSW will then evaluate the cooperation model.</p>	Develop additional service cooperation projects with key stakeholders to streamline services to customers.

Business centre	Challenges	Achievements	Future directions
		The electronic referral of customers from LawAccess NSW to the Law Society of NSW Solicitor Referral Service (SRS) commenced in May 2003. This new system allows LawAccess NSW to log referrals to the SRS electronically – rather than just providing telephone contact details to the customer, thus streamlining the referral process for customers.	
	Provide easy access to online legal information and services.	LawAccess NSW launched the Guide to the Law on the Internet – NSW, during Law Week. The Guide is designed to help the general public locate reliable and up-to-date legal information resources on the internet.	Increase accessibility of referral information through the implementation of the National Referral Database on LawAccess Online.

Legal Practitioners Admission Board
Executive Officer: Roger Wescombe

The role of the Legal Practitioners Admission Board (LPAB) is to:

- administer functions associated with the education of law students and the admission of legal practitioners in NSW
- approve the appointment of public notaries and maintain the Roll of Public Notaries.

Business centre	Challenges	Achievements	Future directions
Legal Practitioners Admission Board	Ensure that the administration of legal practitioner admissions and public notary appointments is managed efficiently and effectively.	Reported that there were six administrative errors, but no substantive errors, despite a 12% increase in admission numbers.	Maintain current standards.
	Establish new examinations committee and sub-committees to improve the quality of the Board's curriculum and examinations.	Established the committees and the sub-committees have drafted proposals for reform of the curriculum and the examinations.	The Examinations Committee will adopt and implement a comprehensive quality control plan for the Board's curriculum and examinations.
	Develop common approaches to the assessment of overseas law qualifications.	Assisted in a Victorian study of a NSW and Victorian comparison of overseas qualifications. A proposal for a common test is well advanced. Suspended progress so as to take account of the model laws project generated in the Standing Committee of Attorneys General.	Incorporate plans for the assessment of overseas qualifications into national legislation on the legal profession to be generated in the Standing Committee of Attorneys General.

Legal Profession Advisory Council

Executive Officer: Tahlia Gordon

The role of the Legal Profession Advisory Council (LPAC) is to:

- review the structure and functions of the legal profession
- ensure quality legal services are accessible, affordable and accountable to the community.

Business centre	Challenges	Achievements	Future directions
Legal Professional Advisory Council	Respond to reviews referred by the Attorney General.	Reviewed the Standing Committee of Attorneys General National Project Model Laws Bill.	Increase communication with key stakeholders.
		Reviewed the Legal Profession (Personal Injury Advertising) Regulation 2003.	
		Reviewed proposed amendments to the Legal Profession Regulation 1994.	
		Reviewed cost assessment and the use of the Alternative Dispute Resolution process.	
		Reviewed the Legal Profession Amendment (Documents) Regulation 2002.	
		Reviewed the Legal Profession Amendment (Transitional Provisions) Regulation 2002.	
	Review certain elements of the general regulation and the conduct rules of the profession.	Analysed reprimands for barristers and solicitors in disciplinary cases.	Raise public awareness of the Council and its role.
		Reviewed the NSW Law Society Fidelity Fund.	
		Participated in discussions concerning the impact of policy competition in NSW.	
		Reviewed the Legal Aid Guidelines for funding.	
			Respond to submissions made by members of the legal profession and the public.
			Identify the community's issues and concerns in relation to the provision of legal services in NSW.
			Develop the Council's website.

Office of the Legal Services Commissioner

Commissioner: Steve Mark

The role of the Office of the Legal Services Commissioner (OLSC) is to improve consumer satisfaction with legal services by:

- developing and maintaining effective complaint-handling processes
- promoting compliance with high professional and ethical standards
- encouraging an improved consumer focus within the profession to reduce causes for complaint
- promoting realistic community expectations of the legal system.

Business centre	Challenges	Achievements	Future directions
Office of the Legal Services Commissioner	Monitor the broader regulatory functions of the councils including the certification process for practitioners and the appointment of managers and receivers.	Established and maintained an online public register of practitioners whose practising certificates have been cancelled, suspended or had conditions placed on them under the bankruptcy, tax offence and indictable disclosure provisions, since the Legal Profession Amendment (National Competition Policy Review) Act came into effect in October 2002. The register also records other disciplinary actions.	Continue to work with the Law Society and the NSW Bar Association to ensure disciplinary decisions on the online register are comprehensively recorded and dated back to 1 July 1994.
		Worked with the Department's Legislation and Policy Division, the NSW Bar Association and the Law Society of NSW to develop proposals to amend the Legal Profession Act 1987 to enhance operation of the co-regulatory system.	Encourage regulatory agencies in other jurisdictions to use the disciplinary register by placing their disciplinary decisions on the register. Continue to work with other regulators of the legal profession to progress the near completed information sharing protocols supporting a national legal services market.
	Implement a new organisational structure.	Introduced a new matrix management style and established project teams.	Work collaboratively with the professional associations to ensure education and compliance with any new amendments introduced to the Legal Profession Act.
		Established nine cross-functional and cross hierarchical project teams responsible for implementing specific aspects of the OLSC business plan.	Ensure project teams are maintained and deliver agreed OLSC business plan objectives. Ensure project teams respond to changing needs of the profession.
	Produce standards for incorporated legal practices (ILPs).	Held an ILP stakeholders' forum in March 2003. Identified various legislative amendments and educational requirements.	Developing a methodology to address the issue of regulating incorporated legal practices (ILPs). It will be trialled in 2003-04.
		As a result of the stakeholders' forum, the two working parties, are developing an 'education towards compliance' strategy to ensure practices have appropriate management systems in place in order to comply with the Act's requirements. In a joint venture with Standards Australia International to upgrade the framework and develop a new standard, the working parties will develop the Law Society of NSW and College of Law's existing framework for achieving excellence in legal practice management, known as QLII Gateway to Best Practice.	Complete standards for appropriate management structures that are acceptable to all stakeholders. Include OLSC requirements for 'appropriate management systems', the role and duties of solicitor directors and general regulatory matters in the new standard.
	Ensure incorporated legal practices comply with the requirements of the Legal Profession Act 1987.	Developed a list of areas to be addressed by 'appropriate management systems' of ILPs to assist them to better understand their accountabilities and responsibilities. It will be trialled before distribution to the wider legal profession in the latter part of 2003.	Compliance audits will not be mandatory or random but rather, will be conducted in response to a complaint. Ask ILPs to assess their existing systems against the list of appropriate management systems, which will assist them to become more client-focused in their practices. Appoint a system assessment officer to undertake compliance audits of incorporated legal practices.

Professional Standards Council
Secretary: Bernie Marden

The Professional Standards Council approves and monitors Cover of Excellence™ schemes that aim to improve professional standards, protect consumers, and limit the civil liability of professional groups. The Council actively encourages and supports the self-regulation of members of professional organisations to improve professional standards.

The Council conducts research and publishes its findings, and holds forums on issues, such as ethics, insurance, risk management, complaints and discipline, and continuous professional development. By providing advice to industry associations and their members, the Council plays a significant role in shaping the future of professional, and other occupational, practices.

Business centre	Challenges	Achievements	Future directions
Professional Standards Council	Establish PSC schemes as the premier mark of professional values and consumer care.	Maintained or increased participation in PSC schemes with a 10% increase in 2002-03.	Assist governments and other key stakeholders with information and advice to establish a national system of Professional Standards Legislation.
	Assist associations to improve reporting on their risk-management strategies.	Commenced a new scheme in January 2003 and received two draft applications for new schemes.	Refine management systems to ensure that the PSC is efficient and effective.
		Amendments to the Accountants Scheme clarified the operation of caps specified under the Scheme.	Explore the improvement of insurance standards to provide better protection for consumers, and also investigate strategies to improve the participation of professionals and other occupations in 'soft-skills' areas, such as ethics and communication.
		Undertook a national promotion campaign for the extension of professional standards legislation. This program has led to the announcement by the Commonwealth Government and other States and Territories to investigate a national system of professional standards legislation.	
		Announced First Star Initiative grants.	
		The insurance project assisted the PSC in identifying improvements in capturing insurance data and identifying opportunities for associations to work with the insurance industry to gain better data on risk management. Also held an insurance forum to highlight key issues in insurance and possible strategies to improve risk profiles.	
		Increased the PSC profile by participating in two inter-governmental working groups – the IIWG and PIIWG.	
		Implemented risk management reporting guidelines and templates across associations to improve reporting. Demand for the guidelines has expanded to associations not currently administering a scheme.	Provide ongoing assistance and extension of risk management reporting and introduce a formal compliance program.
		Altered the deadline for risk management reporting to better fit with associations' requirements and to streamline collection by the PSC.	Continue the PSC 'Star Initiative' Grants program to assist associations to improve professional standards.

The year in review
Court and Tribunal Services

Supreme Court
Chief Executive Officer and Principal Registrar: Megan Greenwood

The Supreme Court:

- is the highest court of general jurisdiction in the State
- hears criminal trials of the most serious nature
- has unlimited jurisdiction in civil disputes
- has appellate jurisdiction in criminal and civil matters.

The Court of Appeal and the Court of Criminal Appeal hear appeals from decisions made in most of the courts of NSW and those made by a single judicial officer of the Supreme Court.

Appeals from the Court of Appeal or Court of Criminal Appeal are to the High Court of Australia. They require a grant of special leave from the High Court.

Business centre	Challenges	Achievements	Future directions
Supreme Court Registry	Continue to improve performance.	Performed well over the year, with the clearance ratio over 100% most of the time.	
	Implement CourtLink NSW.	Implemented the first phase of Courtlink, the Adoptions module, in June 2003.	Implement the criminal module of Courtlink.
	Guide CourtLink NSW project team's development and identify opportunities for streamlining registry operations, enhancing client service delivery and improving staff training resources.	CourtLink was the major focus for the registry this year, with substantial effort directed to process improvement. Developed plans to implement changes to improve frontline service delivery in the registry. Worked with the Department to identify training requirements to improve client service delivery, particularly in relation to Court users with specific needs. Scheduled and archived 93,000 old probate files, which are available for public access.	Provide electronic services for Court users. The Court plans to expand its use of telephone hearings at the interlocutory stage of proceedings to assist people in regional and rural areas. Increase resourcing of registry client services and improve access by providing 'one stop shop' services to Court users.

We implemented the first phase of Courtlink, the Adoptions module, in June 2003.

Industrial Relations Commission

Industrial Registrar: Mick Grimson

The role of the Industrial Relations Commission (IRC) is to:

- conciliate and arbitrate to resolve industrial disputes
- make industrial awards and approve enterprise agreements to set conditions of employment and wages
- decide claims of unfair dismissal
- hear claims to void or vary unfair industrial contracts
- decide appeals in various industrial matters
- hear prosecutions under various industrial laws (including the more serious breaches of Occupational Health and Safety legislation) and deal with civil matters under those laws.

Business centre	Challenges	Achievements	Future directions
Industrial Relations Commission Registry	Continue to improve performance.	Performed solidly throughout the year, maintaining a clearance rate in excess of 100%.	
	Meet community expectations by accurately reporting and forecasting IRC performance.	Achieved a review of the timeliness of the pending caseload. IRC generates reports on a monthly basis to assess where resources need to be focused. Introduced a pilot-listing program for unfair dismissals, brought about by ongoing analysis of key performance indicators and other data collection to develop case management strategies.	Continue to report internally to the President on the status of matters filed to allow informed decisions to be made about the allocation of resources. Review the pilot-listing program to assess its effectiveness in achieving timeliness for clients and the value of extending the program to include regional areas.
	Continue to introduce technological solutions to streamline procedures.	Achieved CITIS (database and case tracking system) roll out to Wollongong in November 2002. Upgraded IRC website in conjunction with Lawlink NSW. IRC recorded more than 600,000 hits in 2002-03, with current projections indicating this will rise by at least 5% in 2003-04.	Continue to add information to the IRC website on procedures that will assist all users, but particularly litigants-in-person.

IRC performed solidly throughout the year, maintaining a case clearance rate in excess of 100%.

Land and Environment Court

Acting Registrar: Pauline Green

The Land and Environment Court has an appellate and a review jurisdiction in relation to planning, building and environmental matters. Jurisdiction is exercised by reference to the nature of the subject matter of the application. There are six judges and ten commissioners of the Court.

The role of the Land and Environment Court is to:

- deal with matters of civil enforcement and summary criminal enforcement in regard to environmental planning and protection
- hear and determine appeals against building and development applications, land valuations, compensation claims for land resumption, and claims and disputes arising under the Aboriginal Land Rights Act 1983 (NSW).

Business centre	Challenges	Achievements	Future directions
Land and Environment Court Registry	Continue to improve performance.	Maintained clearance ratios above 100% in all classes.	
	Improve clearance ratios of classes 4, 5, 6 & 7.	The monthly clearance ratios for class 4 and 5 matters remained above the target of 100% for all but three months for the 2002-03 period. It showed a noticeable improvement over the corresponding period for 2001-02 when only two months out of a possible 12 delivered a clearance ratio above 100%. The Court filed only one new class 6 and one new class 7 matter during 2002-03 and completed two matters in class 6 at hearing.	Continue to report internally on a monthly basis to the Chief Judge on all aspects of the Court's performance. This comprehensive report will form the basis of any decisions taken by the Court with respect to its case management practices.
	Implement eCourt, the next phase of LEC Online.	Fully implemented eCourt at the end of October 2002. eCourt, now having over 150 registered users, enables parties in class 1 to 4 matters to access a range of electronic services, including electronic lodgment, eCallovers, and remote matter management.	Complete an evaluation of eCourt by November 2003. The Court hopes to obtain the funding for an eCase management system that will incorporate an electronic diary, enabling users to obtain hearing dates online. The Court also hopes to further develop and promote existing services, such as eCourt, the telephone conference facility and the interactive videoconferencing facility.
	Improve Court performance.	Undertook a major audit review of the existing Court caseload databases in February 2003 in an attempt to get a more accurate picture of the Court's performance across all classes. Focused particular concern on the backlog situation in classes 4 and 5. The review reported that backlog issues, particularly in class 4 and 5 matters, were no longer the pressing concern that earlier 2002 figures had suggested.	Continue to monitor these performance measures to determine if any future consideration needs to be given to the review of existing time standards.
	Develop a litigant in person plan.	Nearly completed a comprehensive litigant-in-person plan.	Envisage that this document will be a feature of the new Court website currently under development. Further statistical analysis will continue to monitor numbers of litigants in person appearing before the Court.
	Implement the recommendations of the LEC Working Party.	Implemented a number of recommendations of the Land and Environment Court Working Party by legislation in February 2003. One of the main provisions is for onsite hearings, the first of which was held in March 2003.	

Compensation Court

Principal Courts Administrator: Stephen Davidson

The role of the Compensation Court is to:

- resolve existing claims disputes arising under the Workers Compensation Act 1987 (NSW) and the Workplace Injury Management and Workers Compensation Act 1998 (NSW), and other matters involving compensation for work-related injury or disease.

Business centre	Challenges	Achievements	Future directions
Compensation Court Registry	Expeditious disposal of cases during a period of major operational and structural change.	The Compensation Court's pending caseload declined from 26,433 to 7789, consistent with the Court's aim of disposing all existing claims matters by 31/12/03. Achieved a high settlement rate of 48% in respect of coal mining matters referred for conciliation.	Disposal of all existing claims matters by 31/12/03. Smooth transfer of residual jurisdiction matters to the District Court by 31/12/03.
	Adopt change and address staff issues with the implementation of the Compensation Court Repeal Act 2002 (NSW) and subsequent abolition of the Compensation Court.	Implemented a staff placement policy, workforce management plan and a transition management plan. 42% of public sector employees of the Court had found alternative employment by June 2003.	Redeployment of all staff by 31/12/03. Effective administrative closure of the Compensation Court Registry and Business Centre as at 31/12/03.

The Court fully implemented eCourt at the end of October 2002. eCourt, now having over 150 registered users, enables parties in class 1 to 4 matters to access a range of electronic services, including electronic lodgment, eCallovers, and remote matter management.

District Court

Acting Principal Courts Administrator: Peter Ryan

The District Court is the largest trial court in Australia and has an appellate jurisdiction.

The role of the District Court is to serve as the intermediate court in NSW. It has jurisdiction to deal with:

- all indictable criminal offences (except treason, piracy and murder)
- civil matters with a monetary value up to \$750,000 and unlimited jurisdiction in motor vehicle accident personal injury matters
- claims for equitable recovery of money or damages up to \$750,000
- applications under the Defacto Relationships Act 1984 (NSW), the Family Provision Act 1982 (NSW) and the Testator Family Maintenance and Guardianship of Infants Act 1916 (NSW) that involve property worth not more than \$250,000
- appeals from the Local Court
- administrative and disciplinary tribunals.

Business centre	Challenges	Achievements	Future directions
District Court Registry	Continue to improve performance.	Showed substantial timeliness improvement finalising criminal matters, ranking second in Australia for trials finalised within six months.	
	Improve caseload.	The District Court's pending criminal trial caseload at the end of June 2003 was slightly above 1000. Successfully maintained this level over the last couple of years due to the centralised committal scheme, improved listing procedures and the allocation of increased resources. The civil pending caseload dropped from 23,115 to 15,433 (33%).	
	Improve online services to our customers.	Published civil and criminal daily court lists on the Court's website, copies of which are distributed to subscribers when posted on the website. Developed a web-based interface and secured access to case information which allows civil customers to make inquiries relating to future listings and subpoenaed documents 24 hours a day.	From the beginning of 2003-04 financial year EFTPOS services will be available in the Sydney Registry.
	Finalise the implementation of appropriate procedures following the elimination of return of subpoena hearings.	Implemented new subpoena procedures and eliminated return of subpoena hearings. Hearings are now limited to objections to access orders.	Commenced investigating 'better' subpoena management systems. This includes reviewing access to document procedures and examining improved computerised feedback mechanisms.

Local Courts

Director: Anita Anderson

There are 165 Local Courts in NSW, ranging from full-time multi-court complexes in metropolitan and regional locations, to part-time courts in smaller country towns. Local Courts are the courts of general access in NSW, which more than 90 per cent of people in NSW attend, when required.

The role of Local Courts is to:

- deal with committal hearings, the majority of criminal and summary prosecutions, civil claims matters (up to \$40,000), applications for Apprehended Violence Orders, and some Family Law matters
- provide chamber magistrate services at all full-time locations. Chamber magistrates provide information to members of the public on court-based and alternative dispute resolution options. They can also assist with the preparation of initiating court processes, or refer clients to a more appropriate specialist, support or advocacy service
- hear juvenile prosecutions in specialist Children’s Courts (where offenders are under 18 years) and deal with care matters involving young people under 16 years
- investigate deaths and serious fires in specialist Coroner’s Courts to establish the likely cause of the death or fire.

Business centre	Challenges	Achievements	Future directions
Local Courts	Continue to improve performance.	Achieved an overall clearance ratio of 98% for the past six months.	
	Modify the General Local Court Computer System.	Changes were made to the General Local Court Computer system (GLC) to measure individual cases against time standards and generate monthly reports to allow Local Courts to monitor and assess the caseload in each jurisdiction and allocate judicial and other resources based on reliable data collection systems. Although the GLC system does not operate at every Local Court, coverage extends to locations that deal with 85% of the total workload of all Local Courts. All GLC courts are recording finalisation rates (within six months) of over 90% with the majority over 95%.	
	Further strengthen relationships with magistrates by supporting the implementation of the Chief Magistrate’s Local Courts strategic pan.	This is a four-year plan (2001-05). Introduced time standards for case management in the civil and criminal jurisdictions in January 2002. Meeting time standards in the majority of Courts and finalised over 90% of matters within six months. Issued practice notes detailing the processes required to meet the time standards so that all parties are aware of their responsibilities. Supported improved case management strategies including identification of core competencies for court officers and the rollout of operational training.	A committee consisting of magistrates and Local Court’s executive staff reviews the progress of the strategic plan annually. Continue to monitor, assess and strategically allocate resources to meet these objectives.

Business centre	Challenges	Achievements	Future directions
	Finalise the development of time standards for major registry processes.	Introduced time standards for chamber magistrate services and Apprehended Violence applications in 2002. Introduced time standards for a further 19 processes on a six-month trial basis in January 2003. The trial period is almost complete and outcomes will be reviewed.	chamber magistrate Working Party will continue to oversight the chamber magistrate program and develop new strategies and initiatives in response to identified client needs. Collaborative pilot with LawAccess NSW is intended to better manage demand for chamber magistrate services at busier registries and provide improved access for members of the public who have difficulties in physically accessing a court. Review compliance with newly introduced registry time standards, make adjustments where necessary, continue to monitor compliance, and identify other registry processes where time standards can be applied.
	Support the Indigenous Justice strategy.	Appointed an Aboriginal client service specialist and a program coordinator. The Aboriginal Client Service Working Party will meet twice a year.	Additional position created at Kempsey – to be filled early in 2003-04. Additional positions will be created, if and when funding becomes available.
	Continue to improve services to victims of domestic violence.	Developed policy, procedures and client service standards. Statewide training program jointly conducted with the Violence Against Women unit is 80% complete.	Finalise domestic violence training program.
	Finalise guidelines for further expansion of outreach programs.	Identified remote communities. Developed and issued guidelines to all Local Courts in May 2003. Completed the roll out of Government Access Centres and Government Access Outreach Services. Designed to improve access to government services and information, there are now Government Access Centres in 45 rural towns and outreach services in a further 22 towns, the majority of which are located in Local Courts.	Review costs of delivering outreach services. Explore options to better utilise telephone and technology assisted service provision to remote and isolated areas. Consolidate and promote services. Expand the number of services available through Government Access Centres.
	Develop partnership with LawAccess NSW for delivery of information and procedural advice to Court clients.	Six-month trial on integration of service delivery due to commence March 2003. There have been some delays due to technical problems (Local Court switchboards did not have capability to handle transfer of calls). The pilot commenced at Lismore this year.	Expand pilots to four locations and evaluate client service improvements and cost effectiveness.

Designed to improve access to government services and information, there are now Government Access Centres in 45 rural towns and outreach services in a further 22 towns, the majority of which are located in Local Courts.

Dust Diseases Tribunal

Principal Courts Administrator: Stephen Davidson

The role of the Dust Diseases Tribunal is to:

- hear and determine claims by persons injured by exposure to asbestos or suffering from other dust-related conditions.

Business centre	Challenges	Achievements	Future directions
Dust Diseases Tribunal Registry	Continue to improve performance.	Improved overall clearance ratio to 88%.	
	Efficient case management of increasing workload.	Increased efficiency resulting in the processing of 511 new matters and the disposal of 435, an increase of 4% and 15% respectively over the previous year. Successful fast track mechanisms ensure urgent cases (e.g. those relating to a terminally ill plaintiff) are given maximum listing priority.	Continue efficient case management of increasing workload and effective fast tracking of urgent cases.
	Provide for transfer of administrative functions to District Court as from 1 January 2004.	Carried out organisational, program and staff establishment reviews to ensure smooth transfer of administrative functions to the District Court from 1 January 2004.	Continue smooth transfer of administrative functions to the District Court from 1 January 2004. Continue efficient registry and administrative operations from January 2004 in collaboration with the District Court.
	Implement electronic courtrooms.	The Tribunal's electronic courtrooms are operational and awaiting identification of suitable trial cases. Issued practice directions and ran a practitioner information forum.	Suitable cases to be identified for trialling of electronic courtrooms before system becomes broadly operational.
	Commence development of an electronic lodgment facility.	Continuing electronic lodgment project continues at the feasibility planning stage with procedural, technical and structural change issues still to be resolved.	Commence electronic lodgment project in 2003-04 subject to successful outcome of feasibility planning.

The DDT achieved increased efficiency resulting in the processing of 511 new matters and the disposal of 435, an increase of 4% and 15% respectively over the previous year.

Administrative Decisions Tribunal

Registrars: Cathy Szczygielski and Karen Wallace/Vicki Sarfaty

The role of the Administrative Decisions Tribunal is to:

- review administrative decisions made by public bodies or officials, where permitted by legislation
- resolve matters relating to:
 - › disciplinary proceedings relating to certain professions
 - › equal opportunity complaints under the Anti Discrimination Act 1977 (NSW)
 - › disputes under the Retail Leases Act 1994 (NSW).

As an independent statutory Tribunal, its purpose is to provide fair, effective, expeditious and timely determination of the matters that come before it, and to provide administrative review that enhances service delivery, as well as promoting and supporting compliance with legislation by administrators.

Business centre	Challenges	Achievements	Future directions
Administrative Decisions Tribunal Registry	Continue to improve performance.	Made significant inroads into reducing the pending caseload despite a 10% increase of incoming work. The improvements were reflected in a clearance ratio of 103%.	
	Provide litigants in person with appropriate support.	Developed and provided resource list to unrepresented litigants. Included advice to ADT members about litigants in persons in the Members Manual.	Develop appropriate support materials for litigants in person in the new jurisdictions of the Tribunal.
	Improve case management efficiency.	Prepared for new case management system's (CourtLink NSW) implementation in mid 2004. Completed review of the new case management area in December 2002. Developed a project plan arising from the review, which is now operational.	Adapt the module of CourtLink NSW for use in the Tribunal.

The ADT made significant inroads into reducing the pending caseload despite 10% increase of incoming work. The improvements were reflected in a clearance ratio of 103%.

Library Services Division

Director: Yvonne Brown

The role of the Library Services Division is to:

- provide legal source material and information for the Attorney General, officers of the Department, legal officers from other government agencies, members of the legal profession and law libraries
- provide library and information services to lower, intermediate and specialist jurisdictions and tribunals.

Business centre	Challenges	Achievements	Future directions
Library Services Division	Complete the first phase of the Virtual Library project by December 2002.	Implemented the InfoSource website, designed to make a range of electronic resources available to judicial officers and court staff via Infolink. Completed stages 1, 2 & 3 of this project.	Continue to develop InfoSource and place new products and services on the website as they become available.
	Conversion of CD-ROM to online electronic format.	Converted CD-ROM titles to an online format.	Progress negotiations for departmental access to online commercial products via Infosource.
	Establish a knowledge database.	Established a knowledge database with the Downing Centre Library and recorded 338 research and reference requests in 2002-03.	Expand the database by incorporating research and reference requests from other libraries.
	Restructure accounts and administrative sections.	Underwent a restructure which has resulted in the amalgamations of leave records, stores and equipment and ordering. Established a combined library training and development database.	
			Publish the Department's Libraries catalogue on the internet. Train users in the products on the InfoSource site and development of the site itself. Review subscription titles.

We implemented the InfoSource website, designed to make a range of electronic resources available to judicial officers and court staff via Infolink.

Law Courts Library

Librarian-in-Charge: Lesley O’Loughlin

The role of the Law Courts Library is to:

- provide legal and information services to the courts, commissions and tribunals located within the Law Courts Building.

Business centre	Challenges	Achievements	Future directions
Law Courts Library	Complete the first phase of the Virtual Library project.	Implemented the InfoSource website, designed to make a range of electronic resources available to judicial officers and court staff via Infolink.	InfoSource will be developed as a portal for departmental access to electronic research services.
			Complete a new funding and management structure during 2003-04.

Office of the Sheriff

Sheriff of NSW: Gary Byles

The role of the Office of the Sheriff is to:

- provide court security and support services
- manage the jury system
- uphold civil law by serving and executing court orders.

Business centre	Challenges	Achievements	Future directions
Office of the Sheriff	Complete a strategic risk assessment of NSW court security.	Advised successful tender. Awaiting authorisation to issue Deed of Agreement.	Proceed with the review and consider the recommendations in consultation with relevant stakeholders.
	Complete the Occupational Risk Assessment and address safety risks.	Provided all Sheriff's Office managers with risk assessment training as part of the recommendations of the Occupational Risk Assessment in identifying occupational work and safety issues and threats. Training includes the introduction of electronic mishap forms, firm direction issued regarding alcohol in the workplace and directing officers to work in pairs when executing process.	Continued implementation of the recommendations made in the Occupational Risk Assessment. Specific focus on certification of all Sheriff's Officers in First Aid training. Continuing work on Drug and Alcohol policy. Statewide training for Sheriff's Officers and deployment of capsicum spray to be completed in 2003.

Reporting Services Branch

Director: Paul Cutbush

Business centre	Challenges	Achievements	Future directions
	Complete an Organisational Integrity plan to implement the recommendations of the 2002 Corruption Resistance Review and Ethical Culture survey.	Completed the Ethical Culture survey. Created and delivered a competency-based course to staff in December 2002. Outsourced Sheriff's Office removal of seized goods to a private company. Reviewing the future of centralised sales. Conducted an internal audit of the Property Seizure Orders process.	Endorse and implement fraud control plans. Future of centralised sales to be determined. Implement Property Seizure Orders audit recommendations.
	Finalise the national review of judgment-enforcement processes and procedures.	Commenced implementation of pilot program 'mail outs' as first point of contact.	Review powers of enforcement officers and legislation changes to streamline the system and provide an increase of positive outcomes for clients.
	Further streamline the fine enforcement system, including the introduction of new sanctions such as Community Service Orders, by working with the Office of State Revenue.	Enhanced the review and streamlined the fine-enforcement system by cooperation of the State Debt Recovery Office (SDRO), Local Courts and Probation and Parole. Collaboration of other government agencies and business centres assisted the implementation of a pilot program of all available sanctions under the legislation including Community Service Orders, Garnishee Orders, and Examination Summons and Arrest Warrants.	Continue implementing sanctions over wider areas during 2003-04. Implement electronic transfer of the fine-enforcement system with SDRO.
	Improve workforce skills by implementing a new national competency-training package for Sheriff's Officers.	Designed assessment tools for key result areas which have been mapped to National Competency.	Implement assessment tools. Review face-to-face training and map to National Competency. Examine a career development path model for Sheriff's Officers.

The role of the Reporting Services Branch (RSB) is to:

- operate statewide court reporting, sound recording and transcript services to the NSW courts, boards and tribunals.

Business centre	Challenges	Achievements	Future directions
Reporting Services Branch	Reporting and transcript services.	Produced 978,483 pages of transcript during the year. Demand for daily transcripts accounted for approximately 29.26% of the transcription workload with an average turnaround time for transcripts not required on the same day of 14.68 days.	Adopt revised service standards and timeframes for transcripts set out in phase 1 of the Strategic Blueprint for Reporting Services. This will lead to significant increases in daily transcripts to the Supreme Court and District Court.
	Respond to changes arising from implementation of the Strategic Blueprint for Reporting Services.	The Strategic Blueprint for Reporting Services details the Department's future directions for reporting services in NSW. It sets out a five-year phased plan for implementing change. Incorporated phase 1 recommendation from the Blueprint into RSB's business plan for 2003-04.	Implement the vision and strategies set out in phase 1 of the Strategic Blueprint for Reporting Services. It involves flexible deployment of staff across all jurisdictions, optimising the use of reporting technologies, making more effective use of contractors, better understanding and managing demand, and implementing best practice people management.
	Identify, pilot and implement appropriate recording technologies.	Piloted and evaluated digital recording and voice activated transcription technologies.	Introduce Dual Remote (Video Assisted) Recording and Real Time Court Reporting technologies.

Demand for daily transcripts accounted for approximately 29.26% of the transcription workload with an average turnaround time for transcripts not required on the same day of 14.68 days.

The year in review

Policy and Crime Prevention

Aboriginal Justice Advisory Council

Executive Officer: Brendan Thomas

The role of the Aboriginal Justice Advisory Council (AJAC) is to:

- advise the Government on law and justice issues affecting Aboriginal people
- develop proposals for change and monitor programs relating to the impact of the criminal justice system on Aboriginal people.

Business centre	Challenges	Achievements	Future directions
Aboriginal Justice Advisory Council	Provide ongoing advice for the Attorney General on key justice issues affecting Aboriginal people.	Completed two research projects on Aboriginal English and Aboriginal Women in Custody .	Release the Aboriginal English and Aboriginal Women in Custody research projects.
		Developed an offence-targeting model aimed at providing a comprehensive response to driving offences in Aboriginal communities. The first stage is complete with the release of the Driving Licence Offences and Aboriginal People report.	Utilise the offence targeting model to reduce offending in the areas of assault and offences against justice procedures.
		Completed Death in Custody review which is currently being peer reviewed.	The Aboriginal Youth Justice Advisory Network is currently completing a statewide survey of young Aboriginal people about their justice needs. The network will make recommendations when the survey is complete.
		Established the Aboriginal Youth Justice Advisory Network to provide specific advice to AJAC and the Attorney General on Aboriginal youth justice issues.	
	Finalise Aboriginal Justice Plan.	Released an Aboriginal Justice Plan discussion paper in August 2002 which formed the basis for two statewide negotiations with Aboriginal communities. Established an Aboriginal Justice Plan reference group to provide specialised advice on its development.	Lead the implementation of the Aboriginal Justice Plan.
		Completed a final draft Aboriginal Justice Plan and distributed it for comment.	
	Establish circle sentencing in Brewarrina, Dubbo and Walgett.	Continued the circle sentencing trial that originated in Nowra in February 2002. Began preparations for the implementation of circle sentencing at Dubbo. Brewarrina and Walgett will commence late in 2003. AJAC and the Judicial Commission have completed a draft evaluation and review of the first 18 months of the trial.	Implement circle sentencing in Brewarrina and Walgett in 2003.
			Release the circle sentencing report in August 2003.
	Implement recommendations for diversionary options.	Developed a legislative regulation for circle sentencing to facilitate the expansion of trials, in partnership with the Criminal Law Review Division and Parliamentary Council's Office.	Continue to explore diversionary options for Aboriginal people in the criminal justice system.
	Improve the operation of bail for Aboriginal people.	Developed a model Aboriginal Bail Justice program based on the recommendations of the report Aboriginal People and Bail Courts in NSW.	Implement the Aboriginal Bail Justice program at six locations in NSW and evaluate in 2004.

NSW Bureau of Crime Statistics and Research

Director: Dr Don Weatherburn

The role of the NSW Bureau of Crime Statistics and Research (BOCSAR) is to:

- provide policymakers and administrators with statistical information and research to help reduce crime and improve the NSW criminal justice system
- provide information and advice to the public to promote more informed public debate about crime and criminal justice.

Business centre	Challenges	Achievements	Future directions
Bureau of Crime Statistics and Research	Conduct research on drug-related crime.	A telephone survey of cannabis users in Lismore found that the overall prevalence of driving under the influence of cannabis was quite low, but that the likelihood of engaging in this behaviour increased significantly among heavy cannabis users.	Examine determinants of expenditure, health and criminal involvement of injecting drug users.
			Examine the impact of methadone on offending.
		Evaluated the impact of the Kings Cross Medically Supervised Injecting Centre (MSIC). Results found little effect on acquisitive crime and drug offences in the local area and no significant increase in drug-related loitering in front of the MSIC associated with the opening of the centre.	Evaluate the Cannabis Cautioning scheme on behalf of the NSW Police. The evaluation will examine how effective the scheme has been in diverting cannabis users from the court system.
			Examine factors that affect successful performance on the NSW Drug Court program.
	Examine patterns of law enforcement on licensed premises.	Research into liquor licensing enforcement in NSW found that a large percentage of enforcement activity was concentrated on patrons or minors, rather than on the licensed premises, with over one-quarter of enforcement actions being against patrons for failing to leave a licensed venue and 14% being against persons under the age of 18. Enforcement actions for breaching responsible service laws were, by contrast, relatively rare.	
	Conduct research on trends and patterns in crime and criminal justice and factors that affect them.	An examination of the influence of school retention and long-term unemployment among males aged 15-24 on trends in home-break-ins found that eliminating long-term unemployment and boosting school retention rates could bring about a 16% reduction in the rate of home break-ins in NSW.	Examine aggressive behaviour and its antecedents through interviews with and surveys of high school students.
		A study of the potential impact of abolishing prison sentences of six months or less found that this could save NSW taxpayers between \$33 million and \$47 million per annum and significantly reduce Aboriginal over-representation in prison.	Examine the reasons behind the growth in rates of police recorded assaults.
		A study of young adults' experience of responsible service practice found that 56% of persons, whose last episode of high-risk drinking occurred on licensed premises, reported showing at least one obvious sign of intoxication. One in five reported showing three or more intoxication signs. Over half of these intoxicated patrons reported that premises staff continued to serve them alcohol and only 10% reported receiving one of seven different responsible service initiatives from the bar staff.	Host the Australian and New Zealand Society of Criminology Conference in 2003.
		A study into the reasons behind a 16% increase in fraud offences recorded by the NSW Police between 2000-01 found that a lot of the increase came from service station fraud where people filled their cars with petrol, then drove off without paying.	

Crime Prevention Division
Acting Director: Steven Drew

- The role of the Crime Prevention Division (CPD) is to:
- provide the Government with advice on crime prevention policy and programs in NSW
 - coordinate efforts to reduce crime through the development and promotion of effective crime prevention strategies
 - implement the NSW Strategy to Reduce Violence Against Women.

Business centre	Challenges	Achievements	Future directions
Crime Prevention Division	Finalise a revised local crime prevention-planning framework for NSW.	Completed and submitted draft Community Crime Prevention Planning Policy for Cabinet consideration.	Implement Community Crime Prevention Planning Policy and progress associated legislative changes.
	Support Community Solutions Crime Prevention initiatives.	Supported 15 Community Solutions Crime Prevention initiatives in Miller, Mt Druitt, Wyong, Kempsey, Nowra, Kings Cross, Cessnock, Wollongong, Wilcannia, Dubbo, Taree, Bourke, Brewarrina, Newcastle and Coffs Harbour. CPD manages funds for Newcastle, Coffs Harbour and Miller.	
	Support the work of the Graffiti Solutions taskforce managing the Beat Graffiti Grants scheme and coordinating the Graffiti Traineeship Grants scheme.	Provided 38 Beat Graffiti Grants totalling \$300,000 in 2002-03. The Graffiti Traineeship program continued with 20 trainees from 17 local councils trained to lead community Beat Graffiti projects.	Provide ongoing support for the Beat Graffiti Grants scheme.
	Raise community awareness of violence against women and promote community-based initiatives.	<p>Ran the Reclaim the Train campaign, concentrating on safety issues for female commuters, in all metropolitan train stations in October and November 2002.</p> <p>Launched the multi-lingual Safe Families kit. The kit is an educational resource which assists workers in exploring issues around family violence in a culturally appropriate way and which is accessible to people with learning difficulties.</p> <p>Distributed a young women's information card to all schools in the southwest Sydney region, which is currently being evaluated.</p>	<p>Repeat the highly successful Reclaim the Train campaign in October 2003.</p> <p>Evaluate the young women's information card and complete the project in December 2004.</p>

We ran the Reclaim the Train campaign, concentrating on safety issues for female commuters, in all metropolitan train stations in October and November 2002.

Business centre	Challenges	Achievements	Future directions
	Continue to support a range of Aboriginal community crime and violence-prevention projects and resources.	<p>Currently evaluating the Aboriginal Community Patrols program, with a final report due in April 2004.</p> <p>Draft NSW Crime Prevention plan identifies Aboriginal peoples' crime issues for action within a self-determination and restorative justice context.</p> <p>Managed funding program and support projects under Aboriginal Youth Crime prevention grants program – supported 12 projects.</p> <p>Contributed \$160,000 to the River Towns project to employ Aboriginal Community facilitators in Coonamble and Walgett to develop crime prevention plans.</p> <p>Implemented the Aboriginal Driver Education program in Lismore.</p>	<p>Release a report on the Aboriginal Community Patrols program.</p> <p>Continue to work with government agencies and other partners to implement initiatives that address Aboriginal justice issues.</p> <p>Consider draft crime prevention plans.</p>
			Implement the Enhancing Access to Services for Aboriginal Women Experiencing Violence project, in Wellington and Bega.
	Establish the Magistrates Early Referral Into Treatment (MERIT) program into the remaining nine NSW regions.	MERIT is available in 50 Local Courts in 16 health areas.	Establish MERIT in the remaining area by December 2003.
	Manage the research project into violence affecting the gay and lesbian communities.	<p>Managed and provided funds for the NOGA: GLBT Homophobic Violence Research project.</p> <p>Received interim report focusing on stage 1 of the project.</p>	Stage 2 of the project to be undertaken in 2003-04. Final report to be completed.
	Implement strategies arising out of the review of the criminal justice system's response to women from culturally and linguistically diverse backgrounds that have experienced domestic violence.	<p>Strategies are contained in the Quarterway to Equal and Heroines of Fortitude reports.</p> <p>The Violence Against Women Unit monitors the implementation of strategies contained in the Quarterway to Equal and Heroines of Fortitude reports and provides status reports to Ministers on a regular basis.</p>	
	Assist local councils and communities to develop crime prevention plans and projects.	23% of local councils have endorsed plans as at June 2003.	Continue to promote the development of local crime prevention plans to further increase the uptake by councils.

Criminal Law Review Division

Director: Mark Marien

The role of the Criminal Law Review Division (CLRD) is to:

- provide advice and support to the Attorney General on criminal law
- to assume responsibility for the Attorney General's legislative program relating to the reform of criminal law and procedure.

Business centre	Challenges	Achievements	Future directions
Criminal Law Review Division	Maintain productivity.	Parliament passed 14 Bills and gazetted 15 Regulations and one Order. Delivered 14 papers and presentations.	
	Ongoing reform of criminal law including sentencing and appeal process.	Introduced legislation relating to: <ul style="list-style-type: none">• standard minimum sentencing• bail for repeat offenders• summary offences• penalty notices• terrorism• the Drug Court• drug offences• disorderly houses• miscellaneous criminal law matters. Applied to the Court of Criminal Appeal for guideline judgment for sentencing high range PCA (drink driving) offences. Established the NSW Sentencing Council. Established a pilot child sexual assault jurisdiction (in conjunction with the Legislation & Policy Division).	Ongoing reform of criminal law.
	Continue with the consolidation and codification of the Police Powers project.	Introduced the Law Enforcement (Powers and Responsibilities) Act 2002.	Progress and assist police, courts, judiciary and the legal profession in the implementation of legislation.
	Implement legislation arising out of the current reviews into mental health, intellectual disability and the criminal justice system; Part 10A of the Crimes Act 1900 (NSW) (Detention After Arrest) and property law.	Developed legislation to introduce amendments to the Mental Health Act 1990 and the Mental Health (Criminal Procedure) Act 1990. Introduced the Crimes Legislation Amendment Bill 2003. Introduced amendments to Part 10A of the Crimes Act 1900. Developed a discussion paper on theft and fraud.	Implement further legislation arising from the continuing review into mental health and intellectual disability law. Reconvene the working party and introduce legislation on Detention After Arrest. Release discussion paper and expose draft Bill on theft and fraud for consultation prior to introduction of legislation.
	Conduct a review of the Crimes (Forensic Procedures) Act 2000 (NSW).	Prepared draft report on the Crimes (Forensic Procedures) Act.	Finalise and table report in Parliament. Progress amendments arising from the Report and other reviews.
	Rationalise the law of child sexual assault offences.	Introduced legislation about the age of consent and rationalisation of sentences for child sexual assault offences. Parliament assented the Crimes Amendment (Sexual Offences) Act 2003 in June 2003.	

Business centre	Challenges	Achievements	Future directions
	Develop and introduce a legislative framework for diversion and restorative justice programs.	Introduced legislation to provide a framework for the operation of intervention and diversion programs. Commenced Regulations for circle sentencing and operation of community aid panels.	Introduce Regulations for the operation of community aid panels and traffic offender programs.

Law Reform Commission

Executive Director: Peter Hennessy

The role of the Law Reform Commission (LRC) is to:

- conduct research and provide advice to the Attorney General on reforming the law of NSW.

Business centre	Challenges	Achievements	Future directions
Law Reform Commission	Complete reports on Sentencing: Corporate Offenders; Sentencing: Young Offenders; Sentencing: Mandatory Penalties; and the Review of the Property (Relationships) Act 1984 (NSW).	Published reports on: <ul style="list-style-type: none">• Contempt by Publication (Report 100)• Questioning of Complainants by Unrepresented Accused in Sexual Offence Trials (Report 101)• Sentencing: Corporate Offenders (Report 102). Rescheduled work on the review of the Property (Relationships) Act for completion in 2004.	Complete reports on: Sentencing: Young Offenders; Legislative Sentencing; Review of the Property (Relationships) Act 1984; Jurors: Eligibility; Apprehended Violence Orders; and Surveillance.

Legislation and Policy Division established a child sexual assault jurisdiction and remote witness facility in western Sydney in March 2003.

Legislation and Policy Division

Director: Maureen Tangney

The role of the Legislation and Policy Division (LPD) is to:

- advise the Attorney General, the Department, the courts and other government departments on legal policy and legislative procedural reform
- provide the Attorney General with parliamentary support
- monitor the scheduling and progress of the Attorney General's legislative program
- review and revise legislation within the Attorney General's portfolio.

Business centre	Challenges	Achievements	Future directions
Legislation and Policy Division	Establish the pilot for the Child Sexual Assault jurisdiction.	Established a child sexual assault jurisdiction and remote witness facility in western Sydney in March 2003.	Evaluate after 12 months and implement any procedural or legislative amendments.
	Develop proposals for estates of missing persons.	Consulted with key stakeholders in 2002-03.	Prepare and submit the report on the proposals for estates of missing persons.
	Review the law relating to disputes about trees.	Formally established a working party comprising departmental representatives and the Department of Local Government in consultation with Planning NSW. Currently finalising a draft report which will form the basis for wider consultation.	Circulate a report reviewing the law relating to disputes about trees to key stakeholders for comment, before submission to the Attorney General.
	Develop legislation to regulate the use of surveillance equipment.	Refined the likely scope of the legislation after consultation with key stakeholders.	Submit proposals to extend the scope of surveillance legislation to the Attorney General.
	Settle proposals for the national regulation of the legal profession.	In July 2002, the Standing Committee of Attorneys General approved a number of proposals for model laws for the legal profession and asked for Bills to be drafted. Released a consultation model of the draft provisions in April 2003.	Consider model provisions at the meetings of the Standing Committee of Attorneys General.
	Implement the findings of the report on the complaints and discipline scheme for the legal profession.	Published a paper, Legal Profession Act 1987: A Further Review of Complaints Against Lawyers, in November 2002. Established a working party in 2003 to consult with key stakeholders.	Finalise proposals to improve the existing scheme and submit to the Attorney General.
	Implement the key recommendations of the Report of the Department's Taskforce on Defamation Law Reform.	Published the Report of the Attorney General's Taskforce on Defamation Law Reform in April 2002. Parliament passed the legislative amendments arising from the Report in December 2002: Defamation Amendment Act 2002.	
	Implement further major reforms to the law of torts.	Parliament passed the Civil Liability Amendment (Personal Responsibility) Act 2002 in November 2002.	Take steps to implement nationally consistent proportionate liability reforms for claims for economic loss and property damage.
	Review the Commercial Arbitration Act 1984 (NSW).	Referred this matter to the Standing Committee of Attorneys General. Parliamentary Counsels Committee prepared draft model provisions.	The Standing Committee of Attorneys General will consider the proposed model provisions and if endorsed, will be implemented.
	Develop the legal and policy framework for CourtLink NSW.	Parliament passed legislative amendments in 2002.	Established working parties to develop uniform civil procedure rules and to rationalise criminal forms for the courts.
	Review the Coroners Act 1980.	Undertook a review of the Coroners Act 1980 in 2002-03 in consultation with key stakeholders.	Finalise and submit the review of the Coroners Act 1980.

Crown Solicitor's Office

Crown Solicitor: Ian Knight

The aim of the Crown Solicitor's Office is to be the preferred legal services provider and employer for the NSW public sector. The Crown Solicitor's role is to perform both core and non-core legal work for government agencies on a commercial basis. Core legal work includes matters that:

- have implications for government beyond an individual Minister's portfolio
- involve the constitutional powers and privileges of the State and/or the Commonwealth
- raise issues that are fundamental to the responsibilities of government
- arise from, or relate to, those matters falling within the Attorney General's area of responsibility.

The CSO, a self-funding organisation, competes with the private legal profession to perform the non-core (general) legal work of government agencies.

