

# Department of Attorney General and Justice 2012–13 Annual Report





The Hon. Greg Smith SC MP  
Attorney General and Minister for Justice  
Level 31, Governor Macquarie Tower  
1 Farrer Place  
SYDNEY NSW 2000

31 October 2013

Dear Attorney

I have pleasure in presenting to you the annual report of the Department of Attorney General and Justice for the 2012–13 financial year.

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

This report provides an overview of our work to improve community confidence in the justice system and to reducing and preventing the level of re-offending in our community.

I commend the report to you.

Yours faithfully

Brendan Thomas  
Acting Director General

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# About the Department

## Our Vision

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**Vision:** A just and safe society

**Purpose:** The Department of Attorney General and Justice provides an effective justice system by delivering programs and services that contribute to building safe communities and the protection of rights.

## Who We Are

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### The Department of Attorney General and Justice

The Department of Attorney General and Justice delivers legal, court and supervision services to the people of NSW by managing courts and justice services, implementing programs to reduce crime and re-offending, managing custodial and community-based correctional services, protecting rights and community standards and advising on law reform and legal matters.

The Department is made up of six divisions (Courts and Tribunal Services, Corrective Services NSW, Crime Prevention and Community Programs, Juvenile Justice NSW, Justice Policy and Legal Services and Corporate Services), and five offices (Office of the Director General, NSW Trustee and Guardian, Crown Solicitor, Bureau of Crime Statistics and Research, and the Office of the Solicitor General and Crown Advocate).

### Attorney General and Justice Cluster

The Department of Attorney General and Justice is also the Principal Department for the Attorney General and Justice Cluster, and plays a role in facilitating cooperative working arrangements with all cluster agencies. The Attorney General and Justice Cluster agencies are:

- Department of Attorney General and Justice
- Fire and Rescue NSW
- Information and Privacy Commission
- Judicial Commission
- Legal Aid NSW
- Ministry for Police and Emergency Services
- NSW Crime Commission
- NSW Police Force
- NSW State Emergency Service
- Office of the Director of Public Prosecutions
- NSW Rural Fire Service.

## What We Do

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The diversity in the range of Divisions and Offices in the Department enables us to deliver a wide range of essential services and supports to the community of NSW at the point in their lives where they come into contact with either the criminal or civil justice system.

We work to ensure an accessible and effective justice system where individual's rights are protected and we contribute to building safer communities. To achieve this we:

- advise the government on law, justice and legal reforms
- administer courts, tribunals and community justice centres
- implement effective intervention and diversionary programs to reduce re-offending risks, prevent crime and divert, support and rehabilitate young and adult offenders
- deliver offence-specific programs relating to violence and sexual offending
- supervise and monitor adult offenders
- provide secure, safe and humane management of juvenile and adult inmates
- supervise young people in custody, on bail, or sentenced to community based orders
- provide legal, professional and regulatory services
- provide support services for victims of crime including counselling, compensation and court support.
- record life events
- provide responsive services to vulnerable members of the community requiring life management and decision-making support.

# Director General's Foreword

It is with pleasure that I introduce the annual report of the Department of Attorney General and Justice for the 2012–13 financial year.

This year has been one of significant change for the Department, particularly with the departure of the Department's Director General of 22 years, Laurie Glanfield AM, in July 2013. The Department also began working under a new organisational structure with some key senior appointments made to the Executive team including in the Juvenile Justice NSW Division and Corporate Services Division.

The new organisation structure for the Department was announced in March 2013, and resulted in a re-organisation of the former Attorney General's Division, Juvenile Justice and Corrective Services NSW into six Divisions and six Offices that reflect the key role and function of the Department. This structure supports our operating model which enables us to realise the goals of our Strategic Framework, and places us in a position to serve our clients in the most effective and efficient manner. Our organisation chart is on page 13 of this report.

The Department's Strategic Framework 2012–2014 was launched in November 2012, setting out the vision, goals and business initiatives for the Department. The Strategic Framework sets out how our Department will deliver on the NSW 2021 Plan goals for which our Department has responsibility, or to which our Divisions and Offices make a significant contribution. We have identified 13 clear Strategic Directions that we will deliver on in the coming years. Our Strategic Framework is on page 18 of this report.

We are a large and diverse Department with staff employed statewide in offices, correctional and detention centres, courthouses and government service centres. In every aspect of our work we are focused on delivering justice system services more efficiently and effectively. We are working towards seamless service provision across a truly integrated justice system that is responsive to current issues in the justice sector and is well placed to understand and address the needs of individuals.