Business centre	Challenges	Achievements	Future directions
Crown Solicitor's Office	Successfully compete with the private sector to provide legal services to government.	Received instructions to provide advice and representation in 4772 matters compared to 3987 matters last year. 100% retention of top 20 clients. 19% increase in revenue.	Maintain client satisfaction rating of 80% for all aspects of service delivery. Grow revenue derived from general legal work by 10%. Link business goals with management and staff work goals and development plans.
	Implement computerised records and document-management system.	Completed user acceptance testing of the computerised records management system, TRIM, early in 2003. Organisation-wide implementation, which commenced in May 2003, is due to be completed by September 2003.	Upgrade practice management system by March 2004.
	Standardise procedures to provide regular client matter status reports.	Monthly matter status reports, which can be tailored to suit individual client needs, are generated from a relational database. All CSO clients now receive monthly status reports, either electronically in their choice of file format or hard copy.	Upgrade contacts database.

The CSO received instructions to provide advice and representation in 4772 matters compared to 3987 matters last year.

Office of the Protective Commissioner

Protective Commissioner: Ken Gabb

The role of the Office of the Protective Commissioner (OPC) is to:

- provide financial management services for people with disabilities who are unable to manage their own financial affairs
- authorise and direct the functions of people who are the financial managers of people with disabilities.

Business centre	Challenges	Achievements	Future directions
Office of the Protective Commissioner	Improve the payments service.	Negotiated an agreement with Westpac Bank for the electronic payment of client utility bills. This will reduce the payment of bills by cheque, while saving time and OPC resources. OPC now pays client insurance premiums by bulk electronic transfer of funds.	Evaluate further changes designed to streamline bill payment from a risk management perspective using OPC's Pay Client Expenses software before scheduled introduction in 2003-04.
	Improve management of client assets external to the Common Fund.	Created a small Client Assets Management branch to coordinate the recording, valuation and insurance of client assets. All client real estate is now recorded, with appropriate valuation, in OPC's Client Information System software. Increased specialisation within OPC has resulted in a decrease in insurance premiums by 12.5%, turn around for issuing insurance policies reduced to average of five working days from average of four weeks, and payment of premiums finalised two weeks earlier than previously.	<div>Trial, in two NSW locations, a partnership with a real estate franchise designed to provide OPC clients with a cost effective property inspection and repair program.</div> <div>Develop an asset management plan, involving the identification, recording, valuation, insurance, repair and maintenance of client assets for gradual introduction throughout OPC.</div>
	Develop an investment service for clients with privately managed funds.	The Government has enacted legislation to empower OPC to establish an investment service for privately managed funds. OPC cannot market this new service until the Government approves a fee structure. The Independent Pricing and Regulatory Tribunal (IPART) reported to the Premier in May 2003 on a proposed fee structure.	Implement the investment service as soon as IPART's report, due for consideration by Cabinet in July 2003, is approved.

Office of the Public Guardian

Public Guardian: Ken Gabb

The role of the Office of the Public Guardian (OPG) is to:

- make lifestyle decisions on behalf of adults who have a disability, an incapacity or a need for a guardian
- provide information to the community on the role and function of guardians
- provide support and assistance to private guardians
- provide advocacy on behalf of people under guardianship to make improvements in life circumstances when needed.

Business centre	Challenges	Achievements	Future directions
Office of the Public Guardian	Performance productivity.	<div>Provided 2183 guardianship services (target 2180).</div> <div>Responded to 847 matters on the after hours service (target 965).</div> <div>Provided evidence at 1099 Guardianship Tribunal hearings (target 995).</div> <div>Conducted 72 community information sessions about guardianship (target 60).</div>	<div>Have established new targets for 2003-04:</div> <div>2104 guardianship services</div> <div>850 after hours matters</div> <div>1000 Guardianship Tribunal hearings</div> <div>70 community information sessions</div>
	Advocate on behalf of younger people with disabilities who are currently residing in nursing homes.	Made representations in respect of nine young people under guardianship who are in aged care facilities. Made high-level representations to the Department of Ageing, Disability and Home Care about providing support services in nursing homes.	Continue to engage in individual and systemic advocacy.
	Improve family member access to dispute resolution relating to guardianship matters.	Implemented revised procedure for referring matters to the Community Justice Centres for dispute resolution in December 2002 – now part of standard practice.	Provide information to families of a person under guardianship on the availability of dispute resolution.
	Improve services for people with disabilities in contact with the criminal justice system.	Reached an agreement to develop a Memorandum of Understanding with the Department of Corrective Services and Corrective Health to improve joint planning for the release of prisoners under guardianship who have high support needs. Three joint meetings were held to identify key issues.	Complete and implement a Memorandum of Understanding.
	Respond to an increasing guardianship caseload within existing resources.	<div>Implemented a strategy involving requests for early guardianship review hearings to ensure only the clients who need to, remain under guardianship.</div> <div>Completed 50% of the strategy by June 2003. Reduced current client numbers to 1614 by June 2003, compared to an estimated 1770 without the strategy in place. Total number of clients discharged from guardianship is 350 at June 2003, compared to an estimated 240 without the strategy in place.</div>	<div>Continue to implement the strategy for completion in April 2004.</div> <div>Respond to issues identified in the external audits of OPG records management and decision-making and complaint processes.</div>

NSW Registry of Births, Deaths and Marriages

Registrar: Trevor Stacey

The NSW Registry of Births, Deaths and Marriages (Registry) was established in 1856 when the Government took responsibility for recording these events. It now operates as a government trading enterprise.

The role of the Registry is to:

- record all births, deaths, marriages, changes of names, and adoptions in NSW
- provide documentation to individuals to help them establish a range of legal entitlements
- collect statistical information for governments and other organisations
- perform civil marriages and register name changes for people born or resident in NSW.

Business centre	Challenges	Achievements	Future directions
NSW Registry of Births, Deaths and Marriages	Performance against Guarantee of Service (GOS).	Certificate applications against GOS are 100%.	
		Birth registrations have averaged eight days (target 10 days).	
		Death registrations have averaged four days (target five days).	
		Marriage registrations have averaged five to eight days (target 14 days).	
	Convert remaining microfilm records to digital format.	Commenced conversion of post 1952 microfilm records to digital format in June 2003.	Complete conversion of post 1952 microfilm records to digital format by the end of December 2003.
	Equip Newcastle and Wollongong Registry offices to provide birth card service and expand birth card to regional and rural NSW.	Technical difficulties have resulted in a delay in rolling out the birth card to Newcastle and Wollongong. Assigned a project manager to advance the project and come up with a solution to the problem.	Roll out the birth card across the State, particularly to regional and rural NSW.
	Expand online registration services and complete reconciliation of all birth, death and marriage records.	Online registration of deaths now account for approximately 50% of registrations. All funeral directors are to use the online system from January 2004. Commenced online registration of marriages. As at June 2003 BDM registered 963 online users, which is approximately 11% of all registered celebrants. These celebrants, however, account for approximately 22% of all marriages registered. BDM are continuing discussions with the Department of Health to arrange online notification of births from hospitals.	Further expansion of online services, including hospital birth notifications, electronic Medical Certificate of Cause of Death, telephone and internet applications and a registration verification service.
	Expand scope to search the family history index and online certificate ordering service.	The extension of the index years available on the Registry website has been delayed due to discussions nationally to determine a common access policy. This has been driven by the increasing risks associated with identity fraud.	Participate in the Commonwealth proposed Proof Of Identity Framework and associated projects. Complete the roll out of the National Certificate Validation Service and promote its use by a variety of government agencies.
	Implement LifeData II.	The current LifeData II project was suspended because the system could not easily and cost-effectively deliver the requirements identified by the outcomes of the Business Process Review.	Completed the system and specification recommendations and will seek an agreement from all national registries.
			Target compliance reviews and improve management reporting. Develop reciprocal administrative arrangements with Australasian registrars to integrate a range of service delivery initiatives.

Management Services

Director Management Services: Russell Cox. Director Asset Management Services: William Brown
Director Information Technology: Walter Cellich. Director Financial Services: Andrew Kuti

The role of Management Services is to provide specialist services and advice to assist the achievement of departmental goals in the areas of:

- property management and services
- information technology services
- financial management and accounting
- internal audit services
- corporate and administrative services.

Business centre	Challenges	Achievements	Future directions
Asset Management Services	Develop plans for new courthouses in Blacktown, Bankstown, Mount Druitt and extensions at Nowra.	Commenced a \$4 million program of works to upgrade and enhance the Blacktown Courthouse. Prepared preliminary sketches for review and a Development Application was delivered for approval in May 2003.	Planned construction of an additional courtroom and upgrading of the existing court complex for August 2003. Expect completion in April 2005.
		Planning started in September 2002 for a \$16 million replacement four-court facility, including new cells within the Bankstown Courthouse building along with a Community Justice Centre, mediation and related dispute resolution services.	Construction scheduled to start on the new four-court complex for civil and criminal matters in August 2004. Expect completion during 2006.
		Commenced planning to construct a \$9.25 million modern two-court facility with appropriate technology and amenity at Mount Druitt Courthouse, including new cells. After completion, the court will be able to carry out local criminal and civil matters.	Construction is planned for January 2004. Completion is expected in June 2005.
		Planning is underway for a new \$4.8 million Nowra District (criminal) courthouse to be reconstructed on the existing site. The present historic courtroom will be used for Local Court matters.	Nowra site works are planned to start in February 2004 with completion in December 2004.
	Construct a new Children's Court at Parramatta and one at Newcastle on the Worimi Detention site at Broadmeadow.	Finalised a design and submitted a development application to develop a six-court, purpose-built Children's Court complex at Parramatta. A new \$6.5 million Children's Court for the Newcastle region on the closed Worimi Children's Detention site includes a modern facility to handle both care and criminal matters for children in the Hunter region.	Construction of the Parramatta Children's Court is planned to commence in December 2003. Completion is expected in November 2005. Planned demolition of the Worimi site is expected to commence in December 2003. Expect completion mid-2005.
	Undertake major alterations at Woy Woy and Moree Courthouses.	In response to the increasing number of children's matters being brought before courts, the existing court in Woy Woy is being upgraded to a Children's Court. Construction started in January 2003. The existing court and registry service are being maintained during construction. Completion of the Woy Woy centre will further implement the Department's policy of having children's matters dealt with by specialist children's Magistrates. The project will accommodate children's Registrars and additional safety external areas for children. Completed work on the \$2.4 million upgrade to the Moree Courthouse.	Completion of the Woy Woy Courthouse is anticipated in October 2003. Stage 2 alterations and additions to upgrade the Moree Courthouse will start in December 2003 with completion anticipated in June 2004.

Corporate Human Resources

Director: Julie Cook

Business centre	Challenges	Achievements	Future directions
	Develop a shared corporate services model.	Extended the Department's Corporate Services Reform initiatives to include detailed plans to implement a shared corporate services model.	Undertake additional marketing services across all business centres during 2003-04. This system will provide greater transparency across all areas of government procurement.
	Establish an e-tendering site.	Launched e-tendering in November 2002.	Complete roll out of e-tendering to all business centres during 2003-04.
	Develop an intranet site to enhance communication of property related services with all court users.	Enhanced the AMS intranet site during 2002-03 to publish information about the Environmental Unit's functions and activities.	Undertake further website development in 2003-04.
Information Technology Services	Development of CourtLink NSW to support the Supreme, District and Local Courts and the Sheriff's Office.	Signed a contract for the concurrent development of the civil and criminal modules of CourtLink for the Supreme and District Courts. Implemented the CourtLink Adoptions system in the Supreme Court.	Criminal modules of CourtLink NSW to be implemented in the Supreme Court in December 2003 and the District Court in March 2004.
	Collaborate with other justice sector agencies to enable information sharing across the sector.	Supported information sharing and process improvement through the submission of the interagency project Justice Sector Information Sharing (JSIS). Developed and submitted a JSIS business case for funding.	CourtLink NSW will support information exchange and collaboration with other justice sector agencies.
Financial Services	Further reduce manual processing and improve efficiency and productivity in transaction processing.	Developed an electronic link between GLC and SUN financial systems, enabling the electronic transfer of revenue data. The link became operational in October 2002. Extended the electronic link project to include the District Court's Courtnet system.	Review duplicated financial operations in business centres. Aggregate financial activities across the Department. Reduce paper-based processing.
	Implement phase 2 of the intranet-based financial reporting system.	Re-scoped phase 2, given the new management tools available in the marketplace.	Put phase 2 of the intranet-based reporting project on hold pending a review of new internet tools currently available.
	Increase efficiency and productivity through use of e-business technology.	Deployed 105 EFTPOS terminals to Local Courts around the State and eight to the District Court. The expanded deployment of EFTPOS terminals has provided a level of immediate risk mitigation to staff handling large amounts of cash and increased service delivery in-line with the customer services standards supplied by other government departments.	Plan the deployment of additional EFTPOS machines in 2003-04 after an evaluation of the success of the existing sites. Select and implement an electronic gateway platform to facilitate the payment of services via the internet, BPay, and Integrated Voice Recognition (IVR).

The role of Corporate Human Resources (CHR) is to:

- provide professional and specialist services for human resource management, industrial relations, change and performance management, training and development, organisational development, HR policy formulation and its implementation.

Business centre	Challenges	Achievements	Future directions
Corporate Human Resources	Develop and promote a performance and ethical culture.	Developed people management strategy. Increased awareness of the need to prevent bullying and harassment in the workplace by implementing the Right to Dignity at Work strategy. Developed online performance planning and development tool.	Reinforce performance management through the implementation of Performance Planning and Development online and ongoing monitoring of the Right to Dignity at Work strategy. Promote leadership development through the leadership development program and the best practice workshops.
		Improve productivity through developing safe and healthy work environments. Implemented an electronic Occupational Health and Safety (OHS) notification system in October 2002. OHS committees are operational. Submitted quarterly OHS and Workers Compensation reports to business centre managers.	Continue in-house OHS risk management training and OHS consultation. Promote the Well@Work program. Implement the OHS management system based on the Premier's Department audit. Continue to review departmental OHS policies.
	Promote leadership and innovation.	Launched rewards and recognition program. Renewed executive development program.	Expand potential leaders program.
	Implement Corporate Service Reform Agenda.	Installed Employee Self Service module.	Review HR services offered to achieve Corporate Service Reform objectives.
	Develop, implement and promote e-HR.	Developed e-learning strategy. Implemented online induction program. Implemented additional HRIS modules, such as OHS and recruitment management systems.	Prepare tender brief and specifications for the e-learning strategy.

CHR increased awareness of the need to prevent bullying and harassment in the workplace by implementing the Right to Dignity at Work strategy.

Executive & Strategic Services

Director: Greg Curry

The role of Executive & Strategic Services (ESS) is to:

- provide a range of strategic and specialist services that promote organisational excellence and enhance the Department's capacity to achieve its goals. These include:
 - › corporate communications and public education
 - › corporate strategic planning and performance measurement
 - › disability strategy coordination
 - › electronic services.

Business centre	Challenges	Achievements	Future directions
Executive & Strategic Services	Performance standards.	Progressively overcame delays in preparing key performance reports during the year. Improved quarterly reporting for the Service Resource Allocation Agreement from 82 days late to on-time by May 2003.	Work with the Productivity Commission and other Australian jurisdictions to implement national court Key Performance Indicators. In conjunction with NSW Treasury, re-develop the Department's Service Resource Allocation Agreement. Maintain and improve on-time reporting for key reports.
	Develop a departmental Public Information strategy.	Developed and implemented a new corporate identity, publications policy and media strategy.	Continue to enhance the level and availability of public information about the operations of the Department.
	Organise Law Week 2003.	Organised and held Law Week 2003 with the theme 'Opening the door to the Law'. This year's law week offered the biggest and most successful program of events yet seen, with more than 100 events organised.	Develop and organise Law Week 2004.
	Implement an integrated business planning and performance reporting system to support the Department's Commitment to the Community.	Revamped the Department's Corporate and Business Planning Cycle and established a range of intranet-based resources. Held three high-level planning workshops, together with seven follow-up workshops for individual business centres.	Develop cost benefit analysis and business case for online business reporting utilising the Department's intranet site.
	Enhance organisational performance through innovation strategies.	Established the Business Innovation Council to foster a culture of innovation and creativity throughout the Department as a means of improving client service and job satisfaction. Held the Department's first Innovation Forum in February 2003 and the first in a program of Regional Innovation Forums in June 2003. Established a range of intranet-based resources to support innovation in May 2003.	Enhance the online innovation resource site. Conduct a further series of Regional Innovation Forums. Conduct workshops to discuss business innovation and its benefits.
	Develop a third Disability Strategic plan.	Developed the Department's third Disability Strategic Plan, covering the period 2003-05, in consultation with the Disability Advisory Council. The plan was endorsed in May 2003. Rolled out Flexible Service Delivery to 18 additional sites during 2002-03, bringing the total number of sites to 40.	Obtain endorsement for a Justice Portfolio Disability Action Plan. Complete the three-year Flexible Service Delivery program with roll out to a further eight sites. Develop a procedure for flagging court files to enable reasonable adjustments for people with disabilities.

Business centre	Challenges	Achievements	Future directions
	Maintain Lawlink's management and coordination of site content.	Lawlink NSW experienced significant growth with some areas of the site doubling the number of hits received per month. Caselaw now regularly receives in excess of 900,000 hits per month – an increase of 100% in 12 months. These results maintained Lawlink's market ranking of second (with a market share of 14%) in legal websites and second (with a market share of 8%) in government websites. Technical problems delayed the implementation of a new Lawlink design.	Complete user testing for a new Lawlink design, with implementation targeted for September 2003. Complete a review of the Caselaw facility in November 2003. Develop and implement a new design for the Department's intranet site.
	Implement the recommendations of the review of Lawlink NSW and Infolink.	Handed over a proposal to consider the outsourcing of web hosting to Information Technology Services for consideration as part of the Department's broader IT strategy.	

Lawlink NSW experienced significant growth with some areas of the site doubling the number of hits received per month. Caselaw now regularly receives in excess of 900,000 hits per month – an increase of 100% in 12 months.

Employee profile	2002-03	2001-02	2000-01	1999-00
Total staff	4034	3647	3475	3399
Women	2596	2315	2222	2138
Aboriginal and/or Torres Strait Islander	93	91	66	55
Racial, ethnic or ethno-religious minority groups	798	741	720	706
Non-English-speaking backgrounds	645	604	582	559
Disability	279	270	250	261
Disability requiring work adjustments	102	98	87	94

Refer to Appendix 11 – Equal Employment Opportunity, page 152. Excludes statutory appointees, casual & ministerial staff.

Code of Conduct and Ethics

The Code of Conduct and Ethics (refer Appendix 2, page 141) reflects community and departmental expectations of ethical conduct and behaviour on behalf of the Department's employees and service providers. Distributed to all staff upon commencement, the Code forms the basis of a two-day ethics training module regularly delivered by Corporate Development & Training. Copies are available via the Department's website www.lawlink.nsw.gov.au

Employee Assistance Program

The Department offers employees and their families the Employee Assistance program, a confidential counselling service to assist them in resolving problems in a comfortable, neutral and confidential manner. The program also includes a 'managerAssist' service that assists managers in dealing with workplace issues.

Improving the work environment

The Right to Dignity at Work strategy is an initiative that aims to raise awareness about harassment, discrimination, violence and bullying in the workplace, the focus of which is to eliminate behaviour that intimidates, offends, degrades, insults or humiliates a worker, possibly in front of co-workers, clients or customers. Another initiative, the Well@Work program, aims to raise awareness about health and safety issues in the workplace.

Other programs include harassment prevention policy and training programs, workplace relationship guidelines, Code of Conduct and Ethics, email and internet usage policy, and corruption prevention (refer Appendices 2 page 141, 9 page 150, 10 page 151, 11 page 152).

The Department's induction program includes extensive training and briefings in workplace ethics and ethical behaviour. Targeted at new employees, the workplace ethics and behaviour component is extended to all departmental staff. Over the past year the Department has continued to review and refine our induction program. An online version is now available on our intranet site.

Vacation care

The Vacation Care Subsidy program is an initiative to assist staff with their childcare responsibilities during school holidays and support them in meeting their carer responsibilities. Staff with school age children, between the ages of 5 and 16, can seek reimbursement of a proportion of the cost of fees for attending approved vacation care.

Equity in employment

Part of the Department's commitment to achieving excellence in Equal Employment Opportunity (EEO) program planning, is the operation of a number of equity networks (refer Appendix 11, page 152). Established networks include the Aboriginal Staff Reference Group, the Disability Network and the Multicultural Network. Meetings are well attended and often feature guest speakers who participate in discussions on strategies to enhance career development opportunities for staff from these target groups.

The Norimbah Unit continues to actively support the Aboriginal and Torres Strait Islander Employment strategy. Initiatives and projects include supporting Aboriginal youth employment through school-based traineeships and also a cadetship program for university students.

The Department has a number of initiatives planned for the coming year designed to increase EEO target group representation at all levels. These include:

- Establishment of an Equity and Diversity Alliance – a strategic group with the objective of furthering equity and diversity measures throughout the Department.
- Implementing a mentoring program for members of the two staff equity networks.
- Launching the 'Supporting Attendance at Work' policy and trialling an accompanying 'Positive Attendance' training program.
- Increasing recruitment and retention of Aboriginal and Torres Strait Islander Sheriff's Officers as well as female Sheriff's Officers.

Occupational Health and Safety

The Department's Occupational Health and Safety (OHS) system framework (refer Appendix 20, page 167) is aligned with current management structures and complies with the Occupational Health and Safety Act 2000 (NSW). We will continue with its development by implementing consultation risk-management and planning programs, which have resulted in the Department's continuous progress in the overall reduction of workers compensation claims frequency and severity.

Launched in January 2003, the Well@Work program has received positive feedback by management and staff. The Department's approach to OHS is reflected in the Well@Work program by encouraging employees to take an active interest in their health, safety and well being.

In February 2003 the Department commenced WorkCover accredited training of staff in risk management for managers and supervisors and OHS consultation training. Over 80 staff have been trained.

Training and development

This year 1716 staff attended a range of formal training programs, including client service, communication, induction and leading and developing people. Many staff also participated in on-the-job and operational training. There was a strong focus on leadership development with a number of best practice workshops and leadership conferences held. Formal training amounted to 4395 training days.

Corporate governance

The Director General, reporting to the Attorney General, coordinates the policy management, performance and strategies of the Department.

The Department is structured into a number of business centres that reflect the core responsibilities of the Department's service provision. These centres are grouped into programs that focus on operations and planning.

Executive teams meet on a regular basis to plan and monitor the Department's performance.

Commitment to best practice

The Department has a commitment to achieve best practice in corporate governance and, in particular, the establishment and communication of corporate strategies, to ensure that our actions conform to legal and other requirements, and that finances and other resources are well controlled. As part of the best practice approach, we conduct regular senior management meetings to provide updates on operational and management issues, including audit matters and comments on financial reports, to which our internal auditors are periodically invited.

Financial performance

The Department continues to maintain a strong control environment over our financial performance to ensure we meet our objectives.

We again signed a Service and Resource Allocation Agreement (SRAA) with Treasury outlining the Department's financial and operational performance expectations. This agreement included some updated performance indicators and improved reporting processes from the previous year's agreement.

During 2003-04 we will undertake a further review of key performance indicators and update the SRAA to ensure that it maintains its relevance as a useful management tool.

All business centre managers are now required to include a specific reference to budget management in their business plans. In addition to normal monthly financial reporting, they must provide quarterly reports on progress against their business plans.

Risk management and internal controls

The Department completed a substantial risk-management review of our operations during 2000-01, forming the basis of a three-year internal audit plan, which we review and update each year. [Refer to Appendix 25 – Risk Management, page 171.]

With an emphasis on finance and operations, the Department's internal auditors prepare and monitor the plan. Key areas of activity covered include information technology systems, contract management and tendering, court administration, corporate and business planning and performance-management systems.

The Department has an audit committee comprising the Director General, three senior officers within the Department and one independent member. The committee is responsible for ensuring the integrity of the audit function, overseeing the progress and implementation of audit recommendations and considering any matters raised by the auditors relating to financial reporting practices, business ethics and management and internal controls.

As part of the internal audit plan, we conduct regular reviews to ensure that we respond to recommendations in an appropriate manner. We have implemented a system to follow up audit recommendations. Management has been or is implementing all major recommendations.

At the end of the financial year, we issue a questionnaire to all business centre managers, seeking their assurances on a range of issues associated with the preparation of the Department's financial statements and control environment.

We continue to implement control self-assessment to enable improved management of risks within the Department and increased staff awareness.

Standards of behaviour

The Department ensures that staff adhere to its Code of Conduct and Ethics. Distributed to all staff, the Code reflects the community and departmental expectations of ethical conduct and behaviour of employees and service providers. [Refer to Appendix 2 – Code of Conduct and Ethics, page 141.]

In addition, the Department has a fraud and corruption prevention strategy. This strategy covers matters such as relations with the public, government and fellow staff, public comment, fairness and equity, the use of confidential information, the disclosure of financial and other private interests, and relations with the Ombudsman and the Independent Commission Against Corruption.

Statement of responsibility

The Director General, senior management and other employees have put in place an internal control environment designed to provide reasonable assurance that we will achieve the Department's objectives. The internal audit function conducts a program of review to assess these controls.

To the best of my knowledge, this system of internal control has continued to operate satisfactorily during the financial year ended 30 June 2003.



Laurie Glanfield
Director General

The year ahead

The year ahead offers the NSW community a host of improved services and electronic facilities to ensure the Department continues to provide a just and easily accessible legal system.

Our key priority areas for 2003-04 include improving court security; continuing to upgrade NSW court facilities; reducing Aboriginal peoples' contact with the justice system and enhancing crime prevention responses; preventing violence against women and improving access to the justice system.

Other priorities include enhancing our business processes by using state-of-the-art technology and continuing to develop electronic business and service delivery.

Continued enhancement of court security

Over the next four years, the Department will improve court security by training and deploying more Sheriff's Officers in key locations throughout NSW. At the conclusion of the four-year upgrade program, significant progress will have been made towards provision of a Sheriff's Officer presence for every sitting Local Court in NSW. Other improvements include further upgrading to court security in the State's courts, including the Supreme Court and the recruitment of 41 new Sheriff's Officers who, for the first time, will be equipped with capsicum spray.

The pilot child sexual assault jurisdiction will continue in 2003-04 with the allocation of \$390,000 to extend the pilot to a further two sites, one of which will be in a rural location. The pilot features a dedicated child-friendly remote witness facility to protect children involved as complainants in criminal proceedings from further trauma and victimisation, early identification and case management of child sexual assault matters and specialist training resources for judicial officers in child sexual assault issues. A formal evaluation of the pilot over a two-year period will inform a more comprehensive state-wide roll out of the specialist jurisdiction.

Over the next four years, we will provide funding of \$7.1 million to enhance existing capabilities to prevent and respond to identified crime and violence risks in the State's court system. We see this as a considered and balanced response to the changed global and domestic risk environment for this core government function.

Improving services in NSW courts

Planning for a \$58 million project to construct a new Sydney West trial court facility at Parramatta will begin in 2003-04. The new complex will feature nine trial courts, a court registry, jury assembly rooms, conference and interview rooms and accommodation for support services. The courtroom will be designed to allow sittings of the Supreme, District and Local Courts for serious criminal matters as well as the NSW Parole Board.

The construction of six new children's courts at Parramatta and a new children's court in the Hunter District at Broadmeadow will commence this year. Both projects will be completed in 2005.

The construction of new courthouses at Bankstown (rebuilding existing three courts), Mount Druitt (two-court complex), upgrading and extending existing courts at Blacktown (one new courtroom) and Nowra (one new court) will provide modernised support facilities to service the community needs with enhanced security and access.

Reducing Aboriginal peoples' contact with the justice system

With funding of \$2.1 million, the Department will establish regionally-based community residential centres for Aboriginal young people at risk of contact with the criminal justice system. These facilities will provide drug and alcohol rehabilitation, life skills and cultural education for young people. Aimed at reducing rates of offending and recidivism, it will address concerns in many regional towns about the level of juvenile offending.

In recognition of the special needs of Aboriginal and Torres Strait Islander communities in NSW, Community Justice Centres recruited and trained 15 Aboriginal and Torres Strait Islander mediators in 2002-03. These mediators will provide a mediation service specific to the needs of Aboriginal and Torres Strait Islander communities in northern NSW. We will expand the recruitment of Aboriginal and Torres Strait Islander mediators in 2003-04 to provide the same service in the Sydney region and in southern and western NSW.

New facilities providing drug and alcohol rehabilitation, life skills and cultural education aim to reduce the number of Aboriginal people in the criminal justice system.

Finance

Continued enhancement of crime prevention responses

The Safer Communities Development Fund will provide over \$1.5 million to support locally-based and developed initiatives to address the causes of crime. The fund supports a diverse range of prevention and intervention programs.

We have provided funding of \$365,000 in 2003-04 to increase graffiti prevention activities, and we will fund up to 50 additional projects in high priority areas across NSW. In addition, we will provide vocational skills development and training opportunities to young people through councils and community organisations to address local crime and community safety concerns associated with graffiti.

The Department has obtained funding of \$593,000 over two years from the Commonwealth National Crime Prevention program, 'Towards a Safer Australia' in Redfern and Waterloo. This school-based initiative for the students and families of Alexandra Park Community School and Darlington Public School will address the transition to school issues and provide supportive environments for children at risk of developing learning and behavioural difficulties that may lead to school failure and involvement in crime.

Over the next three years, the NSW strategy to Reduce Violence Against Women will focus on the prevention of sexual assault, working with Aboriginal communities and young people and criminal justice responses. We have allocated the Violence Breeds Violence project \$97,000 to conduct research on the extent of domestic violence in newly arrived refugee communities settling within the Greater Western Sydney area. It will devise training resources and develop innovative models of service delivery to better address the needs of refugee women and children who are experiencing domestic violence.

Ensuring access to the justice system

LawAccess NSW is designed to deliver whole-of-government legal information, assistance and referral services to the people of NSW. In 2003-04, we will provide a total of \$600,000 funding to enable the Department to continue this service. LawAccess is also working on ways to target Koori communities and how to implement a multi-lingual telephone service at a statewide level.

Delivering our services through state-of-the-art technology

During 2003-04, the Department will implement CourtLink NSW in the Supreme and District Courts. CourtLink NSW is the new multi-jurisdictional case management system, being developed to merge numerous manual processes and computer databases of the Supreme, District and Local Courts and the Sheriff's Office, into one electronic system. It will allow up-to-the-minute information to be accessible via the internet to authorised users. The estimated total cost of the project is \$15.7 million.

The Department has provided funding of \$4.25 million for videoconferencing. This will allow the continued progression of the current uses, such as managing child sexual assault cases, and the introduction of initiatives to further utilise this technology to improve operational efficiency and service across the justice sector. Videoconferencing has quickly gained acceptance as a key element in the service delivery strategies of participating agencies.

The Department will establish a new centralised information technology network infrastructure model, called Connected~AGD, which will improve network capacity, support portals to provide client access to information and services and allow staff to access information when away from their desks. It will also improve response times and the standard of service to regional centres. We have allocated funding of \$3.059 million in 2003-04.

The Safer Communities Development Fund will provide over \$1.5 million to support locally-based and developed initiatives to address the causes of crime.

ATTORNEY GENERAL'S DEPARTMENT

Consolidated Financial Statements for the Year Ended 30 June 2003

STATEMENT BY DIRECTOR GENERAL

In accordance with section 45F of the Public Finance and Audit Act, 1983, I state that:

- (a) The accompanying consolidated financial statements have been prepared in accordance with the provisions of the Public Finance and Audit Act, 1983, the Financial Reporting Code for Budget Dependent General Government Sector Agencies, the Public Finance and Audit Regulation, 2000 and the Treasurer's Directions.
- (b) The consolidated financial statements exhibit a true and fair view of the financial position and transactions of the Department and its controlled entities for the year ended 30 June 2003.
- (c) At the date of this statement there are no circumstances which would render any particulars included in the consolidated financial statements to be misleading or inaccurate.



Laurie Glanfield
Director General
17 October 2003



GPO BOX 12
SYDNEY NSW 2001

INDEPENDENT AUDIT REPORT

ATTORNEY GENERAL’S DEPARTMENT

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Attorney General’s Department:

- (a) presents fairly the Department’s and the consolidated entity’s financial position as at 30 June 2003 and their financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with section 45E and of the *Public Finance and Audit Act 1983* (the Act).

My opinion should be read in conjunction with the rest of this report.

The Director General’s Role

The financial report is the responsibility of the Director-General, Attorney General’s Department. It consists of the statements of financial position, the statements of the financial performance, the statements of the cash flows, the program statements - expenses and revenues, the summaries of compliance with financial directives and the accompanying notes for the Department and the consolidated entry. The consolidated entry comprises the Attorney General’s Department and the entities controlled at last year’s end or enduring financial year.

The Auditor’s Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to Members of the New South Wales Parliament that the financial report is free of *material* misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Director-General in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does *not* guarantee that every amount and disclosure in the financial report is error free. The terms ‘reasonable assurance’ and ‘material’ recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Director General had failed in his reporting obligations.

My opinion does *not* provide assurance:

- about the future viability of the Attorney General’s Department or its controlled entities,
- that they have carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of the public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

A Oyetunji CPA
Assistant Director of Audit

SYDNEY
17 October 2003

CONSOLIDATED STATEMENTS OF FINANCIAL PERFORMANCE
for the Year Ended 30 June 2003

Actual	Parent				Consolidated	
2003	Budget	Actual		Notes	Actual	Budget
\$000	2003	2002			2003	2003
	\$000	\$000			\$000	\$000
			Expenses			
			Operating expenses			
308,359	273,572	269,470	Employee related	2(a)	357,236	319,510
86,531	80,692	98,692	Other operating expenses	2(b)	102,732	94,063
12,771	10,418	16,543	Maintenance		14,501	12,401
29,218	28,688	21,597	Depreciation and amortisation	2(c)	34,590	34,002
2,486	2,664	729	Grants and subsidies	2(d)	2,486	2,664
3,711	3,429	3,626	Borrowing costs	2(e)	3,962	3,681
97,100	102,954	130,812	Other expenses	2(f)	96,995	101,153
540,176	502,417	541,469	Total Expenses		612,502	567,474
			Less:			
			Retained Revenue			
84,320	77,698	92,827	Sale of goods and services	3(a)	132,818	125,004
239	287	662	Investment income	3(b)	1,095	839
7,939	3,400	16,830	Retained fees	3(c)	7,939	3,400
37,047	31,970	29,953	Grants and contributions	3(d)	37,047	31,970
12,665	11,339	11,746	Other revenue	3(e)	23,559	22,005
142,210	124,694	152,018	Total Retained Revenue		202,458	183,218
33	3	(25)	Loss on disposal of non-current assets	4	(163)	3
397,933	377,720	389,476	Net Cost of Services		410,207	384,253
			Government Contributions			
315,290	306,715	329,107	Recurrent appropriation (net of transfer payments)	5	325,796	312,411
28,734	36,260	28,218	Capital appropriation (net of transfer payments)	5	28,734	36,260
53,806	43,042	39,155	Acceptance by the Crown Entity of employee entitlements and other liabilities	7	53,806	43,042
397,830	386,017	396,480	Total Government Contributions		408,336	391,713
(103)	8,297	7,004	SURPLUS/(DEFICIT) FOR THE YEAR		(1,871)	7,460
			NON-OWNER TRANSACTION CHANGES IN EQUITY			
0	0	128,940	Net increase/(decrease) in asset revaluation reserve	17	0	0
0	0	128,940	TOTAL REVENUES, EXPENSES AND VALUATION ADJUSTMENTS RECOGNISED DIRECTLY IN EQUITY		0	0
(103)	8,297	135,944	TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH OWNERS AS OWNERS	17	(1,871)	7,460

The accompanying notes form part of these statements.

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

for the Year Ended 30 June 2003

Actual 2003 \$000	Parent Budget 2003 \$000	Actual 2002 \$000	Notes	Actual 2003 \$000	Consolidated Budget 2003 \$000	Actual 2002 \$000
ASSETS						
Current Assets						
4,224	628	663	10	20,657	13,716	16,243
27,696	23,013	23,005	11	39,032	31,788	32,729
31,920	23,641	23,668		59,689	45,504	48,972
Non-Current Assets						
33,410	31,670	31,585	11	41,813	42,415	43,289
Property, plant and equipment						
547,862	557,997	551,143	12	553,999	563,823	557,382
49,793	47,139	46,421	12	65,293	64,823	63,020
597,655	605,136	597,564		619,292	628,646	620,402
631,065	636,806	629,149		661,105	671,061	663,691
662,985	660,447	652,817		720,794	716,565	712,663
LIABILITIES						
Current Liabilities						
31,306	29,833	35,220	13	32,620	31,042	36,742
1,313	2,409	2,946	14 & 19 (d)	1,764	2,859	3,397
22,065	21,630	15,068	15	28,001	29,850	22,103
3,056	1,231	1,231	16	3,056	1,231	1,231
57,740	55,103	54,465		65,441	64,982	63,473
Non-Current Liabilities						
40,042	39,965	41,355	14 & 19 (d)	43,642	43,565	45,405
12,180	3,900	3,815	15	19,621	9,907	9,326
52,222	43,865	45,170		63,263	53,472	54,731
109,962	98,968	99,635		128,704	118,454	118,204
553,023	561,479	553,182		592,090	598,111	594,459
EQUITY						
360,061	368,461	360,164	17	399,128	405,093	401,295
192,962	193,018	193,018		192,962	193,018	193,164
553,023	561,479	553,182		592,090	598,111	594,459

The accompanying notes form part of these statements.

CONSOLIDATED STATEMENTS OF CASH FLOWS

for the Year Ended 30 June 2003

Actual 2003 \$000	Parent Budget 2003 \$000	Actual 2002 \$000	Notes	Actual 2003 \$000	Consolidated Budget 2003 \$000	Actual 2002 \$000
CASH FLOWS FROM OPERATING ACTIVITIES						
Payments						
(245,280)	(237,779)	(236,414)		(287,083)	(282,634)	(273,903)
(2,915)	(2,664)	(3,246)		(2,915)	(2,664)	(3,246)
(3,724)	(2,796)	(3,633)		(3,975)	(3,048)	(3,899)
(213,865)	(193,809)	(235,972)		(234,028)	(208,373)	(255,547)
(465,784)	(437,048)	(479,265)		(528,001)	(496,719)	(536,595)
Receipts						
76,818	77,698	85,473		126,972	126,890	134,714
6,364	3,400	6,511		6,364	3,400	6,511
449	287	660		1,406	838	1,489
64,278	43,309	51,662		74,148	54,362	64,409
147,909	124,694	144,306		208,890	185,490	207,123
Cash Flows from Government						
317,115	306,715	327,507		327,622	312,411	332,614
28,733	36,260	28,159		28,733	36,260	28,277
7,517	7,528	6,677		7,517	7,528	6,677
353,365	350,503	362,343		363,872	356,199	367,568
35,490	38,149	27,384	22	44,761	44,970	38,096
CASH FLOWS FROM INVESTING ACTIVITIES						
195	3	48		200	27	68
(29,178)	(36,260)	(29,871)		(33,702)	(42,737)	(37,158)
(28,983)	(36,257)	(29,823)		(33,502)	(42,710)	(37,090)
CASH FLOWS FROM FINANCING ACTIVITIES						
(1,300)	(1,300)	(1,215)		(1,749)	(1,750)	(1,215)
0	0	0		(3,450)	(2,410)	(2,716)
(1,300)	(1,300)	(1,215)		(5,199)	(4,160)	(3,931)
5,207	592	(3,654)		6,060	(1,900)	(2,925)
(983)	(983)	2,671		14,597	14,597	17,522
4,224	(391)	(983)	10	20,657	12,697	14,597

The accompanying notes form part of these statements.

CONSOLIDATED PROGRAM STATEMENT – EXPENSES AND REVENUE
for the Year Ended 30 June 2003

Supplementary Financial Statements

	Program 1*		Program 2*		Program 3*		Program 4*		Program 5*	
	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Expenses										
Operating Expenses										
Employee related	10,844	8,462	2,274	1,534	13,210	13,712	49,830	45,041	11,988	10,695
Other operating expenses	3,870	4,304	876	739	6,425	12,184	14,426	14,107	6,819	6,591
Maintenance	243	197	62	31	300	285	1,455	1,710	325	380
Depreciation and amortisation	410	340	28	48	559	1,059	3,629	3,026	509	506
Grants & subsidies	2,105	301	28	0	17	17	50	49	148	164
Borrowing costs	2	1	0	0	2	1	11	7	2	1
Other expenses	0	0	0	0	6,774	3,540	6,955	6,834	56,472	100,403
TOTAL EXPENSES	17,474	13,605	3,268	2,352	27,287	30,798	76,356	70,774	76,263	118,740
Retained Revenue										
Sale of goods and services	24	27	0	0	77	181	4,937	5,060	681	768
Investment income	11	27	0	0	9	25	60	167	12	35
Retained taxes, fees and fines	0	0	0	0	0	0	0	0	7,939	16,830
Grants and contributions	3,139	2,792	0	0	2,112	1,460	383	299	17	12
Other revenue	67	54	3,107	2,715	915	1,153	756	798	1,149	935
TOTAL RETAINED REVENUE	3,241	2,900	3,107	2,715	3,113	2,819	6,136	6,324	9,798	18,580
Gain/(Loss) on sale of non-current assets	2	0	0	0	(22)	(2)	18	(7)	4	(3)
NET COST OF SERVICES	14,231	10,705	161	(363)	24,196	27,981	70,202	64,457	66,461	100,163
Government Contributions **	0	0	0	0	0	0	0	0	0	0
NET REVENUE/(EXPENDITURE)	(14,231)	(10,705)	(161)	363	(24,196)	(27,981)	(70,202)	(64,457)	(66,461)	(100,163)
Extraordinary items	0	0	0	0	0	0	0	0	0	0
NET REVENUE/(EXPENDITURE) FOR THE YEAR	(14,231)	(10,705)	(161)	363	(24,196)	(27,981)	(70,202)	(64,457)	(66,461)	(100,163)
ADMINISTERED EXPENSES & REVENUES										
Administered Expenses										
Transfer payments	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Total Administered Expenses	0	0	0	0	0	0	0	0	0	0
Administered Revenues										
Transfer receipts	0	0	0	0	0	0	0	0	0	0
Consolidated Fund – taxes, fees & fines	0	0	0	0	0	14,629	129	519	0	0
Consolidated Fund – Other	0	0	0	0	0	0	0	0	0	0
Total Administered Revenues	0	0	0	0	0	14,629	129	519	0	0
Administered Revenues less Expenses	0	0	0	0	0	14,629	129	519	0	0

* The name and purpose of each program are summarised in Note 9.

** Appropriations are made on an agency basis and not to individual programs. Consequently, government contributions must be included in the “Non Attributable” column.

CONSOLIDATED PROGRAM STATEMENT – EXPENSES AND REVENUE
for the Year Ended 30 June 2003

Supplementary Financial Statements

	Program 6*		Program 7*		Program 8*		Program 9*		Program 10*	
	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Expenses										
Operating Expenses										
Employee related	39,040	34,581	39,033	33,668	103,212	87,233	7,140	5,800	14,019	12,140
Other operating expenses	8,414	7,143	5,889	5,947	25,557	33,820	1,428	1,112	5,093	4,931
Maintenance	1,299	2,003	1,149	1,436	6,924	9,598	104	100	401	522
Depreciation and amortisation	2,433	1,837	3,502	3,087	15,303	10,019	1,069	746	1,554	669
Grants & subsidies	21	20	17	16	90	151	3	3	7	8
Borrowing costs	5	3	1,107	1,085	19	13	1	1	2	1
Other expenses	3,684	2,356	2,084	1,614	2,867	2,331	0	0	0	0
TOTAL EXPENSES	54,896	47,943	52,781	46,853	153,972	143,165	9,745	7,762	21,076	18,271
Retained Revenue										
Sale of goods and services	31,304	33,119	14,389	20,775	27,085	26,959	2,016	1,848	1,187	1,561
Investment income	25	69	20	54	88	247	4	11	9	27
Retained taxes, fees and fines	0	0	0	0	0	0	0	0	0	0
Grants and contributions	96	23	29	18	129	86	26	4	33	9
Other revenue	1,317	1,506	1,000	977	2,528	2,235	266	127	296	286
TOTAL RETAINED REVENUE	32,742	34,717	15,438	21,824	29,830	29,527	2,312	1,990	1,525	1,883
Gain/(Loss) on sale of non-current assets	6	0	1	0	20	1	1	0	3	(1)
NET COST OF SERVICES	22,148	13,226	37,342	25,029	124,122	113,637	7,432	5,772	19,548	16,389
Government Contributions **	0	0	0	0	0	0	0	0	0	0
NET REVENUE/(EXPENDITURE)	(22,148)	(13,226)	(37,342)	(25,029)	(124,122)	(113,637)	(7,432)	(5,772)	(19,548)	(16,389)
Extraordinary items	0	0	0	0	0	0	0	0	0	0
NET REVENUE/(EXPENDITURE) FOR THE YEAR	(22,148)	(13,226)	(37,342)	(25,029)	(124,122)	(113,637)	(7,432)	(5,772)	(19,548)	(16,389)
ADMINISTERED EXPENSES & REVENUES										
Administered Expenses										
Transfer payments	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Total Administered Expenses	0	0	0	0	0	0	0	0	0	0
Administered Revenues										
Transfer receipts	0	0	0	0	0	0	0	0	0	0
Consolidated Fund – taxes, fees & fines	4	30	2	212	15,655	56,202	559	741	2,882	2,188
Consolidated Fund – Other	0	0	0	0	0	0	0	0	0	0
Total Administered Revenues	4	30	2	212	15,655	56,202	559	741	2,882	2,188
Administered Revenues less Expenses	4	30	2	212	15,655	56,202	559	741	2,882	2,188

* The name and purpose of each program are summarised in Note 9.

** Appropriations are made on an agency basis and not to individual programs. Consequently, government contributions must be included in the “Non Attributable” column.

CONSOLIDATED PROGRAM STATEMENT – EXPENSES AND REVENUE
for the Year Ended 30 June 2003

Supplementary Financial Statements

	Program 11*		Program 12*		Program 13*		Not Attributable		Total	
	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02	30/6/03	30/6/02
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Expenses										
Operating Expenses										
Employee related	17,768	16,604	25,057	21,120	23,821	21,972	0	0	357,236	312,562
Other operating expenses	7,687	7,692	10,595	9,543	5,653	5,551	0	0	102,732	113,664
Maintenance	509	281	628	583	1,101	954	0	0	14,501	18,080
Depreciation and amortisation	222	260	3,547	2,150	1,826	1,405	0	0	34,590	25,152
Grants & subsidies	0	0	0	0	0	0	0	0	2,486	729
Borrowing costs	2,561	2,514	250	265	0	0	0	0	3,962	3,892
Other expenses	0	0	18,159	14,600	0	7	0	0	96,995	131,685
TOTAL EXPENSES	28,747	27,351	58,236	48,261	32,401	29,889	0	0	612,502	605,764
Retained Revenue										
Sale of goods and services	1,391	1,310	40,420	36,592	9,307	10,547	0	0	132,818	138,747
Investment income	0	0	340	386	517	348	0	0	1,095	1,396
Retained taxes, fees and fines	0	0	0	0	0	0	0	0	7,939	16,830
Grants and contributions	31,083	25,250	0	0	0	0	0	0	37,047	29,953
Other revenue	1,263	952	312	110	10,583	12,821	0	0	23,559	24,669
TOTAL RETAINED REVENUE	33,737	27,512	41,072	37,088	20,407	23,716	0	0	202,458	211,595
Gain/(Loss) on sale of non-current assets	0	(13)	(195)	5	(1)	15	0	0	(163)	(5)
NET COST OF SERVICES	(4,990)	(148)	17,359	11,168	11,995	6,158	0	0	410,207	394,174
Government Contributions **	0	0	0	0	10,506	5,225	397,830	396,480	408,336	401,705
NET REVENUE/(EXPENDITURE)	4,990	148	(17,359)	(11,168)	(1,489)	(933)	397,830	396,480	(1,871)	7,531
Extraordinary items	0	0	0	0	0	0	0	0	0	0
NET REVENUE/(EXPENDITURE) FOR THE YEAR	4,990	148	(17,359)	(11,168)	(1,489)	(933)	397,830	396,480	(1,871)	7,531
ADMINISTERED EXPENSES & REVENUES										
Administered Expenses										
Transfer payments	0	0	0	0	10,506	0	0	0	10,506	0
Other	0	0	0	0	0	0	0	0	0	0
Total Administered Expenses	0	0	0	0	10,506	0	0	0	10,506	-
Administered Revenues										
Transfer receipts	0	0	0	0	0	0	0	0	0	0
Consolidated Fund – taxes, fees & fines	0	0	0	0	0	0	0	0	19,231	74,521
Consolidated Fund – Other	0	0	0	0	0	0	0	0	0	0
Total Administered Revenues	0	0	0	0	0	0	0	0	19,231	74,521
Administered Revenues less Expenses	0	0	0	0	(10,506)	0	0	0	8,725	74,521

* The name and purpose of each program are summarised in Note 9.

** Appropriations are made on an agency basis and not to individual programs. Consequently, government contributions must be included in the “Non Attributable” column.

CONSOLIDATED SUMMARY OF COMPLIANCE WITH FINANCIAL DIRECTIVES
for the Year Ended 30 June 2003

Supplementary Financial Statements

	2003 Recurrent Appropriation	2003 Expenditure/ Net Claim on Consol. Fund	2003 Capital Appropriation	2003 Expenditure/ Net Claim on Consol. Fund	2002 Recurrent Appropriation	2002 Expenditure/ Net Claim on Consol. Fund	2002 Capital Appropriation	2002 Expenditure/ Net Claim on Consol. Fund
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
ORIGINAL BUDGET APPROPRIATION/ EXPENDITURE								
* Appropriation Act	312,411	310,180	36,260	28,234	340,087	334,402	24,376	24,376
* Additional Appropriations	0	0	0	0	0	0	0	0
* S21A PF & AA – special appropriation	0	0	0	0	0	0	0	0
* S24 PF & AA – transfers of functions between departments	0	0	0	0	(4,500)	0	0	0
* S26 PF & AA Commonwealth Specific Purpose Payments	0	0	0	0	0	0	0	0
Total	312,411	310,180	36,260	28,234	335,587	334,402	24,376	24,376
OTHER APPROPRIATIONS/ EXPENDITURE								
* Treasurer's Advance	11,443	9,969	0	0	1,325	848	4,272	4,272
* Section 22 – expenditure for certain works and services	7,870	7,329	500	500	0	0	0	0
* Transfers from another Agency (section 26 of the Appropriation Act)	0	0	(1,200)	0	100	2	0	0
* Transfers to another Agency (section 26 of the Appropriation Act)	0	0	0	0	0	0	0	0
Total	19,313	17,298	(700)	500	1,425	850	4,272	4,272
Total Appropriation/ Expenditure/Net Claim on Consolidated Fund (incl. transfer payments).	331,724	327,478	35,560	28,734	337,012	335,252	28,648	28,648
Amount drawn down against Appropriation		329,715		29,553		336,483		28,648
Liability to Consolidated Fund		2,237		819		1,231		0

The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).

The Liability to Consolidated Fund represents the difference between the “Amount drawn down against Appropriation” and the “Total Expenditure/Net Claim on Consolidated Fund”.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

NOTES SUMMARY

Note	Description
1	Summary of Significant Accounting Policies
2	Expenses
3	Revenues
4	Gain (Loss) on Disposal of Non-Current Assets
5	Appropriations
6	Individually Significant Items
7	Acceptance by the Crown Entity of Employee Entitlements and Other Liabilities
8	Transfer Payments
9	Program/Activities of the Agency
10	Current Assets – Cash
11	Current/Non-Current Assets – Receivables
12	Non-Current Assets – Property, Plant and Equipment
13	Current Liabilities – Payables
14	Current/Non-Current Liabilities – Unsecured Interest Bearing Liabilities
15	Current/Non-Current Liabilities – Employee Entitlements and Other Provisions
16	Current/Non-Current Liabilities – Other
17	Changes in Equity
18	Increase/(Decrease) in Net Assets from Equity Transfers
19	Commitments for Expenditure
20	Contingent Liabilities
21	Budget Review
22	Reconciliation of Cash Flows from Operating Activities to Net Cost of Services
23	Financial Instruments
24	Trust Funds
25	Administered Assets
26	Administered Revenue – Schedule of Uncollected Amounts
27	Victims Compensation Fund

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Reporting Entity	<p>The Attorney General’s Department, as a reporting entity, comprises all the entities under its control being the Attorney General’s Department – Government (Non Commercial) Services, the Office of the Protective Commissioner and Public Guardian, and the Department’s commercial activities, namely the Crown Solicitor’s Office and the Registry of Births, Deaths and Marriages.</p> <p>In the process of preparing the consolidated financial statements for the economic entity consisting of the controlling and controlled entities, all inter-entity transactions and balances have been eliminated.</p> <p>The reporting entity is consolidated as part of the NSW Total State sector and as part of the NSW Public Accounts.</p>
(b) Basis of Accounting	<p>The Department’s financial statements are a general purpose financial report which has been prepared on an accruals basis and in accordance with:</p> <ul style="list-style-type: none">• applicable Australian Accounting Standards;• other authoritative pronouncements of the Australian Accounting Standards Board (AASB);• Urgent Issues Group (UIG) Consensus Views;• the requirements of the Public Finance and Audit Act and Regulations; and• the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under section 9(2)(n) of the Act. <p>Where there are inconsistencies between the above requirements, the legislative provisions have prevailed.</p> <p>In the absence of a specific Accounting Standard, other authoritative pronouncements of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS6 “Accounting Policies” is considered.</p> <p>Except for certain holdings of land and buildings, which are recorded at valuation, the financial statements are prepared in accordance with the historical cost convention.</p> <p>All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.</p> <p>As in previous years, the operations of the Administration Fund of the Office of the Protective Commissioner and Public Guardian are included in the Consolidation, but the funds and operations forming the Common Fund which are owned solely by clients of the Office of the Protective Commissioner have not been included. Details of the Common Fund are published in the financial statements of the Office of the Protective Commissioner.</p>
(c) Administered Activities	<p>The Department administers, but does not control, certain activities on behalf of the Crown Entity. It is accountable for the transactions relating to those administered activities but does not have the discretion, for example, to deploy the resources for the achievement of the Department’s own objectives.</p> <p>Transactions and balances relating to the administered activities are not recognised as the Department’s revenues, expenses, assets and liabilities, but are disclosed in the accompanying schedules as “Administered Revenues” and “Administered Assets”.</p>

The accrual basis of accounting and all applicable accounting standards have been adopted for the reporting of the administered activities.

(d) Revenue Recognition	<p>Revenue is recognised when the Department has control of the good or right to receive, it is probable that the economic benefits will flow to the Department and the amount of revenue can be measured reliably. Additional comments regarding the accounting policies for the recognition of revenue are discussed below.</p> <p>(i) Parliamentary Appropriations and Contributions from Other Bodies</p> <p>Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as revenues when the Department obtains control over the assets comprising the appropriations/contributions. Control over appropriations and contributions is normally obtained upon the receipt of cash.</p> <p>An exception to the above is when appropriations are unspent at year end. In this case, the authority to spend the money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are accounted for as liabilities rather than revenue.</p> <p>The liability is disclosed in Note 16 as part of “Other Current Liabilities”. The amount will be repaid and the liability will be extinguished next financial year.</p> <p>(ii) Sale of Goods and Services</p> <p>Revenue from the sale of goods and services comprises revenue from the provision of products or services i.e. user charges. User charges are recognised as revenue when the agency obtains control of the assets that result from them.</p> <p>(iii) Investment Income</p> <p>Investment income comprises interest income and is recognised as it accrues.</p> <p>(iv) Retained Fees</p> <p>Retained fees comprise monies due from individuals relating to matters dealt with by the Victims Compensation Tribunal, monies due from the confiscation of crime proceeds and levies raised by the Courts on perpetrators of acts of violence. The revenue is recognised when restitution orders are made or confirmed by the Tribunal or when payment arrangements between the Director or Registrar and defendants are entered into.</p> <p>(v) Grants and Contributions</p> <p>Grants and contributions comprise monies received from outside entities, including budget sector agencies, relating to specific services provided by the Department. These monies are recognised on an accrual basis.</p> <p>(vi) Other Revenue</p> <p>Other revenue comprises monies received from outside entities not categorised in the revenue headings mentioned above. The revenue is recognised when the fee in respect of services provided is receivable.</p>
(e) Employee Benefits and other provisions	<p>(i) Salaries and Wages, Annual Leave, Sick Leave and On-Costs</p> <p>Liabilities for salaries and wages (including non-monetary benefits) and annual leave and vesting sick leave are recognised and measured in respect of employees’ services up to reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.</p>

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Accrued salaries and wages – reclassification

As a result of the adoption of Accounting Standard AASB 1044 “Provisions, Contingent Liabilities and Contingent Assets”, accrued salaries and wages have been reclassified to “payables” instead of “provisions” in the Statement of Financial Position and the related note disclosures, for the current and comparative period. On the face of the Statement of Financial Position and in the notes reference is now made to “provisions” in place of “employee entitlements and other provisions”. Total employee benefits (including accrued salaries and wages) are reconciled in Note 15 “Provisions”.

(iii) Long Service Leave and Superannuation

The Department’s liabilities for long service leave and superannuation are assumed by the Crown Entity, with the exception of the Compensation Court, the costs of which are recouped from the WorkCover Authority; the Dust Diseases Tribunal, the costs of which are recouped from the Dust Diseases Board; the Legal Services Tribunal, Legal Professional Advisory Council and the Office of the Legal Services Commissioner, the costs of which are recouped from the Public Purpose Fund of the NSW Law Society. At the consolidated level, liabilities for long service leave and superannuation in respect of the Crown Solicitor’s Office, the Office of the Protective Commissioner and Public Guardian and the Registry of Births, Deaths and Marriages are not assumed by the Crown Entity. The Department accounts for the liability as having been extinguished resulting in the amount assumed being shown as part of the non-monetary revenue item described as “Acceptance by the Crown Entity of Employee Benefits and Other Liabilities”.

Previously, the Department estimated its long service leave liabilities using a short hand method. However for 2002/03, in accordance with AASB 1028 “Employee Benefits” and TC 03/08 “LSL Pool – Accounting for Long Service Leave”, the Department measures long service leave by the present value method. The adoption of the present value method has arisen as part of a periodic review of the appropriateness of the short hand method. This means that any net increase in liability for on-costs, not assumed by the Crown, is recognised in the Statement of Financial Performance and not adjusted against opening equity.

The Crown Solicitor’s Office, the Registry of Births, Deaths and Marriages and the Compensation Court contribute to the New South Wales Non Budget Long Service Leave Pool Account held by Treasury. The Treasury “pool” account administers the Long Service Leave Provision for agencies and commercial activities whose liabilities were previously assumed by the Crown Entity due to their being part of the Budget Sector. Contributions made to Treasury are included in Salaries and Related Expenses.

The superannuation expense for the financial year is determined by using the formula specified in the Treasurer’s Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees’ salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees’ superannuation contributions.

(iv) Other Provisions

Other provisions exist when the entity has a present legal, equitable or constructive obligation to make future sacrifice of economic benefits to other entities as a result of past transactions or other past events. These provisions are recognised when it is probable that a future sacrifice of economic benefits will be required and the amount can be measured reliably.

Any provisions for restructuring are recognised either when a detailed formal plan has been developed or will be developed within prescribed time limits and where the entity has raised a valid expectation in those affected by the restructuring that will carry out the restructuring.

(f) Borrowing costs

Borrowing costs are recognised as expenses in the period in which they are incurred.

(g) Insurance

The Department’s insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past experience. The Treasury Managed Fund normally calculates hindsight premiums each year. However, with regard to workers’ compensation, the final hindsight adjustment for the 1997/1998 fund year and an interim adjustment for the 1999/2000 fund year has not yet been calculated. The basis for calculating the hindsight premium is currently being reviewed and will not be resolved until the 2003/2004 financial year.

(h) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- the amount of GST incurred by the Department as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

(i) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Department. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable, willing seller in an arm’s length transaction.

(j) Plant and Equipment

Plant and equipment costing \$3,000 and above individually are capitalised.

(k) Revaluation of Physical Non-Current Assets

Physical non-current assets are valued in accordance with the “Guidelines for the Valuation of Physical Non-Current Assets at Fair Value”. This policy adopts fair value in accordance with AASB 1041 from the financial year ending 30 June 2002. There is no substantive difference between the fair value valuation methodology and the previous valuation methodology adopted in the NSW public sector.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

Where available, fair value is determined having regard to the highest and best use of the asset on the basis of current market selling prices for the same or similar assets. Where market selling price is not available, the asset’s fair value is measured as its market buying price ie the replacement cost of the asset’s remaining service potential. The agency is a not for profit entity with no cash generating operations.

Land and buildings are revalued every 5 years and with sufficient regularity that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The last such revaluation was completed on 30 June 2002. Non-specialised generalised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

When revaluing non-current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amount and the related accumulated depreciation is separately restated.

Otherwise, any balances of accumulated depreciation existing at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the surplus/deficit, the increment is recognised immediately as revenue in the surplus/deficit.

Revaluation decrements are recognised immediately as expenses in the surplus/deficit, except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

Revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

(l) Depreciation/Amortisation of Non-Current Physical Assets

Depreciation and amortisation are provided for on a straight line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Department.

All material separately identifiable component assets are recognised and depreciated over their shorter useful lives, including those components that in effect represent major periodic maintenance.

Land is not a depreciable asset.

The depreciation/amortisation rates used for each class of assets are as follows:-

• Buildings	Estimated useful life
• Computer equipment	25%
• Furniture and fittings	10%
• Plant and equipment	20%
• Leasehold improvements	10%
• Software	25%
• Air conditioning	6.67%
• Voice communications	20%
• Data communications	25%
• Finance lease	4%

(m) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated. Maintenance costs include an amount of \$0.793 million (\$1.033 million in 2001/2002) concerning heritage program services provided free of charge by the Department of Public Works and Services.

(n) Lease Incentives

Lease incentives are recognised initially as liabilities and then reduced progressively over the term of the leases. The amount by which the liability is reduced on a pro-rata basis is credited against the total lease payment. Lease incentives include, but are not limited to, up-front cash payments to lessees, rent free periods or contributions to certain lessee costs such as the costs of relocating to the premises.

(o) Leased Assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

When a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the inception of the lease. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are charged to the Statement of Financial Performance in the periods in which they are incurred.

(p) Receivables

Receivables are recognised and carried at cost, based on the original invoice amount less a provision for any uncollectible debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off in the period they are identified. The Department considers that the carrying amounts of trade debtors approximate their net fair value.

With regard to Victims Compensation Fund (VCF) debtors, the Department initially recognised only those VCF debtors that met the asset recognition criteria of AAS 29 during the year ended 30 June 2000. This process was further amended during the year ended 30 June 2001 with the recognition of all new VCF debtors and the de-recognition of debtors that did not meet the asset recognition criteria. This process continued for the year ended 30 June 2002.

A recent review of the VCF debtors found that revenue should not be recognised on debtors that did not meet the asset recognition criteria. Consequently for the year ended 30 June 2003, the Department only recognised VCF debtors that met the asset recognition criteria.

(q) Financial Instruments

Financial instruments give rise to positions that are a financial asset of the Department and a financial liability (or equity instrument) of the other party. For the Department these include cash, receivables, accounts payable, dividends payable and borrowings.

In accordance with AAS 33 “Presentation and Disclosure of Financial Instruments”, information is disclosed in note 23 in respect of the credit risk and interest rate risk of financial instruments. All such amounts are carried in the accounts at net fair value.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

Classes of instruments recorded at cost comprise:-

- cash
- receivables
- payables
- dividends payable
- interest bearing liabilities

All financial instruments including revenue, expenses or other cash flows arising from instruments are recognised on an accrual basis.

(r) Trust Funds

The Department receives monies in a trustee capacity for various trusts as set out in note 24. As the Department performs only a custodial role in respect of these monies, and because the monies cannot be used for the achievement of the Department’s own objectives, these funds are not recognised in the financial statements.

(s) Equity Transfers

The transfer of net assets between agencies as a result of an administrative restructure, transfers of programs/functions and parts thereof between NSW public sector agencies are designated as a contribution by owners by NSWTC 01/11 and are recognised as an adjustment to “Accumulated Funds”. This treatment is consistent with Urgent Issues Group Abstract UIG 38 “Contributions by Owners Made to Wholly Owned Public Sector Entities”.

Transfers arising from an administrative restructure between government departments are recognised at the amount at which the assets were recognised by the Department immediately prior to the restructure. In most instances this will approximate fair value. All other equity transfers are recognised at fair value. The net decrease in assets due to equity transfers in 2002 is disclosed in notes 17 and 18.

(t) Payables

These amounts represent liabilities for goods and services provided to the agency and other amounts, including interest. Interest is accrued over the period it becomes due.

(u) Interest Bearing Liabilities

All loans are valued at current capital value. The finance lease liability is determined in accordance with AAS 17 “Leases”.

(v) Budgeted Amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s 21A, s 24 and/or s 26 of the Public Finance and Audit Act, 1983.

The budgeted amounts in the Statement of Financial Performance and the Statement of Cash Flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Statement of Financial Position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts i.e. per the audited financial statements (rather than carried forward estimates).

(w) Special Deposits Account

The Department operates the Special Deposits Account of the Compensation Court within the Department’s operating account.

The details are:

	2003 \$'000	2002 \$'000
Opening cash balance	(377)	(397)
Receipts	23,466	22,500
Payments	(27,203)	(22,480)
Closing cash balance	(4,114)	(377)

The balance of the Special Deposit Account of the Compensation Court at 30 June 2003 was \$(4.114) million, \$(0.377) million at 30 June 2002) and mainly represents amounts paid on rent of the John Maddison Tower, which is recoverable from Workcover. Transactions of the Special Deposit Account of the Compensation Court are recognised in relevant accounts recorded in these financial statements.

Division 3 of Part 3 of the Public Finance and Audit Act 1983 places an obligation on statutory bodies to prepare financial statements and have them audited. Recently, some have suggested that the definition of statutory body within this Division of the Act may require the preparation of a separate financial report and the undertaking of a separate audit for each account within the special deposits account. This would mean financial statements of the Special Deposits Account of the Compensation Court would need to be prepared separate from those of the Department. Others consider that this interpretation was never the intention of Parliament.

The Department has not been able to identify potential users of a separate financial report for the Special Deposits Account of the Compensation Court. In addition, changes to Workers Compensation legislation have resulted in the creation of the new Workers Compensation Commission which has dealt with new matters after 1 April 2003. As a result, once the Compensation Court has dealt with its residual matters, it will be discontinued. This is anticipated to take place during 2003/04. Given this, the Department cannot justify the additional time and cost necessary to prepare a separate financial report.

(x) Separate Bank Account for Trust Funds

The Compensation Court Act, 1984, requires that trust funds should be held separate from other operating funds of the agency. The Department has not kept a separate bank account in respect of the Special Deposits Account of the Compensation Court.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

2. EXPENSES

Parent		Consolidated	
Actual 2003 \$000	Actual 2002 \$000	Actual 2003 \$000	Actual 2002 \$000
(a) Employee Related expenses comprise the following specific items:			
225,496	207,830	262,453	240,098
33,084	30,197	40,575	37,585
23,317	10,624	25,157	11,741
2,750	3,858	2,961	4,208
23,515	16,862	25,893	18,831
197	99	197	99
308,359	269,470	357,236	312,562
(b) Other operating expenses			
517	636	805	877
285	271	566	461
745	275	1,004	458
2,436	10,731	2,466	10,716
2,746	2,706	2,969	3,303
22,826	27,406	27,579	31,655
1,539	1,776	1,770	1,868
4,930	4,279	6,204	5,255
1,127	971	1,202	1,057
4,096	4,432	4,300	4,623
9,253	9,762	10,909	11,473
1,354	1,527	1,908	2,051
3,519	2,965	3,804	3,214
5,560	5,084	5,732	5,215
10,613	10,282	15,499	15,053
4,122	5,236	4,928	5,881
2,837	2,361	2,837	2,361
253	261	287	276
7,773	7,731	7,963	7,867
86,531	98,692	102,732	113,664

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

2. EXPENSES (CONT)

Parent			Consolidated	
Actual	Actual		Actual	Actual
2003	2002		2003	2002
\$000	\$000		\$000	\$000
		(c) Depreciation and amortisation expense		
		Depreciation		
13,106	4,814	Buildings	13,222	4,869
4,530	5,233	Computer equipment	5,812	6,173
3,181	3,200	Furniture and fittings	3,573	3,448
3,328	3,322	Plant and equipment	3,463	3,384
689	549	Leasehold improvements	1,239	1,068
1,804	1,892	Software	4,675	3,610
610	508	Air conditioning	636	521
27,248	19,518		32,620	23,073
1,970	2,079	Amortisation – finance lease	1,970	2,079
29,218	21,597		34,590	25,152
		(d) Grants and subsidies		
1,381	(386)	Safer Communities Development Program	1,381	(386)
88	88	Commercial Disputes Centre	88	88
51	49	Criminology Research Council	51	49
60	58	Australian Institute of Judicial Administration	60	58
279	54	Graffiti Solutions	279	54
42	46	State Community Education Grant	42	46
10	9	Coroner's Information System	10	9
103	187	Aboriginal Night Patrols	103	187
472	624	Grants to other organisations	472	624
2,486	729		2,486	729
		(e) Borrowing costs		
3,664	3,596	Finance lease interest charge	3,664	3,596
47	30	Other	298	296
3,711	3,626		3,962	3,892
		(f) Other expenses		
56,472	90,277	Victims compensation	56,472	90,277
0	10,126	Victims Compensation Fund debtor revaluation adjustment	0	10,126
56	4	Witness expenses	56	4
26	21	Public Trustee (Dormant Funds)	26	21
31	71	Ex-gratia payments	31	71
17,470	13,612	Crown Solicitor's fees	0	0
3,642	2,322	Contribution to Law Courts	3,642	2,322
2,823	2,046	Arbitration fees	2,823	2,046
691	691	Legal costs	18,850	15,176
849	1,087	Costs in criminal cases	849	1,087
2,139	1,868	Inquest & post mortem fees	2,139	1,868
6,954	6,832	Jurors fees & costs	6,954	6,832
1,070	1,055	Costs awarded against the Crown	1,070	1,055
20	126	Glenbrook Train Disaster Inquiry	20	126
115	66	Gretley Mine Inquiry	115	66
776	608	HIH Royal Commission	0	608
3,966	0	Waterfall Train Disaster Inquiry	3,948	0
97,100	130,812		96,995	131,685

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

3. REVENUES

Parent			Consolidated	
Actual	Actual		Actual	Actual
2003	2002		2003	2002
\$000	\$000		\$000	\$000
		(a) Sale of goods and services		
		Sale of goods		
4,402	4,233	Sale of transcripts	4,402	4,233
95	141	Sale of publications	95	141
4,497	4,374		4,497	4,374
		Rendering of services		
0	0	Crown Solicitor's Office fees	24,183	21,443
417	405	Certificates	16,653	15,555
0	0	Office of the Protective Commissioner and Public Guardian	7,123	9,982
1,252	1,243	Management fees	22	22
483	594	Rents received	483	594
29,955	31,789	Supreme Court fees	29,955	31,789
1,940	1,735	Land & Environment Court fees	1,940	1,735
9,265	15,874	District Court fees	9,266	15,874
23,835	23,803	Local Court fees	23,835	23,803
472	876	Industrial Court fees	472	876
(32)	21	Compensation Court fees	(32)	21
951	866	Dust Diseases Tribunal fees	951	866
3,939	3,730	Arbitration fees	3,939	3,730
1,630	1,611	Family Law Courts fees	1,630	1,611
4,689	4,779	Sheriff's fees	4,689	4,779
1,027	1,127	Other fees	3,212	1,693
79,823	88,453		128,321	134,373
84,320	92,827		132,818	138,747

Rendering of services for the Department consists largely of amounts for court fees, fees for the Crown Solicitor’s Office, amounts raised from certificate production by the Registry of Births, Deaths and Marriages and fees relating to the Office of the Protective Commissioner.

		(b) Investment income		
239	662	Interest	1,095	1,396

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

3. REVENUES (CONT)

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
		(c) Retained fees		
5,113	13,824	Restitution orders raised (refer Note 1(p))	5,113	13,824
178	373	Confiscation of proceeds of crime	178	373
2,648	2,633	Victims compensation levies	2,648	2,633
7,939	16,830		7,939	16,830
		(d) Grants and contributions		
4,074	3,363	Grants from budget sector agencies	4,074	3,363
195	21	Grants from other agencies	195	21
1,695	1,319	Grants from Commonwealth	1,695	1,319
3,825	2,769	Contribution from Dust Diseases Board	3,825	2,769
27,258	22,481	Contribution from WorkCover Authority	27,258	22,481
37,047	29,953		37,047	29,953
		(e) Other revenue		
1,376	1,263	Services provided	1,376	1,259
94	126	Payroll commission	96	127
0	0	Common Fund transfer	10,583	12,821
1,184	827	Photocopy revenue	1,184	827
4,672	3,994	Recoupable charges	4,672	3,994
2,972	3,048	SES & judicial motor vehicle contracts	2,972	3,048
41	46	Public telephones	41	46
2,326	2,442	Other	2,635	2,547
12,665	11,746		23,559	24,669

4. GAIN/(LOSS) ON DISPOSAL OF NON-CURRENT ASSETS

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
		Gain/Loss on disposal of land and buildings, plant and equipment		
196	48	Proceeds from sale	200	68
163	73	Less: written down value of assets disposed	363	73
33	(25)	Net gain/(loss) on disposal of property, plant and equipment	(163)	(5)

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

5. APPROPRIATIONS

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
		Recurrent appropriations		
329,715	336,483	Total recurrent drawdowns from Treasury (per Summary of Compliance)	329,715	336,483
(2,237)	(1,231)	Less: Liability to Consolidated Fund (per Summary of Compliance)	(2,237)	(1,231)
327,478	335,252	Total	327,478	335,252
		Comprising:		
315,290	329,107	Recurrent appropriations (per Statement of Financial Performance)	325,796	334,332
12,188	6,145	Transfer payments (refer Note 8)	1,682	920
327,478	335,252	Total	327,478	335,252
		Capital appropriations		
29,553	28,648	Total capital drawdowns from Treasury (per Summary of Compliance)	29,553	28,648
(819)	0	Less: Liability to Consolidated Fund (per Summary of Compliance)	(819)	0
28,734	28,648	Total	28,734	28,648
		Comprising:		
28,734	28,218	Capital appropriations (per Statement of Financial Performance)	28,734	28,218
0	430	Transfer payments (refer Note 8)	0	430
28,734	28,648	Total	28,734	28,648

6. INDIVIDUALLY SIGNIFICANT ITEM

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
		Registry of Births, Deaths and Marriages		
		Adjustments re AASB 1028 and TC 03/08	70	0
0	0	Reduction in prepaid superannuation balances	960	1,259
0	0		1,030	1,259
		Crown Solicitor's Office		
		Adjustments re AASB 1028 and TC 03/08	286	0
0	0	Reduction in prepaid superannuation balances	1,722	1,796
0	0		2,008	1,796
		Office of the Protective Commissioner and Public Guardian		
		Adjustments re AASB 1028 and TC 03/08	950	0
0	0	Reduction in prepaid superannuation balances	1,637	2,003
0	0		2,587	2,003
0	0		5,625	5,058

7. ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND
OTHER LIABILITIES

		The following liabilities and/or expenses have been assumed by the Crown Entity		
29,768	27,537	Superannuation	29,768	27,537
22,224	9,910	Long service leave	22,224	9,910
1,814	1,708	Payroll tax	1,814	1,708
53,806	39,155		53,806	39,155

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

8. TRANSFER PAYMENTS

Recurrent

An amount of \$12.188 million (\$6.145 million in 2001/2002) was received by the Attorney General's Department from NSW Treasury on behalf of the Office of the Protective Commissioner and Public Guardian and other NSW Government agencies. An amount of \$10.506 million (\$5.225 million in 2001/2002) was forwarded on to the Office of the Protective Commissioner and Public Guardian (refer Note 5) and \$1.682 million was forwarded on to the other NSW Government agencies.

9. PROGRAM/ACTIVITIES OF THE AGENCY

Program 1 Objective(s):	<i>Justice Policy and Planning</i> To contribute to the development of a legal system and laws in New South Wales that further the principles of justice and contribute to the achievement of the goals of the Government.
Program 2 Objective(s):	<i>Regulatory Services</i> To assist the community in New South Wales to receive professional services that are affordable, accountable and of a high standard.
Program 3 Objective(s):	<i>Legal and Support Services</i> To ensure members of the public have full access to the legal system and are adequately represented in legal matters affecting them and enhance the cost-effectiveness of the legal services used by the Government.
Program 4 Objective(s):	<i>Justice Support Services</i> To promote the earliest, most effective and efficient resolution of proceedings.
Program 5 Objective(s):	<i>Human Rights Services</i> To reduce social disharmony through programs which protect human rights.
Program 6 Objective(s):	<i>Supreme Court</i> To promote the earliest, most effective and efficient resolution of criminal matters and civil disputes.
Program 7 Objective(s):	<i>District Court</i> To promote the earliest, most effective and efficient resolution of criminal matters and civil disputes through statewide intermediate court services.
Program 8 Objective(s):	<i>Local Courts</i> To promote the earliest, most effective and efficient resolution of criminal matters and civil disputes through statewide lower or magistrate court services.
Program 9 Objective(s):	<i>Land and Environment Court</i> To promote the earliest, most effective and efficient resolution of land and environment matters.
Program 10 Objective(s):	<i>Industrial Relations Commission</i> To promote the earliest, most effective and efficient resolution of industrial matters.
Program 11 Objective(s):	<i>Compensation Court</i> To promote the earliest, most effective and efficient resolution of compensation matters.

The following two Departmental activities represent the controlled entities of the Department:

Program 12 Include(s):	<i>Commercial Services</i> Registry of Births, Deaths and Marriages and the Crown Solicitor's Office.
Program 13 Include(s):	<i>Guardianship and Management Services</i> The Office of the Protective Commissioner and Public Guardian.

10. CURRENT ASSETS – CASH

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
4,224	663	Cash at bank and on hand	17,538	14,222
0	0	TCorp Hour Glass Facility Trusts	3,119	2,021
4,224	663		20,657	16,243

Cash at Bank and On Hand

Cash comprises cash on hand and bank balances within the Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate adjusted for a management fee to NSW Treasury.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

Hour-Glass Investment Facility Trusts

The controlled entities have investments in TCorp's Hour-Glass Investment Facility Trusts. These investments are represented by a number of units in managed investments within the facilities. Each facility has different investment horizons and comprises a mix of asset classes appropriate to that investment horizon. TCorp appoints and monitors fund managers and establishes and monitors the application of appropriate investment guidelines.

These investments are generally able to be redeemed with up to five business days notice (dependent upon the facility). The value of the investments held can decrease as well as increase depending upon market conditions. The value that best represents the maximum credit risk exposure is the net fair value. The value of the above investments represents the relevant entity's share of the value of the underlying assets of the facility and is stated at net fair value.

For the purposes of the Statements of Cash Flows cash includes cash at bank and on hand and TCorp Hour Glass Facility Trusts.

Cash at the end of the financial year as shown in the Statements of Cash Flows is reconciled to the related items in the Statements of Financial Position as follows:-

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
4,224	663	Cash (per Statement of Financial Position)	20,657	16,243
0	(1,646)	Bank Overdraft (refer Note 14) *	0	(1,646)
4,224	(983)	Closing Cash and Cash Equivalents (per Statement of Cash Flow)	20,657	14,597

* The bank overdraft balances above relate to unpresented cheques.

11. CURRENT/NON-CURRENT ASSETS – RECEIVABLES

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
Current				
68,515	60,506	Sale of goods and services (a)	77,147	68,464
2,987	2,983	Retained fees		
		Victims Compensation Fund (b)	2,987	2,983
112	322	Other debtors		
1,424	1,031	Interest receivable	112	423
498	661	Prepayments	1,424	1,139
2,764	4,075	Long service leave	918	1,075
		Other	5,132	5,271
76,300	69,578		87,720	79,355
(48,604)	(46,573)	Less: Provision for doubtful debts	(48,688)	(46,626)
27,696	23,005		39,032	32,729
Non-Current				
Retained fees				
27,264	25,689	Victims Compensation Fund (b)	27,264	25,689
179	182	Criminal Injuries Compensation (c)	179	182
27,443	25,871		27,443	25,871
(80)	(72)	Less: Provision for doubtful debts	(80)	(72)
27,363	25,799		27,363	25,799
Other debtors				
1,563	1,970	Prepayment of employee entitlements (d)	6,434	10,728
4,484	3,816	Long service leave	8,016	6,762
33,410	31,585		41,813	43,289

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

(a) Sale of goods and services

Sale of goods and services debtors at the parent level total \$68.515 million (\$60.506 million in 2001/2002), comprising debtors from Court jurisdictions of \$60.968 million (\$57.295 million in 2001/2002), and sundry debtors of \$7.547 million (\$3.211 million in 2001/2002).

Sale of goods and services debtors at the consolidated level also include amounts owing to the Crown Solicitor's Office of \$8.443 million (\$7.742 million in 2001/2002), comprising debtors of \$3.628 million and work in progress of \$4.815 million and the Registry of Births, Deaths and Marriages of \$0.189 million (\$0.216 million in 2001/2002).

Debtors from Court jurisdictions are based on records maintained partly manually and partly on computerised systems. It is considered prudent to make a provision for doubtful debts due to the nature of the debts and the circumstances of the debtors. Therefore the amount appearing as the provision for doubtful debts is considered to be reasonable.

The provision for doubtful debts at the parent level in respect of the debtors above is \$48.604 million (\$46.573 million in 2001/2002). There are provisions for doubtful debts for the Crown Solicitor's Office of \$0.072 million (\$0.041 million in 2001/2002) and the Office of the Protective Commissioner and Public Guardian of \$0.012 million (\$0.012 million inclusive in 2001/2002), giving a total consolidated provision for doubtful debts of \$48.919 million (\$46.626 million in 2001/2002).

(b) Retained fees – Victims Compensation Fund Debtors

Victims Compensation Fund debtors totalled \$30.251 million at 30 June 2003 (\$28.672 million in 2001/2002), with \$2.987 million shown as a current receivable (\$2.983 million in 2001/2002) and \$27.264 million as a non-current receivable (\$25.689 million in 2001/2002).

As Victims Compensation Fund debtors are only shown in the financial statements where there is a probable future benefit to the Department, there is no provision for doubtful debts in respect of Victims Compensation Fund debtors as at 30 June 2003.

Victims Compensation Fund debtors are recognised for accounting purposes when they comply with the asset recognition provisions of Section 7.1 of Australian Accounting Standard 29, namely:

Parent			Consolidated	
2003	2002		2003	2002
\$000	\$000		\$000	\$000
183,483	182,600	Amounts receivable from restitution orders made or confirmed by the Victims Compensation Tribunal	183,483	182,600
		Less		
153,232	153,928	Amounts receivable that do not meet the asset recognition criteria under AAS 29	153,232	153,928
30,251	28,672	Victims Compensation Fund Debtors	30,251	28,672
		This is represented by:		
2,987	2,983	Current	2,987	2,983
27,264	25,689	Non-Current	27,264	25,689
30,251	28,672		30,251	28,672

This policy came into effect during the year ended 30 June 2000.

During the year ended 30 June 2001, further changes were made with regard to the recognition of Victims Compensation Fund debtors. Up to 30 June 2000, a large proportion of debts raised by the Victims Compensation Tribunal related to “No-Response Orders”. These Orders were made where defendants failed to respond to a Notice of Provisional Order for Restitution (or Notice of Intention to Show Cause under old legislation) and were subsequently referred to the State Debt Recovery Office for enforcement action. However, due to the nature of the debtors involved, the level of recovery of these debts has historically been minimal.

During the year ended 30 June 2003, the Victims Compensation Tribunal made a business decision to raise a proportion of debts relating to “No-Response Orders” totalling \$4.253 million. However, as the level of recovery of these debtors has historically been minimal as mentioned above, these debts have been fully provided for in the provision for doubtful debts.

The amount of \$4.253 million is included in the above amount of \$183.483 million relating to “Amounts receivable from restitution orders made or confirmed by the Victims Compensation Tribunal” and the above amount of \$153.232 million relating “Amounts receivable that do not meet the asset recognition criteria under AAS 29”. The net effect is \$nil million.

A Provisional Order for Restitution may be made against a person when the Director, Victims Services is of the opinion that the person has been convicted of an offence arising from substantially the same facts as those constituting an act of violence in which an award of compensation has been made (section 46 of the Victims Support and Rehabilitation Act 1996 (the Act)).

Under the provisions of Divisions 9 of the Act, the Director may seek to restrain the property of a person who is charged with or convicted of an offence in relation to which an act of violence occurred resulting in an injury to a victim for which statutory compensation may be paid. Where the Director is of the opinion that a person against whom a provisional order for restitution has been made under Section 46 has disposed of property as part of a scheme for the purpose of avoiding a liability, the Director may make a provisional order for restitution under section 46A against any person who is a party to the scheme and who obtained property under the scheme without giving sufficient consideration.

Notes to and forming part of the Consolidated Financial Statements
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A further provision, under section 58A of the Act, enables the Director to apply to the Registrar-General for registration of a restitution order in relation to any land owned by a defendant, including any land owned jointly with another person.

Restitution action is generally commenced 5 months after the determination of an award of compensation, as this allows sufficient time for the expiry of the period provided for an appeal against an award determination and associated administrative requirements. Currently restitution action is commenced after 16 months.

(c) Retained fees – Criminal Injuries Compensation

The amount of the Criminal Injuries Compensation debtors under the former Criminal Injuries Compensation Act 1967 as at 30 June 2003 was \$0.179 million (\$0.182 million in 2001/2002). An amount of \$0.080 million (\$0.072 million in 2001/2002) is included in the provision for doubtful debts.

(d) Other Debtors – Prepayment of employee entitlements

As mentioned in note 1(e)(iii), the superannuation liabilities of the Compensation Court, the Dust Diseases Tribunal, the Legal Services Tribunal, the Legal Professional Advisory Council, the Office of the Legal Services Commissioner, the Crown Solicitor's Office, the Office of the Protective Commissioner and Public Guardian and the Registry of Births, Deaths and Marriages are not funded from the Consolidated Fund.

The status of the superannuation reserves is given below:

	SASS(i)	SANCS(ii)	SSS(iii)	2003	2002
Parent	\$000	\$000	\$000	Total	Total
	\$000	\$000	\$000	\$000	\$000
Reserve Account Balance	3,164	1,167	3,867	8,198	8,902
Less Accrued Liability	1,994	774	4,634	7,402	6,932
Superannuation Assets/Liabilities	1,170	393	(767)	796	1,970
	SASS(i)	SANCS(ii)	SSS(iii)	2003	2002
Consolidated	\$000	\$000	\$000	Total	Total
	\$000	\$000	\$000	\$000	\$000
Reserve Account Balance	7,878	4,334	35,934	48,146	49,564
Less Accrued Liability	6,509	3,320	33,333	43,162	38,836
Superannuation Assets	1,369	1,014	2,601	4,984	10,728

- (i)

SASS

State Authorities Superannuation Scheme
- (ii)

SANCS

State Authorities Non-Contributory Superannuation
- (iii)

SSS

State Superannuation Scheme

The liability for the various schemes is based on an assessment by the SAS Trustee Corporation actuary for the defined benefit schemes administered by Pillar Administration for the financial year ended 30 June 2003.

Any unfunded superannuation liability is recognised as a liability in the statement of financial position. Amounts representing prepaid superannuation contributions are recognised as an asset.

The economic assumptions used are as follows:

	2003/04	2004/05	2005/06
	%	%	& thereafter
	%	%	%
Rate of investment return	7.0	7.0	7.0
Rate of salary increase	4.0	4.0	4.0
Rate of increase in CPI	2.5	2.5	2.5

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

12. NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT

	Parent 2003 \$'000	Parent 2002 \$'000	Consol. 2003 \$'000	Consol. 2002 \$'000
Land and Buildings				
(a) Land and Buildings				
At Fair Value	525,896	513,487	532,245	519,811
Less Accumulated Depreciation	41,064	27,344	41,276	27,429
	484,832	486,143	490,969	492,382
(b) Finance Lease				
At Fair Value	90,277	90,278	90,277	90,278
Less Accumulated Amortisation	27,247	25,278	27,247	25,278
	63,030	65,000	63,030	65,000
Total Land and Buildings				
At Fair Value	616,173	603,765	622,522	610,089
Accumulated Depreciation	41,064	27,344	41,276	27,429
Accumulated Amortisation	27,247	25,278	27,247	25,278
	547,862	551,143	553,999	557,382
Plant and Equipment				
At Fair Value	122,492	111,016	155,065	140,655
Less Accumulated Depreciation	72,699	64,595	89,772	77,635
	49,793	46,421	65,293	63,020
Total Property, Plant and Equipment at Net Book Value				
	597,655	597,564	619,292	620,402

Reconciliations

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current and previous financial year are set out below.

	Land Parent \$000	Land Consol. \$000	Buildings Parent \$000	Buildings Consol. \$000	Plant & Equipment Parent \$000	Plant & Equipment Consol. \$000	Finance Lease Parent \$000	Finance Lease Consol. \$000	Total Parent \$000	Total Consol. \$000
2003										
At Fair Value										
Balance 1 July 2002	136,726	138,476	376,761	381,335	111,016	140,655	90,278	90,278	714,781	750,744
Adjustments	0	0	0	0			0	0	0	0
Additions	0	0	12,406	12,478	17,114	21,448	0	0	29,520	33,926
Disposals	0	0	0	(47)	(5,638)	(7,039)	0	0	(5,638)	(7,086)
Balance 30 June 2003	136,726	138,476	389,167	393,766	122,492	155,064	90,278	90,278	738,663	777,584
Accumulated Depreciation										
Balance 1 July 2002	0	0	27,344	27,429	64,595	77,635	25,278	25,278	117,217	130,342
Adjustments	0	0	0	0			0	0	0	0
Additions	0	0	13,717	13,860	13,531	18,760	1,970	1,970	29,218	34,590
Writeback on disposal	0	0	0	(16)	(5,427)	(6,624)	0	0	(5,427)	(6,640)
Balance 30 June 2003	0	0	41,061	41,273	72,699	89,771	27,248	27,248	141,008	158,292
Written down value as at 30 June 2003	136,726	138,476	348,106	352,493	49,793	65,293	63,030	63,030	597,655	619,292

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

12. NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT (CONT)

	Land Parent \$000	Land Consol. \$000	Buildings Parent \$000	Buildings Consol. \$000	Plant & Equipment Parent \$000	Plant & Equipment Consol. \$000	Finance Lease Parent \$000	Finance Lease Consol. \$000	Total Parent \$000	Total Consol. \$000
2002										
At Fair Value										
Balance 1 July 2001	102,769	104,519	289,582	292,854	106,574	130,712	51,963	51,963	550,888	580,048
Adjustments	0	0	8	8	(8)	(80)	0	0	0	(72)
Additions	2,191	2,191	11,436	12,738	16,175	22,236	0	0	29,802	37,165
Disposals	0	0	0	0	(8,240)	(8,728)	0	0	(8,240)	(8,728)
Disposals – Administrative restructure 2002 revaluation	0 31,766	0 31,766	0 75,735	0 75,735	(3,485) 0	(3,485) 0	0 38,315	0 38,315	(3,485) 145,816	(3,485) 145,816
Balance 30 June 2002	136,726	138,476	376,761	381,335	111,016	140,655	90,278	90,278	714,781	750,744
Accumulated Depreciation										
Balance 1 July 2001	0	0	15,874	15,891	60,396	70,437	12,472	12,472	88,742	98,800
Adjustments	0	0	(1)	(1)	1	1	0	0	0	0
Additions	0	0	5,322	5,390	14,196	17,683	2,079	2,079	21,597	25,152
Writeback on disposal	0	0	0	0	(8,167)	(8,655)	0	0	(8,167)	(8,655)
Writeback on disposal – Administrative restructure 2002 revaluation	0 0	0 0	0 6,149	0 6,149	(1,831) 0	(1,831) 0	0 10,727	0 10,727	(1,831) 16,876	(1,831) 16,876
Balance 30 June 2002	0	0	27,344	27,429	64,595	77,635	25,278	25,278	117,217	130,342
Written down value as at 30 June 2002	136,726	138,476	349,417	353,906	46,421	63,020	65,000	65,000	597,564	620,402

Land and buildings comprise land, buildings, air conditioning and a finance lease. Plant and equipment comprise work in progress, computer equipment, furniture and fittings, plant, equipment, leasehold improvements, software, voice communications and data communications.

(a) Revaluation of Land and Buildings

Each class of physical non-current assets is revalued at least every 5 years. Land and buildings were revalued as at 30 June 2002 by Mr I. McFarlane, A.A.P.I., Valuation Manager, State Valuation Office.

Buildings and improvements have been valued at the estimated written down replacement cost of the most appropriate modern equivalent replacement facility having similar service potential or future economic benefit to the existing asset. Land has been valued on an existing use basis.

In accordance with AASB 1041, “Revaluation of Non-Current Assets”, when revaluing its land and buildings, the Department has applied the proportional gross restatement method to separately restate the gross amount and the related accumulated depreciation.

(b) Assets under Finance Lease

The finance lease asset relates to an arrangement entered into by the Department to lease the John Maddison Tower constructed by a private sector company to house the District and Compensation Courts. The lease commenced on 1 July 1995, with a non cancellable term of 25 years and provision for an option of a further 15 years. The building is constructed on land owned by the Department. Such land is already subject to a head lease from the Department to the private sector company. The head lease rental is \$0.3 million which the Department recovers in rental offsets.

The finance lease was revalued as at 30 June 2002 by Mr I. McFarlane, A.A.P.I., Valuation Manager, State Valuation Office. The leasehold asset will be amortised over the remainder of the lease resulting in an annual amortisation charge of \$1.970 million on the valuation of the lease and fitout of \$65.000 million.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

13. CURRENT LIABILITIES – PAYABLES

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
5,994	5,387	Accrued salaries, wages and on-costs	7,053	5,757
5,347	25,199	Creditors	5,597	26,187
19,965	4,634	Other	19,970	4,798
31,306	35,220		32,620	36,742

The above payables include claims for payments to victims of crime of \$13.328 million (\$19.650 million in 2001/2002).

14. CURRENT/NON-CURRENT LIABILITIES –
UNSECURED INTEREST BEARING LIABILITIES

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
		Unsecured		
		Current		
0	1,646	Bank overdraft (refer Note 10) *	0	1,646
64	61	Treasury advances repayable	515	512
1,249	1,239	Finance Lease (refer Note 19(d))	1,249	1,239
1,313	2,946		1,764	3,397
		Non-Current		
563	627	Treasury advances repayable	4,163	4,677
39,479	40,728	Finance Lease (refer Note 19(d))	39,479	40,728
40,042	41,355		43,642	45,405
40,728	41,967	Finance lease (refer Note 19(d)) The Department entered into a finance lease as referred to in Note 12(b). At balance date the value of the lease liability is:	40,728	41,967
49,476 (8,748)	49,476 (7,509)	Gross value of lease Less principal repayment	49,476 (8,748)	49,476 (7,509)
40,728	41,967	Lease liability	40,728	41,967
627	688	Treasury Advances	4,678	5,188
		Repayment schedule:		
64	61	Not later than one year	515	511
302	284	Between one and five years	302	284
261	343	Later than five years	3,861	4,393
627	688		4,678	5,188

*The bank overdraft balances above relate to unpresented cheques.

Treasury Advances

The Department and BDM received advances from NSW Treasury of \$0.745 million and \$4.500 million respectively during 2000/2001. Interest is calculated based on the Colonial State Bank Business Rate during the year. Weighted average interest rates for the year were 6.28 % and 5.88% (6.28% and 5.88% in 2001/2002).

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

15. CURRENT/NON-CURRENT LIABILITIES – PROVISIONS

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
		Current		
		Employee benefits and related on-costs		
20,817	14,375	Recreation leave	24,954	16,622
0	32	Provision for superannuation	683	281
1,248	661	Long service leave	2,068	1,750
22,065	15,068		27,705	18,653
		Other provisions		
		Dividends		
0	0	Amount owed to NSW Treasury by the Crown Solicitor's Office (2002 also includes the Registry of Births, Deaths and Marriages)	296	3,450
0	0		296	3,450
22,065	15,068	Total provisions	28,001	22,103
		Movement on other provisions		
		Movements in provisions during the financial year, other than employee benefits are set out below		
0	0	Carrying amount at beginning of financial year	3,450	2,716
0	0	Additional provisions recognised, including increases to existing provisions	296	3,450
0	0	Reductions in provisions from payments or other sacrifices	(3,450)	(2,716)
0	0	Carrying amount at end of financial year	296	3,450

In the 2002/2003 financial year, dividends of \$1.806 million (\$1.842 million in 2001/2002) and \$1.644 million (\$2.716 million in 2001/2002) were paid by the Registry of Births, Deaths and Marriages and Crown Solicitor's Office respectively.