To do this we are transforming the way we do business, and achieve greater efficiencies and better integrated services. Our corporate services are participating in a major reform to ensure we are working as efficiently as possible, avoiding duplication and making the best use of limited resources. Reforms in the structure and delivery of shared corporate services offer an opportunity to implement consistent and standard customer service processes across all corporate support areas.

We are replacing the existing jury management system, which is over 20 years old. The replacement system will improve the efficiency of processing jury selection and the interaction that the Office of the Sheriff has with its clients. This year has also seen significant progress in delivering more legal services and transactions online. The implementation of online probate notices has improved community accessibility to prospective probate applications through the free search function and has delivered a cost saving to the community.

The Department also led the formation of the NSW Civil and Administrative Tribunal (NCAT), which was announced by the Attorney General in October 2012 and will commence on 1 January 2014. More than 20 of the state's tribunals will be integrated into NCAT, providing a single gateway to tribunal services in NSW. The establishment of NCAT is part of our Department's commitment to improving the quality, consistency and transparency of services for the people of NSW.

I am also very proud of the work we have undertaken in reforming the Victims Support Scheme. The new Victims Rights and Support Act 2013 commenced in June 2012 and during this reporting period significant progress has been made to move forward with the scheme, offering support more quickly to victims.

The Department's delivery of innovative and effective diversionary and intervention programs was also demonstrated in 2012–13. The Youth on Track program was launched and is used to target young people who are at high risk of becoming involved in the criminal justice system but who are not yet entrenched offenders. Preventing engagement/re-engagement with the justice system will improve outcomes for young offenders, assist in the reduction of re-offending rates and provide savings.

During this year, the Aboriginal Services Unit commenced a trial of SMS alerts for young Aboriginal people in western NSW. The project involves Aboriginal Client Service Specialists sending young people SMS reminders of court dates, bail conditions and reporting obligations and aims to improve court attendance rates.

Working with a number of government partner agencies we have also achieved outstanding results in our Parolee Support Initiative and a review of the initiative found positive outcomes were achieved in terms of offender reintegration and interagency collaboration.

As we wrap up one financial year and head into another, we are focused on improving performance in key service capabilities, including better information sharing, providing services anywhere anytime, community and industry collaboration, citizen focused services and monitoring our performance. I look forward to being part of the Executive Team responsible for building our capability to improve the justice system and deliver programs that contribute to building safer communities.



**Brendan Thomas**  
**Acting Director General**  
**October 2013**

# Highlights 2012–13

## *Significant achievements in relation to the Department's Strategic Framework*

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The Department supports the *NSW 2021 Plan* through its strategic goals:

- building safe communities
- strengthening community crime prevention partnerships
- an accessible and effective justice system
- an innovative organisation that provides high quality services responsive to community needs
- protection of rights and promoting responsibility in the community.

### **NSW 2021 goals:**

- **Prevent and reduce the level of re-offending.**
  - **Increase opportunities for people to look after their own neighbourhoods and environments.**
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### **Department goals:**

- Building safe communities.
- Strengthening community crime prevention partnerships.

Strategic direction	Achievement in 2012-13
1. Effective and efficient crime prevention	<ul style="list-style-type: none"><li>• Commencement of the Youth on Track program to prevent young people becoming entrenched in criminal behaviour.</li><li>• Funding of more than \$800,000 to 16 local councils in the Safer Community Compacts Grants program for crime prevention projects.</li></ul>
2. Diversionary programs without compromising public safety	<ul style="list-style-type: none"><li>• Establishment of Life on Track, a person-centred case management service for defendants appearing at the Local Court.</li><li>• Development of a new, more cost effective model for Forum Sentencing.</li><li>• Successful facilitation of the work and development order scheme for inmates which resulted in discharging a State debt of nearly \$151,000.</li><li>• Establishment of a third Drug Court for NSW in Sydney CBD.</li><li>• Registration of several initiatives that meet NSW Government minimum standards for men's domestic violence behaviour change programs.</li></ul>
3. Effective and efficient interventions and programs addressing risk factors for re-offending	<ul style="list-style-type: none"><li>• Increase of 7.5 per cent in offender rehabilitation program participation.</li><li>• Increase of 7.1 per cent in offender completion rates for aggression and violence programs in custody and in the community.</li></ul>