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
		Non-Current Employee benefits and related on-costs		
0	0	Recreation Leave	0	504
11,413	3,815	Long Service Leave	18,171	8,822
767	0	Superannuation	1,450	0
12,180	3,815		19,621	9,326
		Aggregate employee benefits and related on-costs		
22,065	15,068	Provisions – current	27,705	18,653
12,180	3,815	Provisions – non current	19,621	9,326
5,994	5,387	Accrued salaries, wages and on-costs (refer Note 13)	7,053	5,757
40,239	24,270		54,379	33,736

16. CURRENT/NON-CURRENT LIABILITIES – OTHER

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
3,056	1,231	Liability to Consolidated Fund	3,056	1,231

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

17.CHANGES IN EQUITY

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
Accumulated Funds				
360,164	354,814	Balance at the beginning of the financial year	401,295	398,868
<u>Changes in accumulated funds – transactions with owners as owners</u>				
0	(1,654)	Decrease in net assets from administrative restructure (note18)	0	(1,654)
0	0	Dividend to the Consolidated Fund	(296)	(3,450)
0	(1,654)	Total	(296)	(5,104)
<u>Changes in accumulated funds – other than transactions with owners as owners</u>				
(103)	7,004	Surplus/(deficit) for the year	(1,871)	7,531
(103)	7,004		(1,871)	7,531
360,061	360,164	Balance at the end of the financial year	399,128	401,295
Asset Revaluation Reserve				
193,018	64,078	Balance at the beginning of the financial year		
Increase/(Decrease) on revaluation of:			193,164	64,224
(56)	128,940	Land and buildings	(202)	128,940
192,962	193,018	Balance at the end of the financial year	192,962	193,164
Total Equity				
553,182	418,892	Balance at the beginning of the financial year	594,459	463,092
<u>Changes in equity -transactions with owners as owners</u>				
0	(1,654)	Increase/(decrease) in equity due to administrative restructure (note 18)	0	(1,654)
0	0	Dividend to the Consolidated Fund	(296)	(3,450)
0	(1,654)		(296)	(5,104)
<u>Changes in equity – other than transactions with owners as owners</u>				
(103)	7,004	Surplus/(deficit) for the year	(1,871)	7,531
(56)	128,940	Increase/(decrease) in asset revaluation reserve	(202)	128,940
(159)	135,944		(2,073)	136,471
553,023	553,182	Balance at the end of the financial year	592,090	594,459

18. INCREASE/(DECREASE) IN NET ASSETS FROM EQUITY TRANSFERS

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
Responsibility Relinquished for Part of Program 3				
		Assets of the State Debt Recovery Office transferred to the Office of State Revenue (refer Notes 1 (s) and 17)		
0	1,654	Plant and Equipment	0	1,654
0	1,654	Decrease in net assets due to administrative restructure	0	1,654

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

19. COMMITMENTS FOR EXPENDITURE

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
(a) Capital Commitments				
		Aggregate capital expenditure contracted for at balance date and not provided for:		
3,285	1,118	Not later than one year	4,331	2,170
0	0	Later than one year and not later than 5 years	0	0
0	0	Later than 5 years	0	0
3,285	1,118	Total (including GST)	4,331	2,170
(b) Other Expenditure Commitments				
		Aggregate other expenditure contracted for at balance date and not provided for:		
5,489	4,740	Not later than one year	5,650	5,049
330	658	Later than one year and not later than 5 years	330	1,186
0	0	Later than 5 years	0	0
5,819	5,398	Total (including GST)	5,980	6,235
(c) Operating Lease Commitments				
		Future non-cancellable operating lease rentals not provided for and payable:		
9,010	5,227	Not later than one year	15,028	10,255
11,159	10,179	Later than one year and not later than 5 years	30,988	20,990
6,867	7,009	Later than 5 years	6,867	8,365
27,036	22,415	Total (including GST)	52,883	39,610

These operating lease commitments relate to leases currently held in relation to the occupancy of premises by the Attorney General's Department in the Sydney area and regional offices.

At 30 June 2003, there are a number of leases where occupancy of the premises is on a month to month basis. These leases are not included in the above amounts as no commitment exists at the end of the financial year. The total yearly payment in relation to leases on a month to month basis is estimated to be \$5.131 million (\$5.391 million in 2001/2002).

Cancellable operating leases (motor vehicles) of \$2.720 million (\$2.611 million in 2001/2002) are not included in the above amounts.

(d) Finance Lease Commitments				
4,997	4,831	Not later than one year	4,997	4,831
19,989	19,324	Later than one year but not later than 5 years	19,989	19,324
64,965	62,804	Later than 5 years	64,965	62,804
89,951	86,959	Minimum lease payments	89,951	86,959
(49,223)	(44,992)	Less: future finance charges	(49,223)	(44,992)
40,728	41,967	Lease Liability	40,728	41,967
1,249	1,239	Current	1,249	1,239
39,479	40,728	Non-current	39,479	40,728
40,728	41,967		40,728	41,967

The finance lease refers to the lease taken out on the John Maddison Tower as referred to in Note 12(b). The lease liability is the present value of the minimum lease payments.

The total “Capital Commitments”, “Other Expenditure Commitments”, “Operating Lease Commitments”, leases on a month to month basis and cancellable operating leases (motor vehicles) above include input tax credits of \$5.626 million (\$4.279 million in 2001/2002) that are expected to be recoverable from the ATO.

20. CONTINGENT LIABILITIES AND
CONTINGENT ASSETS

Contingent liabilities

There are 8,353 (8,097 in 2001/2002) pending applications (claims) on the Victims Compensation Fund as at 30 June 2003 which are expected to be paid at an average payment of \$9,036 (\$8,524 in 2001/2002) under the Victims Support and Rehabilitation Act, 1996. A contingent liability of \$75.542 million exists on the Victims Compensation Fund as at 30 June 2003 (\$69.540 million in 2001/2002). The contingent liability comprises \$75.478 million (\$69.019 million in 2001/2002) under the 1996 Act and

\$0.064 million (\$0.521 million in 2001/2002) in District Court appeals (1987 Act).

There are 13 (7 in 2001/2002) claims pending on the Suitors’ Fund as at 30 June 2003. A contingent liability of \$0.151 million (\$0.060 million in 2001/2002) exists on the Suitors’ Fund as at 30 June 2003.

Of current litigation in which the Crown Solicitor’s Office is involved, there are various matters which could have a financial impact, estimated at \$1.600 million (\$1.568 million in 2001/2002).

Contingent Assets

There were no contingent assets to report as at 30 June 2003.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

21. BUDGET REVIEW

The following budget review has been conducted at the Consolidated level.

Net cost of services

The net cost of services was higher than budget by \$25.954 million.

Expenses were over budget by \$45.028 million, while Revenue was over budget by \$19.240 million. In relation to expenses:-

Employee related expenses were over budget by \$37.726 million. This was primarily due to:

- Compliance with Australian Accounting Standard AASB 1028 entitled “Employee Benefits” and Treasury Circular NSW 03/08 entitled “LSL Pool – Accounting for Long Service Leave” resulted in bringing to account accruals of \$16.658 million comprising Attorney General’s Department (\$15.352 million), Office of the Protective Commissioner and Public Guardian (\$0.950 million), the Registry of Births, Deaths and Marriages (\$0.070 million) and the Crown Solicitor’s Office (\$0.286 million).

- Revaluation of gross past superannuation liabilities by the State’s superannuation administration authority (Pillar Administration) totalling \$5.494 million. [The Attorney General’s Department (\$1.175 million), Registry of Births, Deaths and Marriages (\$0.960 million), the Crown Solicitor’s Office (\$1.722 million) and Office of the Protective Commissioner and Public Guardian (\$1.637 million)].

- Salary increases as a result of determinations by the Statutory and Other Offices Remuneration Tribunal (\$3.428 million).

- Employee related expenses to the Victims Compensation Tribunal (\$4.818 million) and the Legal Representation Office (\$0.724 million) appear in the Employee related expenses however their budgets are included in Other Services.

Other operating expenses were over budget by \$8.669 million mainly comprising Fees and Consultancies covering payments to contractors, consultants, agency staff, mediators and cost assessors (\$4.449 million), Bad and doubtful debts (\$2.445 million) and Stores and Stationery (\$0.790 million).

Other Expenses were under budget by \$4.158 million. There were a number of under expenditures including Witness Expenses (\$0.430 million), Costs in Criminal Cases (\$0.424 million) and Juror fees and costs (\$0.616 million). The budget for the Legal Representation Office is recorded in Other Expenses but the expenditure recorded against other expenditure items resulting in a budget saving in the Other Expenses item of \$1.8 million. Similarly, the budget of the Victims Compensation Tribunal is reflected in Other Expenses but the costs of the administration of the fund are reported in employee related and other operating expenses resulting in under expenditure against the budget of \$4.946 million in the Other Expenses. In addition, the \$6.322 million movement in accruals for the Tribunal’s compensation payments impacted on the Other Expenses results.

The under expenditure was offset by over expenditures of \$5.822 million for Legal Costs and \$4.083 million for Special Inquiries.

Sale of Goods & Services were greater than budget by \$7.814 million. Court Fees were higher than anticipated by \$5.286 million. The higher than expected court fees in Local Courts (\$5.134 million) and the Supreme Court (\$2.593 million) were offset by lower than expected court fees in the District Court (\$2.686 million) primarily as a result of legislative amendments reducing registrations. Retained fees were \$4.539 million higher than expected revenue. This revenue includes a Victims Compensation debtor accrual income of \$1.975 million.

Assets and Liabilities

Note: The budgeted amounts disclosed in the Statement of Financial Position vary from those disclosed in the State Budget Papers [see Note 1 (v)].

Current assets were higher than budget by \$14.185 million. This was due to cash balances and current receivables being higher than budget by \$6.941 million and \$7.244 million respectively.

Non-current assets were lower than budget by \$9.956 million, mainly due to land and buildings and receivables being lower than budget by \$9.354 million and \$0.602 million respectively.

Non-current liabilities are above budget by \$9.791 million, mainly due to Employee Entitlements exceeding budget by \$9.714 million. This is a result of the adoption of Treasury Circular 03/08 “LSL Pool – Accounting for Long Service Leave” mentioned above.

Cash Flow from Operating Activities

Under the Financial Reporting Code for Budget Dependent General Government Sector Agencies the actual cash flows from operating activities are prepared inclusive of GST whereas the budget is prepared in accordance with NSW Treasury guidelines and are exclusive of GST. As a consequence budget variances are overstated by the GST amount.

Net cash inflows from operating activities were \$0.209 million lower than budget. This primarily results from:

1. **Total payments** – \$31.282 million higher than budget mainly due to the cost impact of the GST (\$16.143 million) and increased operating costs.
2. **Total receipts** – \$23.400 million higher than budget mainly due to the impact of GST receipts (\$17.353 million) and higher revenues from other revenue.
3. **Cash flows from Government** – \$7.673 million higher due to:-
 - a) Recurrent appropriation – \$15.211 million higher than anticipated mainly due to the receipt of additional funding for Special Inquiries (eg Waterfall Train Disaster), Crown Solicitor’s Office fees and salary increases for Statutory Officers.
 - b) Capital appropriation – \$7.527 million lower than anticipated due to delays in the implementation of the CourtLink Project and construction of the Metropolitan and Hunter Children’s Courts which required less funding than anticipated.

Cash Flow from Investing Activities

Net cash outflows from investing activities were under budget by \$9.208 million. This is mainly due to the delays in the CourtLink Project and construction of the Metropolitan and Hunter Children’s Courts Projects. There was also deferral of capital expenditure by the Crown Solicitor’s Office (\$1.318 million) and the Registry of Births, Deaths and Marriages (\$0.619 million).

Cash Flow from Financing Activities

Cash outflows from financing activities were higher than budget due to a higher than anticipated dividend payment by the Registry of Births, Deaths & Marriages of \$1.039 million.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

22. RECONCILIATION OF CASH FLOWS FROM
OPERATING ACTIVITIES TO NET COST OF SERVICES

Parent			Consolidated	
Actual	Actual		Actual	Actual
2003	2002		2003	2002
\$000	\$000		\$000	\$000
(397,933)	(389,476)	Net cost of services	(410,207)	(394,174)
29,218	21,597	Depreciation	34,590	25,152
46,289	32,478	Acceptance by the Crown Entity of employee entitlements	46,289	32,478
15,361	1,159	Increase in provisions	19,348	1,996
(6,522)	1,082	(Increase)/Decrease in prepayments and other assets	(4,828)	6,444
(3,910)	(1,892)	Increase/(Decrease) in creditors	(4,122)	(1,441)
(33)	25	Net loss on sale of plant and equipment	163	5
(345)	68	(Increase)/decrease in capital movements	(345)	68
353,365	362,343	Cash flows from Government	363,873	367,568
35,490	27,384	Net cash from operating activities	44,761	38,096

23. FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instrument will fluctuate due to changes in market interest rates. The Department’s exposure to interest rate risks and the effective interest rates of financial assets and liabilities, both recognised and unrecognised at the balance date are as follows:

	Fixed interest rate maturing in:-					Total carrying amount as per the statement of financial position Consol. \$000	Average interest rate Consol. %
	Floating interest rate Consol. \$000	1 year or less Consol. \$000	Over 1 to 5 years Consol. \$000	More than 5 years Consol. \$000	Non-interest bearing Consol. \$000		
2003							
Financial Assets							
Cash at bank and on hand	17,481	0	0	0	57	17,538	4.57
TCorp Hour Glass Facility Trusts:							
Cash Facility Trust	0	1,013	0	0	0	1,013	4.22
Cash Plus Facility Trust	0	888	0	0	0	888	4.71
Cash Plus Facility Trust	0	1,218	0	0	0	1,218	4.82
	0	3,119	0	0	0	3,119	
Total Cash	17,481	3,119	0	0	57	20,657	
Receivables	0	0	0	0	64,053	64,053	
Total financial assets	17,481	3,119	0	0	64,110	84,710	
Financial Liabilities							
Payables	0	0	0	0	25,567	25,567	
Dividends payable	0	0	0	0	296	296	
Interest bearing liabilities:							
Bank overdraft	0	0	0	0	0	0	
Finance Lease	0	1,325	6,289	33,114	0	40,728	6.96
Treasurer’s Advance	0	450	3,600	0	0	4,050	5.88
Treasurer’s Advance	0	64	280	283	0	627	6.28
Total financial liabilities	0	1,839	10,169	33,397	25,863	71,268	

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

23. FINANCIAL INSTRUMENTS (CONT)

2002	Fixed interest rate maturing in:-					as per the statement of financial position	Average interest rate
	Floating interest rate	1 year or less	Over 1 to 5 years	More than 5 years	Non-interest bearing		
	Consol. \$000	Consol. \$000	Consol. \$000	Consol. \$000	Consol. \$000	Consol. \$000	Consol. %
Financial Assets							
Cash at bank and on hand	14,170	0	0	0	52	14,222	4.06
Deposits at call	0	0	0	0	0	0	0.00
TCorp Hour Glass Facility:							
Cash Facility	12	0	0	0	0	12	4.18
Cash Facility	1,162	0	0	0	0	1,162	4.58
Cash Plus Facility	847	0	0	0	0	847	5.36
	2,021	0	0	0	0	2,021	
Total Cash	16,191	0	0	0	52	16,243	
Receivables	0	0	0	0	56,239	56,239	0.00
Total financial assets	16,191	0	0	0	56,291	72,482	
Financial Liabilities							
Payables	0	0	0	0	30,985	30,985	0.00
Dividends payable	0	0	0	0	3,450	3,450	0.00
Interest bearing liabilities:							
Bank overdraft	1,646	0	0	0	0	1,646	4.06
Finance Lease	0	1,239	5,879	34,849	0	41,967	6.96
Treasurer's Advance	0	450	4,050	0	0	4,500	5.88
Treasurer's Advance	0	61	284	343	0	688	6.28
Total financial liabilities	1,646	1,750	10,213	35,192	34,435	83,236	

The average interest rate was computed on a monthly basis.

(b) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract/or financial position failing to discharge a financial obligation thereunder. The Department's maximum exposure to credit risk is represented by the carrying amounts of the financial assets included in the statement of financial position.

(c) Net Fair Value

The net fair value of cash and cash equivalents and non interest bearing monetary financial assets and financial liabilities approximates their carrying value.

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

24. TRUST FUNDS

The Department holds monies in trust which represent funds belonging to parties involved in court cases, or amounts held in trust for third parties. These monies are excluded from the financial statements as the Department cannot use them for the achievement of its objectives. The following is a summary of the transactions in the trust account:

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
14,626	25,892	Cash balance at the beginning of the financial year	32,407	30,585
388,974	425,912	Add: Receipts	407,988	477,491
375,565	437,178	Less: Expenditure	399,382	475,669
28,035	14,626	Cash balance at the end of the financial year	41,013	32,407
		This is represented by:		
0	0	Crown Solicitor's Office	12,978	17,781
11,529	2,885	Supreme Court	11,529	2,885
2	0	Land and Environment Court	2	0
128	206	Industrial Relations Commission	128	206
2,474	1,606	District Court	2,474	1,606
10,822	9,259	Local Courts and Sheriff	10,822	9,259
3,080	670	Financial Services	3,080	670
28,035	14,626		41,013	32,407

For the Supreme Court, an amount of \$51.518 million (\$37.438 million in 2001/2002) is held outside the Department's Public Monies Account for Supreme Court matters. This amount is not included in the above figures. These monies are invested with the Public Trustee in accordance with the Supreme Court rules and orders of the Court.

For the District Court, an amount of \$9.742 million (\$12.056 million in 2001/2002) is held outside the Department's Public Monies Account for District Court matters. This amount is not included in the above figures and represents suitors' monies that the District Court has ordered the Registrar to invest on behalf of the parties concerned and for the sole benefit of those parties.

For the Compensation Court, an amount of \$0.008 million (\$0.026 million in 2001/2002) is invested with the Public Trustee in accordance with the orders of the Court.

Bail securities other than cash are held by the Supreme Court, District Courts and Local Courts. The Bail Act, 1978, does not define security, so many things are put forward by persons as security, e.g. land title documents, jewellery, motor vehicles, bills of sale, bank guarantees, etc..

25. ADMINISTERED ASSETS

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
23,287	26,704	Administered Assets	23,287	26,704
(15,797)	(19,160)	Receivables	(15,797)	(19,160)
7,490	7,544	Less: provision for doubtful debts	7,490	7,544
		Total Administered assets		

The administered assets related to receivables in respect of fines.

26. ADMINISTERED REVENUE – SCHEDULE OF UNCOLLECTED AMOUNTS

Parent			Consolidated	
Actual 2003 \$000	Actual 2002 \$000		Actual 2003 \$000	Actual 2002 \$000
23,287	26,704	Fines	23,287	26,704
(15,797)	(19,160)	Receivables	(15,797)	(19,160)
7,490	7,544	Less: provision for doubtful debts	7,490	7,544

The administered revenue – schedule of uncollected amounts relate to receivables and the provision for doubtful debts in respect of fines.

As a result, the estimated amount of the debtors in respect of fines outstanding for local courts and other courts is \$23.287 million (\$26.704 million in 2001/2002) and the corresponding provision for doubtful debts is \$15.797 million (\$19.160 million in 2001/2002).

Notes to and forming part of the Consolidated Financial Statements
for the Year Ended 30 June 2003

27. VICTIMS COMPENSATION FUND

The Victims Compensation Fund (the Fund) was constituted by an amendment to the Victims Compensation Act 1987 (effective from 1 February, 1990) for the purpose of compensating victims for injuries resulting from acts of violence, witnesses to such acts, close relatives of the deceased victims and to law enforcement victims. Under the Act the control and management of the Fund rests with the corporation constituted with the corporate name of the “Victims Compensation Fund Corporation”, the affairs of which are managed by the Director General of the Attorney General's Department. The Victims Compensation Act 1996, which was assented to on 2 December 1996, and came into effect on 2 April 1997, repealed the Victims Compensation Act 1987 and includes identical provisions in relation to the management of the Fund, in addition to increasing the restitution powers and capabilities of the Tribunal. However, the new Act did contain transitional provisions which enable claims lodged prior to the date of assent to be dealt with in accordance with the repealed Act.

In November 1998 a number of amendments to the 1996 Act were passed in Parliament and these amendments came into effect in two stages – in February and April 1999.

In June 2000 a further number of amendments were passed in Parliament including a change in the name of the legislation to the Victims Support and Rehabilitation Act 1996. In July 2000, the threshold was raised to \$7,500 by Proclamation.

All transactions relating to Victims Compensation, as reflected in these financial statements, flow through the Victims Compensation Fund. Total expenditure for payments to victims of crime for the financial year ended 30 June 2003 was \$56.472 million (\$90.277 million in 2001/2002). This amount includes an accrual of \$13.328 million (\$19.650 million accrual in 2001/2002).

Collections payable to the Fund include:

- Restitution payments by offenders;
- Monies collected under the Confiscation of Proceeds of Crime Act, 1989; and
- Victims Compensation Levies collected under section 65 of the Act by the Supreme, District, Local and Children's Courts.

END OF AUDITED FINANCIAL STATEMENTS

CROWN SOLICITOR'S OFFICE

Financial Statements for the Year Ended 30 June 2003

STATEMENT BY DIRECTOR GENERAL

In accordance with section 41C of the Public Finance and Audit Act, 1983, I state that:

- (a) The accompanying financial statements have been prepared in accordance with the provisions of the Public Finance and Audit Act 1983, the Public Finance and Audit (General) Regulation 2000 and the Treasurer's Directions.
- (b) The financial statements exhibit a true and fair view of the financial position and transactions of the Office for the year ended 30 June 2003.
- (c) At the date of this statement there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Laurie Glanfield
Director General

22 September 2003



GPO BOX 12
SYDNEY NSW 2001

INDEPENDENT AUDIT REPORT

CROWN SOLICITOR'S OFFICE

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Crown Solicitor's Office:

(a) presents fairly the Office's financial position as at 30 June 2003 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and

(b) complies with section 45E and 45EA of the *Public Finance and Audit Act 1983* (the Act).

My opinion should be read in conjunction with the rest of this report.

The Department Head's Role

The financial report is the responsibility of the Director General, Attorney General's Department. It consists of the statement of the financial position, the statement of the financial performance, the statement of the cash flows and the accompanying notes.

The Auditor's Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to Members of the New South Wales Parliament that the financial report is free of *material* misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Director General in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does *not* guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Director General had failed in his reporting obligations.

My opinion does *not* provide assurance:

- about the future viability of the Crown Solicitor's Office,
- that it has carried out its activities effectively, efficiently and economically, or
- about the effectiveness of its internal controls.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements.

The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of the public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

A handwritten signature in black ink, appearing to read "A Oyetunji".

A Oyetunji CPA
Assistant Director of Audit

SYDNEY
26 September 2003

STATEMENT OF FINANCIAL PERFORMANCE

for the Year ended 30 June 2003

	Notes	Actual 2003 \$000	Actual 2002 \$000
REVENUE			
Revenue from operating activities	2(a)	42,496	35,298
Revenue from outside operating activities	2(b)	410	247
		42,906	35,545
EXPENDITURE			
Operating expenditure			
Employee related	3(a)	17,254	14,582
Other operating expenditure	3(b)	5,962	4,967
Maintenance		148	115
Depreciation	3(c)	960	729
Other expenditure	3(d)	18,159	14,600
		42,483	34,993
Surplus/(Deficit) for the year		423	552
Total revenue, expenditure and valuation adjustments recognised directly in equity		0	0
Total changes in equity other than those resulting from transactions with owners as owners			
	10	423	552

The accompanying notes form part of these statements.

STATEMENT OF FINANCIAL POSITION
as at 30 June 2003

	Notes	Actual 2003 \$000	Actual 2002 \$000
ASSETS			
Current Assets			
Cash	5	7,427	7,648
Receivables	1(c) / 6	10,268	9,700
Total Current Assets		17,695	17,348
Non-Current Assets			
Property, plant and equipment	7	2,678	2,210
Receivables	1(c) / 6	4,657	6,088
Total Non-Current Assets		7,335	8,298
Total Assets		25,030	25,646
LIABILITIES			
Current Liabilities			
Payables	8	1,069	1,589
Provisions	1(c) / 9	2,042	2,802
Total Current Liabilities		3,111	4,391
Non-Current Liabilities			
Provisions	1(c) / 9	2,465	1,928
Total Non-Current Liabilities		2,465	1,928
Total Liabilities		5,576	6,319
Net Assets		19,454	19,327
EQUITY			
Retained earnings	10	19,454	19,327
Total Equity		19,454	19,327

The accompanying notes form part of these statements.

STATEMENT OF CASH FLOWS
for the Year ended 30 June 2003

	Notes	Actual 2003 \$000	Actual 2002 \$000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee related		(14,700)	(12,673)
Other		(27,393)	(21,477)
Total Payments		(42,093)	(34,150)
Receipts			
User charges		44,238	38,240
Interest received		264	229
Other		438	22
Total Receipts		44,940	38,491
Net Cash Provided by Operating Activities	11	2,847	4,341
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		5	0
Purchases of property, plant and equipment		(1,429)	(585)
Net Cash Used in Investing Activities		(1,424)	(585)
CASH FLOWS FROM FINANCING ACTIVITIES			
Dividend payment to NSW Treasury	9	(1,644)	(874)
Net Cash used in Financing Activities		(1,644)	(874)
NET INCREASE/(DECREASE) IN CASH HELD		(221)	2,882
Cash at the beginning of the reporting period		7,648	4,766
CASH AT THE END OF THE REPORTING PERIOD	5	7,427	7,648

The accompanying notes form part of these statements.

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

1. SUMMARY OF SIGNIFICANT
ACCOUNTING POLICIES

(a) Reporting Entity

The Crown Solicitor's Office (the Office), as a reporting entity, comprises all the operating activities under the control of the Office.

The Office commenced operating on a commercial basis from 1 July 1995. It is a commercial entity of the Attorney General's Department and is included in the consolidated financial statements of the Department.

(b) Basis of Accounting

The Office's financial statements are a general purpose financial report which has been prepared on an accruals basis and in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), Urgent Issues Group (UIG) Consensus Views, the requirements of the Public Finance and Audit Act and Regulations, and the Treasurer's Directions.

Where there are inconsistencies between the requirements, the legislative provisions have prevailed.

In the absence of a specific Accounting Standard, other authoritative pronouncement of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS6 "Accounting Policies" is considered.

The financial statements are prepared in accordance with the historical cost convention. All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency. The accounting policies adopted are consistent with those of the previous year.

The Office has received a direction from NSW Treasury under section 45E of the Public Finance and Audit Act to require the Office's financial statements to be prepared in accordance with the statutory body requirements as outlined in the Act and Regulation.

(c) Employee Benefits and other provisions

(i) Salaries and Wages, Annual Leave, Sick Leave and On-Costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and vesting sick leave are recognised and measured in respect of employees' services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Accrued salaries and wages – reclassification

As a result of the adoption of Accounting Standard AASB 1044 "Provisions, Contingent Liabilities and Contingent Assets", accrued salaries and wages have been reclassified to "payables" instead of "provisions" in the Statement of Financial Position and the related note disclosures, for the current and comparative period. On the face of the Statement of Financial Position and in the notes, reference is now made to "provisions" in place of "employee entitlements and other provisions". Total employee benefits (including accrued salaries and wages) are reconciled in Note 9 "Provisions".

(iii) Long Service Leave and Superannuation

The Office contributes to the NSW Treasury's Long Service Leave pool, and to the three superannuation schemes run by Pillar Administration (refer to Note 9).

The Treasury "pool" account administers the Long Service Leave Provision for agencies and commercial activities whose liabilities were previously assumed by the Crown Entity due to their being part of the Budget Sector. Contributions made to Treasury are included in Salaries and Related Expenses. In accordance with AASB 1028 "Employee Benefits" and Treasury Circular 03/08 the total long service leave liability which included on-costs at balance date was recognised as a provision (Note 9). The amount of on-costs was expensed because the Treasury 'Pool' account does not assume on-costs. The balance was recognised as an asset as 'Receivable – long service leave' (Note 6).

(iv) Other Provisions

Other provisions exist when the Office has a present legal, equitable or constructive obligation to make a future sacrifice of economic benefits to other entities as a result of past transactions or other past events. These provisions are recognised when it is probable that a future sacrifice of economic benefits will be required and the amount can be measured reliably.

(d) Insurance

The Office's insurance activities are conducted through the NSW Treasury Managed Fund Scheme (TMF) of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past experience. TMF normally calculates hindsight premiums each year. However in regard to workers compensation the final hindsight adjustment for the 1997/1998 fund year and an interim adjustment for the 1999/2000 fund year have not yet been calculated. The basis for calculating the hindsight premium is currently being reviewed and will not be resolved until next financial year.

(e) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Office. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable, willing seller in an arm's length transaction.

(f) Plant and Equipment

Plant and equipment costing \$3,000 and above individually are capitalised.

(g) Depreciation of Non-Current Physical Assets

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the entity.

All material separately identifiable component assets are recognised and depreciated over their shorter useful lives, including those components that in effect represent major periodic maintenance.

The depreciation rates used for each class of assets are as follows:

• Computer equipment	25%
• Furniture and fittings	10%
• Plant and equipment	20%
• Leasehold improvements	10%
• Software	25%

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

(h) Work in Progress

There were unbilled fees and disbursements relating to work performed by the Office as at 30 June 2003. The Complete Legal Office financial billing system, which is in use in the Office, records all solicitors' times and disbursements on a matter by matter basis. The information (hours worked by each solicitor and disbursements) is entered into the system on the day following the undertaking of the work. This system has been used to calculate and cost unbilled fees in respect of recoverable hours and disbursements made on behalf of clients as at 30 June 2003.

(i) Financial Instruments

Financial instruments give rise to positions that are both a financial asset of one entity and a financial liability (or equity instrument) of another entity. For the Office these include cash, receivables, accounts payable and dividends.

In accordance with AAS 33 "Presentation and Disclosure of Financial Instruments", information is disclosed in Note 12, in respect of the credit risk and interest rate risk of financial instruments. All such amounts are carried in the accounts at net fair value unless otherwise stated. The specific accounting policy in respect of each class of such financial instrument is stated hereunder.

Classes of instruments recorded at cost comprise:-

- cash
- receivables
- accounts payable
- dividends

All financial instruments including revenue, expenses or other cash flows arising from instruments are recognised on an accruals basis.

(j) Dividend/Contribution to Consolidated Fund

The NSW Government in its role as the sole shareholder-owner of the Office is entitled to a risk-related reward by way of a return on equity. This reward takes the form of a cash dividend. The determining power for the payment of dividends resides with the Treasurer under the Public Finance and Audit Act.

The dividend for the current year is calculated at 70% of net profit after adjustment for the individually significant item of \$1.722 million (refer Note 4), in accordance with TPP 02-3, "Financial Distribution Policy for Government Businesses", issued by NSW Treasury in June 2002. Previously the dividend was calculated at 70% of net profit before adjustment for any individually significant item (refer Note 4). This change in the method of calculation has resulted in a reduction in the dividend for the current year from \$1.501 million to \$0.296 million as disclosed in Note 9.

(k) Trust Funds

The Office receives monies in a trustee capacity as set out in Note 15. As the Office performs only a custodial role in respect of these monies, and because the monies cannot be used for the achievement of the Office's own objectives, they are not brought to account in the financial statements.

(l) Revenue Recognition

Sales revenue

Sales revenue comprises revenue earned from (1) the provision of services to outside entities and recognised when the fee in respect of services provided is receivable and (2) legal disbursements incurred on behalf of outside entities and recognised when the recoupment in respect of the disbursement provided is receivable.

Interest income

Interest income is recognised as it accrues.

Asset sales

The gross proceeds of asset sales are included as revenue. The profit or loss on disposal of assets is brought to account at the date of disposal or sale.

Other revenue

Other revenue comprises income received from non-core activities and is recognised when the fee in respect of these activities is receivable.

(m) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- the amount of GST incurred by the agency as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

(n) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated.

(o) Leased Assets

Operating lease payments are charged to the Statement of Financial Performance in the periods in which they are incurred.

(p) Receivables

Trade debtors are required to settle within 14 days. Accounts receivable generally settled within fourteen days are carried at amounts due. The Office considers that the carrying amounts of trade and other debtors approximate their net fair values. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred.

(q) Payables

Accounts payable including accruals not yet billed are recognised when the Office becomes obliged to make future payments as a result of a purchase of goods or services. Accounts payable are generally settled within the terms of the supplier. The Office considers the carrying amount of trade and other accounts payable approximate their net fair values.

(r) TCorp HourGlass Facilities

The Office has investments in TCorp's Hour-Glass Investment facilities. The Office's investments are represented by a number of units in managed investments within the facilities. Each facility has different investment horizons and comprises a mix of asset classes appropriate to that investment horizon. TCorp appoints and monitors fund managers and establishes and monitors the application of appropriate investment guidelines.

The Office's investments are:	2003 \$000	2002 \$000
Cash Plus Facility Trust (Note 5)	1,218	1,162
	1,218	1,162

These investments are generally able to be redeemed with up to five-business days notice (dependent upon the facility). The value of the investments held can decrease as well as increase depending upon market conditions. The value that best represents the maximum credit risk exposure is the net fair value. The value of the above investments represents the Office's share of the underlying assets of the facility and is stated at net fair value.

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

2. REVENUE

	2003 \$000	2002 \$000
(a) Revenue from operating activities		
Rendering of services		
Fees	24,344	20,717
Legal disbursements recouped	18,152	14,581
	42,496	35,298
(b) Revenue from outside operating activities		
Interest revenue	245	233
Gross proceeds from sale of non-current assets	4	0
Other revenue	161	14
	410	247

3. EXPENDITURE

(a) Employee related expenditure		
Salaries and wages (including recreation leave)	12,927	10,751
Superannuation entitlements (refer Notes 4 & 9)	2,963	2,825
Long service leave	499	213
Workers compensation insurance	69	82
Payroll tax and fringe benefits tax	796	711
	17,254	14,582
(b) Other operating expenditure		
Advertising and publicity	95	61
Auditor's remuneration – audit of the financial report	35	33
Bad and doubtful debts	28	(18)
Bank charges	4	4
Consultancy	70	10
Electricity	94	92
Fees	2,547	2,241
General expenditure	217	146
Insurance	9	8
Book value on sale of property, plant and equipment	1	0
Motor vehicles	22	23
Postage	60	43
Printing	151	165
Publications	216	199
Rates and charges	69	51
Rental	1,651	1,302
Staff expenditure & training	214	192
Stores	303	252
Telephone	158	147
Travel	18	16
	5,962	4,967
(c) Depreciation		
Computer equipment	339	311
Furniture and fittings	17	12
Plant and equipment	58	23
Leasehold improvements	408	338
Software	138	45
	960	729
(d) Other expenditure		
Legal Disbursements – made on behalf of other Government Departments	18,159	14,600
	18,159	14,600

During the course of the year, the Office incurs legal expenses on behalf of clients. This is shown in “Other expenditure – legal disbursements made on behalf of other government departments”. These expenses are then invoiced to the client and are shown in revenue from operating activities as “Rendering of services – legal disbursements recouped” (refer Note 2).

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

4. INDIVIDUALLY SIGNIFICANT ITEMS

This comprises a charge to employee related expenses in 2002/2003 of \$1.722 million (\$1.796 million in 2001/2002) reflecting a reduction in the net superannuation reserves of the Office. This results from an assessment issued by Pillar Administration that the Office had total prepaid superannuation contributions of \$2.438 million as at 30 June 2003 (\$4.160 million as at 30 June 2002) (refer Note 6).

5. CURRENT ASSETS – CASH

	2003 \$000	2002 \$000
Cash at bank and on hand	6,209	6,486
Deposit – TCorp HourGlass Cash Plus Facility Trust	1,218	1,162
	7,427	7,648

For the purposes of the Statement of Cash Flows, cash includes cash on hand, cash at bank and deposits in the TCorp HourGlass Cash Plus Facility Trust. Cash assets recognised in the Statement of Financial Position are reconciled to cash at the end of the financial year as shown in the Statement of Cash Flows as follows:

Cash (per Statement of Financial Position)	7,427	7,648
Closing Cash and Cash Equivalents (per Statement of Cash Flows)	7,427	7,648

6. CURRENT/NON-CURRENT ASSETS – RECEIVABLES

	2003 \$000	2002 \$000
Current		
Trade debtors	4,767	5,507
Work in progress	4,815	3,760
Other debtors		
Other	386	160
Interest receivable	83	101
Long service leave	289	213
Less: provision for doubtful debts	(72)	(41)
	10,268	9,700
Non-Current		
Other debtors		
Prepayment of superannuation (refer Note 9)	2,438	4,160
Long service leave	2,219	1,928
	4,657	6,088

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

7. NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT

2003	Computer Equipment \$000	Furniture & Fittings \$000	Plant & Fittings \$000	Leasehold Improvements \$000	Software \$000	Total \$000
At Fair Value	1,864	185	409	3,108	1,085	6,651
Less Accumulated Depreciation	1,372	79	204	1,760	558	3,973
At Net Book Value	492	106	205	1,348	527	2,678

2002	Computer Equipment \$000	Furniture & Fittings \$000	Plant & Fittings \$000	Leasehold Improvements \$000	Software \$000	Total \$000
At Fair Value	1,554	122	356	2,677	688	5,397
Less Accumulated Depreciation	1,033	61	152	1,521	420	3,187
At Net Book Value	521	61	204	1,156	268	2,210

Reconciliations
Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current and previous financial year are set out below.

2003	Computer Equipment \$000	Furniture & Fittings \$000	Plant & Fittings \$000	Leasehold Improvements \$000	Software \$000	Total \$000
Carrying amount at Start of year	521	61	204	1,156	268	2,210
Additions	310	62	60	600	397	1,429
Disposals	0	0	6	170	0	176
Depreciation expense	339	17	58	408	138	960
Write-back on Disposal	0	0	5	170	0	175
Carrying amount at end of period	492	106	205	1,348	527	2,678

2002	Computer Equipment \$000	Furniture & Fittings \$000	Plant & Fittings \$000	Leasehold Improvements \$000	Software \$000	Total \$000
Carrying amount at Start of year	708	67	44	1,474	61	2,354
Additions	124	6	183	20	252	585
Disposals	0	0	29	0	0	29
Depreciation expense	311	12	23	338	45	729
Write-back on Disposal	0	0	29	0	0	29
Carrying amount at end of year	521	61	204	1,156	268	2,210

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

8. CURRENT LIABILITIES – PAYABLES

	2003 \$000	2002 \$000
Accrued salaries and wages	324	259
Creditors	556	1,155
Other	189	175
	1,069	1,589

9. CURRENT/NON-CURRENT LIABILITIES – PROVISIONS

	2003 \$000	2002 \$000
Employee benefits and related on-costs		
Recreation leave	1,423	945
Long service leave	2,788	2,141
	4,211	3,086
 Other Provisions		
Dividends		
Amount owed to NSW Treasury	296	1,644
	296	1,644
 Total Provisions	4,507	4,730
 Aggregate employee benefits and related on-costs		
Provisions – current	2,042	2,802
Provisions – non-current	2,465	1,928
Accrued salaries, wages and on-costs (Note 8)	324	259
	4,831	4,989

The Office has been responsible for superannuation contributions from 1 July 1995. Prior to this all liabilities were assumed by the Crown Entity.

An amount of \$1.241 million was charged to the expense account (\$1.029 million in 2001/2002) within employee related expenses and represents the contributions paid by the Office to the superannuation schemes (Refer Note 3(a)).

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

The status of the superannuation reserves as at 30 June 2003 is given below:

	SASS(i) \$000	SANCS(ii) \$000	SSS(iii) \$000	2003 Total \$000	2002 Total \$000
Reserve Account Balance	1,618	1,545	15,599	18,762	19,167
Less: Actuarial Gross Past Liability	1,209	909	14,206	16,324	15,007
Superannuation Assets	409	636	1,393	2,438	4,160
(i) SASS	State Authorities Superannuation Scheme				
(ii) SANCS	State Authorities Non – Contributory Superannuation Scheme				
(iii) SSS	State Superannuation Scheme				

The liability for the various schemes is based on an assessment by the actuary, Mercer, for the defined benefit schemes administered by the Pillar Administration for the financial year ending 30 June 2003.

Payments are made to the Superannuation Administration Corporation to reduce the superannuation liability. These payments are held in Investment Reserve Accounts.

Any unfunded superannuation liability is recognised as a liability in the statement of financial position. Amounts representing prepaid superannuation contributions are recognised as an asset (refer Note 6).

The economic assumptions used are as follows:

	30 June 2003 & thereafter %	30 June 2004 & thereafter %	30 June 2005 & thereafter %
Investment Return	7.0	7.0	7.0
Salary Growth Rate	4.0	4.0	4.0
Consumer Price Index	2.5	2.5	2.5

The movement in the provision for dividend is as follows:

	2003 \$000	2002 \$000
Balance 1 July	1,644	874
Increase in provision for the year	296	1,644
Dividend/Contribution Paid	(1,644)	(874)
Balance 30 June	296	1,644

The balance of the provision for dividend is payable to Treasury in accordance with Note 1(j).

10. EQUITY

	2003 \$000	2002 \$000
Balance at the beginning of the financial year	19,327	20,419
Total changes in equity recognised in the Statement of Financial Performance	423	552
Transactions with owners as owners		
Dividends	(296)	(1,644)
Balance at the end of the financial year	19,454	19,327

11. NOTES TO THE STATEMENT OF CASH FLOWS

Reconciliation of Net Cash Provided by Operating Activities to Surplus	2003 \$000	2002 \$000
Surplus for the year	423	552
Depreciation	960	729
Increase/(Decrease) in provisions	1,124	266
(Decrease)/Increase in payables	(520)	289
Decrease/(Increase) in prepayments and other assets	863	2,505
Net profit on sale of plant and equipment	(3)	0
Net cash provided by operating activities	2,847	4,341

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

12. FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instrument will fluctuate due to changes in market interest rates. The Office's exposure to interest rate risks and the effective interest rates of financial assets and liabilities, both recognised and unrecognised at the balance date are as follows:

2003	Floating interest rate	Non-interest bearing	Total carrying amount as per the statement of financial position	Effective interest rate
	\$000	\$000	\$000	%
Financial Assets				
Cash	6,206	3	6,209	3.75
TCorp HourGlass Investment	1,218	0	1,218	4.82
Receivables	0	9,863	9,863	0
Total financial assets	7,424	9,866	17,290	
Financial Liabilities				
Accounts payable	0	745	745	0
Dividends	0	296	296	0
Total financial liabilities	0	1,041	1,041	

2002	Floating interest rate	Non-interest bearing	Total carrying amount as per the statement of financial position	Effective interest rate
	\$000	\$000	\$000	%
Financial Assets				
Cash	6,483	3	6,486	3.52
TCorp HourGlass Investment	1,162	0	1,162	4.58
Receivables	0	9,378	9,378	0
Total financial assets	7,645	9,381	17,026	
Financial Liabilities				
Accounts payable	0	1,330	1,330	0
Dividends	0	1,644	1,644	0
Total financial liabilities	0	2,974	2,974	

The effective interest rate was computed on an average monthly basis.

(b) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract/or financial position failing to discharge a financial obligation thereunder. The Office's maximum exposure to credit risk is represented by the carrying amounts of the financial assets included in the statement of financial position.

The Office has significant debtor exposure to the Attorney General's Department.

(c) Net Fair Value

The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximates their carrying value.

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

13. COMMITMENTS FOR EXPENDITURE

	2003 \$000	2002 \$000
(a) Capital Commitments		
Aggregate capital expenditure contracted for at balance date and not provided for:		
Not later than one year	760	802
	760	802
(b) Operating Lease Commitments		
Future non-cancellable operating lease rentals not provided for and payable:		
Not later than one year	2,145	1,789
Later than one year and not later than five years	8,346	6,852
Later than five years	0	1,356
	10,491	9,997

Non-cancellable operating leases refer to leases currently held in relation to the occupancy of premises and the rental of motor vehicles and capital equipment by the Office. These operating lease commitments are not recognised in the financial statements as liabilities.

The total “Capital Commitments” & “Operating Lease Commitments” above includes input tax credits of \$1.023 million (\$0.989 million in 2001/2002) that are expected to be recoverable from the Australian Taxation Office.

14. CONTINGENT LIABILITIES

The Office has no contingent liabilities as at 30 June 2003.

15. TRUST FUNDS

The Office holds money in a Trust Fund, which represents amounts held on behalf of third parties. The balance held as at 30 June 2003 was \$12.979 million (\$17.781 million in 2001/2002). These monies are excluded from the financial statements, as the Office cannot use them for the achievement of its objectives.

The following is a summary of the transactions in the trust account:

	2003 \$000	2002 \$000
Cash balance as at 1 July	17,781	4,693
Add: Receipts for the year ended 30 June 2003	29,516	51,580
Less: Expenditure for the year ended 30 June 2003	34,318	38,492
Cash balance as at 30 June	12,979	17,781

END OF AUDITED FINANCIAL STATEMENTS

REGISTRY OF BIRTHS, DEATHS AND MARRIAGES

Financial Statements for the Year ended 30 June 2003

STATEMENT BY DIRECTOR GENERAL

In accordance with section 41C of the Public Finance and Audit Act, 1983, I state that:

- (a) The accompanying financial statements have been prepared in accordance with the provisions of the Public Finance and Audit Act 1983, the Public Finance and Audit Regulation 2000 and the Treasurer's Directions.
- (b) These financial statements exhibit a true and fair view of the financial position and the transactions of the Registry of Births, Deaths and Marriages for the year ended 30th June, 2003.
- (c) As at the date of this statement there are no circumstances that would render any particulars included in the financial statements to be misleading or inaccurate.

Laurie Glanfield

Laurie Glanfield
Director General
13 October 2003



GPO BOX 12
SYDNEY NSW 2001

INDEPENDENT AUDIT REPORT

REGISTRY OF BIRTHS, DEATHS AND MARRIAGES

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Registry of Births, Deaths and Marriages:

- (a) presents fairly the Registry’s financial position as at 30 June 2003 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with section 45E and 45EA of the *Public Finance and Audit Act 1983* (the Act).

My opinion should be read in conjunction with the rest of this report.

The Department Head’s Role

The financial report is the responsibility of the Director General, Attorney General’s Department. It consists of the statement of the financial position, the statement of the financial performance, the statement of the cash flows and the accompanying notes.

The Auditor’s Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to Members of the New South Wales Parliament that the financial report is free of *material* misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Registry in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does *not* guarantee that every amount and disclosure in the financial report is error free. The terms ‘reasonable assurance’ and ‘material’ recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Director General had failed in his reporting obligations.

My opinion does *not* provide assurance:

- about the future viability of the Registry,
- that it has carried out its activities effectively, efficiently and economically, or
- about the effectiveness of its internal controls.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements.

The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of the public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

A Oyetunji CPA
Assistant Director of Audit

SYDNEY
14 October 2003

STATEMENT OF FINANCIAL PERFORMANCE

for the year ended 30 June 2003

	Notes	Actual 2003 \$000	Actual 2002 \$000
REVENUE			
Revenue from ordinary activities	2(a)	16,237	15,149
Revenue from outside ordinary activities	2(b)	246	251
Total Revenue		16,483	15,400
EXPENDITURE			
Operating expenditure			
Employee related	3(a)	7,803	6,538
Other operating expenses	3(b)	5,631	5,387
Borrowing Costs		250	265
Maintenance		481	468
Depreciation	3(c)	2,587	1,420
Total Expenditure		16,752	14,078
(Deficit)/Surplus for the year		(269)	1,322
Total Revenues, Expenses and Valuation Adjustments recognised directly in Equity		0	0
Total changes in Equity other than those resulting from transactions with owners as owners		(269)	1,322

The accompanying notes form part of these statements

STATEMENT OF FINANCIAL POSITION
as at 30 June 2003

	Notes	Actual 2003 \$000	Actual 2002 \$000
ASSETS			
Current Assets			
Cash Assets	5	2,262	2,150
Receivables	6	548	552
Total Current Assets		2,810	2,702
Non Current Assets			
Property, plant & equipment			
Land & buildings		6,137	6,239
Plant & equipment		4,863	6,127
Total Property, Plant and Equipment	7	11,000	12,366
Receivables	6	2,309	2,974
Total Non Current Assets		13,309	15,340
Total Assets		16,119	18,042
LIABILITIES			
Current Liabilities			
Payables	8	438	532
Interest bearing liabilities	9	450	450
Provisions	10	797	2,400
Total Current Liabilities		1,685	3,382
Non-Current Liabilities			
Interest bearing liabilities	9	3,600	4,050
Provisions	10	1,511	1,018
Total Non-Current Liabilities		5,111	5,068
Total Liabilities		6,796	8,450
Net Assets		9,323	9,592
EQUITY			
Retained Earnings	11	9,323	9,592
Total Equity		9,323	9,592

The accompanying notes form part of these statements.

STATEMENT OF CASH FLOWS
for the year ended 30 June 2003

	Notes	Actual 2003 \$000	Actual 2002 \$000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee related		(6,331)	(5,254)
Borrowing Costs		(251)	(265)
Other		(6,752)	(6,873)
Total Payments		(13,334)	(12,392)
Receipts			
User charges		16,351	15,307
Interest received		94	108
Other		676	1,068
Total Receipts		17,121	16,483
Net Cash provided by Operating Activities	12	3,787	4,091
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		0	5
Purchases of property, plant and equipment		(1,419)	(5143)
Net Cash used in Investing Activities		(1,419)	(5,138)
CASH FLOWS FROM FINANCING ACTIVITIES			
Treasury advance		(450)	0
Dividend payment to NSW Treasury		(1,806)	(1,842)
Net Cash used in Financing Activities		(2,256)	(1,842)
NET INCREASE (DECREASE) IN CASH HELD		112	(2,889)
Cash at the beginning of the reporting period		2,150	5,039
CASH AT THE END OF THE REPORTING PERIOD	5	2,262	2,150

The accompanying notes form part of these statements.

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) The Reporting Entity

The Registry of Births, Deaths and Marriages, as a reporting entity, comprises all the operating activities under the control of the Registry. It is a commercial entity of the Attorney General's Department and is included in the consolidated financial statements of the Department.

(b) Basis of Accounting

The Registry's financial statements are a general purpose financial report which has been prepared in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), Urgent Issues Group (UIG) Consensus Views, the requirements of the Public Finance and Audit Act, 1983, and its Regulations, and the Treasurer's Directions.

Where there are inconsistencies between the above requirements, the legislative provisions have prevailed.

In the absence of a specific Accounting Standard, other authoritative pronouncement of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS6 "Accounting Policies" is considered.

The financial statements are prepared in accordance with the historical cost convention. All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency. The accounting policies adopted are consistent with those of the previous year.

The Registry has received a direction from NSW Treasury under Section 45E of the Public Finance and Audit Act to require the Registry's financial statements to be prepared in accordance with the statutory body requirements as outlined in the Act and Regulation.

(c) Employee Benefits and Other Provisions

(i) Wages and Salaries, Annual Leave, Sick Leave and On-Costs

Liabilities for salaries and wages (including non-monetary benefits) annual leave and vesting sick leave are recognised and measured in respect of employee' services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Long Service Leave and Superannuation

The Registry became a commercial entity as of 30 June 1992. The Crown Entity assumed all Long Service Leave and Superannuation liabilities prior to this time. As of 30 June 1992 the Registry assumed the ongoing liabilities. The Registry contributes to the NSW Treasury's Long Service Leave pool, and to the three superannuation schemes run by the Pillar Administration (refer to Note 10).

The Treasury "pool" account administers the Long Service Leave Provision for agencies and commercial activities whose liabilities were previously assumed by the Crown Entity due to their being part of the Budget Sector. Contributions made to Treasury are included in Salaries and Related Expenses. In accordance with AASB 1028 "Employee Benefits" and Treasury Circular 03/08 the total long service leave liability which included on-costs at balance date was recognised as a provision (Note 10). The amount of on-costs was expensed because the Treasury 'Pool' account does not assume on-costs. The balance was recognised as "Receivables – long service leave" (Note 6).

(d) Insurance

The Registry's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. Treasury Managed Fund normally calculates hindsight premiums each year. However in regard to workers compensation the final hindsight adjustment for the 1997/1998 fund year and an interim adjustment for the 1999/2000 fund year have not yet been calculated. The basis for calculating the hindsight premium is currently being reviewed and will not be resolved until next financial year.

(e) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Registry. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable, willing seller in an arm's length transaction.

(f) Plant and Equipment

Plant and equipment costing \$3,000 and above, are individually capitalised. This capitalisation is extended to items which are purchased as a group (e.g. computer network components, items of building fit-out).

(g) Depreciation of Non-Current Physical Assets

Depreciation is provided for on a straight line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the entity.

Additional component assets to an existing asset are recognised and depreciated over the remaining useful life of that existing asset.

The depreciation rates used for each class of assets are as follows:-

• Computer equipment	25%
• Buildings	2.86%
• Furniture and fittings	10%
• Plant and equipment	20%
• Leasehold improvements	10%
• Software	25%
• Air conditioning	6.67%
• Voice Communications	20%

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

(h) Financial Instruments

Financial instruments give rise to positions that are both a financial asset of one entity and a financial liability (or equity instrument) of another entity. For the Registry these include cash, receivables, payables, dividends and Treasurer's advance.

In accordance with AAS 33 "Presentation and Disclosure of Financial Instruments", information is disclosed in Note 13, in respect of the credit risk and interest rate risk of financial instruments. All such amounts are carried in the accounts at net fair value unless otherwise stated. The specific accounting policy in respect of each class of such financial instrument is stated hereunder.

Classes of instruments recorded at cost comprise:-

- cash
- receivables
- accounts payable
- dividends payable
- Treasurer's Advance

All financial instruments including revenue, expenses or other cash flows arising from instruments are recognised on an accrual basis.

(i) Dividend/Contribution to Consolidated Fund

The NSW Government in its role as the sole shareholder-owner of the Registry is entitled to a risk-related reward by way of a return on equity. This reward takes the form of a cash dividend. The determining power for the payment of dividends resides with the Treasurer under the Public Finance and Audit Act.

Any dividend payable for the current year would be calculated at 70% of net profit after adjustment for the individually significant item of \$0.96m (refer Note 4) in accordance with TPP 02-3, "Financial Distribution Policy for Government Businesses", issued by NSW Treasury in June 2002. No dividend is payable for the current year due to the deficit position.

The dividend for the previous year had been calculated at 70% of net profit before adjustment for any individually significant item (refer Note 4). The effect of this change in the method of calculation is a reduction in the dividend payable for the current year from \$0.679 million to \$0.007 million shown in Note 10.

(j) Revenue Recognition

Sales revenue

Sales revenue comprises revenue earned from the provision of services to clients and other entities. Sales revenue from clients is recognised upon receipt of application for certificates and other services. Sales revenue from other entities is recognised when the fee in respect of services provided is receivable.

Interest income

Interest income is recognised as it accrues.

Other revenue

Other revenue comprises income received from non-core activities and is recognised when the fee in respect of these activities is receivable.

(k) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- The amount of GST incurred by the agency as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense; and
- Receivables and payables are stated with the amount of GST included.

(l) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which the costs are capitalised and depreciated.

(k) Receivables

Trade debtors are required to settle within thirty days. Bad debts are written off in the period they are identified. The Registry considers that the carrying amounts of trade and other debtors approximate their net fair value. An estimate for doubtful debts is made when collection of the full amount is no longer probable.

(l) Payables

Accounts payable including accruals not yet billed are recognised when the Registry becomes obliged to make future payments as a result of a purchase of goods or services. Accounts payables are generally settled within agreed payment terms ranging from seven to thirty days. The Registry considers the carrying amounts of trade and other accounts payable approximate their net fair value. The Registry now includes accrued salaries under Payables in accordance with revised accounting standards.

(m) Borrowing Costs and Interest Bearing Liabilities

Borrowing costs are recognised as expenses in the period in which they are incurred. All loans are valued at current capital value.

(n) T. Corp Hour-Glass Investment Facilities

The Registry has investments in T. Corp's Hour-Glass Investment facilities. The Registry's investments are represented by a number of units in managed investments within the facilities. Each facility has different investment horizons and comprises a mix of asset classes appropriate to that investment horizon. T.Corp appoints and monitors fund managers and establishes and monitors the application of appropriate investment guidelines.

	2003 \$000	2002 \$000
The Registry's investments are:		
Cash Facility	1,013	12
Cash Plus Facility	888	847
	1,901	859

These investments are generally able to be redeemed with up to five business days notice (dependent upon the facility). The value of the investments held could decrease as well as increase depending upon market conditions. The value that best represents the maximum credit risk exposure is the net fair value.

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

2. REVENUE

	2003 \$000	2002 \$000
(a) Revenue from ordinary activities		
Rendering of services		
Birth certificates	7,878	7,670
Death certificates	2,016	1,928
Marriage certificates	1,587	906
Change of name certificates	1,284	1,199
Marriage services	599	447
Genealogical fees	814	979
Searches	151	169
Local Court revenue	1,064	1,098
Other	844	753
	16,237	15,149
(b) Revenue from outside ordinary activities		
Interest income	94	153
Other	152	98
	246	251

3. EXPENDITURE

(a) Employee related expenses		
Salaries and wages	5,673	4,552
(including recreation leave)		
Superannuation entitlements(refer Notes 4 &10)	1,294	1,396
Payroll & fringe benefits tax	488	293
Long service leave	294	228
Workers compensation insurance	54	69
	7,803	6,538
(b) Other operating expenses		
Advertising & Publicity	120	100
Auditor's remuneration – audit of the financial report	31	19
Audit – Internal	72	0
Bank charges	115	110
Bad Debts	1	4
Electricity	62	42
Fees	1,438	986
Consultancy	162	82
Fees – Agency Staff	1,240	1,670
General Expenses	24	40
Insurance	8	6
Interpreters and Translators	9	4
Lease/Hire of Equipment	230	142
Loss on disposal of assets	198	0
Motor Vehicle running cost	11	0
Postage	485	500
Printing	272	208
Publications	11	7
Rates & charges	103	80
Removal costs	1	108
Rental	53	398
Staff expenses & training	96	101
Stores	383	242
Telephone	467	500
Travel	39	38
	5,631	5,387
(c) Depreciation:		
Buildings	116	55
Furniture & Fittings	302	164
Plant & Equipment	77	39
Computer Equipment	660	316
Software	1,342	794
Voice Communications	56	27
Air Conditioning	26	13
Leasehold Improvements	8	12
	2,587	1,420

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

4. INDIVIDUALLY SIGNIFICANT ITEMS

This comprises a charge to employee related expenses in 2002/2003 of \$0.960 million (\$1.259 million in 2001/2002) reflecting a reduction in the net superannuation reserves of the Registry. This results from an assessment issued by the Pillar Administration that the Registry had total prepaid superannuation contributions of \$0.996 million as at 30th June 2003 (\$1.956 million as at30th June 2002) (refer Note 6).

5. CURRENT ASSETS – CASH ASSETS

	2003 \$000	2002 \$000
Cash at bank and on hand	361	1,291
Deposits – T. Corp Hour-Glass Investment Facilities		
T. Corp Cash Facility	1,013	12
T. Corp Cash Plus Facility	888	847
	2,262	2,150

For the purposes of the Statement of Cash Flows, cash includes cash at bank, investments in the T. Corp Hour-Glass Investment facilities and cash on hand. Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows: -

Cash Assets (per Statement of Financial Position)	2,262	2,150
Closing cash and cash equivalents (per Statement of Cash Flows)	2,262	2,150

6. CURRENT/NON-CURRENT ASSETS – RECEIVABLES

Current		
Trade debtors	122	127
Other debtors		
Interest receivable	19	19
Prepayments	69	31
Long service leave	130	201
Other	208	174
	548	552
Non-Current		
Other debtors		
Prepayment of superannuation (refer Note 10)	996	1,956
Long service leave	1,313	1,018
	2,309	2,974

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

7. NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT

2003	Land	Bldgs	Computer Equip't	Furniture & Fittings	Plant & Equip't	Leasehold Impr.	Software	Voice Comm 'cations	Air Condition	Capital W.I.P	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
At Fair Value											
Balance 1 July 2002	1,750	4,197	4,241	2,940	522	122	3,357	296	377	0	17,802
Additions		36	36	104	48	181	342	11	36	625	1,419
Disposals			302	240	121	122	10		47		842
Balance 30 June 2003	1,750	4,233	3,975	2,804	449	181	3,689	307	366	625	18,379
Accumulated Depreciation											
Balance 1 July 2002	0	55	3,445	282	214	54	1,329	27	30	0	5,436
Depreciation for the year	0	116	660	302	77	8	1,342	55	27	0	2,587
Write-back on Disposal	0	(6)	297	148	112	61	10	0	22	0	644
Balance 30 June 2003	0	177	3,808	436	179	1	2,661	82	35	0	7,379
Written Down Value											
At 30 June 2003	1,750	4,056	167	2,368	270	180	1,028	225	331	625	11,000

2002	Land	Bldgs	Computer Equip't	Furniture & Fittings	Plant & Equip't	Leasehold Impr.	Software	Voice Comm 'cations	Air Condition	Capital W.I.P	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
At Fair Value											
Balance 1 July 2001	1,750	3,225	4,063	758	249	122	2,451	0	47		12,665
Additions		972	178	2,182	279	0	906	296	330		5,143
Disposals	0	0	0	0	6	0	0	0	0		6
Balance 30 June 2002	1,750	4,197	4,241	2,940	522	122	3,357	296	377		17,802
Accumulated Depreciation											
Balance 1 July 2001	0	0	3,129	118	182	42	535	0	17		4,023
Depreciation for the year	0	55	316	164	39	12	794	27	13		1,420
Write-back on Disposal	0	0	0	0	5	0	0		0		6
Balance 30 June 2002	0	55	3,445	282	214	54	1,329	27	30		5,437
Written Down Value											
At 30 June 2002	1,750	4,142	796	2,658	308	68	2,028	269	347		12,366

Computer equipment and software include the backcapture database of \$5.380 million (\$5.320 million in 2001/2002) with accumulated depreciation of \$4.794 million (\$3.354 million in 2001/2002) as at 30th June 2003. This involved the creation of records from paper form into an electronic database of birth, death and marriage records dated pre 1952. The value and the estimated useful life of the backcapture database are currently under review. In all other aspects the Registry believes that the written down value of its assets as summarised above, presents a true and fair value as at 30 June 2003.

8. CURRENT LIABILITIES – PAYABLES

	2003 \$000	2002 \$000
Accrued salaries, wages and on-costs	149	110
Creditors	288	421
Other	1	1
	438	532

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

9. CURRENT / NON-CURRENT LIABILITIES – INTEREST BEARING LIABILITIES

	2003 \$000	2002 \$000
Unsecured		
Treasury advances repayable	4,050	4,500
	4,050	4,500
The Registry had an advance of \$4.5 million from NSW Treasury. Interest has been calculated based on the T. Corp six year bond rate. The interest rate for the term is 5.88%. Weighted average interest for the year was 5.88%. The Registry expects to repay Treasury Advances as follows:		
Repayment of Borrowings		
Not later than one year	450	450
Later than one year and not later than five years	3,600	4,050
More than five years	0	0
Total borrowings at face value	4,050	4,500
Represented by:		
Current Liability	450	450
Non-Current Liability	3,600	4,050
	4,050	4,500

The Registry can repay all or part of the principal earlier than the maturity date, on the 15th of any month during its term. A condition under Section 8A of the PAFA Act states that the Registry cannot sell, lease or sub-lease 35 Regent Street Chippendale during the term of the Treasury Advance, without the Treasurer's prior permission.

10. CURRENT / NON-CURRENT LIABILITIES – PROVISIONS

	2003 \$000	2002 \$000
Current		
Employee Benefits and related on-costs		
Recreation Leave	648	393
Long service leave	149	201
	797	594
Other provisions		
Dividends – Amount owed to NSW Treasury	0	1,806
	0	1,806
Total current provisions	797	2,400
Non-Current		
Employee Benefits		
Long service leave	1,511	1,018
	1,511	1,018
Total non-current provisions	1,511	1,018
Total Provisions	2,308	3,418

The Registry is responsible for superannuation contributions. An amount of \$0.261 million (\$0.137 million in 2001/02) was charged to the expense account within employee related expenses and represents the contributions paid by the Registry to the superannuation schemes during 2002/03 . (Refer Note 3(a) and 4).

The status of the superannuation reserves at 30 June 2003 is given below:

	SASS(i) \$000	SANCS(ii) \$000	SSS(iii) \$000	2003 Total \$000	2002 Total \$000
Reserve Account Balance	1,542	828	5,855	8,225	8,020
Less: Actuarial Gross Past Service Liability	1,333	705	5,191	7,229	6,064
Superannuation Assets	209	123	664	996	1,956

- (i) SASS
- (ii) SANCS
- (iii) SSS
- State Authorities Superannuation Scheme
- State Authorities Non – Contributory Superannuation Scheme
- State Superannuation Scheme

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

The liability for the various schemes is based on an assessment by the William M Mercer actuary for the defined benefit schemes administered by Pillar Administration for the financial year ending 30 June 2003.

Payments are made to Pillar Administration to reduce the superannuation liability. These payments are held in Investment Reserve Accounts.

Any unfunded superannuation liability is recognised as a liability in the statement of financial position. Amounts representing prepaid superannuation contributions are recognised as an asset (refer Note 6).

The economic assumptions used are based on information provided by the Superannuation Administration Corporation and are as follows:

	2003/04 % pa	2004/05 % pa	2005/06 % pa
Investment Return	7.0	7.0	7.0
Salary Growth Rate	4.0	4.0	4.0
Consumer Price Index	2.5	2.5	2.5

The movement in the provision for dividend is as follows:

	2003 \$000	2002 \$000
Balance at the beginning of the financial year	1,806	1,842
Increase in provision for the year	0	1,806
Dividends paid	(1,806)	(1,842)
Balance at the end of the financial year	0	1,806

The balance to Treasury of the provision for dividend is payable to Treasury in accordance with Note 1 (i).

11. CHANGES IN EQUITY

	2003 \$000	2002 \$000
Retained Earnings		
Balance at the beginning of the financial year	9,592	10,076
Total changes in equity recognised in the Statement of Financial Performance	(269)	1,322
Transactions with owners as owners		
Dividend	(0)	(1,806)
Balance at the end of the financial year	9,323	9,592

12. RECONCILIATION OF NET CASH PROVIDED BY OPERATING ACTIVITIES TO
OPERATING RESULT

	2003 \$000	2002 \$000
Operating Result	(269)	1,322
Depreciation	2,587	1,420
Net loss on sale of non-current assets	198	(5)
Increase/(Decrease) in provisions	696	73
Increase/(Decrease) in creditors	(94)	(218)
(Increase)/Decrease in prepayments	(38)	91
(Increase)/Decrease in receivables	707	1,408
Net cash provided by operating activities	3,787	4,091

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

13. FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instrument will fluctuate due to changes in market interest rates. The Registry’s exposure to interest rate risks and the effective interest rates of financial assets and liabilities, both recognised and unrecognised at the balance date, is as follows:

	Fixed interest rate maturing in:-					Total carrying amount as per the statement of financial position \$000	Effective interest rate %
	Floating interest rate \$000	1 year or less \$000	Over 1 to 5 years \$000	More than 5 years \$000	Non- interest bearing \$000		
2003							
Financial Assets							
Cash	353	0	0	0	8	361	3.75
T. Corp Hour-Glass Investment facilities:							
Cash Facility Trust	1,013	0	0	0	0	1,013	4.22
Cash Plus Facility Trust	888	0	0	0	0	888	4.71
	1,901	0	0	0	0	1,901	
Total Cash Assets	2,254	0	0	0	8	2,262	
Receivables	0	0	0	0	349	349	
Total financial assets	2,254	0	0	0	357	2,611	
Financial Liabilities							
Payables	0	0	0	0	289	289	
Dividends payable	0	0	0	0	0	0	
Treasurer's advance	0	450	3,600	0	0	4,050	5.88
Total financial liabilities	0	450	3,600	0	289	4,339	

	Fixed interest rate maturing in:-					Total carrying amount as per the statement of financial position \$000	Effective interest rate %
	Floating interest rate \$000	1 year or less \$000	Over 1 to 5 years \$000	More than 5 years \$000	Non- interest bearing \$000		
2002							
Financial Assets							
Cash	1,284	0	0	0	7	1,291	2.42
T. Corp Hour-Glass Investment facilities:							
Cash Facility Trust	12	0	0	0	0	12	4.18
Cash Plus Facility Trust	847	0	0	0	0	847	5.36
	859	0	0	0	0	859	
Total Cash Assets	2,143	0	0	0	7	2,150	
Receivables	0	0	0	0	321	321	
Total financial assets	2,143	0	0	0	328	2,471	
Financial Liabilities							
Payables	0	0	0	0	422	422	
Dividends payable	0	0	0	0	1,806	1,806	
Treasurer's advance	0	450	4,050	0	0	4,500	5.88
Total financial liabilities	0	450	4,050	0	2,228	6,728	

Effective interest rate is shown on an annualised basis.

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

(b) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract/or financial position failing to discharge a financial obligation thereunder. The Registry’s maximum exposure to credit risk is represented by the carrying amounts of the financial assets included in the statement of financial position.

The Registry does not have any significant exposure to any individual debtor or creditor.

(c) Net Fair Value

The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximates their carrying value.

14. COMMITMENTS FOR EXPENDITURE

(a). Capital Commitments

Aggregate capital expenditure contracted for at balance date and not provided for:		
Not later than one year	275	179
Later than one year but not later than 5 years	0	0
Later than 5 years	0	0
	275	179
Includes GST Receivable of :-	25	16

(b). Other Expenditure Commitments

Aggregate other expenditure contracted for at balance date and not provided for:		
Not later than one year	161	61
Later than one year but not later than 5 years	0	0
Later than 5 years	0	0
	161	61
Includes GST Receivable of :-	15	6

(c). Operating Lease Commitments

Future non-cancellable operating lease rentals not provided for and payable:		
Not later than one year	326	46
Later than one year but not later than 5 years	468	108
Later than 5 years		0
	794	154
Includes GST Receivable of :-	72	14

These operating lease commitments are not recognised in the financial statements as liabilities. They relate to premises leased at Tudor Street, Hamilton and Kembla Street, Wollongong. It also includes photocopiers and computer equipment which are now leased, items which in previous years were included in Capital purchases.

15. UNCLAIMED MONEYS

All moneys unclaimed are forwarded to the Treasury for credit of the Consolidated Fund and are available for refund from that account. No unclaimed moneys have been held in the accounts of the Registry.

16. CONTINGENT LIABILITIES

The Registry has no contingent liabilities as at 30 June 2003.

END OF AUDITED FINANCIAL STATEMENTS

LEGAL PRACTITIONERS ADMISSION BOARD

Financial Statements for the Year ended 30 June 2003


STATEMENT BY MEMBERS OF THE BOARD

Pursuant to Section 41 C of the Public Finance and Audit Act, 1983 and in accordance with a resolution of the members of the Legal Practitioners Admission Board, we declare on behalf of the Board that in our opinion:

1. The accompanying financial statements exhibit a true and fair view of the financial position of the Legal Practitioners Admission Board as at 30 June 2003 and transactions for the year then ended.
2. The statements have been prepared in accordance with the provisions of the Public Finance and Audit Act, 1983 the Public Finance and Audit (Statutory Bodies) Regulation 1985 and the Treasurer’s directions.

Further we are not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.

Dated : 13 October 2003







GPO BOX 12
SYDNEY NSW 2001

INDEPENDENT AUDIT REPORT

LEGAL PRACTITIONERS ADMISSION BOARD

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Legal Practitioners Admission Board:

- (a) presents fairly the Board’s financial position as at 30 June 2003 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with section 41B of the *Public Finance and Audit Act 1983* (the Act).

My opinion should be read in conjunction with the rest of this report.

The Department Head’s Role

The financial report is the responsibility of the Director General, Attorney General’s Department. It consists of the statement of the financial position, the statement of the financial performance, the statement of the cash flows and the accompanying notes.

The Auditor’s Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to Members of the New South Wales Parliament that the financial report is free of *material* misstatement.

- My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:
- evaluated the accounting policies and significant accounting estimates used by the Board in preparing the financial report, and
 - examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does *not* guarantee that every amount and disclosure in the financial report is error free. The terms ‘reasonable assurance’ and ‘material’ recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Director General had failed in his reporting obligations.

- My opinion does *not* provide assurance:
- about the future viability of the Board,
 - that it has carried out its activities effectively, efficiently and economically, or
 - about the effectiveness of its internal controls.

Audit Independence

- The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:
- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
 - mandating the Auditor-General as auditor of the public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

A handwritten signature in black ink, appearing to read "A Oyetunji".

A Oyetunji CPA
Assistant Director of Audit

SYDNEY
14 October 2003

STATEMENT OF FINANCIAL PERFORMANCE

For The Year Ended 30 June 2003

	Notes	2003 \$	2002 \$
Revenue			
Revenue from ordinary activities			
Registration fees		115,320	100,560
Examination fees		356,590	328,243
Admission fees		643,650	574,700
Academic Exemption		66,780	53,340
Other		158,061	136,365
Revenue from outside ordinary activities			
Interest		113,003	85,788
Total Revenue		1,453,404	1,278,996
Expenditure			
Employee related expenses	8	573,347	504,815
Superannuation	11	140,743	128,865
Fees for services rendered	9	188,986	231,698
Other operating expenses	10	317,055	288,700
Depreciation		8,696	10,064
Total Expenditure		1,228,827	1,164,142
Surplus for the year		224,577	114,854
Total Revenue, Expenditure and Valuation Adjustments recognised directly in Equity		0	0
Total changes in Equity other than those resulting from transactions with owners as owners		224,577	114,854

The above statement should be read in conjunction with the accompanying notes which form an integral part of these accounts

STATEMENT OF FINANCIAL POSITION
as at 30 June 2003

	Notes	2003 \$	2002 \$
ASSETS			
Current Assets			
Cash assets	2	1,210,188	1,081,362
Other financial assets	3	2,151,228	1,813,573
Receivables	4	139,596	120,788
Total Current Assets		3,501,012	3,015,723
Non-Current Assets			
Plant & Equipment	5	23,394	16,201
Receivables	4, 11	120,895	203,134
Total Non-Current Assets		144,289	219,335
Total Assets		3,645,301	3,235,058
LIABILITIES			
Current Liabilities			
Provisions	7	70,417	49,686
Payables	6	1,333,519	1,180,622
Total Current Liabilities		1,403,936	1,230,308
Non-Current Liabilities			
Provisions	7	125,905	113,867
Total Non-Current Liabilities		125,905	113,867
Total Liabilities		1,529,841	1,344,175
Net Assets		2,115,460	1,890,883
EQUITY			
Retained Earnings	12	2,115,460	1,890,883
Total Equity		2,115,460	1,890,883

The above statement should be read in conjunction with the accompanying notes which form an integral part of these accounts.

STATEMENT OF CASH FLOWS
For The Year Ended 30 June 2003

	Notes	2003 Inflows (Outflows) \$	2002 Inflows (Outflows) \$
Payments			
Employee & other related expense		(637,390)	(527,852)
Fees for services rendered		(200,550)	(231,237)
Other expenses		(248,748)	(281,375)
Student Tuition Fees	6	(822,460)	(762,027)
Other		(214,419)	(191,933)
Total Payments		(2,123,567)	(1,994,424)
Receipts			
Registration fees		115,320	100,560
Admission fees		643,650	574,700
Examination fees		370,975	343,293
Academic Exemption		66,780	53,340
Other fees		159,392	136,749
Interest Received		107,473	67,702
Student Tuition Fees	6	933,555	822,460
Other		208,792	175,769
Total Receipts		2,605,937	2,274,573
Net cash provided by operating activities	13	482,370	280,148
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of investments		–	966,393
Purchase of investments		(337,655)	(1,813,573)
Purchase of plant & equipment		(15,889)	(16,965)
Net cash (used in) investing activities		(353,544)	(864,145)
NET INCREASE IN CASH HELD			
		128,826	(583,996)
Cash at the beginning of the year		1,081,362	1,665,358
CASH AT THE END OF THE YEAR	2	1,210,188	1,081,362

The above statement should be read in conjunction with the accompanying notes which form an integral part of these accounts.

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) The Reporting Entity

The Legal Practitioners Admission Board was formed on 1 July 1994 and its role involves the examination of Students-at-Law, the approval of properly qualified persons for Admission as Legal Practitioners and the approval of properly qualified persons for Appointment as Public Notaries.

The Legal Practitioners Admission Board replaced the Barristers and Solicitors Admission Boards. The Board, which is constituted under s. 9 of the Legal Profession Reform Act 1993, took over all of the assets and liabilities of the Barristers and Solicitors Admission Boards as at 1 July 1994.

(b) Accrual Accounting Basis

The Board's financial statements are a general purpose financial report which has been prepared on an accruals basis and in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), Urgent Issues Group (UIG) Consensus Views and the requirements of the Public Finance and Audit Act and Regulations. The Statement of Financial Performance and Statement of Financial Position have been prepared on a full accrual accounting basis. The Statement of Cash Flows has been prepared on a cash basis using the "direct" method.

The Financial Report is prepared in accordance with the historical cost convention. All amounts are rounded to the nearest dollar and are expressed in Australian currency.

(c) Cash

Cash comprises cash on hand and bank balances. Interest is earned on the Cash Management account. The Weighted Average Effective Interest Rate on the Cash Management account was 2.47% computed on a monthly basis.

(d) Receivables

Receivables are recognised and carried at the original invoice amounts less a provision for any doubtful debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred. The credit risk is the carrying amount (net of any provision for doubtful debts). No interest is earned on trade debtors. The carrying amount approximates net fair value.

(e) Other Financial Assets

All other financial assets held by the Board are short-term investments, which are invested for periods of up to one year. Investments are stated at cost, which approximates net fair value. The Weighted Average Effective Interest Rate was 4.74 % computed on a monthly basis.

(f) Plant & Equipment

In accordance with the Attorney General's Department's policy, items purchased with a value of \$3,000 or more are classified as plant & equipment and have been capitalised.

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the entity. The Board has two classes of depreciable assets: Computer Equipment and Office Equipment. The depreciation rates applicable to each of these are 33.3% for Computer Equipment, and 20% for Office Equipment.

(g) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated.

(h) Payables

These liabilities are recognised for amounts due to be paid in the future for goods and services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following that in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment.

(i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- The amount of GST incurred by the agency as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or part of an item of expenses; and
- Receivables and payables are stated with the amount of GST included

(j) Employee Entitlements

- Wages and Salaries, Annual Leave, Sick Leave and On-Costs

Liabilities for wages and salaries, annual leave and vesting sick leave are recognised and measured at their nominal amounts using remuneration rates that the Board expects to pay at balance date in respect of employees' services up to that date.

Unused non-vesting sick leave does not give rise to a liability, as it is not considered probable that sick leave taken in the future will be greater than the entitlements accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee entitlements to which they relate have been recognised.
- Long service leave is measured on the basis of present value as permitted in AASB 1028. Government Actuary has performed present value calculations and from these calculations, simple factors have been derived to increase the LSL liability and related on-costs to approximate present value calculations. LPAB has non-current liabilities of LSL and includes number of long service leave related on-costs

(k) Revenue Recognition

Sales Revenue
Sales Revenue comprises revenue earned from the provision of services to clients and other entities. Sales revenue to clients is generally recognised upon receipt of applications for: admission as a legal practitioner; enrolment and registration of students at law; and other services.

Interest Income
Interest income is recognised as it accrues.

Asset sales
The profit or loss on disposal of assets is brought into account at the date an unconditional contract of sale is signed.

Other revenue
Other revenue comprises income received from non-core activities and is recognised when the fee in respect of these activities is receivable.

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

2. CASH ASSETS

For the purposes of the Statement of Cash Flows, cash includes cash at bank, cash on hand and amounts held in Cash Management Account. Cash at the end of the reporting period as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

	2003 \$	2002 \$
Cash at bank	167,596	268,553
Cash on hand	500	500
Cash Management Account	1,042,092	812,309
Closing Cash	1,210,188	1,081,362

The above balance includes an amount of \$933,555 (refer Note 6), which represents the balance of Tuition Fees due to the University of Sydney in respect of the April 2003 enrolment of May 2003 to September 2003 session. The Board retained interest on these funds.

3. OTHER FINANCIAL ASSETS

Term Deposit-NSW Treasury Corporation	768,982	495,557
Term Deposit-NSW Treasury Corporation	1,382,246	1,318,016
Total	2,151,228	1,813,573

4. CURRENT/NON-CURRENT ASSETS – RECEIVABLES

Current		
Prepayments	3,634	6,364
Debtors	40,272	23,029
GST Receivables	95,690	91,395
Total	139,596	120,788
Non-Current		
Prepayment of superannuation (refer Note 11)	120,895	203,134

5. PLANT & EQUIPMENT

	Computer Equipment \$	Office Equipment \$	Total \$
2003			
Fair Value			
Balance at 1 July 2002	32,958	31,574	64,532
Additions	-	15,889	15,889
Disposals	(1,695)	(8,904)	(10,599)
Balance at 30 June 2003	31,263	38,559	69,822
Accumulated Depreciation			
Balance at 1 July 2002	25,673	22,658	48,331
Depreciation for the year	3,971	4,725	8,696
Writeback on Disposals	(1,695)	(8,904)	(10,599)
Balance at 30 June 2003	27,949	18,479	46,428
Written Down Value			
At 30 June 2003	3,314	20,080	23,394

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

5. PLANT & EQUIPMENT (CONT)

	Computer Equipment \$	Office Equipment \$	Total \$
2002			
Fair Value			
Balance at 1 July 2001	67,549	22,489	90,038
Additions	9,583	9,085	18,668
Disposals	(44,174)	0	(44,174)
Balance at 30 June 2002	32,958	31,574	64,532
Accumulated Depreciation			
Balance at 1 July 2001	60,243	20,495	80,738
Depreciation for the year	7,901	2,163	10,064
Writeback on Disposals	(42,471)	0	(42,471)
Balance at 30 June 2002	25,673	22,658	48,331
Written Down Value			
At 30 June 2002	7,285	8,916	16,201

6. PAYABLES

	2003 \$	2002 \$
Tuition Fees(a) (Refer Note 2)	933,555	822,460
Examination fees(b)	195,335	180,950
Prizes(c)	2,980	2,830
Sundry Accruals	100,348	34,771
Accrued Employee & Related Expenses(d)	101,301	139,611
Total	1,333,519	1,180,622

- a. The tuition fees are payable to the University of Sydney, being the balance of fees paid to the Board by students who enrolled for the May 2003 to September 2003 session. It includes GST amounting to \$75,950. The Board accumulates fees on behalf of the University and transfers those fees during the term to which they relate.
- b. Examination fees received by the Board for the May 2003 to September 2003 session are not recognised as income until the conclusion of examinations in September 2003.
- c. The funds for prizes have been established by donations.
- d. All payroll and related expenses, with the exception of payments to some casual examination staff and other temporary staff employed by the Board, are initially paid by the New South Wales Attorney General's Department, which then seeks reimbursement from the Board.

7. PROVISIONS

The movement in the provision for employee recreation leave and long service leave is as follows:

	2003 \$	2002 \$
Current		
Recreation Leave Balance 1 July	49,686	52,910
Increase/(Decrease) in provision	20,731	(3,224)
Balance 30 June	70,417	49,686
Non-Current		
Long Service Leave Balance 1 July	113,867	102,168
Increase in provision	1,208	11,699
On cost	10,830	0
Balance 30 June	125,905	113,867
Total Provisions	196,322	163,553

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

8. EMPLOYEE RELATED EXPENDITURE

	2003 \$	2002 \$
Salaries and salaries related	479,316	430,823
Recreation Leave	48,543	23,253
Payroll Tax & FBT	41,241	36,019
Worker's Compensation Insurance	3,615	2,400
Long Service Leave	632	12,320
Total	573,347	504,815

9. FEES FOR SERVICES RENDERED

	2003 \$	2002 \$
Computer Services	479	5,057
Examination Related Expenses	114,798	117,443
Attorney General's Dept. – Administration Fees	21,784	21,784
Legal Services	10,423	16,628
Miscellaneous Fees	4,459	8,485
Contractors	37,043	62,501
Total	188,986	231,698

10. OTHER EXPENSES

	2003 \$	2002 \$
Internal Audit	0	6,085
Audit of Financial Statements	13,200	12,300
Lease – Office Premises	87,258	74,854
Lease – Computer Equipment	7,095	4,139
Rental – Examination Venues	35,652	30,959
Printing	46,444	40,161
Postage & Freight	34,081	27,598
Telephone	18,781	17,573
Computer Related Expenses	1,733	3,080
Records Storage Cost	18,279	17,505
Maintenance Contracts	765	4,194
Miscellaneous	51,219	50,252
Minor Equipment	2,548	0
Total	317,055	288,700

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

11. SUPERANNUATION

An amount of \$140,743 was charged to superannuation expenses in the Statement of Financial Performance. In the previous year, the Board had a superannuation expense of \$128,865. The status of the superannuation reserves is given below:

	SASS(a) \$000	SANCS(b) \$000	SSS(c) \$000	2003 Total \$000	2002 Total \$000
Accrued Liability	(176,675)	(63,641)	(346,333)	(586,649)	(485,711)
Estimated Reserve Account closing balance as at 30 June 2003	216,934	78,281	412,328	707,543	688,845
Prepaid Contributions	40,259	14,640	65,995	120,894	203,134

- (a) SASS = State Authorities Superannuation Scheme
(b) SANCS = State Authorities Non-Contributory Superannuation Scheme
(c) SSS = State Superannuation Scheme

The 2003 assessment of SSS, SASS and SANCS is based on the full requirements of AAS25. The financial assumptions that have been applied for the calculations are:

	2003/04	2004/05	2005/06 & thereafter
	%	%	%
Rate of investment return	7.0	7.0	7.0
Rate of salary increase	4.0	4.0	4.0
Rate of increase in CPI	2.5	2.5	2.5

Assumptions with regard to rates of mortality, resignation, retirement and other demographics are those used for the 2003 triennial valuation. The assessment is based on membership data as at 31 March 2003.

12. CHANGES IN EQUITY

	2003 \$	2002 \$
Retained Earnings		
Balance at the beginning of the financial year	1,890,883	1,776,029
Total changes in equity recognised in the statement of financial performance	224,577	114,854
Balance at the end of the financial year	2,115,460	1,890,883

13. NOTES TO THE STATEMENT OF CASH FLOWS

Reconciliation of Net Cash provided by Operating Activities to Operating Result;

	2003 \$	2002 \$
Operating Result	224,577	114,854
Depreciation	8,696	10,064
(Increase)/Decrease in Prepayments	84,970	95,576
(Increase)/Decrease in Receivables	(21,539)	(33,180)
Increase/(Decrease) in Provisions	32,769	8,475
Increase/(Decrease) in Payables	152,897	84,360
Net cash provided by operating activities	482,370	280,149

Notes to and forming part of the Financial Statements
for the Year Ended 30 June 2003

14. FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instrument will fluctuate due to changes in market interest rates. The Board's exposure to interest rate risks and the effective interest rates of financial assets and liabilities, both recognised and unrecognised at the balance date are as follows:

	Floating interest rate \$000	1 year or less \$000	Over 1 to 5 years \$000	More than 5 years \$000	Non- interest bearing \$000	Total carrying amount as per the statement of financial position \$000	Average interest rate %
2003							
Financial Assets							
Cash at bank and on hand	1,210,188	0	0	0	0	1,210,188	2.47
Investments	2,151,228	0	0	0	0	2,151,228	4.74
Total Cash	3,361,416	0	0	0	0	3,361,416	
Receivables					135,962	135,962	
Total financial assets	3,361,416	0	0	0	135,962	3,497,378	
Financial Liabilities							
Payables	0	0	0	0	1,333,519	1,333,519	0
Total financial liabilities	0	0	0	0	1,333,519	1,333,519	

	Floating interest rate \$000	1 year or less \$000	Over 1 to 5 years \$000	More than 5 years \$000	Non- interest bearing \$000	Total carrying amount as per the statement of financial position \$000	Average interest rate %
2002							
Financial Assets							
Cash at bank and on hand	1,081,362	0	0	0	0	1,081,362	2.92
Investments	1,813,573	0	0	0	0	1,813,573	4.73
Total Cash	2,894,935	0	0	0	0	2,894,935	
Receivables					114,424	114,424	
Total financial assets	2,894,935	0	0	0	114,424	3,009,359	
Financial Liabilities							
Payables	0	0	0	0	1,180,622	1,180,622	0
Total financial liabilities	0	0	0	0	1,180,622	1,180,622	

(a) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract/or financial position failing to discharge a financial obligation thereunder. The Department's maximum exposure to credit risk is represented by the carrying amounts of the financial assets included in the statement of financial position.

(b) Net Fair Value

The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximates their carrying value

Appendices

Appendix 1

Accounts payment performance

Year ended 30 June 2003

Quarter	Total accounts paid on time			Total amount paid \$000s
	Target %	Actual %	Current – \$000s	
September 2002	100.00	99.27	79,808	80,394
December 2002	100.00	98.79	65,998	66,805
March 2003	100.00	98.35	64,803	65,889
June 2003	100.00	99.34	80,197	80,726
Aggregate	100.00	98.98	290,806	293,814

The geographical spread and decentralised nature of the Department can cause delay in the payment of accounts. However, the Department has been implementing strategies to minimise processing delays and improve payment performance. The increased use of electronic funds transfer to pay a majority of its suppliers has assisted in payment performance.

Quarterly payment performance reporting by business centres continues to be the principal monitoring mechanism used by management to highlight issues and improve payment performance. A change of process

occurred during the year that resulted in certain business centres with unsatisfactory payment performance having to provide monthly payment performance reports until further notice. Business centres have also received clear instructions regarding the treatment of suppliers' invoices in dispute and dealing with suppliers on short credit terms.

There were no instances of penalty interest for late payment during the year ended 30 June 2003.

Accounts Payable Ledger Ageing Report

Quarter	Current	Less than 30 days overdue	Between 30 and 60 days overdue	Between 60 and 90 days overdue	More than 90 days overdue
	\$000	\$000	\$000	\$000	\$000
September 2002	3,169	21	30	24	5
December 2002	1,242	0	6	3	0
March 2003	0	0	0	20	-7
June 2003	-1	-1	13	17	-1

Appendix 2

Code of conduct and ethics

Having reviewed the Department's 1997 version of the Code of Conduct, it is now titled Code of Conduct and Ethics. This Code accurately reflects community and departmental expectations of ethical conduct and behaviours of staff and service providers to the Department.

We printed the revised Code of Conduct and Ethics in December 2001 and distributed individual copies to all employees. We issue all new employees with a copy.

The nature of adversarial legal processes, and the inherent problem by people who are not satisfied with the outcome of their case, impacts upon strategies for early and effective complaint resolution, particularly where clients have developed entrenched and often inflexible approaches to their problem.

Complaints about staff generally relate to the behaviour of an individual officer, for example, allegations of rudeness, inadequate assistance or a lack of sensitivity. The NSW Judicial Commission considers complaints concerning the conduct of judicial officers.

Client feedback

The Department's business centres regularly conduct client surveys to determine the level of client satisfaction, particularly in regard to staff performance and the quality of service received. Following feedback received from client surveys, business centres implement changes aiming to improve satisfaction levels.

The Community Relations Division conducts random surveys of clients who had received written replies to their representations. From the November 2002 survey, 37.96 per cent responded.

The Department achieved a client satisfaction rating of 77.54 per cent with 82.93 per cent indicating a positive perception of the professionalism of the Division's services. Matters outside the Division's control, for example, the outcome of court decisions or content of legislation, were the major cause of client dissatisfaction.

Appendix 3

Complaints handling

When handling complaints or client feedback, the Department focuses on resolving matters at a local level. Where this is not possible, we refer the matter to the Community Relations Division or to mediation at a Community Justice Centre. Where a complaint is serious, recourse to external review is appropriate.

Complaints concerning courts and tribunals

Dealing with complaint matters is a difficult and complex area in judicial administration. A lack of understanding in the general community about the respective roles and powers of court administrators and judicial officers, and the independence of judicial functions, contributes to this difficulty.

Appendix 4

Consultants

Details of business centre; Consultant; and Project	Consultancy category	Forecast project cost	Expenditure for 01.07.2002 to 30.06.2003
Aboriginal Justice Advisory Council			
University of Technology			
Preparation of discussion paper on Aboriginal justice issues	Management	Fee for Service	\$45,632.00
Asset Management Services			
IPP Consulting P/L			
Consultancy & management of the Bail Video System	Engineering	Fee For Service	\$52,230.00
Births, Deaths, & Marriages (Registry of)			
DMR Consulting Pty Ltd			
Lifedata 2 Replacement Project	Management	\$175,000.00	\$128,024.60
Deakin Management Consulting			
Business Process Review (Upgrade Civil Registrations database)	Management	\$51,535.00	\$65,003.10
Deloitte, Touche & Tohmatsu			
Lifedata 2 Project – Quality assurance system specification review	Management	\$27,500.00	\$43,216.25
Opticon Australia P/L			
Conversion of Records (1952 – 1994)	Management	\$200,000.00	\$36,278.00
Crime Prevention Division			
Australian Catholic University			
Evaluation of Aboriginal Community Patrols Program in NSW	Management	\$60,200.00	\$31,200.00
Southern Cross University			
Evaluation of Drug Summit Initiative Lismore Court Magistrates			
Early Referral Into Treatment Program (MERIT)	Management	\$222,106.00	\$45,020.00
University of NSW			
Evaluation of Drug Summit Initiative			
Youth Drug Court Program	Management	\$373,946.00	\$101,295.45
Criminal Law Review Division			
The Honourable Mervyn D Finlay QC			
Review of Law of Manslaughter in NSW	Legal	\$100,000.00	\$79,560.00
Institute of Criminology, University of Sydney			
Review of the Crimes (forensic procedures) Act 2001	Legal	\$43,120.45	\$49,223.46
Crown Solicitor's Office			
BSR Pacific Consulting Group Pty Ltd			
Development of an Information Management and Technology Strategic Plan	Information Technology	\$34,500.00	\$34,625.00
Legal Services Commissioner, Office of the			
RJF Watson			
Establishment of policy & methodology for audit of incorporated legal practices	Legal	\$70,000.00	\$33,737.46
Management Services Division			
KAZ Technology Services			
Total Architecture Review	Information Technology	\$350,000.00	\$350,000.00
Professional Standards Council			
Tillinghast-Towers Perrin			
Review of Data Collection processes	Management	\$30,000.00	\$31,658.00
Violence Against Women Specialist Unit			
Urbis Keys Young			
Pilot Perpetrator Program	Management	\$150,000.00	\$36,670.00

Summary Table

Total Expenditure for the reporting period of 1 July 2002 to 30 June 2003 for the engagement of consultancies over \$30,000.

\$1,219,873.32

Categorised expenditure for the reporting period of 1 July 2002 to 30 June 2003 for the engagement of consultants under \$30,000	Engineering	\$23,727.27
	Finance and Accounting/tax	\$30,245.51
	Information Technology	\$48,358.09
	Legal	\$29,976.72
	Management	\$693,187.90
	Organisational Review	\$54,023.04
	Training	\$95,597.94

Total Expenditure for the reporting period of 1 July 2002 to 30 June 2003 for the engagement of consultants under \$30,000 (representing 129 consultancies)

\$975,116.47

Total

\$2,194,989.79

Appendix 5

Contractors

We contract many activities, in whole or in part, consistent with the Government's procurement-related policies.

The total value of contracts over \$50,000 in 2002-03 totalled \$64,676,686 compared to \$55,693,295 in 2001-02.

A significant number of contracts valued in excess of \$50,000 were in place during the year. These included functions such as information technology, maintenance and capital works.

We are committed to procurement strategies that are consistent with government policy to achieve benefits and savings to the Department.

The table below highlights the larger items of extra expenditure.

Contractor	Project Description	Expenditure 2001-02	Expenditure 2002-03
Gondella Pty Ltd	King Street Court upgrade & refurbishment	\$3,952,416.60	\$4,749,216.57
Rutledge Engineering	Video-conferencing & audio-visual equipment	\$1,095,985.80	\$1,465,833.84
KAZ Technology Services	Development of Courtlink software & Server Performance Review	\$2,822,538.03	\$4,339,060.00
Various Legal Counsel	Briefs by Crown Solicitor's Office	\$10,327,569.12	\$12,785,884.15
SSL Asset Services	Comprehensive maintenance contracts	\$2,102,175.74	\$1,792,502.50
Department of Commerce	Maintenance, design and construction of Courts	\$7,999,786.19	\$7,940,969.05
	Total	\$28,300,471.48	\$33,073,466.11
	Increase from 2001/02 – 2002/03	\$4,772,994.63	

Appendix 6

Court and tribunal statistics

Administrative Decisions Tribunal

Total for all Divisions, including Appeal Panel	1998-09	1999-00	2000-01	2001-02	2002-03
Matters Registered	-	712	719	756	800
Matters Disposed	-	639	673 ¹	701	842
Pending as at 30 June	-	374 ¹	420 ¹	475	433

¹Data reported in previous annual reports adjusted following change in method of counting and manual reconciliation of files.

Compensation Court and Dust Diseases Tribunal

COMPENSATION COURT	1998-09	1999-00	2000-01	2001-02	2002-03
Matters Registered	17,166	20,459	19,232	36,322	723
Matters Disposed	19,680	20,710	20,067	24,463	19,367
Matters on hand at 30 June	15,660	15,409	14,574	26,433	7,789

DUST DISEASES TRIBUNAL					
Matters Registered	179	256	454	499 ²	520 ²
Matters Disposed	237	222	348	391 ²	435 ²
Matters on hand at 30 June	385	419	525	633 ²	715 ²

²These figures do not include cross claims. Cross claim data is incorporated in the monthly key performance indicator data which explains variation in published figures.

District Court

CRIMINAL JURISDICTION	1998-99	1999-00	2000-01	2001-02	2002-03
Trials Registered	2644	2215	1996	2308	2208
Trials Disposed	3265	2853	2468	2330	2171
Trials On Hand	2140	1502	1030	1008	1045

CIVIL JURISDICTION ³	1998-99	1999-00	2000-01	2001-02	2002-03
Statements of Claim	14,603	14,726	17,410	19,089	8719
Disposals	12,783	13,022	12,954	15,966	16,401
Pending	13,371	15,620	20,281	23,115	15,433

³Figures are adjusted on the basis of regular stocktakes, hence inputs and outputs will not necessarily balance with pending figures

Industrial Relations Commission

	1998-99	1999-00	2000-01	2001-02	2002-03
Total Cases Filed	6828	6789	7652	8079	7214
Total Cases Finalised	8008	6878	8344	7994	7325
Cases on Hand (as at 30 June)	4458	4369	3058	4036	3925

Land and Environment Court

Classes 1, 2 & 3	1998-99	1999-00	2000-01	2001-02	2002-03
Registrations	1644	1635	1317	1405	1313
Finalisations	1495	1719	1630	1465	1339
Matters pending at 30 June	-	-	-	-	766

Classes 4, 5, 6 & 7					
Registrations	336	194	364	419	415
Finalisations	427	256	357	311	417
Matters pending at 30 June	-	-	-	-	238

Local Courts

Local Court General Matters	1998-99	1999-00	2000-01	2001-02	2002-03
New Matters	242,222	244,988	257,020	246,989	265,526
Finalised Matters	242,513	244,300	243,967	232,442	261,861
Matters on Hand (30 June)	25,141	27,423	39,235	41,389	28,765

Children's Court (Criminal)					
New Matters	20,891	18,545	18,024	17,270	19,505
Finalised Matters	21,156	20,059	16,355	15,830	19,284

Children's Court (Care)					
New Matters	2944	3236	3272	3143	3131
Finalised Matters	2834	3027	3018	2480	2498

TOTAL, Children's Court Matters					
New Matters	23,835	21,781	21,296	20,413	22,636
Finalised Matters	23,990	23,086	19,373	18,310	21,782
Matters on Hand (30 June)	3995	3573	5850	5049	2891

Family Law Matters					
New Matters	11,369	10,631	9975	10,221	10,247
Finalised Matters	11,252	10,644	9961	10,151	10,182
Matters on Hand (30 June)	1177	1088	1132	1281	1332

Civil Claim, Small Claims					
New Matters	7416	7202	10,904	12,674	11,962
Finalised Matters	6000	5547	5770	9067	10,180
Matters on Hand (30 June)	4320	5673	10,509	13,624	14,275

Civil Claim, General Division					
New Matters	4787	4729	3776	4719	4695
Finalised Matters	4519	4473	3944	4066	4253
Matters on Hand (30 June)	2379	2584	2384	2993	3498

Total, Civil Claims Matters					
New Matters	12,205	11,931	14,680	17,393	16,657
Finalised Matters	10,519	10,020	9714	13,133	14,433
Matters on Hand (30 June)	6700	8255	12,893	16,617	17,773
Statement of Claims	204,125	175,390	170,681	161,175	162,142

Local Court, All Matters					
New Matters	289,631	289,331	302,971	295,016	315,066
Finalised Matters	288,274	288,050	283,015	274,036	308,258
Matters on Hand (30 June)	37,013	40,339	59,110	64,336	50,761
Median waiting time (weeks)	13	14	14	12	12

Apprehended Violence					
Applications issued					
Personal Violence	13,526	14,021	14,043	13,601	13,641
Domestic Violence	23,555	22,392	33,295	31,698	32,864
Total	37,081	36,413	47,338	45,299	46,505

Final Orders Made					
Personal Violence	n/a	7402	6726	6441	6942
Domestic Violence ⁴	18,710	16,322	18,105	17,509	18,901

Chamber Interview Service	150,680	149,125	149,448	148,793	148,672
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⁴Prior to 1998-99, the number of Domestic Violence Final Orders Made includes both conditional bail orders and final orders made by court.

Supreme Court⁵

Common Law Division

Criminal list	1998-99	1999-00	2000-01	2001-02	2002-03
New matters	111	113	131	123	116
Disposals ⁶	138	152	147	143	88
Matters on hand (as at 30 June)	134	121	99	83	86

⁵The 'Matters on Hand at 30 June' figure may not always reconcile from year to year by using the number of registered and disposed matters – this is due to technical limitations of the Courtnet computer system.

⁶For 2001–02, the disposals figure represents disposals to plea, verdict or other finalisation; in previous years, it represents disposals to sentence or other finalisation. For 2001–02, the number of cases finalised to sentence or other finalisation was 141.

Civil list ⁷	1998-99	1999-00	2000-01	2001-02	2002-03
New matters	3908	3910	4836	4500	3842
Disposals ⁸	1532	4432 ⁹	4937	5405	4191
Matters on hand (as at 30 June) ¹⁰	2484	3053	4895	3846	3613

⁷Prior to 2000-01 the figures do not include "related issues" cases where the files were held at regional registries.

⁸Prior to 1999-00 this figure does not include, for administrative law cases, settlements occurring before the allocation of a hearing. Prior to 2000-01 this figure does not include matters disposed of by default judgment.

⁹Includes the large initial cull of inactive proceedings dismissed pursuant to Part 32A of the Supreme Court Rules. These culls are now regularly undertaken.

¹⁰Prior to 2000-2001 this figure does not include matters progressing to disposal by default judgment (1,433 matters in 2000-2001; 975 matters in 2001-2002). Up to and including 1999-2000, related issues cases that were commenced prior to February 1994 involved 4,236 cases (not included); in 2000-2001 they involved 582 cases (included) and in 2001-2002 they involved 304 cases (included).

Equity Division

Lists (other than non-contentious probate matters)	1998-99	1999-00	2000-01	2001-02	2002-03
New matters	4267	4535	4779	5515	5761
Disposals ¹¹	2460	2918	4941	5726	5662
Matters on hand (as at 30 June) ¹²	5132	3698	3477	3271	3386

¹¹Prior to 1999-2000 this figure does not include settlements occurring before the allocation of a hearing in admiralty, commercial and construction cases. From 2000-2001 this figure represents the total number of disposals by all judges, masters and registrars; in previous years the figure does not include disposals by judges and masters in Equity List, corporations and contentious probate cases.

¹²From 1998-1999 onwards this figure represents the total number of pending cases. In previous years the figure does not include Equity List or corporations matters unless they had been case-managed by the registrar and were ready to be allocated a hearing before a judge or master.

Court of Criminal Appeal

	1998-99	1999-00	2000-01	2001-02	2002-03 ¹³
Appeals lodged	850	902	879	931	333
Appeals disposed	652	827	940	989	745
Matters on hand (as at 30 June)	699	773	712	654	242

¹³On 1 July 2002 legislative and rule amendments commenced to streamline criminal appeal processes. Appeals are now filed when the grounds of appeal are settled, not before. Appeals that have typically been abandoned in the preparation phase are now not filed at all.

Court of Appeal¹⁴

	1998-99	1999-00	2000-01	2001-02	2002-03
New matters	696	659	512	699	737
Disposals	816	714	543	819	669
Matters on hand (as at 30 June)	622	567	421	420	485

¹⁴From 2000-2001 the figures exclude holding appeals in which parties chose not to progress to filing a formal notice of appeal. From 2001-02 all matters are counted; previously applications for leave to appeal that were refused were not reported anywhere in this table.

Appendix 7

Disability Strategic Plan 2000 – 2002

In June 2000 the Department launched our second Disability Strategic Plan (DSP), building on the foundations of its first DSP. Below are highlights of the plan’s third year of implementation.

1. Services and programs

To provide and adapt services and programs to ensure that people with disabilities do not experience discrimination as either users of departmental services, as service providers or as staff, and have their particular needs for services and support acknowledged and met.

Key performance indicators

- The Disability Advisory Council is satisfied with the Department’s progress in implementing the Disability Strategic Plan (DSP).
- The DSP Internal Steering Committee provides a source of strategic and practical cross-departmental consultation and advice for the Coordinator, DSP.
- All business plans include strategies that mitigate potential direct and indirect discrimination.
- Barriers are reduced and access to front line programs and services for people with disabilities are improved through the Flexible Service Delivery project.

Achievements

- Supported the Disability Advisory Council (DAC) and Internal Steering Committee (ISC) which both met quarterly and provided strategic advice.
- Submitted periodic updates on the DSP implementation to the DAC and ISC.
- Monitored requirement for business centres to incorporate disability strategies within their business plans.
- During second year of the Flexible Service Delivery (FSD) training program roll out we trained over 540 staff of 18 sites across the state, at a cost of \$292,000.
- Several business centres, in addition to numerous courthouses, hosted community consultations through FSD to examine how to make their core business more accessible.
- Local access brochures have been developed by several courthouses to improve information on services available and building access.

2. Access to the justice system

To adopt practices within the justice system which ensure that people with disabilities are treated equally by the law and have equal access to legal services.

Key performance indicators

- Increased coordination and integration on disability issues across Justice and Human Service agencies. (See Justice Portfolio: Disability Action Plan.)
- The Department advances the legislative policy development process to implement the Law Reform Commission’s Report # 80.
- Initiated a range of practice improvements to assist people with disabilities to receive equitable treatment by the law.
- New legislation and amendments to current legislation prepared by the Department will promote non-discriminatory practice and non-discriminatory language.
- Any client who needs to use an alternative communication method in court will be able to do so by July 2001.
- All direct and indirect discriminatory practices in relation to people with disabilities who are called to jury service are removed.

Achievements

- Developed terms of reference for Senior Officers’ Group and draft Justice Portfolio: Disability Strategic Plan.
- Prepared recommendations for the Attorney General on several issues relating to people with intellectual disabilities raised by the LRC Report #80:
 - Support provision when required to give evidence in court
 - Interview advice for police
- Issues relating to Mental Health (Criminal Procedure) Act 1990 (NSW) and the Mental Health Act 1990 (NSW).
- Discussed with the Judiciary and Judicial Commission of NSW disability issues including the development of a Disability Resource Kit for judicial officers and an inclusion into the magistrate’s benchbook.
- Offered FSD training to Crime Prevention and Policy program area to ensure legislation prepared is non-discriminatory.
- Provided information sessions on disability awareness issues and court provisions available for people with disabilities to Law Society CLE, NSW Bar Association CDP and students of Newcastle Law School.
- Facilitated the delivery of courtroom evidence via computer, synthesised speech for non-verbal witnesses.
- The Law Reform Commission is reviewing the legislative status of people who are deaf or blind as jurors.

3. Access to buildings and facilities

To provide and adapt buildings, facilities, and services to ensure that people with disabilities do not experience discrimination as either users of departmental services, as service providers or as staff, and have their particular needs for services and support acknowledged and met.

Key performance indicators

- All capital works projects on buildings, fittings and furniture include strategies to comply with AS1428 part 2 and the Disability Discrimination Act 1992 (Commonwealth) (DDA).
- Funds for capital works expenditures within the Access Improvement program are provided and identifiable within the annual Capital Work’s submission to Treasury.
- A dedicated capital budget of at least \$250,000 per annum is expended on the Access Improvement program.
- Emergency procedures for building evacuation are reviewed and implemented by the end of 2000.
- All computer applications and interfaces address the access needs of people with disabilities, both staff and clients.
- There will be at least one accessible court building where a person with a mobility impairment can serve as a juror within each jury district.

Achievements

- All capital works during 2002-03 complied with AS1428 part 2 and the DDA wherever possible. Departmental approval is required in the event that a project does not comply with these provisions.
- Although no submission specifically relating to access improvements was made to Treasury in 2002-03, other submissions for capital works projects that were made included provision of access in accordance with AS1428 part two and the DDA.
- The capital enhancement program received by the Department in 2002-03 under an earlier submission to Treasury has allowed the Department to allocate in excess of \$600,000 to continue to improve access at some 17 locations in NSW.
- Worked on a submission to Treasury for 2003-04 to further improve access to its facilities.
- Continued work to review and update emergency procedures.
- Provided advice and referrals to CourtLink program management to ensure the integration of independent access.
- Worked on plans to improve access to courts to allow persons with mobility impairments to serve as jurors. Master planning of courthouses was undertaken at Penrith and Wollongong, and documentation of new accessible District Court facilities progressed to allow construction to commence in 2003-04.

4. Communications

To provide effective means of communicating information about all our services and activities for people with disabilities, and to enable them to communicate effectively before the Courts and in departmental programs, through the use of appropriate communications practice, media and technologies.

Key performance indicators

- The Corporate Communications strategy will ensure our information is accessible to people with disabilities by September 2000.
- Business centre managers and staff are able to provide information in alternative formats.
- Provide internet, intranet and e-commerce services in accessible formats and comply with W3C1 and HREOC guidelines by June 2000.
- Evaluate hearing assistance procedures for successful service provision by December 2000.
- Business centre managers and staff are able to access specialist advice in order to obtain adaptive technology to meet client’s needs.

Achievements

- Provided advice on how to prepare mainstream information in accessible and alternative formats in the Staff Resource Manual and intranet site – ACCESSlink.
- Distributed staff and client posters across the Department regarding accessible service provisions for clients.
- Continued to review internet site for access compliance and offered several workshops on accessible website design within the Department in line with WC3 access requirements.
- Placed 25 new infra-red systems into service in courtrooms for clients who require assistive hearing devices. Twelve systems have been located in high usage courthouses and 13 are available on loan across the State.
- Revised procedures for the Infra-Red hearing assistive device program and promoted the program to the community through newsletters, Lawlink and a new brochure Can you hear in the Courtroom?
- Updated ACCESSlink to include adaptive technology equipment available for people with disabilities.
- Developed a Disability Unit intranet website that centralises advice for staff and managers and employees with disabilities.

5. Employment and careers

To develop policies and practices which meet the Department’s responsibilities as an EEO employer, comply with the requirements of the NSW Anti-Discrimination Act 1977, and the Commonwealth Disability Discrimination Act 1992, and which actively encourage employment, career opportunities and career progression for people with disabilities.

Key performance indicators

- Discriminatory practices are removed from job requirements, employment conditions, human resource policies and practices.
- Percentage of staff with disabilities (as defined by the Office of the Director of Equal Opportunity in Public Employment guidelines) who use reasonable adjustment is increased to four per cent.
- There is an overall increase in motivation of staff with disabilities as measured by the Department’s Employee Survey.

Achievements

- Integrated within draft policy on part-time work, issues relating to people with disabilities.
- Supported Equity Network of People with Disabilities.
- For participation rates of people with disabilities who use reasonable adjustments, please see Appendix 11 EEO & staff numbers.
- Developed within Human Resources Business Plan specific objectives to better support staff with disabilities.
- Ensured staff with disabilities were encouraged to participate on Flexible Service Delivery teams.
- Reviewed outcomes of 2001 employee survey and acknowledged results from staff with disabilities as baseline data identifying significant issues.
- Highlighted issues of bullying and harassment of staff with disabilities within the Department-wide Right to Dignity at Work Campaign.

6. Staff training

To ensure that staff of the Department are adequately trained to provide effective and non-discriminatory services and employment options for people with disabilities.

Key performance indicators

- Thirty-five per cent of Department staff participated in a Disability Awareness Training Course by the end of 2002.
- Disability Awareness Training provided for all managerial and supervisory staff by the end of 2002.
- All Client Services Courses will include practical components from the Flexible Service Delivery Project by March 2001.
- The percentage of people with disabilities participating in training courses increases by ten per cent and they are proportionately represented across all courses.

Achievements

- Provided six general disability awareness training courses for staff as part of annual department training program.
- Trained to date over 75 per cent of all staff in disability awareness issues
- Focused inclusion of disability issues in Client Service and Recruitment & Selection courses.
- Incorporated principles of Flexible Service Delivery in staff induction program and client service courses.
- Within Flexible Service Delivery the participation rate of staff with disabilities was 12 per cent.

7. Consultation and participation

To provide an open, consultative environment in the Department that ensures people with disabilities are consulted on all matters relating to their interests and have the opportunity to participate in key decision-making forums.

Key performance indicators

- The Disability Advisory Council is satisfied with the consultation process used to ascertain views of the Council, disability community, clients and staff on issues affecting people with disabilities.
- Every business centre has mechanisms in place to consult with people with disabilities.
- The Department’s complaints procedures are accessible to people with disabilities.

Achievements

- See Item 1: Access to Services and Programs.
- Included in ACCESSlink advice on when and how to consult with people with disabilities.
- Required Flexible Service Delivery teams to host a community consultation and maintain community contacts. Held 18 local consultations in 2002-03 and developed local action plans based on community feedback.
- Hired a complaints and litigation manager to implement Department wide complaints-handling procedures including a procedure to ensure people with disabilities have necessary access and assistance when making a complaint.

8. Best practice and management

To adopt management practices and provide sufficient resources (money, people, skills and facilities) within the Department which reflect/establish best practice in meeting the responsibilities of government agencies generally, and of our own organisation in particular, in meeting the needs and protecting the rights of people.

Key performance indicators

- Business plans and budget submissions include strategies and costings for implementing this DSP for the 2000-01 and subsequent planning and budget cycles.
- Disability Strategic Plan (DSP) responsibilities are incorporated into SES performance agreements.
- The implementation of DSP will be comprehensively reviewed annually.
- We are considered by other government agencies as demonstrating best practice in implementing our DSP by December 2001.

Achievements

- Assessed the business centre managers during the business planning process. All business centre plans include disability awareness strategies.
- Maintained the profile of disability issues in the Department by ensuring bimonthly coverage in our newsletter, Agenda and in Infolink, the intranet.
- Provided advice and assistance to Police NSW, Office of the Director of Public Prosecutions, Department of Juvenile Justice, NSW Legal Aid Commission, NSW Judicial Commission, Disability Council of NSW and other government departments on implementing disability awareness staff training programs and disability initiatives including action plans.

Appendix 8 Disposal of property

The Department has not yet finalised the sale of land at Wagga Wagga, but hope to do so in coming months as we are currently in negotiation with a prospective purchaser.

We are working towards rationalising our residential portfolio and aim to achieve sales in Moree, Griffith, Wagga Wagga, Inverell and Gunnedah during the next financial year.

A Wagga Wagga residence was sold by private treaty for \$117,000 after public auction did not reach the reserve.

Appendix 9 Employee wages movements

Crown Employees (Public Sector-Salaries January 2002) Award

The Crown Employees (Public Sector – Salaries January 2002) Award was made in the Industrial Relations Commission of NSW on 6 December 2001. This award will expire on 30 June 2004.

The award provides for increases in salaries for classifications that were under the Crown Employees (Public Service Salaries June 2000) Award. Under the 2002 award, a further funded increase of three per cent took effect from the beginning of the first pay period on or after 1 January 2002.

The award was made in accordance with the Memorandum of Understanding (MOU) and signed by the parties in March 2000, to progress priority issues for continued reform in the NSW public sector. Under the MOU, the following will be payable if certain commitments are fulfilled:

- 1 January 2003: four per cent
- 1 July 2003: five per cent

Treasury will fund two per cent of each increase. The balance of the increases, that is, six per cent, will be funded from savings generated from workplace reform, both sector-wide and in individual agencies, which are negotiated with the relevant unions. These savings will be identified during the life of the current award.

Senior Officers’ Salaries

The Crown Employees (Senior Officers Salaries 1997) Award was included in Schedule A of the Crown Employees (Public Sector-Salaries January 2002) Award. The current award covers officers in receipt of salaries above that paid to administrative and clerical officers, Clerk, Grade 12, but not members of the Senior Executive Service.

The purpose of the Senior Officer classification is to provide additional capacity for the NSW Public Service to recognise work value of non-Senior Executive positions. The Department has established 27 positions of Senior Officer, Grade 1, and three positions of Senior Officer, Grade 2, under the award.

The Department increased salaries covered under the Crown Employees (Senior Officers Salaries 1997) Award by four per cent from 1 January 2003. From July 2003, we will increase them by five per cent.

Court Officers (Attorney General’s Department) Award 2001

The new court officers’ award took effect on the first pay period from 28 November 2001. With the three per cent increase in January 2002, we set down the following rates of pay:

- Court Officer Year 1: \$27,606
- Court Officer Year 2: \$28,873

The Department included the award in schedule A of the Crown Employees (Public Sector Salaries 2002) Award. Consequently, we increased the above rates by four per cent in January 2003, and the casual loading for court officers from 10 per cent to 15 per cent under the new award.

Appendix 10 Enterprise industrial relations

Union representation

The Department’s staff are represented by the Public Service Association of NSW (PSA). The Australian Salaried Medical Officers’ Federation (NSW) represents the medical specialist attached to the Compensation Court.

We have established a Peak Consultative Committee (PCC), comprising the Department’s senior officers and representatives of the PSA. The PCC meets every two months.

We deal with matters impacting on individual business centres through local consultative committees called Joint Consultative Committees (JCCs).

Crown Employees (Public Sector-Salaries January 2002) Award

Under the Crown Employees (Public Sector-Salaries January 2002) Award, made by consent, we increased salaries for the classifications under the Crown Employees (Public Sector Salaries June 2000) Award by three per cent. This increase took effect from the first pay period commencing on or after 1 January 2002. A further increase of four per cent took effect from January 2003, with a further increase of five per cent from the beginning of the first pay period to commence on or after 1 July 2003.

The unfunded increases of six per cent will be funded from savings generated from workplace reform, both sector-wide and in individual agencies, which are negotiated with the relevant unions. These savings will be identified during the life of the current award.

Five key sector-wide priorities identified in the MOU are to:

- deliver service
- review the legislative and employment framework
- advance NSW as a digital state
- continue corporate service reform efficiencies
- provide modern structures and pay systems.

The Department will continue to progress the initiatives already commenced and reported upon in previous years, which are:

- use of productivity and other measures
- extension of performance-management across the entire Department
- introduction of competency-based training
- implementation of joint strategies to reduce workers’ compensation costs.

Crown Employees (Senior Officers Salaries 1997) Award

We included Crown Employees (Senior Officers Salaries 1997) Award in Schedule A to the Crown Employees (Public Sector-Salaries January 2000) Award of instruments to be moved in similar terms to the principle award. The current award covers officers who receive salaries above those paid to administrative and clerical officers, Clerk, Grade 12, but not members of the Senior Executive Service. The purpose of the Senior Officer classification is to provide additional capacity for the NSW Public Service to recognise work value of non-Senior Executive positions. The Department has established 27 positions of Senior Officer Grade 1 and three positions of Senior Officer Grade 2 (temporarily occupied by an SES officer) under the award.

Crown Employees (Public Service Conditions of Employment 2002) Award

We replaced the Crown Employees (Public Service Conditions of Employment 1997) Award with the above award and ratified it on 9 December 2002. It contains conditions relating to hours of duty, allowances, leave, trade union activities, and shiftwork and overtime. Under Clause 10 of the award, local arrangements may be negotiated between the Department head and the relevant trade union in respect of the whole of the Department or part of a department.

Flexible Working Hours

We finalised the new 12-month pilot Flexible Working Hours Agreement in January 2002. Taking effect on 20 May 2002, we extended this agreement until 5 September 2003 while we undertake a review of its effectiveness.

Court Officers (Attorney General’s Department) Award 2001

In November 2001, the Department and the PSA consented to a new award covering court officers attached to the Sheriff’s Office, District Court, Supreme Court, and Land and Environment Court. The award clearly sets down conditions of employment for court officers, who were previously without any award coverage. We offered casual court officers, who met the criteria set down in the award, temporary employment under the transitional provisions of the new award.

Crown Employees (NSW Attorney General’s Department Reporting Services Branch Sound Reporters) Award 2003

In April 2003, the PSA and the Department consented to a new award covering sound reporters, the intentions of which are to provide:

- a link between competencies and the salaries of employees being trained and holding the positions of multi-skilled sound reporter and sound reporter dual remote
- the competencies that must be held by each employee to progress through the classification structure.

Appendix 11

Equal employment opportunity and staff numbers

Trends in the representation of EEO Groups ¹		% of total staff ²			
EEO Group	Benchmark or Target	2000	2001	2002	2003
Women	50%	63	64	64	64
Aboriginal and/or Torres Strait Islander	2%	1.6	1.9	2.5	2.3
People whose first language was not English	19%	16.4	16.7	16.6	16
People with a Disability	12%	7.7	7.2	7.4	7
People with a Disability requiring work adjustments	7%	2.8	2.5	2.7	2.6

Trends in the distribution of EEO Groups ¹		Distribution Index ³			
EEO Group	Benchmark or Target	2000	2001	2002	2003
Women	100	84	N/A	N/A	93
Aboriginal and/or Torres Strait Islander	100	86	N/A	N/A	85
People whose first language was not English	100	93	N/A	N/A	95
People with a Disability	100	104	N/A	N/A	99
People with a Disability requiring work adjustments	100	108	N/A	N/A	103

- Notes**
- Staff numbers are as at 30 June.
 - Excludes casual staff.
 - A Distribution Index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels.
- N/A – Distribution Index not available.

Appendix 12

Ethnic Affairs Priority Statement

Through Our Commitment to the Community and Ethnic Affairs Priority Statement, the Department continues to strive to increase satisfaction among our clients and ensure access to our services.

To achieve these goals, we have implemented a range of initiatives designed to enhance services for people from ethnic communities at both the corporate and local level.

- Continued participation by ethnic communities on committees and in consultation processes, including:
- user group forums in NSW courts and tribunals
 - Victims of Crime Inter-agency Group
 - Family and Friends of Missing Persons Inter-agency Group
 - Ethnic Working Committee at Community Justice Centres.

- As part of the Strategy to Reduce Violence Against Women, the Department offers a range of projects targeting people from diverse ethnic backgrounds, including:
- the development of posters, pamphlets and other resources in different languages
 - implementation of strategies arising out of the review of the criminal justice system's response to women from culturally and linguistically diverse backgrounds. Contained in the Quarterway to Equal and Heroines of Fortitude reports, they are monitored by the Violence Against Women Unit with status reports provided to Ministers on a regular basis
 - establishment of the multi-lingual Safe Families Kit, an educational resource that assists workers to explore issues around family violence in a culturally appropriate way and is accessible to people with learning difficulties.

- Crime Prevention Division involvement in a number of inter-agency and community projects, including:
- supporting Community Solutions Crime Prevention initiatives – 15 Community Solutions Crime Prevention initiatives
 - providing 38 Beat Graffiti Grants in 2002-03. The Graffiti Traineeship program continued with 20 trainees from 17 local councils trained to lead community Beat Graffiti projects.

- Community Justice Centres customers specific needs are catered for by ensuring that:
- mediators are selected to reflect the demographics of the communities the centre serves, for example, within the Bankstown mediator panel, there are over 14 community languages spoken
 - interpreters are provided, if required
 - information in 20 languages is made available in Community Justice Centre pamphlets and on the website.

- Victims Services offers a range of assistance to clients from diverse cultural backgrounds, including:
- telephone interpreter assistance for victims of violent crime is available in 19 languages
 - translating Victims Services Charter of Victims Rights into 23 community languages
 - paying for the cost of an interpreter for approved counselling sessions. Of the 425 counsellors approved to provide counselling services, 85 are able to provide this service in languages other than English.
 - coordinating a strategy to increase the awareness of victims of crime from non-English speaking backgrounds about their services and entitlements
 - holding a series of information forums targeted at ethnic speaking agencies that come into frequent contact with people from non-English speaking backgrounds.

The Anti-Discrimination Board initiated Advance Australia Fairly. The project, promoting community understanding about people from different ethnic, cultural and religious backgrounds, comprised the production of a series of postcards and two public seminars.

The ADB has participated in the Community Harmony Reference Group, convened in response to several international incidents, including the Bali bombing, by the Community Relations Commission with the aim of coordinating a rapid response should there be a breakdown in community harmony. The group comprised representatives from government agencies, the media and the community.

In response to the concern that people from Arabic and Islamic communities were targets for increased levels of race discrimination and racial vilification, two Arabic speaking officers worked with these communities to promote a knowledge and understanding of unlawful behaviour under the Anti-Discrimination Act, and what they may be able to do if they are the victims of this behaviour. We developed an education package, including translations of a number of factsheets in Arabic, which was presented at a large number of community meetings and workshops.

We continue implementing the Interpreters and the Law program. More than 384 specialist interpreters, speaking 53 community languages, including Auslan (Australian Sign Language), are now available to work in NSW Courts and Tribunals.

Thirty-five Local Courts provide outreach services at 51 external locations. Outreach services cater to meet the needs of isolated

communities, but also people from non-English speaking backgrounds (especially refugees), who may be reluctant to approach a court for assistance because of negative experiences or perceptions. LawAccess NSW provides a translating and interpreter service for customers whose first language is not English. Customers can speak to LawAccess NSW through an interpreter, by ringing 131 450 and asking the interpreter to contact LawAccess NSW. Some documents are also available on the website in languages other than English.

- Local Courts have negotiated a Memorandum of Understanding with the Community Relations Commission to ensure that the following categories of clients from a non-English background have access to interpreter services on a fee exempt basis, including:
- all criminal defendants (adult and juvenile)
 - parents/guardians of young people for both criminal and care matters
 - all defence witnesses
 - all applicants for apprehended violence orders; and
 - all Chamber Magistrate interviews (except for civil matters).

For other categories of matters (driver's license appeals, personal violence, Family Law) Local Courts meets the cost of interpreter provision.

Appendix 13

Freedom of information

Assessment of the impact of Freedom of Information requirements
The Department received 17 Freedom of Information (FOI) applications during the last financial year and finalised 18. We brought forward one application from last year and did not withdraw any.

We refused eight applications in full, the majority of which were under section 28(1)(b) of the Act, on the basis that the documents sought were not held by the applicant agency.

Issues from FOI requirements
The Department received a number of applications that were incomplete or wrongly directed to us. Where it is clear that the application should have been addressed to another government agency, we provided the applicant with an appropriate referral and, in other cases, information explaining the FOI process and scope of the legislation.

Our department officers spend a considerable amount of time answering FOI inquiries by the public, as they believe that the NSW Attorney General's Department is responsible for the FOI Act. We therefore received several applications under this Act for documents held by other agencies, for example, schools and police, which we returned or forwarded.

The June 2002 Statement of Affairs is available on the Department's website. The June 2003 Summary of Affairs is published in with this Annual Report.

Freedom of information statistics

Section A: Numbers of new FOI requests

Information relating to numbers of new FOI requests received, those processed and those incomplete from the previous period.

FOI requests	Personal		Other		Total	
	01–02	02–03	01–02	02–03	01–02	02–03
A1 New (including transferred in)	20	11	19	6	39	17
A2 Brought forward	0	1	1	0	1	1
A3 Total to be processed	20	12	20	6	40	18
A4 Completed	12	7	16	6	28	10
A5 Transferred out	4	1	4	0	8	0
A6 Withdrawn	2	0	0	0	2	0
A7 Total processed	18	11	20	6	38	18
A8 Unfinished	2	4	0	0	2	4

Section B: What happened to completed requests?

Result of FOI requests	Personal		Other		Total	
	01–02	02–03	01–02	02–03	01–02	02–03
B1 Granted in full	1	2	5	1	6	2
B2 Granted in part	2	4	4	1	6	5
B3 Refused	6	4	4	4	10	8
B4 The Department could not process application	3	2	3	1	6	2
B5 Completed	12	12	16	6	28	17

Section C: Ministerial Certificates

Number issued during the period.

Ministerial Certificates	01–02	02–03
C1 Ministerial Certificates issued	0	0

Section D: Formal consultations

Number of requests requiring formal consultations (issued) and total number of formal consultations for the period.

Formal consultations	Number of requests requiring consultations (issued)		Total number of formal consultations	
	01–02	02–03	01–02	02–03
D1 Number of requests requiring formal consultations	2	2	2	2

Section E: Amendment of personal records

Number of requests for amendment processed during the period.

Result of amendment request	Total	
	01–02	02–03
E1 Result of amendment – agreed	0	0
E2 Result of amendment – refused	1	1

Section F: Notation of personal records

Number of requests for notation processed during the period.

Notation of personal records	Total	
	01–02	02–03
F1 Number of requests for notation	0	0

Section G: FOI requests granted in part or refused

Basis of disallowing access – Number of times each reason cited in relation to completed requests that were granted in part or refused.

Basis of disallowing or restricting access	Personal		Other		Total	
	01–02	02–03	01–02	02–03	01–02	02–03
G1 section 19 – application incomplete, wrongly directed	1	2	1	0	2	2
G2 Section 22 – deposit not paid	0	0	1	0	1	0
G3 Section 25(1)(a1) – diversion of resources	0	0	2	0	2	0
G4 Section 25(1)(a) – exempt	3	2	5	0	8	2
G5 Section 25(1)(b)(c)(d) –otherwise available	3	0	1	0	4	0
G6 Section 28(1)(b) – documents not held	1	3	8	2	9	5
G7 Section 24(2) – deemed refused, over 21 days	1	0	0	0	1	0
G8 Section 31(4) (released to medical practitioner	0	0	0	0	0	0
G9 Totals	9	7	18	2	27	9

Section H: Costs and fees of requests processed

Costs	Assessed costs		FOI fees received	
	01–02	02–03	01–02	02–03
H1 All completed requests	\$1,620.00	\$1530.00	\$375.00	\$225.00

Section I: Discounts allowed

Numbers of FOI requests processed during the period where discounts were allowed.

Type of discount allowed	Personal		Other	
	01–02	02–03	01–02	02–03
I1 Public interest	0	0	1	0
I2 Financial hardship – pensioner or child	7	2	1	0
I3 Financial hardship – non-profit organisation	0	0	0	0
I4 Totals	7	2	2	0
I5 Significant correction of personal records	0	0	0	0

Section J: Days to process

Number of completed requests by calendar days (elapsed time) taken to process.

Elapsed time	Personal		Other	
	01–02	02–03	01–02	02–03
J1 0–21 days	10	8	13	3
J2 22–35 days	2	2	6	5
J3 Over 35 days	1	1	0	0
J4 Totals	13	11	19	6

Section K: Processing time

Number of completed requests by hours taken to process.

Processing hours	Personal		Other	
	01–02	02–03	01–02	02–03
K1 0–10 hours	12	8	15	4
K2 11–20 hours	0	2	1	2
K3 21–40 hours	0	0	0	0
K4 Over 40 hours	0	0	0	0
K5 Totals	12	11	16	6

Section L: Reviews and Appeals

Number finalised during the period

Reviews and Appeals	Total	
	01–02	02–03
L1 Number of internal reviews finalised	2	1
L2 Number of Ombudsman reviews finalised	1	1
L3 Number of ADT appeals finalised	0	0

Details of internal results – in relation to internal reviews finalised during the period.

Bases of internal review	Personal				Other			
	Upheld		Varied		Upheld		Varied	
	01–02	02–02	01–02	02–03	01–02	02–03	01–02	02–03
L4 Access/Amendment refused	2	1	0	0	0	0	0	0
L5 Deferred	0	0	0	0	0	0	0	0
L6 Exempt matter	0	0	0	0	0	0	0	0
L7 Unreasonable charges	0	0	0	0	0	0	0	0
L8 Charge unreasonable incurred	0	0	0	0	0	0	0	0
L9 Withdrawn	0	0	0	0	0	0	0	0
L10 Totals	2	1	0	0	0	0	0	0

If you would like a full copy of the Department’s Statement of Affairs please visit www.lawlink.nsw.gov.au/annualreport. Alternatively, a hard copy can be obtained from the Community Relations Division by contacting 9228 8201.

Appendix 14

Funds granted

Victims Services

Funds granted

Mission Australia Victim Support Service

Amount of grant: \$176,500 plus GST

Sydney City Mission (now known as Mission Australia) successfully tendered for funding to establish a victim support service in 1992, which offers:

- a 24-hour Victims' Support Line in conjunction with the Victims of Crime Bureau – a telephone service that provides victims with information, support and referral
- face-to-face counselling
- community education
- networking with groups who have special needs, such as the transsexual community.

Victims of Crime Assistance League – Hunter (VOCAL)

Amount of grant: \$95,689 plus GST

The VOCAL (Hunter) service offers:

- information and support for victims of crime and road trauma
- support groups
- court preparation and support to assist victims of crime prepare for court and to accompany them when attending court
- community education to raise awareness of victims' needs and support.

Ken Marslew, member of Victims Advisory Board

Amount of grant: \$5000 plus GST

Mr Marslew received funding to attend the Conferences, Circles and other Restorative Practices conference held at Minneapolis, Minnesota, USA in August 2002 to research international responses to assisting victims of crime.

Mission Australia – Families and Friends of Missing Persons Telephone Information, Referral and Support Service

Amount of grant: \$122,727 plus GST

The grant provides for a telephone information, referral and support service to families and friends of missing persons. It operates 365 days per year, 24 hours per day.

Mental Health Association NSW – Mental Health Information Project

Amount of grant: \$15,000 plus GST

The grant provides for the development of a website on mental health issues facing families and friends of missing persons. We will prepare and place fact sheets on the website which will be hyperlinked to other relevant websites.

We will publish and distribute a booklet containing relevant information from the website for families and friends of missing persons without internet access.

Crime Prevention Division

Safer Communities Development Fund

Expenditure from the Safer Communities Development Fund (SCDF) budget for 2002-03 was \$1,568,827. The fund supports the Safer Communities Development program, established in response to Parts 3 and 4 of the Children (Protection and Parental Responsibility) Act 1997. All grants awarded from the SCDF are for non-recurrent costs.

There are four categories of grants available under the SCDF:

Operational area grants – available to local councils that have had an operational area established in the local government area (LGA) under Part 3 of the Act. Funding is available to support local crime prevention initiatives that reduce the likelihood of young people being in public places in circumstances that place them at risk.

Safer Community Compact grants – available to local councils that have had local crime prevention plans endorsed as a Safer Community Compact. The council can apply for funding to implement strategies from the endorsed plan.

Specific project grants – advertised when available and are open to community-based agencies. Specific project grants are developed by the Crime Prevention Division. They can be advertised as a general theme, around which applicants develop a project, for example, Aboriginal youth crime prevention grants; gay, lesbian, bisexual and transgender grants; or project specifications and outlines are designed to guide the development of the application.

Innovative grants – advertised when available and are open to community-based agencies. Innovative grants are for the development of programs, resources or interventions that have not previously been trialled in NSW. The projects need to provide evidence that they are unique and that they include viable strategies for the prevention of crime.

In addition to these categories, there is funding of joint projects with other government departments, which are generally one-off contributions towards community-based projects that have crime prevention as one of the main outcomes.

The funding process

Councils that have developed a local crime prevention plan can seek the Attorney General's endorsement as a Safer Community Compact. This enables councils to access the Safer Communities Development Fund.

The process of seeking endorsement of a local plan as a Safer Community Compact is different to the process of applying for an operational area.

The Attorney General receives advice from the Ministers for Police and Community Services before endorsing a Safer Community Compact. Once endorsed, it is gazetted and advertised in local newspapers.

When we receive an application for the Safer Communities Development Fund, a panel assesses it together with at least two community representatives. Once approved by the Director General, grants from the fund are subject to a funding and performance agreement between the service provider and the Department.

Operational area grants

Ballina Street Beat

Ballina Youth Service

Amount of grant: \$39,500

Ballina Youth Service established the Street Beat Project to act as an advocacy, referral and crisis intervention service for young people. The funding has helped expand the project to cover five nights per week.

Safer Community Compact grants

Coffs Harbour Safer Community Compact

Coffs Harbour City Council

Amount of grant: \$53,000

This is the first year of funding for Coffs Harbour City Council. Representing a range of government, community and neighbourhood organisations, the Coffs Harbour Crime Prevention Committee supports the development of the Coffs Harbour Crime Prevention plan, which focuses on domestic violence, youth development, along with alcohol and other drug-related issues.

Newcastle Safer Community Compact

Newcastle City Council

Amount of grant: \$50,000

This is the first year of funding for the second Newcastle Crime Prevention plan. The second plan considers the needs and issues of the entire Newcastle local government area (LGA) by addressing alcohol and drug-related crime, personal safety in public spaces, safety on transport, vandalism and improved engagement with young people.

Armidale Dumaresq Safer Community Compact

Armidale Dumaresq City Council

Amount of grant: \$51,435

This is the second year of funding for the Armidale Dumaresq Crime Prevention plan. Funds support a project for young people who are at risk of offending or those already involved within the Juvenile Justice system. The project provides opportunities for young people from disadvantaged backgrounds to engage in programs that will increase their personal development and foster behavioural change.

Fairfield Safer Community Compact

Fairfield City Council

Amount of grant: \$47,427

This is the first year of funding for the Fairfield Crime Prevention plan. Funding through the Safer Community Compact Grant has been used for two youth focused programs. The first program is a youth recreation program with a focus on isolated areas within the LGA and provides activities during the day, after school and at night. The second program is an early intervention program targeting primary school aged children (and their families) who may be experiencing difficulties at school.

Holroyd Safer Community Compact

Holroyd Council

Amount of grant: \$50,000

The Holroyd Community Safety and Crime Prevention plan was funded for one year to support a part time safety officer who will implement community development initiatives in the area of Merrylands.

Shellharbour Safer Community Compact

Shellharbour City Council

Amount of grant: \$50,500

The Shellharbour City Crime Prevention strategy focuses on fear of crime, anti-social behaviour and malicious damage, domestic violence, and alcohol and drug-related harm. Council has received funding to support the following initiatives: a Koori night patrol, a youth services audit, a skateboarding alliance, graffiti prevention, a consultative forum regarding young people and shopping centres, and a Koori students' work experience scheme. Under the plan, Council is also promoting community projects such as a community drug action team, a licensing accord, a community safety volunteers program, and a safer women project group.

Albury Safer Community Compact

Albury City Council

Amount of grant: \$39,000

This is the second year of funding for the Albury City Council's crime prevention plan. The grant has supported five projects under the Albury Safer Community Compact, including a business safety audit, Safe Schools Award, community barbecues, and the employment of a neighbourhood liaison officer and work opportunities program mentor.

Orange Safer Community Compact

Orange City Council

Amount of grant: \$42,600

This is the third year of funding for the Orange Crime Prevention plan. Key initiatives addressed under the plan include enhancement of youth recreational projects and evaluation and further implementation of strategies to prevent theft, particularly targeting repeat victims of theft.

Greater Taree Safer Community Compact

Greater Taree Council

Amount of grant: \$55,000

Greater Taree Council have began the process of developing a second crime prevention plan. The previous plan focused on community violence, theft offences (particularly related to motor vehicles), alcohol and other drug-related harm and anti-social behaviour. Funding was used to support the Streetbeat youth worker program, which works with children and young people to decrease anti-social behaviour and street violence in the central business district (CBD). The Department also provided an Aboriginal youth grant to support the Youth Resource Room.

Hastings Safer Community Compact

Hastings City Council

Amount of grant: \$42,615

This grant supports a 12-month interim extension of the existing Hastings Safer Community Compact. Funding will be used by Hastings City Council to undertake community consultation to inform the development of a new crime prevention plan, while maintaining a coordinated approach to the reduction of alcohol-related crime.

Hawkesbury Safer Community Compact

Hawkesbury City Council

Amount of grant: \$44,200

This is the first year of funding provided for the second Hawkesbury Crime Prevention plan. One of the key activities is the Streetbeat project, which focuses on young people, drug and alcohol issues, and targets crime hotspots within the Hawkesbury. The project works collaboratively with existing youth services to develop and implement sustainable strategies for supporting young people to act safely and responsibly.

Manly Safer Community Compact

Manly City Council

Amount of grant: \$19,500

This is the second year of funding for the Manly Crime Prevention plan. The plan concentrates on anti-social behaviour and alcohol-related crime. The Council has used the grant to introduce an integrated late night transport strategy and to assist in developing an alcohol accord for the LGA.

Kempsey Safer Community Compact

Kempsey Shire Council

Amount of grant: \$28,320

This funding was provided to support an interim Kempsey Shire Council Safer Community Compact. Funding will be used to address anti-social behaviour in the CBD and public order concerns and anti-social behaviour in South and West Kempsey, and to maintain the Kempsey Night Patrol.

Lake Macquarie Safer Community Compact

Lake Macquarie Shire Council

Amount of grant: \$45,117

This is the first year of funding for the Lake Macquarie Shire Council's Crime Prevention plan. Information from Council's social plan and a series of community safety audits helped form the development of Lake Macquarie plan. The plan priority areas include public space safety, fear of crime, alcohol and other drugs, anti-social behaviour, crime and policing, and crime prevention through social support, youth employment and education programs.

Port Stephens Safer Community Compact
Port Stephens Council

Amount of grant: \$62,080

The Port Stephens Community Safety and Crime Prevention plan is a 30-month initiative based on early intervention strategies aimed at breaking the cycle of violence and criminality by addressing their 'root causes' poor family functioning, poverty and unemployment, substance abuse, poor access to community services and inadequate networking.

Narrandera Safer Community Compact
Narrandera Shire Council

Amount of grant: \$49,992

This is the second year of funding for the Narrandera Shire Council's Crime Prevention plan. The grant has allowed the Council to employ two youth workers to liaise with youth and youth services. The positions are designated for Aboriginal youth workers. As part of the plan, Council has also obtained further funding to upgrade the Aboriginal Youth Centre.

Gosford Safer Community Compact
Gosford Shire Council

Amount of grant: \$35,000

Gosford Shire Community Safety plan identified four key community safety areas: public space usage and community safety, fear of crime, drug and alcohol related harm and general enhancement of community safety. Eight projects received funding under the Community Safety plan.

Young, Harden and Booroowa Safer Community Compact
Young, Harden and Booroowa Shire Councils

Amount of grant: \$71,937

This is the second year of funding provided for joint activities across these three council areas. Funding is used for a youth support service across all three local council areas, and to support a series of seminars addressing issues including drink driving among young people, anger management, employment and the establishment of a youth council to increase youth participation in Young, Boorowa and Harden Shires.

Blue Mountains Safer Community Compact
Blue Mountains City Council

Amount of grant: \$55,663

This is the first year of funding for the Blue Mountains Crime Prevention plan. The grant has been used to fund two outreach youth workers who target young people at high-risk times in locations that are 'high risk areas' The aim of the program is to form relationships with young people at risk with a view to providing on site support and provide access to essential services.

Brewarrina Safer Community Compact
Brewarrina Shire Council

Amount of grant: \$50,000

This is the first year of funding for the Brewarrina Crime Prevention plan. Brewarrina Shire Council received a Safer Community Compact grant of \$50,000 to fund the development of an Elders Council, which will coordinate programs for young offenders and a young leaders program.

Penrith Safer Community Compact
Penrith City Council

Amount of grant: \$32,098

This is the first year of funding for the Penrith Valley Community Safety plan. Strategies within the plan focus on personal safety, antisocial behaviour, and fear of crime. Projects to be undertaken as part of the plan are a Domestic Violence Website for the Penrith region, a Domestic Violence Information stand located at Penrith Plaza and a Shopping Centre Crime Prevention Project at Penrith Plaza.

Sutherland Safer Community Compact
Sutherland Shire Council

Amount of grant: \$47,800

This is the second year of funding for the Sutherland Shire Crime Prevention plan. The plan concentrates on a number of key concerns with funding being utilised to focus on the prevention of violence and domestic

violence. This second year of funding has been used for a research project to develop resources to aid victims of domestic violence and to support victims utilising the court system.

Dubbo Safer Community Compact
Dubbo City Council

Amount of grant: \$58,000

Funding is used to support the employment of a youth development officer, who will focus on providing youth services under the Dubbo Crime Prevention plan, as well as seeking to improve service access for Aboriginal people and increase school attendance and retention.

Canterbury Bankstown Safer Community Compact
Canterbury and Bankstown City Councils

Amount of grant: \$38,675

This is the third year of funding provided under the Canterbury Bankstown Crime Prevention plan. Funding has used to employ a youth crime prevention officer for three years to research and develop a youth crime prevention action plan across both Canterbury and Bankstown LGAs.

Specific purpose grants

SACS enhancement Ballina Street beat
Ballina Youth Service

Amount of grant: \$3754

The Department provided a supplementary grant to meet additional costs associated with the 2002-03 increase in the SACS award.

Boo-ri and Gungees' cops and Kooris camps
NSW Police

Amount of grant: \$2500

This program supported the implementation of cultural camps in rural NSW attended by police officers from the Green Valley Police Local Area Command and Aboriginal young people from south-western Sydney.

NAIDOC Week Spellbound project
Spellbound Productions

Amount of grant: \$2800

This project supported community consultation initiatives linked to NAIDOC Week, promoting principles of cultural awareness coupled with tangible support provided to needy communities. NAIDOC Week is a celebration of Aboriginal achievement and a key strategy towards reconciliation and the achievement of self-fulfilment.

Yulawarri Nurrai Women's Post Release Support Service

Amount of grant: \$4568

Funds were provided to support the establishment of a cultural healing program in Morisset for aboriginal women recently released from prison. Women are provided with medium support accommodation and are supported in a culturally appropriate environment. The program is based on a successful model established in Canada.

Dubbo Community Service and Information Centre youth festivity
Dubbo Community Service and Information Centre

Amount \$10,000

This project was a structured youth activities program that culminated in an Aboriginal youth cultural festival. The project operated in the January and April 2003 school holiday period and included young people from the local communities, from the Orana Juvenile Justice Centre, as well as those forming part of the transient population that often arrives in Dubbo during holiday periods. This initiative also received \$20,000 from the Department's Indigenous Justice strategy)

Brewarrina community assistance patrol
Brewarrina Community Assistance program

Amount of grant: \$25,100

The Department provided funding to operate a community assistance patrol program in Brewarrina for 12 months. The program is a model project for possible adoption by other western NSW communities and runs in conjunction with the Brewarrina Granny Patrol funded under the Indigenous Justice strategy.

Joint projects

Coonamble crime prevention planning
Coonamble Neighbourhood Centre

Amount of grant: \$53,333

In Coonamble, the Together for Under Fives and Families (TUFF) – part of the Coonamble Neighbourhood Centre project – developed a draft crime prevention plan with the support of the Council and the Crime Prevention Division (CPD). The Coonamble Neighbourhood Centre has been funded to employ an officer to further develop, complete and submit the plan for endorsement as well as implement strategies identified in the plan.

River Towns Project Walgett
Walgett Shire Council

Amount of grant: \$106,666

The June 2001 ATSIC summit in Walgett focussed on issues of well-being for the communities of Walgett, Bourke and Brewarrina. As an outcome of the Summit, funding has been provided as part of the River Towns Project to Walgett Shire Council. These funds will be utilised predominantly for the appointment of a community facilitator who will co-ordinate services and establish processes aimed at improving the capacity of the communities to implement economic and social change.

Aboriginal driver education program
ACE North Coast

Amount of grant: \$34,060

This two-year joint project addressed high levels of offending associated with unlicensed drivers in the Lismore area, particularly within Aboriginal communities. The Department funded ACE North Coast (Adult Community Education) to support development of a comprehensive driver education program to assist Aboriginal people in the Lismore area gain a full Class C (car) licence.

Get street smart
Legal Aid Commission

Amount of grant: \$8000

The Get Street Smart publication is a booklet developed by the Legal Aid Commission that outlines the legal rights of young people when they come into contact with police and security guards. The Department provided a grant to the Commission to reprint this publication.

Gay and lesbian violence prevention community service announcement
Daemonangel Productions

Amount of grant: \$27,170

Funding was used to produce a community service announcement addressing personal safety issues within the gay, lesbian and transgender communities. The announcement was broadcast on SBS television to coincide with the 2002 Gay Games.

Gay, lesbian, bisexual and transgender (GLBT) strategic responses to violence grants

Aboriginal Women's Violence Against Women's Anti-Violence Project
Northern Rivers Community Legal Centre

Amount of grant: \$24,666

The project aims to raise awareness in the Aboriginal women's community about personal and homophobic violence and to encourage knowledge and skills development to build community capacity to respond to violence. This innovative project is attempting to reach a highly disadvantaged group, often overlooked by other services.

One of them – One of us!
Streetwise Communications

Amount of grant: \$19,963

Funding is used for the development of an appropriate and credible educational resource that presents positive messages and discredits myths and stereotypes about GLBT people. It is planned that the final resource will address the problem of bullying in schools and hate related violence directed at GLBT people within the community

Workshop for rural-based parents and friends of lesbians and gays (PFLAG) groups

Amount of grant: \$8800

The funding will be used to host a two-day workshop to bring NSW PFLAG group leaders together to discuss how to implement initiatives to improve anti-GLBT violence in schools, and conduct a needs assessment with the group leaders in order to develop and document practical strategies to support the work of PFLAG in rural areas.

The Sentinel – GLBT anti-violence reporting, resource and program promotion ACON
Lesbian and Gay Anti-Violence Project

Amount of grant: \$7500

Project funding will be used to publish three editions of 'The Sentinel' – a publication that aims to increase awareness and to build capacity within the GLBT community to respond to homophobic violence. The publication was distributed as an insert in the Sydney Star Observer and independent publication to social and support groups, along with gay and lesbian liaison police officers throughout NSW.

Ongoing harassment, intimidation and violence – information and referral fact sheets
ACON Lesbian and Gay Anti-Violence Project

Amount of grant: \$5832

Project funding will be used to research, develop, write, produce, promote and distribute a series of fact sheets providing information and referrals to support GLBT victims of on-going harassment, intimidation and violence. The project, which is innovative in its focus on re-victimisation, aims to reduce the impact of violence through capacity building within the community.

Anti-homophobia in schools interagency addressing homophobia in educational settings – round tables
ACON Lesbian and Gay Anti-Violence Project

Amount of grant: \$4313

Project funding will be used to implement two 'round table' forums in which speakers present expert information and participants are given an opportunity to discuss issues and develop practical strategies to respond to them. By addressing the issues of 'gender construction and its impact on homophobia' and 'establishing safe and supportive environments in educational settings', the project aims to build the capacity of educators and others working with young people to create safer educational environments.

Pride and prejudice project
Rainbow Visions – Hunter Inc.

Amount of grant: \$4300

Funding will be used to support a variety of community development projects, including the design and printing of an resource developed to guide businesses and organisations in the Hunter region to become more accessible and safe places for the GLBT community. Funding will also be used to support the inclusion of educative anti-violence components into a highly visible and well-attended community picnic.

Beat Graffiti Grants scheme

Black-head reconciliation story tunnel Angels Beach Dune Care & Reafforestation Group Inc.

Amount of grant: \$2500

Young Bundjalung (Indigenous) artists will design and paint the interior walls and facades of an underpass tunnel in East Ballina under the supervision of elders. The murals will seek to educate, prevent further graffiti defacement and promote reconciliation.

Together at the crossroads Armidale Dumaresq Council

Amount of grant: \$15,000

A public art project that will engage youths, elders, students, local artists and industry to create three murals at high use public locations in the city of Armidale. Forums will allow elders and young people to discuss historical land use and visions for the future for the selected sites.

Reconciliation by the sea Batemans Bay Primary School

Amount of grant \$2500

Aboriginal and non-Aboriginal artists will be working with students on school walls to create community ownership and pride. This project will work towards preventing vandalism and graffiti in the new school.

Creative solutions – past and present Belmont High School

Amount of grant: \$2500

A school graffiti management model will be developed to highlight the positive elements of youth popular culture within the school and community. The model will integrate skills development within the curriculum and be delivered through mentoring and related youth and student programs.

Boys’ choices clear view Blacktown Boys High School

Amount of grant: \$1800

Quality mural paintings will replace previously graffiti-affected sites within the school. Targeting 14 to18-year old males, the project will feature workshops on identity, choices and self-esteem culminating in the design and painting of a mural.

Aerosol art exhibition Blacktown City Council

Amount of grant: \$13,300

A series of aerosol art workshops will be conducted with local young people leading to a public exhibition of aerosol art works at the Blacktown Arts Centre. The workshops will provide arts-based skilling and insight into graffiti as a distinct artform.

Hot shelters project Blue Mountains City Council

Amount of grant: \$15,000

Local young people will undergo arts training and create artworks on bus shelters that have been frequently graffiti affected in the City of Blue Mountains. Through this collaborative community event, it is envisioned that negative perceptions of young people in the community change.

Septic to sunshine Bobs Farm Public School

Amount of grant: \$2500

As part of its Boys’ Education strategy, Bobs Farm Public School will involve local graffiti artists in creating an aerosol mural on a concrete septic tank and pathway markings leading towards it. A bush tucker garden surrounding the tank will be planted.

Mural panel project Bourke High School

Amount of grant: \$1740

Aimed at eliminating graffiti problems on publicly accessible areas of the school, young people aged 13 to 17 will paint murals on a series of movable panels. The project is also envisioned to develop a sense of ownership of the school grounds by local youth and curb random acts of graffiti vandalism.

Wallsend graffiti solutions Callaghan College, Wallsend Campus

Amount of grant: \$1700

Art and crime prevention workshops will be conducted leading to the creation of a mural on a student recreational area wall.

RAD – Radical Art Designs Camden Haven Adult & Community Education Inc.

Amount of grant: \$8689

Senior high school students, local youths and members from the Land Council, aged between 15 to –20 years, will be involved in designing, creating and displaying their artwork on two local bus stops. Digital photo-documentation will allow people to view the stages of the project.

Graffiti exposed City of Albury

Amount of grant: \$10,000

A Graffiti Art Expo will be held at the Albury Skate Park to recognise graffiti art as an art medium and at the same time provide local young people an opportunity to gather together and be mentored by graffiti art elders and writers in a legal setting.

SAC – Stop Art Crimes Dundas Area Neighbourhood Centre Inc

Amount of grant: \$2500

A community artist will work with young people to produce aerosol art panels for the Centre’s graffiti art exhibition. Young participants will develop their artistic skills, channel creative energies, enhance their profile, develop self-esteem and open avenues for future training.

Party Safe Erskine Park High School

Amount of grant: \$2000

The Party Safe graffiti project will work in partnership with the Local Area Health Service to address the issues of binge drinking and partying safely for at-risk students, aged between 10 and 11 years. Strategies derived from discussions will be depicted into artworks on moveable boards and launched at an arts festival in the park.

Hectik Fairfield City Council

Amount of grant: \$15,000

Three legal graffiti walls will be designed and installed within the Fairfield City LGA, in partnership with local young people and community youth networks.

Channel Graff Fusion Western Sydney

Amount of grant: \$550

An electrical substation will be used as canvass for legal graffiti art. The event will be advertised widely through flyers, posters, mail-outs, word of mouth, and email. A trained graffiti artist, along with Fusion youth workers, will train and supervise the young participants.

Friendship Park Glebe Youth Service

Amount of grant: \$6818

An existing mural on site will be developed and transformed to reflect the theme of friendship. Different painting styles will be utilised and will allow artists to weave colours and designs with the natural parkland environment.

Youth in public art Great Lakes Council

Amount of grant: \$15,000

Public art projects involving young people in the community will be run by a community arts worker. Murals will be painted on public buildings and spaces like public toilets, beach front walls, community halls and facilities.

Holroyd historical murals ‘The Story Continues’ Holroyd City Council

Amount of grant: \$15,000

Conduct a range of activities such as Merrylands Street Skate, Youth Week 2003, aerosol art workshops and mural preparation to engage young people and in turn, enrich the community of Holroyd.

Paved paradise Hurstville City Council

Amount of grant: \$14,248

Forums and workshops with young people and other members of the community will address youth issues, public space and the environment leading to policy development and formulation of real alternatives for self-expression and validation for young people.

Graffiti-free Killarney Killarney Vale Public School

Amount of grant: \$2500

Legal graffiti art will be used to decorate a number of walls and walkways with modern-day symbolism and Aboriginal representations. The project seeks to instill a sense of pride and ownership of the school and as such will utilise students to design and paint the murals, assisted by staff, parents and community members.

Tag today masterpiece tomorrow Lismore City Council

Amount of grant: \$15,000

Council will seek to expand its anti-graffiti program work by the development of a Graffiti management plan for the LGA incorporating a legal arts program in Lismore’s hotspots and the development of an Indigenous youth arts program.

Contemporary urban art project 2 Marrickville Youth Resource Centre

Amount of grant: \$15,000

The grant will support projects addressing two separate target groups of at-risk youths, being 12 to15-year olds and 15 to 19-year olds. Using graffiti as an accessible means of expression by young people, the projects will develop legal art skills as well as identify and promote awareness of youth issues.

Mayfield community mural project Mayfield Machismo

Amount of grant: \$15,000

This voluntary group of young people and parents will paint three community murals, in the disadvantaged area of Mayfield (Newcastle LGA), as a community development initiative. Workshop participants will include known taggers and high school students.

Let the art begin Morisset High School

Amount of grant: \$2500

An aerosol artist will conduct workshops and work with students to choose a site and to design and paint a mural.

De-stinckt graffiti Nambucca Heads High School

Amount of grant: \$1680

Students will paint graffiti art on the toilet block at Nambucca Heads High School following a two-day arts skilling workshop. The trained students will train other students and paint other parts of the school.

Dawaandi Barrway (big picture) Nambucca Shire Council

Amount of grant: \$4675

A shipping container will be painted by young participants and used to store materials for the ‘Challenge Ropes Course’. Aboriginal artists will coordinate workshops for the design and painting of five mural boards for display by Council.

A wall 4 all Narrabri High School

Amount of grant: \$2500

Targeted at junior high school students, the project incorporates a series of workshops themed on self-esteem, school pride, positive social attitude and community spirit. The project culminates with mural painting to be coordinated by an Aboriginal artist and will reflect reconciliation.

Active youth anti-graffiti Parry School

Amount of grant: \$2500

Students will ‘adopt’ bus shelters to paint, maintain and care for with a strong anti-graffiti message. Participants will learn about graffiti crime prevention, the local environment and community pride.

Graf Art Pendle Hill High School

Amount of grant: \$1160

The project will provide a legal space for art expression. A graffiti art competition will also be held with winning students displaying their aerosol artworks in the school hall.

Aerosol action and awareness Raby Youth Centre

Amount of grant: \$13,396

A series of after-school aerosol workshops will be run to introduce target young people to youth service providers that would cater to their needs. The formation of the Aerosol Art Youth Focus Group and the production of a graffiti youth resource will also help create opportunities for young aerosol artists post-program.

Ourz2keep – community mural Riverwood Community Centre

Amount of grant: \$11,794

Young aerosol artists will be tasked with identifying and breaking down the barriers associated with graffiti, youth crime and community safety concerns under the direct supervision and guidance of qualified and trained project workers and community aerosol artists. The Riverwood Community Centre’s other services will also be introduced to these young people.

Art traffic signal boxes South Sydney City Council

Amount of grant: \$15,000

Professional artists will paint up to 25 traffic signal boxes along King Street in Newtown. These artists will work with emerging young community artists, providing one-to-one training and skills sharing.

Art in our school The Beach School

Amount of grant: \$2500

Legal aerosol art will be promoted amongst young people through the design and development of murals in the school. Respect for public space and a renewed ownership of the school is also envisioned.

You write mate Tomaree Machismo

Amount of grant: \$13,050

Local young people will be involved in the planning and implementation of community workshops and forums leading to the painting of identified legal sites.

Legal tags Ulladulla Blessing of the Fleet Amount of grant: \$3240 Users of the West Ulladulla Netball Courts will be given the chance to design and paint a legal wall. It is hoped that the project will improve public perception in terms of youth involvement in vandalism.
Safe celebrating and celebrating our community Yass Shire Youth Consultative Committee & Yass Community Drug Action Team Amount of grant: \$15,000 A community artist will be engaged to run a series of arts workshops. Artists and young people will begin work on the transportable panels that will carry the ‘Safe Celebrating’ drug messages. These panels will become part of a travelling art exhibition of works by young people from the South-east Region Community Drug Action Team areas.
Shoalhaven solutions 2 YWCA Shoalhaven Branch Amount of grant: \$15,000 Murals will be installed on hotspots identified by Shoalhaven LAC and Council. ‘Shoalhaven Solutions 2’ will be promoted by the development of a website, painting of a trailer and the “hot spot” phone line. Regional strategies will also be developed in consultation with communities throughout the Shoalhaven including Ulladulla, Bay and Basin and Nowra.
Beat Graffiti Traineeship program During stage one of the program, 20 young community artists from 17 councils underwent a custom-designed course in the various facets of managing a graffiti youth arts workshop with topics ranging from project management, multi-media design, and team dynamics, among others. For stage two, the following councils, with their trained artist and utilising the \$2600 grant, conducted Beat Graffiti workshops which culminated in the preparation of murals. Ballina Shire Council Baulkham Hills Shire Council Blacktown City Council Botany Bay City Council Campbelltown City Council City of Albury City Of Sydney Hastings Council Hawkesbury City Council Holroyd City Council Hornsby Shire Council Lake Macquarie City Council Lismore City Council Newcastle City Council Shoalhaven City Council Warringah Council Wollongong City Council
Indigenous justice strategy grants The Department funded 10 community patrol programs under the Indigenous Justice strategy in 2002-03. Community patrols involve the coordination of volunteers to pick up people at risk from public places and transport them home or to some other safe place. The programs funded were: Brewarrina Northern Star Aboriginal Corporation – \$28,000 Kempsey Shire Council – \$25,594 Junbung Elders – Casino – \$28,000 Maari Ma Aboriginal Corporation – Wilcannia – \$28,000 Mungindi Kids Aboriginal Corporation – \$23,815 Bowraville Local Aboriginal Land Council – \$24,700 Deniliquin Police LAC – \$28,000 Tharawal Community Drug Action Team – Campbelltown – \$25,784 Armidale Foot Patrol – \$19,961 Forster Local Aboriginal Land Council – \$28,000

Appendix 15 Guarantee of service
The Department comprises 38 business centres. The Department’s Corporate Plan provides an overview of client service objectives and outcomes by program areas. Key performance indicators, including accountability measures, are incorporated into business unit plans and guarantees of service.
All relevant business centres produce guarantees of service. We will regularly review our service standards, including guarantees of service.

Appendix 16 Leave liabilities
Leave Liabilities as at 30 June 2003: Recreation leave: \$24,954,126 Long service leave: \$96,882,158

Appendix 17 Legislative changes
Legislation assented to between 1 July 2002 and 30 June 2003, as follows: Civil Liability Amendment (Personal Responsibility) Act 2002 Courts Legislation Further Amendment Act 2002 Courts Legislation Miscellaneous Amendments Act 2002 Crimes (Administration of Sentences) Further Amendment Act 2002 Crimes (Sentencing Procedure) Amendment (Standard Minimum Sentencing) Act 2002 Crimes Amendment (Police and Other Law Enforcement Officers) Act 2002 Crimes Amendment (School Protection) Act 2002 Crimes Amendment (Sexual Offences) Act 2003 Crimes Legislation (Criminal Justice Interventions) Act 2002 Crimes Legislation Amendment (Commencement) Act 2003 Crimes Legislation Amendment (Penalty Notices Offences) Act 2002 Crimes Legislation Amendment (Periodic and Home Detention) Act 2002 Crimes Legislation Amendment (Property Identification) Act 2003 Crimes Legislation Amendment Act 2002 Defamation Amendment Act 2002 Disorderly Houses Amendment (Commercial Supply of Prohibited Drugs) Act 2002 Drug Court Amendment Act 2002 Drug Misuse and Trafficking Amendment (Dangerous Exhibits) Act 2002 Guardianship and Protected Estates Legislation Amendment Act 2002 Land and Environment Court Amendment Act 2002 Legal Aid Commission Amendment Act 2002 Miscellaneous Acts Amendment (Relationships) Act 2002 Privacy and Personal Information Protection Amendment (Prisoners) Act 2002 Summary Offences Amendment (Public Safety) Act 2002 Summary Offences Amendment (Spray Paint Cans) Act 2002 Victims Legislation Amendment Act 2003 Young Offenders Amendment Act 2002

Appendix 18 Legislation allocated to the Attorney General
Administration of Justice Act 1924 No 42 Administration (Validating) Act 1900 No 38 Administrative Decisions Tribunal Act 1997 No 76 Anglican Church of Australia (Bodies Corporate) Act 1938 No 15 Animals Act 1977 No 25 Anti-Discrimination Act 1977 No 48 (except part, Premier) Antiochian Orthodox Church Property Trust Act 1993 No 20 Application of Laws (Coastal Sea) Act 1980 No 146 Arbitration (Civil Actions) Act 1983 No 43 Attachment of Wages Limitation Act 1957 No 28 Australian Mutual Provident Society Act 1988 No 47 Australian Mutual Provident Society (Demutualisation and Reconstruction) Act 1997 No 56 Bail Act 1978 No 161 Benevolent Society (Reconstitution) Act 1998 No 153 Births, Deaths and Marriages Registration Act 1995 No 62 Burns Philp Trustee Company Limited Act 1990 No 82 Charitable Trusts Act 1993 No 10 Children (Criminal Proceedings) Act 1987 No 55 Children (Protection and Parental Responsibility) Act 1997 No 78 Children’s Court Act 1987 No 53 Choice of Law (Limitation Periods) Act 1993 No 94 Churches of Christ in New South Wales Incorporation Act 1947 No 2 Churches of Christ, Scientist, Incorporation Act 1962 No 21 Civil Liability Act 2002 No 22 Classification (Publications, Films and Computer Games) Enforcement Act 1995 No 63 Commercial Arbitration Act 1984 No 160 Common Carriers Act 1902 No 48 Commonwealth Bank (Interpretation) Act 1953 No 29 Commonwealth Places (Administration of Laws) Act 1970 No 80 Commonwealth Powers (Family Law—Children) Act 1986 No 182 Community Justice Centres Act 1983 No 127 Community Protection Act 1994 No 77 Companies (Acquisition of Shares) (Application of Laws) Act 1981 No 62 Companies (Acquisition of Shares) (New South Wales) Code Companies (Administration) Act 1981 No 64 Companies and Securities (Interpretation and Miscellaneous Provisions) (Application of Laws) Act 1981 No 63 Companies and Securities (Interpretation and Miscellaneous Provisions) (New South Wales) Code Companies (Application of Laws) Act 1981 No 122 Companies (New South Wales) Code Compensation Court Act 1984 No 89 Compensation Court Repeal Act 2002 No 23 Compensation to Relatives Act 1897 No 31 Confiscation of Proceeds of Crime Act 1989 No 90 Constitutional Powers (Coastal Waters) Act 1979 No 138 Contractors Debts Act 1997 No 110 Co-operative Schemes (Administrative Actions) Act 2001 No 45 Coptic Orthodox Church (NSW) Property Trust Act 1990 No 67 Coroners Act 1980 No 27 Corporations (Administrative Actions) Act 2001 No 33

Corporations (Ancillary Provisions) Act 2001 No 32 Corporations (Commonwealth Powers) Act 2001 No 1 Corporations (New South Wales) Act 1990 No 83 Costs in Criminal Cases Act 1967 No 13 Council of Law Reporting Act 1969 No 59 Crimes Act 1900 No 40 Crimes at Sea Act 1998 No 173 Crimes (Forensic Procedures) Act 2000 No 59 Crimes (Local Courts Appeal and Review) Act 2001 No 120 Crimes Prevention Act 1916 No 80 Crimes (Sentencing Procedure) Act 1999 No 92 Criminal Appeal Act 1912 No 16 Criminal Procedure Act 1986 No 209 Criminal Records Act 1991 No 8 Crown Advocate Act 1979 No 59 Crown Proceedings Act 1988 No 70 Crown Prosecutors Act 1986 No 208 Damage by Aircraft Act 1952 No 46 Damages (Infants and Persons of Unsound Mind) Act 1929 No 25 Defamation Act 1974 No 18 Director of Public Prosecutions Act 1986 No 207 Discharged Servicemen’s Badges Act 1964 No 49 District Court Act 1973 No 9 Domicile Act 1979 No 118 Dormant Funds Act 1942 No 25 Drug Court Act 1998 No 150 Drug Misuse and Trafficking Act 1985 No 226 (except part, Minister for Police, and Minister for Health) Dust Diseases Tribunal Act 1989 No 63 Electronic Transactions Act 2000 No 8 Employees Liability Act 1991 No 4 Evidence Act 1995 No 25 Evidence (Audio and Audio Visual Links) Act 1998 No 105 Evidence (Children) Act 1997 No 143 Evidence (Consequential and Other Provisions) Act 1995 No 27, Schedule 2 Evidence on Commission Act 1995 No 26 Factors (Mercantile Agents) Act 1923 No 2 Family Provision Act 1982 No 160 Federal Courts (State Jurisdiction) Act 1999 No 22 Felons (Civil Proceedings) Act 1981 No 84 Financial Transaction Reports Act 1992 No 99 Fines Act 1996 No 99, Part 2, Division 1 and 2, section 120 (in so far as it relates to registrars of the courts and the Sheriff) and Section 123 (remainder, Treasurer) Foreign Judgments Act 1973 No 39 Forfeiture Act 1995 No 65 Frustrated Contracts Act 1978 No 105 Futures Industry (Application of Laws) Act 1986 No 66 Futures Industry (New South Wales) Code Greek Orthodox Archdiocese of Australia Consolidated Trust Act 1994 No 65 Habitual Criminals Act 1957 No 19 Holy Apostolic Catholic Assyrian Church of the East Property Trust Act 1992 No 10 Imperial Acts Application Act 1969 No 30 Inclosed Lands Protection Act 1901 No 33 Industrial Relations Act 1996 No 17, sections 147, 148 (except in relation to the appointment of Commissioners), 149, 150, 151, 152, 153, 154, 156
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(3), 157 (3), 159 (2), 164 (2), 168, 180, 185 (2) (d) and (e), 196, 197, 207, 208, 381, 382, 383, 407 (in relation to provisions administered by the Attorney General), Schedule 2 (in relation to provisions administered by the Attorney General), and Schedule 4 (in relation to provisions administered by the Attorney General), (remainder, Minister for Industrial Relations)

Inebriates Act 1912 No 24

Infants’ Custody and Settlements Act 1899 No 39

Inheritance Act of 1901 No 19

Insurance Act 1902 No 49

Insurance (Application of Laws) Act 1986 No 13

Intoxicated Persons Act 1979 No 67

Judges’ Pensions Act 1953 No 41

Judgment Creditors’ Remedies Act 1901 No 8

Judicial Office (Papua New Guinea) Act 1979 No 177

Judicial Officers Act 1986 No 100

Jurisdiction of Courts (Cross-vesting) Act 1987 No 125

Jurisdiction of Courts (Foreign Land) Act 1989 No 190

Jury Act 1977 No 18

Justices Act 1902 No 27

Justices of the Peace Act 2002 No 27

Land and Environment Court Act 1979 No 204

Law and Justice Foundation Act 2000 No 97

Law Courts Limited Act 1977 No 10

Law Enforcement (Powers and Responsibilities) Act 2002 No 103

Law Reform Commission Act 1967 No 39

Law Reform (Law and Equity) Act 1972 No 28

Law Reform (Marital Consortium) Act 1984 No 38

Law Reform (Miscellaneous Provisions) Act 1944 No 28

Law Reform (Miscellaneous Provisions) Act 1946 No 33

Law Reform (Miscellaneous Provisions) Act 1965 No 32

Law Reform (Vicarious Liability) Act 1983 No 38

Legal Aid Commission Act 1979 No 78

Legal Profession Act 1987 No 109

Lie Detectors Act 1983 No 62

Limitation Act 1969 No 31

Liquor Act 1982 No 147, Part 2 (remainder, Minister for Gaming and Racing)

Listening Devices Act 1984 No 69

Local Courts Act 1982 No 164

Local Courts (Civil Claims) Act 1970 No 11

Lutheran Church of Australia (New South Wales District) Property Trust Act 1982 No 101

Maintenance, Champerty and Barratry Abolition Act 1993 No 88

Maintenance Orders (Facilities for Enforcement) Act 1923 No 4

Marketable Securities Act 1970 No 72

Married Persons (Equality of Status) Act 1996 No 96

Matrimonial Causes Act 1899 No 14

Mental Health (Criminal Procedure) Act 1990 No 10

Methodist Church of Samoa in Australia Property Trust Act 1998 No 96

Mining Act 1992 No 29, section 293 (remainder, Minister for Mineral Resources)

Minors (Property and Contracts) Act 1970 No 60

Moratorium Act 1932 No 57

Notice of Action and Other Privileges Abolition Act 1977 No 19

Oaths Act 1900 No 20

Parliamentary Papers (Supplementary Provisions) Act 1975 No 49

Partnership Act 1892 55 Vic No 12

Piracy Punishment Act 1902 No 69

Police Powers (Drug Detection Dogs) Act 2001 No 115

Police Powers (Drug Premises) Act 2001 No 30

Police Powers (Internally Concealed Drugs) Act 2001 No 31

Police (Special Provisions) Act 1901 No 5 (except part, Minister for Police)

Presbyterian Church of Australia Act 1971 No 42

Pre-Trial Diversion of Offenders Act 1985 No 153

Printing and Newspapers Act 1973 No 46

Privacy and Personal Information Protection Act 1998 No 133

Professional Standards Act 1994 No 81

Property (Relationships) Act 1984 No 147

Protected Estates Act 1983 No 179

Public Defenders Act 1995 No 28

Public Notaries Act 1997 No 98

Public Trustee Act 1913 No 19

Recovery of Imposts Act 1963 No 21

Reorganised Church of Jesus Christ of Latter Day Saints Trust Property Act 1959 No 13

Restraints of Trade Act 1976 No 67

Restricted Premises Act 1943 No 6

Roman Catholic Church Communities’ Lands Act 1942 No 23

Roman Catholic Church Trust Property Act 1936 No 24

Royal Institute for Deaf and Blind Children Act 1998 No 6

Russian Orthodox Church (NSW) Property Trust Act 1991 No 91

Sale of Goods Act 1923 No 1

Sale of Goods (Vienna Convention) Act 1986 No 119

Scout Association of Australia (New South Wales Branch) Incorporation Act 1928 No 26

Sea-Carriage Documents Act 1997 No 92

Search Warrants Act 1985 No 37

Securities Industry (Application of Laws) Act 1981 No 61

Sheriff Act 1900 No 16

Solicitor General Act 1969 No 80

Standard Time Act 1987 No 149

Status of Children Act 1996 No 76

Stewards’ Foundation of Christian Brethren Act 1989 No 172

Suitors’ Fund Act 1951 No 3

Summary Offences Act 1988 No 25

Sunday (Service of Process) Act 1984 No 45

Supreme Court Act 1970 No 52

Telecommunications (Interception) (New South Wales) Act 1987 No 290

Terrorism (Commonwealth Powers) Act 2002 No 114

Terrorism (Police Powers) Act 2002 No 115

Testator’s Family Maintenance and Guardianship of Infants Act 1916 No 41

Trustee Act 1925 No 14

Trustee Companies Act 1964 No 6

Trustees Delegation of Powers Act 1915 No 31

Unauthorised Documents Act 1922 No 6

Uncollected Goods Act 1995 No 68

Uniting Church in Australia Act 1977 No 47

Victims Rights Act 1996 No 114

Victims Support and Rehabilitation Act 1996 No 115

Voluntary Workers (Soldiers’ Holdings) Amendment Act 1974 No 27, sections 4 to 9 (remainder, Minister for Natural Resources, and Minister Assisting the Minister for Natural Resources (Lands))

Westpac Banking Corporation (Transfer of Incorporation) Act 2000 No 71

Wills, Probate and Administration Act 1898 No 13 (except parts, Treasurer)

Witnesses Examination Act 1900 No 34

Workplace Video Surveillance Act 1998 No 52

Young Offenders Act 1997 No 54 (except parts, Minister for Juvenile Justice)

Appendix 19

NSW Government action plan for women

The Department is committed to the principles of equity, access, rights and participation that are reflected in our policies, programs and services that aim to improve outcomes for women.

Integrated into departmental operations, the NSW Government action plan for women’s primary objective is to reduce violence against women. The Department has implemented a number of strategies over the past year that form part of the Government’s commitment to overcome some of the barriers that prevent women from participating fully in all aspects of society.

The Department also works in partnership with other government agencies to promote workplaces that are equitable, safe and responsive to all aspects of women’s lives.

Reducing violence against women
The Department established the Violence Against Women Specialist Unit (the Unit) in 1997 to provide a coordinated approach to address the needs of women experiencing violence. The Unit is jointly funded by the Attorney General’s Department, Department of Health, NSW Police, the Department of Community Services, and the Department of Housing, in partnership with the Department for Women. The Department for Education and Training also joined the strategy at the end of the financial year.

The Unit develops strategic policy responses to issues of violence against women, and supports strategies and programs aimed at the prevention of violence. It manages 17 regional violence prevention specialists who work to enhance linkages between government and non-government agencies, conduct community education and training, and develop regional violence-prevention plans. The Unit also provides executive support to the NSW Council on violence against women.

Table 1: Reducing Violence Against Women – achievements

Goals	Outcomes	Strategies	Achievements 2002-03
Responses to the issue of violence against women occur within a whole-of-government framework.	Articulation of violence against women as a key issue for government.	Inform regional and local directions through central level coordination from the State Management Group.	State Management Group, chaired by the Director General, met four times.
		Engage new community members to be part of the Council on Violence Against Women as it enters its next three-year term.	The Department of Education and Training joined the Strategy Council on Violence Against Women, met four times during the period.
		Develop regional and local priorities in partnership with Regional Reference Groups.	Council members and the Unit are investigating new ways of providing community input into the strategy. Key policy issues identified by regional reference groups. We completed and distributed 17 regional action plans.
		Continue involvement in Partnerships Against Domestic Violence (PADV) (Commonwealth).	Manager of the Violence Against Women Specialist Unit is a member of the PADV Taskforce and attended the regular meetings of the Taskforce.
			The Unit managed three PADV projects, including the pilot 24-hour on-call domestic violence service (Dubbo Integrated Response Project), the completion of the evaluation of the Tamworth Domestic Violence Project the finalisation, and launch of the Domestic Violence Interagency Guidelines and website.
			The Unit continued to implement community education and awareness activities, including activities related to the ‘Violence Against Women: It’s Against All the Rules’ campaign.
Policy development and implementation occur in a coordinated manner across central, regional and local levels.	Relevant departments, agencies and stakeholders meet on a regular basis, regarding policy development and implementation at a local, regional and central level.	Oversee a strategic, integrated and cross-agency approach to planning and delivery of services responding to violence against women.	The Unit engaged with strategy partners and other agencies to promote coordinated responses to policy issues.
			The Unit has been requested throughout the year to provide comment and advice on the development of other Departments’ policies relating to violence against women.
			The regional reference groups continue to provide a forum that facilitates cross-agency information, planning and networking.

Goals	Outcomes	Strategies	Achievements 2002-03
Strategies aimed at preventing violence against women are developed and implemented.	<p>Increase community understanding of the nature and extent of violence against women.</p> <p>Challenge community attitudes that allow violence against women to occur.</p>	<p>Identify causes of violence against women and strategies to prevent it occurring.</p> <p>Undertake a community education campaign aimed at raising awareness amongst young men about violence against women.</p> <p>Implement the election commitment to pilot an education program for perpetrators of domestic violence. Ensure projects are informed by current research. Develop a prevention framework to address violence against women.</p>	<p>Regional Violence Prevention Specialists delivered community education events and developed educational materials.</p> <p>These include: Safe Families Kit – an education kit based on visuals. It could be used with newly arrived women or women with low literacy.</p> <p>Training on alcohol and drug assisted sexual assault for security guards including the development of a resource kit.</p> <p>Koori Love is pamphlet developed – a pamphlet about Aboriginal family violence.</p> <p>Hypotheticals were held for teenagers on healthy relationships.</p> <p>The Unit coordinated the international conference ‘Practice and Prevention Conference – Contemporary Issues in Adult Sexual Assault’. The conference was attended by 250 delegates and received very positive evaluation.</p> <p>The Unit continued implementing the statewide public education campaign, Violence Against Women: It’s Against All the Rules, across NSW, developing resources and distribution of resources in venues such as sporting clubs, and events to target young men.</p> <p>The campaign was expanded this year into the motor sports arena, with launches at both Bathurst and Eastern Creek with high profile drivers supporting the campaign.</p> <p>The pilot education program for perpetrators of domestic violence as was completed and evaluated. The model involved men being mandated to attend a 16-week program via a criminal charge. Simultaneously, a women’s support component is provided to women partners and children of the men attending the program. The final evaluation report is due to be completed in the first half of 2003-04</p> <p>The strategy is implementing a program targeting drug and alcohol assisted sexual assault, including:</p> <ul style="list-style-type: none">• a literature review of research on drug and alcohol assisted sexual assault, including a review of prevention responses• a public education campaign involving targeted mass media resources• training of licensees and police regarding prevention and safety in and around licenced premises. <p>The Unit, in conjunction with the Human Resources Division, Attorney General’s Department, undertook a campaign on domestic violence in the workplace. This project aimed to raise awareness of the impact of domestic violence on the workplace and supporting co-workers and included developing departmental policy on appropriate responses, training for managers and human resources staff and the development and distribution of information through payslips.</p>

Goals	Outcomes	Strategies	Achievements 2002-03
Improve access to appropriate health, welfare and legal services for all women who experience violence.	Provide quality services that reflect the diverse needs of women who experience violence.	<p>Improve access by ensuring regular consultation with the community. Review the implementation of recommendations of the Heroines of Fortitude: Experiences of Women in Courts as Victims of Sexual Assault.</p> <p>Investigate the progress of implementation of the Quarter Way to Equal Report: Barriers to NESB Women’s Access to the Legal System</p> <p>Maintain the Aboriginal Women’s Working Party of the Council to Reduce Violence Against Women, and develop and implement a project to enhance services to Aboriginal women.</p>	<p>The Unit held regional consultations and forums to facilitate communication between agencies and women from culturally and linguistically diverse backgrounds, women who have a disability, older women, lesbians, and women from Aboriginal and Torres Strait Islander communities.</p> <p>Undertook projects in the 17 regions, which promoted the awareness of different groups of women of the services and systems that are available to assist.</p> <p>In 2001, the Unit commissioned a consultant to investigate the progress of implementation of the recommendations of the Heroines of Fortitude Report by contacting the key agencies responsible for the implementation of the recommendations. A draft report has been completed. A final report was completed and distributed to the agencies and agencies are now reporting six monthly on their progress.</p> <p>The investigation into the implementation of the recommendations from Quarter Way to Equal Report continued.</p> <p>A working party, comprising membership of the initial Quarter Way to Equal Report has met during the year and the progress reports were sought from agencies and a final report is now being collated.</p> <p>The Unit developed a project to enhance access to services for Aboriginal women experiencing violence which will implemented in Bega and Wellington.</p>

Appendix 20

Occupational health and safety

Type of Injury	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Body stress	9	14	14	7	5	11	5	2	11	8	16	13	115
Fall or slip	2	4	5	7	5	4	2	4	7	2	10	6	58
Mental stress	0	2	2	1	5	2	1	6	3	2	2	0	26
Hit by objects	2	1	1	2	1	1	1	0	1	1	1	1	13
Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	5	2	3	1	0	0	0	0	1	2	3	1	18
Total	18	23	25	18	16	18	9	12	23	15	32	21	230

Hours lost	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
	1945.4	1842.47	2380.37	2550.77	1985.21	2412.28	2796.95	2916.15	3208.43	2607.11	1880.42	1284.97	27810.53

Appendix 21

Overseas travel

Name and Position	City/country visited	Purpose of trip	Duration of visit	Estimated total AGD travel cost	Funds sourced	Private travel
Judge H L Cooper & Associate – Stasia Very (District Court)	London, England	Taking evidence in the case of Atanasovski v. Wendeo Pty Ltd	5/7/02 – 4/8/02	\$0	Paid by parties to a civil action	No
Dr Don Weatherburn, Director (BOCSAR)	England	Attend the British Society of Criminology Conference and visit the Home Office in London	14/7/02 – 20/7/02	\$9,800	BOCSAR Budget	No
Justice R O Blanch, Chief Judge (District Court)	China and Hong Kong	Take part in a delegation to China hosted by the Beijing People's High Court	27/7/02 – 14/8/02	\$15,000	District Court of NSW	No
Mr Chris Puplick (Office of the Privacy Commissioner) Cardiff,	Wales and London, England	International Privacy Commissioners' Conference 2002	2/9/02 – 20/9/02	\$13,000	Paid by OPC budget	No
Mr D B Amati, Chairperson (Licensing Court of NSW)	London, England	Commonwealth Magistrates & Judges Association Jubilee Conference & Council Meeting	23/9/02 – 27/9/02	salary costs	N/A	No
Justice Mahla Pearlman, Chief Judge (Land & Environment Court)	London, England	Symposium on Environmental Law	4/10/02 – 14/10/02	\$12,000	L&E Court	No
Dr Paul Niall, Chief Medical Officer (Compensation Court)	Stockholm, Sweden	Symposium on Noise & Health	19/10/02 – 30/10/02	\$10,561	Paid by Compensation Court Budget	No
Ms Anna Johnston, Deputy Privacy Commissioner (Office of the Privacy Commissioner)	Seoul, Korea	Attend 'Personal data and Privacy protection in the digital age' seminar	27/11/02 – 1/12/02	\$0	Paid by Korean Security Information Agency (KISA)	No
Judge McGuire and Associate – Ms Kelly (District Court)	London and Dublin	Taking evidence in various civil actions	12/3/03 – 21/4/03	\$0	Paid by parties to a civil action	No
Mr Michael Coglan, Manager (BD&M)	Washington DC, USA	Attend the International Collaboration Effort on Mortality Statistics (ICE) Conference	5/4/03 – 14/4/03	\$3,588	BD&M Budget	No
Magistrate Roger Dive	New Zealand	Family Group Conference	25/5/03 – 4/6/03	\$4,500	Youth Drug Court Budget	No
Ms Anna Williams (Law Reform Commission)	Cardiff, Wales	British & Irish Association of Law Librarians Conference	13/6/03 -16/6/03	\$1,350	NSW Law Reform Commission	No
Mr Michael Coglan, Manager (BD&M)	New York, USA	Attend National Association for Public Health Statistics & Information Systems Conference	8/6/03 – 12/6/03	\$2,000	BD&M Budget	No
				\$71,799		

Appendix 22

Publications (new)

Anti-Discrimination Board

- Equal Time newsletter
- Workplace seminar program brochure
- Community sector training program
- Flyers for seminar programs
- Advance Australia Fairly postcards
- Advance Australia Fairly website (http://lawlink.nsw.gov.au/advanceaustraliafairly)
- Race for the headlines: racism and media discourse
- Occasional ADB papers: Addressing systemic discrimination in the public sector

Aboriginal Justice Advisory Council

- Aboriginal People and Driving Licence Offences
- Beyond Justice, draft NSW Aboriginal Justice Plan
- A proposed framework the Aboriginal Justice Plan
- Summary of the priorities and themes from the first community negotiations
- Aboriginal Justice Plan Discussion Paper
- Aboriginal Justice Plan Discussion Paper summary

Bureau of Crime Statistics and Research

- Unemployment duration, schooling and property crime
- The impact of abolishing short prison sentences
- Drug use monitoring of police detainees in New South Wales: The first two years
- What lies behind the growth in fraud?
- Young adults' experience of responsible service practice in NSW
- New South Wales Criminal Court statistics 2001
- New South Wales recorded crime statistics 2002

Compensation Court

- NSWCCR Volumes 23 and 24

Community Relations Division

- FOI Statement of Affairs

Crime Prevention Division

- Aboriginal Community Patrol: a practical guide
- Skool's Out
- Legal Art: a showcase of Beat Graffiti Grants Scheme projects
- Our Place Youth Book
- One2One Mentoring for Young Offenders Pilot Project Evaluation and Summary Brochure
- 1995-2002 Report of Crime Prevention initiatives and projects.

Criminal Law Review Division

- Recent developments in Criminal Law Legislation in New South Wales Paper delivered to the College of Law (November 2002)
- Standard Non-Parole Periods – the New Sentencing Reforms (December 2002)
- Criminal Legislation Amendment Act (December 2002)
- Sentencing information package to assist victims of crime in understanding the sentencing process (May 2003)

Executive & Strategic Services

- Can you hear in the courtroom?

Industrial Relations Commission

- New South Wales Industrial Gazette
- NSW IRC Decisions List 2003
- Guide to Conciliation of Unfair Dismissal Claims
- Special Wage Permits – Section 125 of the Industrial Relations Act 1996

Land and Environment Court

- Frequently Asked Questions – eCourt
- Frequently Asked Questions – Land and Environment Court Amendment Act 2002

Law Reform Commission

- Issues Paper 22: Questioning of complainants by unrepresented accused in sexual assault trials
- Discussion Paper 45: Apprehended Violence Orders: Part 15A of the Crimes Act

LawAccess NSW

- Need legal help? (translated into 17 languages)
- The Guide to the Law on the Internet – NSW
- When to refer to LawAccess NSW?
- How to refer to LawAccess NSW in your published materials?

Legislation and Policy

- Legal Profession Act 1987: A Further Review of Complaints Against Lawyers

Office of the Legal Services Commissioner

- Fact sheet A What happens when you complain to the OLSC
- Fact sheet 3A Regulated costs – Workers Compensation
- Fact sheet 3B Regulated costs – Civil Liability Act (personal injury claims)
- Fact sheet 3C Regulated costs – Victims Compensation
- Fact sheet 3D Regulated costs – Family law matters
- Fact sheet 3E Regulated costs – Motor Accident compensation

Office of the Protective Commissioner

- Managing newsletter for private financial managers
- Connect newsletter for service providers
- OPC news
- Client newsletter
- Client feedback
- Koori financial management
- Financial management services provided by OPC for Kooris
- Banker arrangements
- Explanation of banker arrangements undertaken by OPC for community services residents
- Your rights as a victim of crime
- Explanation of OPC clients' rights as victims of crime
- Review of Decisions – Administrative Decisions Tribunal
- Explanation of client rights for internal and external reviews of decisions

Office of the Sheriff

- Downing Centre court complex service directory
- Handbook for empanelled jurors
- Harassment prevention in the workplace – tool kit

Privacy NSW

- The Privacy Commissioner's position on child offenders and privacy (available on website only)

Professional Standards Council

- Newsletter: Issue 12 (September 2002), Issue 13 (December 2002) and Issue 14 (April 2003)
- Amendment of the Accountants Scheme (October 2002)
- Trade Practices Act Report (March 2003)
- Guidelines for Risk Management Reporting: A Guide for Associations (November 2002)
- Submission to the Review of the Competition Provisions of the Trade Practices Act 1974
- Submission to the Review of the Law of Negligence

Reporting Services Branch

- Strategic blue print for the provision of reporting services

Violence Against Women

- What's the go with relationships?
- Bankstown sexual assault information card
- Safe Families Kit
- Working Well With Women manual
- Safer Times: Making licensed premises safer for women
- Women who have experienced domestic violence booklet
- Domestic violence information for general practitioners in Mosman
- Walking through the courts
- Steps to respect Business Resource – Workplace Responses to Violence Abuse and Neglect
- Respect – multicultural poster and card
- Playing by the rules means living by the rules poster
- Unwrapped (2003) Video
- Koori love is ...
- Kids Really Count – Expect respect television campaign
- Hey Sister Girl pamphlet
- Central Coast Directory
- Reclaim the train cards
- Be safe, get justice: women, violence and the law brochure
- Castrol says: Let's keep our team on track wallet card
- Motorsports dates and venues with information about how and why men need to prevent violence against women
- Violence Against Women; It's Against All the Rules cards
- Have you got the green light? Sex without consent is a crime!
- Put the brakes on your mates – stop sexual harassment when you see it!
- NSW Domestic Violence Interagency Guidelines
- The Tamworth Domestic Violence Project
- Papers presented at the Practice and Prevention, contemporary issues in adult sexual assault in NSW conference
- NSW Strategy to Reduce Violence Against Women information bulletin, Volumes 6 Issue 2; Volume 6 Issue 3; Volume 7 Issue 1

Victims Services

- Sentencing information package
- Submissions concerning offenders in custody
- Access to court documents
- Listen up
- Authorised report writers: A guide for applicants
- Support and compensation for victims of domestic violence
- Support and compensation for victims of sexual assault
- Families and friends of missing persons counselling service
- Support needs of families of long-term missing persons
- Chairperson's report, Victims Compensation Tribunal, 2001-02
- Victims Advisory Board, report on activities 2001-02

Appendix 23

Privacy and personal information

The Department has developed a comprehensive privacy management plan to ensure compliance with the principles and requirements of the Privacy and Personal Information Protection Act 1998.

The management plan provides guidance on the requirements of the Act for all officers dealing with personal information, strategies for compliance with the Act, and identifies procedures that can be adopted to eliminate or reduce the risk of non-compliance.

A Manager FOI/Privacy has commenced duty in the Community Relations Division with responsibilities to coordinate the implementation of the privacy management plan and ensure that the Department meets its obligations under the Act. The officer works in consultation with Privacy NSW in:

- raising general awareness and understanding across the Department regarding privacy issues
- overseeing the development and implementation of specific privacy management strategies across the Department
- developing key performance indicators and setting benchmarks in relation to measuring compliance with the Act, including regular reporting mechanisms.

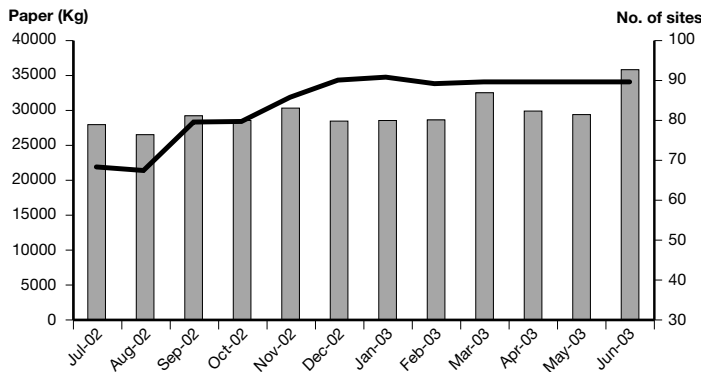
Appendix 24

Recycling performance

The Department developed the Waste Reduction and Purchasing Plan (WRAPP) in 1999 to support better management of paper-based waste, and focus on increasing the amount of paper and cardboard being recycled. Since the introduction of recycling at over 100 sites in both metropolitan and regional areas, we have recycled over 430 tonnes of paper and cardboard.

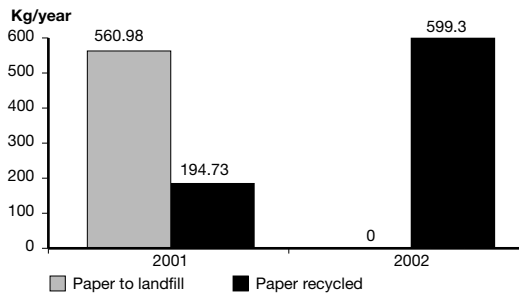
The graph below illustrates the trend in recycling at our sites over the last 12 months.

Attorney General's Department – paper and cardboard recycling 2002/03



Waste audits at six sites – the Downing Centre and Wollongong, Newcastle, Albury, Griffith and Lismore Courthouses – reveal that the amount of waste being sent to landfill from our sites has been reduced from over 58 per cent in 2001 to less than 38 per cent in 2002. These reductions have been achieved through the continued roll out of recycling at regional sites. For example, both Griffith and Albury Courthouses have now achieved a 100 per cent recycling rate of all paper and cardboard products, utilising shredders and local recycling services. The graph below summarises the results of the waste audits at Albury Courthouse.

Albury Courthouse – paper product being sent to landfill/recycled



In the last 12 months, the Department has also introduced a trial 'co-mingled' recycling scheme at the Goodsell Building, John Maddison Tower and Burwood Courthouse. These sites have been provided with bins and collections for the recycling of plastic, glass and aluminium along with paper and cardboard.

Our commitment to 'closing the loop', in terms of waste management, also includes the purchasing of products with recycled content. Again focusing on our largest impact, paper usage, over 85 per cent of paper purchased by the Department is manufactured using 50 per cent recycled content.

Appendix 25

Risk management and insurance activities

Major insurance risks for the Department are the security of assets and accidents resulting in workers compensation and insurance claims.

The Department has full workers compensation, motor vehicle accident, property, liability and miscellaneous cover provided by the Treasury Managed Fund (TMF) managed by GIO General Limited.

The TMF is a self-insurance scheme that provides a systematic and coordinated approach to the practice of risk management. Under this structure, we introduced benchmarking as a gauge of performance with premiums determined by a combination of benchmarks and the Department's claims' experience.

Following changes in NSW WorkCover's industry classification system and a review by consulting actuaries engaged by GIO the Department's benchmark, we increased the funding level for 2002-03 to more accurately reflect the risk profile of our employees. Accordingly, there was a minimal shortfall between the funding provided by Treasury and the actual premium paid by the Department.

The Department has been advised that there have been further changes to the classification of staff resulting in a lower benchmark funding level for 2003-04. We will make representations to the TMF and the GIO concerning the appropriateness of its benchmark funding and concerns that a benchmark funding level be developed that more accurately reflects the risk profile of its employees.

We continued to monitor our claims' performance during the year with a focus on OH&S performance to reduce claims costs.

There was a decrease in the Department's motor vehicle insurance premium in 2002-03, primarily due to an improvement in its claims experience. The implementation of several cost-cutting initiatives is expected to result in further improvement in the Department's claims performance and accordingly a reduction in premiums.

We are continually reviewing risk management policies and procedures, with the aim of enhancing the Department's risk management profile, thereby reducing future premiums.

Appendix 26

Senior Executive Service and statements of performance

Anderson, Anita Director, Local Courts

Anet, Peter BA, LLB Deputy Crown Solicitor

Baker, Julie Assistant Director General (Community and Regulatory Services)

Byles, Gary BSoc. Sci. Sheriff of NSW (from 10 June 2003)

Cox, Russell BCom. Director, Management Services

Curry, Gregory B. App. Sc., M. Stats., Executive MBA Director, Executive and Strategic Services

Davidson, Stephen Grad Dip Law

Principal Courts Administrator, Compensation Court

Feneley, John LLB

Assistant Director General (Policy and Crime Prevention)

Gabb, Ken LLB Protective Commissioner and Public Guardian

Glanfield, Laurie AM BA, LLB(Hons)

Director General, A/President Anti-/Discrimination Board

Grimson, Mick LLB(Hons) Principal Courts Administrator/Industrial Registrar, Industrial Relations Commission

Hennessy, Peter LIB (WA), BEc. (ANU)

Executive Director, Law Reform Commission

Johnston, Nerida LLB Chief Executive Officer, Supreme Court

Kaban, Lida Dip. Law (BAB) Director, Community Relations Division

Knight, Ian BA, LLB Crown Solicitor

Kuti, Andrew BEc, CPA, ASIA Director, Financial Services

Le Breton, John Director, Office of the Public Guardian

McGrath Timothy LLB Assistant Director General (Courts and Tribunals)

Mark, Steve LLB Legal Services Commissioner

McOnie, Denise BCom, LLB Practice Manager, Crown Solicitor's Office

Orr, Mark Master of Health Services Management; Grad Dip. (Special Education); BS(Hon) Psychology

Deputy Protective Commissioner and Director Client Services, Office of the Protective Commissioner and Public Guardian

Ryan, Peter Dip. Law (BAB)

A/Principal Courts Administrator, District Court

Schreiber, Gwenda MSc (Psychology); PhD

Director, Children's Court Clinic

Stacey, Trevor Registrar, Registry of Births, Deaths and Marriages.

Tangney, Maureen BA, LLB

Director, Legislation and Policy and A/Privacy Commissioner

Vernon, Claire B Social Work Director, Victims Services

Weatherburn, Don PSM BA(Hons) (Psychology), PhD

Director, Bureau of Crime Statistics and Research

Statements of performance

Laurie Glanfield, Director General
SES Level 7 (\$ 296,000)

During 2002-03, the Director General continued to drive a diverse range of strategies across the Department's program areas, while guiding the organisation through significant change and ensuring the effective, efficient, equitable and ethical conduct of its functions and activities.

The Director General ensured a focus on continued improvements in court performance; the expansion of crime prevention programs; the development of initiatives to improve outcomes for Aboriginal people who come into contact with the justice system; the delivery of electronic services for the community; and the use of information technology in transforming the Department's business processes.

The following examples of the courts’ and our achievements reflect these strategies:

- in both the higher court system and Local Courts, continuation of the trend of reducing pending caseloads, court waiting times and delays from committal to outcome, and increasing the percentages of proceedings finalised within six and 12-month periods
- agreement on a framework for measuring court time standards across jurisdictions, to provide more meaningful comparisons of performance
- expansion of the Magistrates Early Referral Into Treatment (MERIT) program for offenders with illicit drug problems, which is now available in 50 Local Courts in 16 Area Health Service regions
- support for 12 new ‘Community Solutions’ crime prevention initiatives and management of 56 projects in all regions to address issues concerning violence against women
- establishment of Community Justice Groups in Nowra, Lismore, Grafton, Kempsey, Maclean, Yamba and Bowraville, to develop community-based ways to solve crime and offending problems in Aboriginal communities
- development of the Aboriginal Justice Plan – a framework for government and Aboriginal communities to work cooperatively to reduce over-representation in the criminal justice system and develop safer communities for Aboriginal people – with a particular emphasis on community negotiations
- implementation of eCourt in the Land and Environment Court, which enables electronic lodgment, callover, court communication and matter information
- establishment of a departmental e-tendering website
- further development of Courtlink NSW, the electronic courts administration system, including implementation in the Adoptions area of the Supreme Court and extensive work to review and streamline business processes across the Supreme, District and Local Courts.

In addition, the Director General managed considerable organisational change within the Department, including the phased closure of the Compensation Court and the implementation of a new executive structure.

The Director General placed significant emphasis on enhancing the Department’s leadership capabilities through strategies, such as mentoring, 360 degree feedback, and increased development opportunities. Forums for staff on innovation and creativity sought to harness good ideas for business process improvements, and programs, such as the Right to Dignity at Work, aimed to address concerns of staff identified in previous surveys.

Throughout 2002-03, the Director General continued to promote increased inter-agency and inter-jurisdictional cooperation. He chaired the Criminal Justice System CEOs’ Committee and the Criminology Research Council, and acted as Secretary of the Standing Committee of Attorneys General. He is Deputy President of the Australian Institute of Judicial Administration, a Board member of the National Judicial College and participates in numerous other forums, including the CEO e-Government Committee and the Government Asset Management Committee.

Ian Knight, Crown Solicitor
SES Level 6 (\$235,817)

The Crown Solicitor personally prepared or supervised numerous advisings including advisings on the general election, tort law reform, MPs additional entitlements, Orders under Legislative Council Standing Order 18, functions of Auditor-General, terrorism offences, Review of Auditor-General’s Office, NSW Aboriginal Land Council, Legislation Review Committee, water service charges, and the Budget. The Crown Solicitor provided supervision in respect of significant litigation matters conducted in the Crown Solicitor’s Office (CSO).

The Crown Solicitor chaired meetings of the Executive Committee of the CSO who also served as a member of the Quality Council of the Attorney General’s Department.

The CSO achieved full implementation of a system for reporting on matters to clients and is well advanced with the implementation of the

TRIM records management system. The CSO has also restructured its administrative support services, giving them an increased capacity for marketing and business development. These developments mean the CSO is now well placed to compete for government legal work.

The Crown Solicitor gave presentations to staff on the CSO’s business plan for 2003–06.

The Crown Solicitor continued to edit the CSO client newsletter which has become a resource for legal officers in the public sector and a generator of legal work for the CSO.

Introduced by the CSO, the Crown Solicitor has chaired the MCLE seminars for solicitors in client agencies, which have become an opportunity for networking by public sector solicitors as well as legal education.

The Crown Solicitor hosted in Sydney the 2002 Annual Conference of Australasian Crown Solicitors.

The CSO’s commercial operations were again successful with an increase of about 20 per cent in new instructions and revenue. The CSO achieved a profit in excess of \$2 million before adjustments to superannuation reserves and a dividend will be paid to Treasury.

Ken Gabb, Protective Commissioner and Public Guardian
SES Level 5 (\$183,378)

In recent years the Office of the Protective Commissioner (OPC) has placed considerable emphasis on improving its fraud and corruption prevention policies and procedures. That effort was recognised in two reports that were commissioned during the year under review.

In a report to Parliament in May 2003, the Auditor General acknowledged the considerable improvement in OPC’s fraud prevention since 2001. Overall, it rated OPC’s fraud prevention as ‘fair’ and acknowledged that “if it implements our recommendations they will at least achieve an ‘effective’ rating”. OPC implemented most of the Audit Office recommendations including the release of the formal Fraud and Corruption Prevention policy that featured prominently in the Audit Office recommendations. OPC has also established an Audit Committee to oversee the implementation of the audit recommendations.

Another risk assessment review subsequently undertaken by the Attorney General’s Department’s internal auditor, Deloitte Touche Tohmatsu, concluded that OPC was rated ‘effective’ or ‘very effective’ in 35 of the 36 categories reviewed. The remaining risk was rated ‘partly effective’.

For the first time, the Government provided public funding to OPC of slightly more than \$4.8 million to aid OPC in the performance of its role and to reduce costs to OPC clients. On behalf of all OPC clients, I congratulate and thank the Government for this very worthwhile initiative.

The Premier also commissioned the Independent Pricing and Regulatory Tribunal (IPART) to conduct a review of OPC’s funding and fee structure. IPART’s report is likely to form the basis of a new OPC fee structure that I hope will be introduced early in the coming year.

Estate management service standards and delegations were reviewed and amended this year. OPC also introduced key performance indicators (KPIs) to better measure our performance. These relate to the cost of providing services, the productivity of staff members and the cost of administration within OPC. Performance in 2001-02 is the benchmark from which performance in 2002-03 and subsequent years can be measured. We intend to introduce further KPIs in the year ahead. I have also had discussions with my counterparts in the other States and Territories of Australia with a view to developing national services standards and KPIs.

OPC entered into a Memorandum of Understanding with Centrelink to provide a single point of contact for all Centrelink related activity. This new arrangement replaces previous arrangements under which a range of Centrelink officers needed to be contacted by OPC staff members. I anticipate this initiative will result in streamlined information exchange and improved notification and benefit review timeframes for OPC clients.

NSW Health has agreed, in principle, to provide professional advice to OPC concerning the health and capacity of protected persons discharged from hospital. The provision of this advice will reduce the need for OPC to arrange its own assessments, saving time and client money. OPC also signed a Memorandum of Understanding with the NSW Public Trustee’s Office to better manage the flow of information between our two offices where the Public Trustee is acting on behalf of the estate of a deceased OPC client.

OPC’s banker, Westpac, has agreed to assist OPC pay client utilities bills more efficiently by the electronic transfer of funds. This initiative, which is due to commence in 2003-04, has the potential to reduce the payment of bills by cheque, saving time and OPC resources.

One area in which OPC has been deficient has been the management of our client’s non-investment assets. We recognise we need to do better in protecting and maintaining what is important to our clients. To this end, we established a small Client Asset Management branch to better coordinate the recording, valuation and insurance of client assets. In the year ahead, we will also look at ways we can better help clients maintain and repair their assets.

The Office of the Public Guardian (OPG) provided decision-making services to more than 2183 people with disabilities during the last financial year.

To ensure that guardianship remained focused on decision making for people under guardianship, OPG introduced a new strategy of seeking early discharge on behalf of people under guardianship on whose behalf decisions had been made and where informal networks and support could effectively support them in the future. The strategy, 50 per cent completed by the end of June, has already resulted in a higher rate of people under guardianship of the Public Guardian being discharged than usual and has had the effect of slowing the growth in client numbers.

As guardian for groups of vulnerable people, OPG has also strongly advocated this year for services and innovative responses to two key groups: younger people who are in nursing homes, and people with disabilities in the Criminal Justice System. This advocacy has resulted in an agreement between the OPG and the Department of Corrective Services to develop a Memorandum of Understanding, the aim of which is to improve joint planning for the release of prisoners under guardianship who have high support needs. They have already held three joint meetings to work towards this aim.

OPG has made high level representations to the Department of Ageing, Disability and Home Care on behalf of nine young people who currently reside in aged care facilities, seeking options for alternative accommodation and/or support services for young people with disabilities in nursing homes.

OPG received the results of its 2002 client survey. In total, 735 people under OPG guardianship responded to a written survey, while 963 people who support a person under guardianship responded to a corresponding survey. Results indicate a high level of satisfaction with OPG’s service. Eighty five per cent of people under guardianship indicated that it had either a positive or neutral effect in their life, and 86 per cent of support people indicated that OPG does its job well to very well. OPG has, however, taken seriously indications that people under guardianship and support people want more contact from the OPG, particularly through visits and when views about certain decisions are being sought.

OPG was subject to four audits during the year to assess the performance of its IT security, records management and decision-making, complaints processes and potential for fraud and corruption risk. The Office has implemented all the recommendations out of the IT security, complaints process and fraud and corruption risk assessments, and has accepted the recommendations from the Records Management and decision-making audit, with priority being given in the next financial year to implementing the recommendations.

Appendix 27 Statutory appointments and significant committees

Statutory appointments

Acting Anti-Discrimination Board President:
Laurie Glanfield, Director General

Acting Privacy Commissioner:
Maureen Tangney, Legislation and Policy

Australian Criminology Research Council:
Laurie Glanfield, Director General (Chairperson)

Operations Review of the Independent Commission Against Corruption:
Laurie Glanfield, Director General

Public Purpose Fund:
Laurie Glanfield, Director General (Trustee)

Significant boards and committees

Aboriginal Affairs Plan Coordinating Committee:
John Feneley, Assistant Director General

Aboriginal Driving Offences Working Party:
Jacqueline Fitzgerald, Bureau of Crime Statistics and Research

Adult Drug Court Monitoring and Evaluation Committee:
Rebekah Rodger, Legislation and Policy Division

Advisory Council of the Offices of the Protective Commissioner and Public Guardian:
Ken Gabb and John Le Breton, Office of the Protective Commissioner and Office of the Public Guardian

Aggressive Behaviour and its Antecedents Study Reference Group:
Anne Grunseit, Bureau of Crime Statistics and Research

Alcohol Summit Working Group:
Lorana Bartels, Criminal Law Review Division

Apprehended Violence Legal Issues Coordinating Committee (AVLICC):
Lorana Bartels, Criminal Law Review Division

Apprehended Violence Legal Issues Co-ordinating Committee:
Carol Carter and Julie Harrison, Local Courts

Attorney General’s Committee on Intellectual Disability and the Criminal Justice System:
Mary Spiers, Criminal Law Review Division

Attorney General’s Inter-Departmental Committee of Review of the Mental Health (Criminal Procedure) Act 1990:
Chris Craigie SC, Public Defenders Office

Austrac Steering Committee:
Graham Austin, Registry of Births Deaths and Marriages

Australia and New Zealand Crime Prevention Officers Forum:
Steven Drew, Crime Prevention Division

Australian Advocacy Institute, Monash University:
Richard Button, Public Defenders Office

Australian Commercial Disputes Centre:
Laurie Glanfield, Director General

Australian Court Administrators Group (ACAG):
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Australian Guardianship and Administration Committee:
Ken Gabb, Protective Commissioner

Australian Institute of Judicial Administration:
Laurie Glanfield, Director General

Australian Law Reform Commission:
Andrew Haesler, Public Defenders Office

Bail Repeat Offenders Working Party:
Jennifer Hickey, Criminal Law Review Division

Bar Association Criminal Law Committee:
Richard Button, Chrissa Loukas and Peter Berman SC, Public Defenders Office

Bar Association Strategic Planning Committee:
Peter Zahra SC, Public Defenders Office

BDMOZ Steering Committee:
Trevor Stacey (Chair) Registry of Births Deaths and Marriages

Boarding House Reform Reference Group:
John Le Breton, Director Office of the Public Guardian.

Cells Working Party:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Centre for Legal Education Advisory Board and Law Advisory Committees of the University of Technology, University of Wollongong and University of Western Sydney:
Laurie Glanfield, Director General

CEOs e-Government Committee:
Laurie Glanfield, Director General

CEOs Group on Aboriginal Affairs, Justice Sub-Committee:
Rebekah Rodger, Criminal Law Review Division

Child Death Review Team:
John Feneley, Assistant Director General

Child Sexual Assault Communications Working Party:
Maureen Tangney, Legislation and Policy

Child Sexual Assault Jurisdiction – Working Party:
Brenda Ibbotson and Julie Harrison, Local Courts

Child Sexual Assault Jurisdiction Project Team:
Lily Trimboli

Child Sexual Assault Project Team:
Maureen Tangney, Legislation and Policy

Child Sexual Assault Project Team:
Rebecca Rowsell, Legislation and Policy

Child Sexual Assault Specialist Court Practice and Procedure Working Group:
Mark Marien and Rebekah Rodger, Criminal Law Review Division

Child Sexual Assault Specialist Court Project Team:
Mark Marien and Rebekah Rodger, Criminal Law Review Division

Child Sexual Assault Witness Support Working Party:
Maureen Tangney, Legislation and Policy

Children’s Court Advisory Committee:
Piccolo Willoughby, Legislation and Policy

Civil Procedure Rules Working Party:
Jennifer Atkinson, Legislation and Policy

Civil Procedure Rules Working Party:
Pam Wilde, Legislation and Policy

Committee of State & Territory Copyright Officers:
Nicholas Fletcher, Legislation and Policy

Committee on Neighbour Relations (Trees):
Kay Leah, Legislation and Policy

Committee on Neighbour Relations (Trees):
Maureen Tangney, Legislation and Policy

Community Justice Conferencing for Young Adult Offenders – Working Party:
Julie Harrison, Local Courts

Community Justice Conferencing for Young Adult Offenders Working Party:
John Feneley, Assistant Director General

Community Solutions Working Party:
John Feneley, Assistant Director General

Compulsory Treatment Taskforce:
Don Weatherburn, Bureau of Crime Statistics and Research

Consumer, Trader & Tenancy Tribunal Consultative Forum:
Julie Carrington, LawAccess NSW

Council of Law Reporting:
John Feneley, Assistant Director General

Council of Law Reporting:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Court of Criminal Appeal Users Group:
Fiona Cameron, Legislation and Policy,

Court of Criminal Appeal Users Group:
Peter Zahra SC and Chris Craigie SC, Public Defenders Office

Court Security Operations Committee (CSOC):
Gary Byles, Sheriff of NSW

CourtLink Steering Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Criminal Histories Working Party:
Jennifer Hickey, Legislation and Policy

Criminal Justice Interventions Working Party:
Michelle Huntsman, Legislation and Policy

Criminal Justice System CEOs:
Laurie Glanfield, Director General

Criminal Procedure Form Rationalisation Working Party:
Jennifer Atkinson, Legislation and Policy

Cross Justice Agencies Video Conference Steering Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

CSA Pilot Project Team:
John Feneley, Assistant Director General

DADHAC Challenging Behaviour Task Force:
John Le Breton, Director Office of the Public Guardian.

Data Cleansing (Commonwealth) Steering Committee:
Graham Austin – Registry of Births Deaths and Marriages

Department of Corrective Services Aboriginal Taskforce:
Winsome Matthews, AJAC Chairperson

Department of Corrective Services Steering Committee on Mental Health Plan:
Mary Spiers, Criminal Law Review Division

District Court’s Criminal Listing Review Committee:
Peter Zahra SC and Chris Craigie SC, Public Defenders Office

Divisional Heads Committee:
Cathy Szczygielski and Karen Wallace/Vicki Sarfaty, Administrative Decisions Tribunal

DPWS Government Selected Applications Systems (GSAS) Contract Management Committee:
Andrew Kuti, Director, Financial Services

Drug Misuse and Trafficking Act Working Party:
Rebekah Rodger, Criminal Law Review Division

e-Briefs Steering Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Electronic Gateway (Commonwealth) Steering Committee:
Graham Austin – Registry of Births Deaths and Marriages

Equal Opportunity Committee NSW Bar Association:
Chrissa Loukas, Public Defenders Office

Equalising Opportunities in the Law Committee, Law Council of Australia:
Chrissa Loukas, Public Defenders Office

Families and Friends of Missing Persons Inter-agency:
Leonie Jacques, Families and Friends of Missing Persons Unit (FFMPU), Victims Services.

Fine Enforcement Stakeholder Reference Group:
Pam Wilde, Legislation and Policy

Forensic Medicine and Pathology Authority Procurement Feasibility Plan Steering Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Fraud Prevention Committee:
Graham Austin, Registry of Births Deaths and Marriages

Gay, Lesbian, Bisexual, Transgender Community Advisory Committee:
Steven Drew, Crime Prevention Division

Graffiti Strategy Task Force:
Laurie Glanfield, Director General

Heads of Treasuries Insurance Issues Working Group:
Bernie Marden, Professional Standards Council

Homosexual Advance Defence (HAD) Monitoring Committee: Mark Marien, Criminal Law Review Division

Homosexual Advance Defence Working Party:
Jackie Braw, Crime Prevention Division

Human Services Senior Officers Group:
John Feneley, Assistant Director General

Illegal Non-Citizens In the Sex Industry Working Party:
Rebekah Rodger, Criminal Law Review Division

Illicit Drug Monitoring Group convened by the Office of Drug Policy in The Cabinet Office:
Don Weatherburn, Bureau of Crime Statistics and Research

Indigenous Festivals of Australia Director:
Steve Mark, Legal Services Commissioner

Industrial Hemp Trial Working Party:
Rebekah Rodger, Criminal Law Review Division

Innocence Panel:
Maureen Tangney, Privacy NSW

Interagency Aboriginal Affairs Justice Cluster:
Caroline Marsden, Legislation and Policy

Inter-Agency Working Group on Parental Drug Testing:
Piccolo Willoughby, Legislation and Policy

Inter-agency Working Party on Alcohol Interlock Project:
Siobhan Jenner, Privacy NSW

Inter-agency Working Party on Identity Theft:
John Gaudin & Siobhan Jenner, Privacy NSW

Inter-departmental Committee on Closed Circuit Television (CCTV):
John Rome, Privacy NSW

Inter-departmental Committee on the Mental Health (Criminal Procedure) Act 1990 and Cognate Legislation:
Mary Spiers, Criminal Law Review Division

International Commission of Jurists (Australian Section chairperson):
Steve Mark, Legal Services Commissioner

Investment Advisory Committee:
Ken Gabb, Protective Commissioner

Jury Taskforce:
Rani Young, Legislation and Policy

Justice Cluster:
John Feneley, Assistant Director General

Justice Safety Task Force:
Gary Byles, Sheriff of NSW

Justices Act Reform Implementation Team:
Pam Wilde, Legislation and Policy

Labour Management Studies Foundation of Macquarie University:
Steve Mark, Legal Services Commissioner

Law Access Working Group on Guardianship laws changes:
Cathy Szczygielski, Administrative Decisions Tribunal

Law and Justice Foundation – Referral Forum:
Jane Pritchard, LawAccess NSW

Law Courts Limited Board of Directors:
Julie Baker, Assistant Director General (Community & Regulatory Services), Tim McGrath, Assistant Director General (Courts & Tribunal Services) and Andrew Kuti, Director, Financial Services.

Law Courts Limited Library Management Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Law Society of NSW: Online Services Committee:
Jane Pritchard, Law Access NSW

Legal Aid Commission: Domestic Violence Court Assistance Scheme Advisory Committee:
Julie Harrison, Local Courts

Legal Aid Committee NSW Bar Association:
Chrissa Loukas, Public Defenders Office

Legal Practitioners Admission Board and the University of Sydney Law Extension Committee:
Roger Wescombe, Legal Practitioners Admission Board

Legal Practitioners Admission Board:
John Feneley, Assistant Director General

Library Review Management Advisory Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Magistrates/Local Court Strategic Plan Review committee:
Chief Magistrate Judge Price, Deputy Chief Magistrate Helen Syme, Anita Anderson, Director, Local Courts, Geoff Hiatt, Deputy Director, Local Courts, Stephen Olischlager, Policy Officer, Local Courts

Management Advisory Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Ministerial Council of Corporations:
Nicholas Fletcher, Legislation and Policy

Model Criminal Code Committee:
Andrew Haesler, Public Defenders Office

Monitoring Committee of the Medically Supervised Injecting Centre:
Mark Marien, Criminal Law Review Division

National Committee for Uniform Succession Laws, Commission representatives:
Peter Hennessy, Michael Tilbury, and Joseph Waugh, Law Reform Commission

National Coroners Information System Committee:
Trevor Stacey – Registry of Births Deaths and Marriages

National Crime Statistics Advisory Group:
Bronwyn Lind, Bureau of Crime Statistics and Research

National Criminal Courts Statistics Advisory Group:
Bronwyn Lind, Bureau of Crime Statistics and Research

National Expert Advisory Committee on Alcohol:
Don Weatherburn, Bureau of Crime Statistics and Research

NSW Aboriginal Justice Plan Reference Group, Commission representative:
Catherine Gray, Law Reform Commission

NSW Chronic Care Personal Health Records Steering Committee:
Siobhan Jenner & Lucy Blamey, Privacy NSW

NSW Council on Violence Against Women:
Gaby Marcus, Violence Against Women Unit

NSW Council on Violence Against Women:
Rochelle Braaf and Gaby Marcus, Violence Against Women

NSW Health Advance Care Directives Working Group:
Deborah Frith, Manager Office of the Public Guardian

NSW Health Steering Committee End-of-Life Decision Making Guidelines:
John Le Breton, Director Office of the Public Guardian

NSW Institute of Criminology:
Andrew Haesler, Public Defenders Office

NSW Juvenile Crime Prevention Advisory Committee:
Dean Hart, Crime Prevention Division

NSW Network of Government Agencies:
Gay, Lesbian and Transgender Issues: Steven Drew, Crime Prevention Division

NSW Partnerships Against Domestic Violence Taskforce:
Gaby Marcus, Violence Against Women Unit

NSW Planning Professional Indemnity Insurance Working Group:
Bernie Marden, Professional Standards Council

NSW Police Aboriginal Strategic Advisory Committee:
Winsome Matthews, AJAC Chairperson

NW Inter-Departmental Committee on Closed Circuit Television (CCTV):
Steven Drew, Crime Prevention Division

Occupational Health and Safety Advisory Group:
Julie Baker, Assistant Director General (Community & Regulatory Services)

ODPP Budget Review Group:
John Feneley, Assistant Director General

Office of Information Technology:
Contact Centre Accreditation and Benchmarking Working Group: Megan Thomas, LawAccess NSW

Office of Information Technology:
Contact Centre Management Framework Working Group: Jane Pritchard, LawAccess NSW

Office the Protective Commissioner Public Guardian Advisory Council:
Ken Gabb, Public Guardian

Ombudsman’s Network Group:
Steve Mark, Legal Services Commissioner

Oversight committee for Division of Analytical Laboratories (DNA laboratories):
Maureen Tangney, Privacy NSW

Pacific Island Partnership Implementation Committee:
Steven Drew, Crime Prevention Division

Parramatta Drug Court Monitoring Committee:
Karen Freeman, Bureau of Crime Statistics and Research

Penalty Notices Working Party:
Jennifer Hickey and Daniel Noll, Criminal Law Review Division

Police Interagency Adult Sexual Assault Committee:
Rebekah Rodger, Criminal Law Review Division

Police Interagency Legal Issues Sub-Committee on Adult Sexual Assault:
Rebekah Rodger, Criminal Law Review Division

Post-Adoption Resource Centre Advisory Committee, member:
Peter Hennessy, Law Reform Commission

Pre-Trial Diversion of Offenders Board:
Caroline Marsden, Legislation and Policy

Primary Connect State Steering Committee:
Steven Drew, Crime Prevention Division

Professional Advisory Panel:
Claire Vernon, Victims Services and Marianne Curtis, Victims of Crime Bureau

Public Defenders Office Bar Council of NSW:
Chrissa Loukas

Public Guardian/Public Advocate Inter-jurisdictional Meeting:
John Le Breton, Director Office of the Public Guardian

QL Board:
Steve Mark, Legal Services Commissioner

Redfern Legal Centre Publishing Board of Directors:
Andrew Haesler, Public Defenders Office

Repeat Offenders Working Party: Senior Officers Group:
Jennifer Hickey, Criminal Law Review Division

Review of Asset Confiscation Legislation:
Alex Steel

Review of Withdrawal of Licenses for Serious Traffic Offenders Group:
Rebekah Rodger, Criminal Law Review Division

Rule Committee:
Cathy Szczygieski, Administrative Decisions Tribunal

Rule Subcommittee:
Rosemary Davidson, Administrative Decisions Tribunal

Search Warrants Working Party:
Daniel Noll, Criminal Law Review Division

Senior Officers Coordinating Committee on Drugs:
Rebekah Rodger, Criminal Law Review Division

Senior Officers Group on Alcohol:
John Feneley, Assistant Director General

Senior Officers Group on Child Protection:
Piccolo Willoughby, Legislation and Policy

Sex Offenders Working Party:
Spiers, Criminal Law Review Division

Sexual Assault in Aboriginal Communities Working Group:
Rebekah Rodger, Criminal Law Review Division

Standing Committee of Attorneys General:
Fiona Cameron, Legislation and Policy

Standing Committee of Attorneys General:
Laurie Glanfield, Director General

Standing Committee of Attorneys General:
Nicholas Fletcher, Legislation and Policy

Standing Committee of AttorneysGeneral and Australasian Police Ministers Council Joint Working Group on National Investigation Powers:
Mark Marien and Daniel Noll, Criminal Law Review Division

Standing Committee of Criminal Justice System Chief Executive Officers:
Don Weatherburn, Bureau of Crime Statistics and Research

Standing Inter-agency Advisory Committee on Court Security (SIAACCS):
Gary Byles, Sheriff of NSW

Star Initiative Approval Committee:
Louise Cox AM, Janine Sargeant and Warwick Wilkinson AM

State Management Group:
Rochelle Braaf and Gaby Marcus, Violence Against Women

Statistical Coordination User Forum:
Bronwyn Lind, Bureau of Crime Statistics and Research

Steering Committee of the Drug Use Monitoring in Australia Project in New South Wales:
Don Weatherburn and Jacqueline Fitzgerald, Bureau of Crime Statistics and Research

Strategic Blueprint for Reporting Services:
Paul Cutbush, Reporting Services Branch

Supreme Court Building Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Supreme Court’s Users’ Group:
Peter Zahra SC and Chris Craigie SC, Public Defenders Office

Taskforce on Drug Driving:
Mary Spiers, Criminal Law Review Division

Taskforce to Implement Law Enforcement (Powers and Responsibilities) Act:
Mary Spiers, Criminal Law Review Division

Technology Steering Committee:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

The Treasury Banking Tender Steering Committee:
Andrew Kuti, Director, Financial Services

The Treasury Managed Fund Advisory Board:
Andrew Kuti, Director, Financial Services

University of Sydney Institute of Criminology Advisory Committee:
Steven Drew

Vehicle Sanctions for Serious Serial Traffic Offenders Working Party:
Rebekah Rodger, Criminal Law Review Division

Victims Advisory Board:
Claire Vernon, Victims Services

Victims of Crime Inter-Agency:
Lauren Finestone, Legal and Information Services Manager

Victims of Crime Inter-agency:
Marianne Curtis, Victims of Crime Bureau, Claire Vernon, Victims Services, Rowena Lawrie-Page, Aboriginal Justice Advisory Council and Rochelle Braaf, Violence Against Women Specialist Unit

Victims of Crime Interagency Group:
Julie Harrison, Local Courts

Whole of (Commonwealth) Govt Proof of Identity Steering Committee:
Graham Austin-Registry of Births Deaths and Marriages

Working Group on the Aboriginal Justice Plan:
Maureen Tangney, Legislation and Policy

Working Party on Harmonising and Simplifying Civil Procedure Rules in New South Wales:
Tim McGrath, Assistant Director General (Courts & Tribunal Services)

Working Party on the Implementation of the Child Protection (Registration of Offenders) Act 2000:
John Gaudin, Privacy NSW

Younger People out of Nursing Homes Alliance:
Melanie Oxenham, Manager Office of the Public Guardian

Youth Justice Advisory Committee:
Rowena Lawrie, Senior Policy Officer, AJAC

Youth Justice Advisory Council:
John Feneley, Assistant Director General

Contact information

Aboriginal Justice Advisory Council

Level 16
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8106
Fax: (02) 9228 8109
Executive Officer: Brendan Thomas
Email: brendan_thomas@agd.nsw.gov.au

Administrative Decisions Tribunal

Level 15, St James Centre
111 Elizabeth Street
SYDNEY 2000
DX 1523 SYDNEY
Tel: (02) 9223 4677 or Freecall 1800 060 410
Fax: (02) 9233 3283
TTY: (02) 9235 2674
Email: adt@agd.nsw.gov.au
Registrars: Cathy Szczygielski/Vicki Sarfaty

Anti-Discrimination Board

Level 17, Pacific Power Building
201 Elizabeth Street
SYDNEY 2000
Tel: (02) 9268 5555
Fax: (02) 9268 5500
TTY: (02) 9268 5522
President: Stepan Kerkyasharian
Email: stepan_kerkyasharian@agd.nsw.gov.au

Asset Management Services

Level 16
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8401
Fax: (02) 9228 8568
Director: Bill Brown
Email: william_brown@agd.nsw.gov.au

Bureau of Crime Statistics and Research

Level 8, St James Centre
111 Elizabeth Street
SYDNEY 2000
Tel: (02) 9231 9190
Fax: (02) 9231 9187
Director: Dr Don Weatherburn
Email: bcsr@agd.nsw.gov.au

Community Justice Centres

Level 8
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7455
Fax: (02) 9228 7456
Director: Deborah Sharp
Email: cjc_info@agd.nsw.gov.au
Website: www.cjc.nsw.gov.au

Community Relations Division

Level 9
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7484
Fax: (02) 9228 8608
TTY: (02) 9228 7676
Customer Feedback Freecall 1800 684 449
Director: Lida Kaban
Email: director_crd@agd.nsw.gov.au

Compensation Court of NSW

Level 9
John Maddison Tower
88 Goulburn Street
SYDNEY 2000
Tel: (02) 9377 5444
Fax: (02) 9377 5470
Principal Courts Administrator: Steve Davidson
Email: stephen_davidson@agd.nsw.gov.au

Corporate Human Resources

Levels 7 & 14
Goodsell Building
8-12 Chifley Square
SYDNEY NSW 2000
Tel: (02) 9228 7516
Fax: (02) 9228 8407
TTY: (02) 9228 7790
Director: Julie Cook
Email: julie_cook@agd.nsw.gov.au

Crime Prevention Division

Level 19
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8307
Fax: (02) 9228 8559
Acting Director: Steven Drew
Email: cpd_unit@agd.nsw.gov.au

Criminal Law Review Division

Level 20
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7258
Fax: (02) 9228 7128
Director: Mark Marien
Email: ag_clrd@agd.nsw.gov.au

Crown Solicitor's Office

Level 5
60–70 Elizabeth Street
SYDNEY 2000
DX 19 SYDNEY
Tel: (02) 9224 5000
Fax: (02) 9224 5011
Crown Solicitor: Ian Knight
Email: crownsol@agd.nsw.gov.au

District Court of NSW

Executive Office Civil & Criminal Registries
Level 12, John Maddison Tower
86–90 Goulburn Street
SYDNEY 2000
Tel: (02) 9377 5699
Fax: (02) 9377 5873
TTY: (02) 9377 5268
Acting Principal Courts Administrator:
Peter Ryan
Email: peter_ryan@agd.nsw.gov.au

Dust Diseases Tribunal

Level 4
John Maddison Tower
88 Goulburn Street
SYDNEY 2000
Tel: (02) 9377 5440
Fax: (02) 9377 5433
Principal Courts Administrator: Steve Davidson
Email: stephen_davidson@agd.nsw.gov.au

Executive & Strategic Services

Level 18
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7280
Fax: (02) 9228 7829
Director: Greg Curry
Email: greg_curry@agd.nsw.gov.au

Financial Services

Level 18
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7523
Fax: (02) 9228 7739
Director: Andrew Kuti
Email: andrew_kuti@agd.nsw.gov.au

Industrial Relations Commission of NSW

Level 1
50 Phillip Street
SYDNEY 2000
Tel: (02) 9258 0777
Fax: (02) 9258 0700
Industrial Registrar: Mick Grimson
Email: mick_grimson@agd.nsw.gov.au

Information Technology Services

Level 5
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7071
Fax: (02) 9228 8269
Director: Walter Cellich
Email: walter_cellich@agd.nsw.gov.au

Land and Environment Court of NSW

Windeyer Chambers
225 Macquarie Street
SYDNEY 2000
Tel: (02) 9228 8388
Fax: (02) 9235 3096
Acting Registrar: Pauline Green
Email: lecourt@agd.nsw.gov.au

LawAccess NSW

PO Box 620
Parramatta 2124
General inquiries: 1300 888 529
Fax: (02) 8833 3101
TTY: (02) 1300 889 529
Director: Megan Thomas
Email: lawaccess@agd.nsw.gov.au
Website: www.lawaccess.nsw.gov.au

Law Courts Library

Level 15
Law Courts Building
Queens Square
SYDNEY 2000
Tel: (02) 9230 8232
Fax: (02) 9233 7952
Librarian in charge: Lesley O'Loughlin
Email: lesley_o'loughlin@agd.nsw.gov.au

Law Reform Commission

Level 17
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
GPO Box 5199 SYDNEY 2001
DX 1227 SYDNEY
Tel: (02) 9228 8230
Fax: (02) 9228 8225
Executive Director: Peter Hennessy
Email: peter_hennessy@agd.nsw.gov.au

Legal Management Service

Level 18
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8433
Fax: (02) 9228 7889
Director: Sian Leathem
Email: Sian_M_Leathem@agd.nsw.gov.au

Legal Practitioners Admissions Board

Level 4
ADC House
99 Elizabeth Street
SYDNEY 2000
DX 602 SYDNEY
Tel: (02) 9392 0300
Fax: (02) 9392 0315
Executive Officer: Roger Wescombe
Email: ag_lpab@agd.nsw.gov.au

Legal Profession Advisory Council

Level 15
Goodsell Building
8-12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8347
Fax: (02) 9228 8066
Executive Officer: Tahlia Gordon
Email: tahlia_gordon@agd.nsw.gov.au

Legal Representation Office

Level 6
ADC House
99 Elizabeth Street
SYDNEY 2000
Tel: (02) 9231 0811
Fax: (02) 9231 0814
Director: Alison Viney
Email: alison_viney@agd.nsw.gov.au

Legislation and Policy Division

Level 20
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7108
Fax: (02) 9228 8563
Director: Maureen Tangney
Email: lpd_enquiries@agd.nsw.gov.au

Library Services Division

Level 6
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7522
Fax: (02) 9228 8430
Director: Yvonne Brown
Email: yvonne_brown@agd.nsw.gov.au

Local Courts

Level 1
Downing Centre
143–147 Liverpool Street
SYDNEY 2000
Tel: (02) 9287 7420
Fax: (02) 9287 7900
Director: Anita Anderson
Email: anita_anderson@agd.nsw.gov.au

Management Services

Level 18
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8457
Fax: (02) 9228 7889
Acting Director: Julie Cook

Norimbah Unit

Level 7
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8451
Fax: (02) 9228 8481

Office of the Legal Services Commissioner

Level 15
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9377 1800
Freecall: 1800 242 958
Fax: (02) 9377 1888
TTY: (02) 9377 1855
Commissioner: Steve Mark
Email: olsc@agd.nsw.gov.au

Office of the Protective Commissioner

Level 15
Piccadilly Tower
133 Castlereagh Street
SYDNEY 2000
DX 1335 SYDNEY
Tel: (02) 9265 3131
or 1300 360 466 (outside Sydney)
Fax: (02) 9261 4305
TTY: 1800 882 889
Protective Commissioner: Ken Gabb
Email: opcmail@opc.nsw.gov.au

Office of the Public Guardian

Website: www.lawlink.nsw.gov.au/opg

Sydney Office

Level 15 133 Castlereagh Street
Sydney NSW 2000
Tel 02 9265 3184
Fax 02 9283 2645
Toll Free 1800 451510
TTY 1800 882 889

Gosford Office

Suite 3 40 Mann Street
Gosford NSW 2250
Tel 02 4320 4888
Fax 02 4320 4818

Blacktown Office

Level 2D 15 – 17 Kildare Road
Blacktown NSW 2148
Tel 02 9671 9800
Fax 9671 9804

Office of the Sheriff
Level 2
Downing Centre
143–147 Liverpool Street
SYDNEY 2000
Tel: (02) 9287 7263
Fax: (02) 9287 7260
Sheriff: Gary Byles
Email: gary_byles@agd.nsw.gov.au

Privacy NSW
Level 17
201 Elizabeth Street
SYDNEY 2000
PO Box A123
SYDNEY SOUTH 1235
Tel: (02) 9268 5588
Fax: (02) 9268 5501
Acting Privacy Commissioner: John Dickie
Email privacy_nsw@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/privacynsw

Professional Standards Council
Level 15
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8060 or 1300 555 772
Fax: (02) 9228 8066
Secretary: Bernie Marden
Email: psc_excellence@agd.nsw.gov.au

Public Defenders Office
Level 13
Car Shannon Chambers
175 Liverpool Street
SYDNEY 2000
DX 11545 SYDNEY Downtown
Tel: (02) 9268 3111
Fax: (02) 9268 3168
Senior Public Defender: Peter Zahra SC

Registry of Births, Deaths and Marriages
35 Regent Street
Chippendale 2008
Tel: 1300 655 236
Fax: (02) 9699 5319
TTY: (02) 9310 5700
Principal Registrar: Trevor Stacey
Email: trevor_stacey@agd.nsw.gov.au

Reporting Services Branch
Level 8
Goodsell Building
8 – 12 Chifley Square
Sydney 2000
Tel: (02) 9228 7001
Fax: (02) 9228 7249
Director: Paul Cutbush
Email: paul_cutbush@agd.nsw.gov.au

Supreme Court of NSW
Law Courts Building
184 Phillip Street
SYDNEY 2000
Tel: (02) 9230 8111
Fax: (02) 9230 8628
Email: supreme_court@agd.nsw.gov.au
Chief Executive Officer and Principal Registrar:
Megan Greenwood
Email: supreme_court@agd.nsw.gov.au

Victims Services
Levels 4, 5 & 6
299 Elizabeth Street
SYDNEY 2001
General inquiries: (02) 9374 3111
Freecall 1800 069 054
Fax: (02) 9374 3020
TTY: (02) 9374 3175
Acting Director: John Le Breton
Email: john_lebreton@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/vs

Victims Advisory Board
General inquiries: (02) 9374 3009
Email: vab@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/voc

Victims Compensation Tribunal
General inquiries: (02) 9374 3111
Freecall: 1800 069 054
Fax: (02) 9374 3120
Email: vct@agd.nsw.gov.au

**Victims of Crime Bureau
(incl. Families and Friends of Missing
Persons Unit)**
General inquiries: (02) 9374 3005
Freecall: 1800 633 063
Fax: (02) 9374 3020
Email: vcb@agd.nsw.gov.au

**Victims Support Line (24 hours):
(02) 9374 3000**
Freecall: 1800 633 063
TTY: (02) 9374 3175

Violence Against Women Specialist Unit
Level 19
Goodsell Building
8 – 12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7899
Fax: (02) 9228 8122
Manager: Gaby Marcus
Email: vaw_unit@agd.nsw.gov.au

Annual report costing

Total external costs \$56,371.70. The report is available on CD-ROM and at www.lawlink.nsw.gov.au/agd.nsf/pages/annualreport_2002-03



Attorney General's
department of nsw

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