Strategic direction	Achievement in 2012-13
	<ul style="list-style-type: none"> <li>• High completion rate of 97.9 per cent in sex offender programs.</li> <li>• Increases of 7.1 per cent in completion rates for alcohol, drugs and addiction programs in custody and three per cent in the community.</li> <li>• Establishment of a satellite Mental Health Unit at Cessnock Correctional Centre to provide services to mentally ill inmates outside the metropolitan area.</li> <li>• Continuation in the downward trend of re-offending – we are on track to achieve, or even exceed, the NSW 2021 Plan target of reducing re-offending by five per cent by 2016.</li> <li>• Expansion of the Intensive Drug and Alcohol Treatment Program (IDATP) at the John Morony Correctional Centre.</li> <li>• An increase of 150% in young people referred to the Cognitive Self Change program to address causes of criminal behaviour.</li> </ul>
4. Effective management and supervision of offenders in the community	<ul style="list-style-type: none"> <li>• Establishment of a single organisational approach to managing offenders in the community and the introduction of a new risk-based Community Corrections service model.</li> <li>• Critical amendments made to legislation that allows for extended supervision of violent and sexual offenders.</li> </ul>
5. Safe, secure and humane management of offenders in custody	<ul style="list-style-type: none"> <li>• Enhancement of inmate education with several initiatives: <ul style="list-style-type: none"> <li>◦ expansion of the Intensive Learning Centre (ILC) program</li> <li>◦ expansion of TAFE NSW teaching hours to facilitate the attainment of WorkCover NSW High Risk Work Licences and General Construction Induction Training</li> <li>◦ enrolments of 7,788 inmates in one or more education and/or vocational training courses.</li> </ul> </li> <li>• Development of a program pathway to manage older/frail inmates with complex needs including an assessment and referral process and proposed accommodation locations according to status and risk.</li> <li>• The Inspector of Custodial Services was established.</li> </ul>

## NSW 2021 goal:

### Improve community confidence in the justice system

## Department goals:

- An accessible and effective justice system.
- An innovative organisation that provides high quality services responsive to community needs.
- Protection of rights and promoting responsibility in the community.

Strategic direction	Achievement in 2012-13
6. High quality client services	<ul style="list-style-type: none"> <li>• Enactment of the Civil and Administrative Tribunal Act to consolidate a large number of tribunals under a single structure.</li> <li>• More than 98 per cent of Court Attendance Notices are now electronically received.</li> </ul>

Strategic direction	Achievement in 2012–13
	<ul style="list-style-type: none"> <li>• The Courts Services Centre answered 500,000 calls and processed 24,000 payment transactions – increases of 145 and 133 per cent respectively on 2011–12.</li> <li>• Management of a 30 per cent increase in GIPA applications and a very high volume of subpoenas.</li> <li>• Implemented informed purchaser training for NSW Government lawyers.</li> <li>• Management of a 13 per cent increase in admission applications from overseas lawyers.</li> </ul>
7. Accessible, high quality information and community education	<ul style="list-style-type: none"> <li>• Ninety-seven per cent of information requests to the Bureau of Crime Statistics and Research were completed within time standards.</li> <li>• LawAccess NSW assisted 196,175 customers, provided 21,603 free legal advice sessions and satisfied or highly satisfied 95.2 per cent of customers.</li> <li>• Increase of over 61 per cent in new visitors to the LawAssist website</li> </ul>
8. Timely and effective resolution of disputes, civil and criminal matters	<ul style="list-style-type: none"> <li>• NSW courts continue to be national leaders in key productivity measures according to the Productivity Commission's Report on Government Services 2013. For example, all of the NSW courts measured were in the top three performers for combined clearance rates – criminal and civil – across the nation.</li> <li>• Video conferencing for legal interviews increased significantly resulting in a transport cost avoidance of approximately \$10million and more efficient delivery of services to participants in legal interviews.</li> </ul>
9. Law reform, and evidence based justice policy and research	<ul style="list-style-type: none"> <li>• Development of a new bail law that incorporates a risk management approach to bail.</li> <li>• Publication of major reports on jury directions, security for costs and related orders, and people with cognitive and mental health impairment in the criminal justice system.</li> </ul>
10. Business-focused corporate services via Centres of Excellence	<ul style="list-style-type: none"> <li>• Appointment of new Corporate Services Executive Team to lead the reforms in shared corporate services for the Department.</li> <li>• New HR intranet established.</li> <li>• Department's ICT Strategy developed.</li> </ul>
11. Support for vulnerable participants in the justice system	<ul style="list-style-type: none"> <li>• Development of the Domestic Violence Justice Strategy.</li> <li>• Establishment of Victims Support Scheme.</li> </ul>
12. Representation and management of life matters for individuals	<ul style="list-style-type: none"> <li>• Exceeded customer satisfaction and certificate application standards in the Registry of Births Deaths and Marriages.</li> </ul>
13. Promotion and protection of rights	<ul style="list-style-type: none"> <li>• More than 80 community legal education sessions held for African, Iraqi and Pacific communities.</li> <li>• Creation of a resource called In the Loop for young people who are affected by someone who is missing.</li> <li>• First term commenced for the NSW Commissioner of Victims Rights.</li> </ul>

# Corporate Governance

## Department Governance

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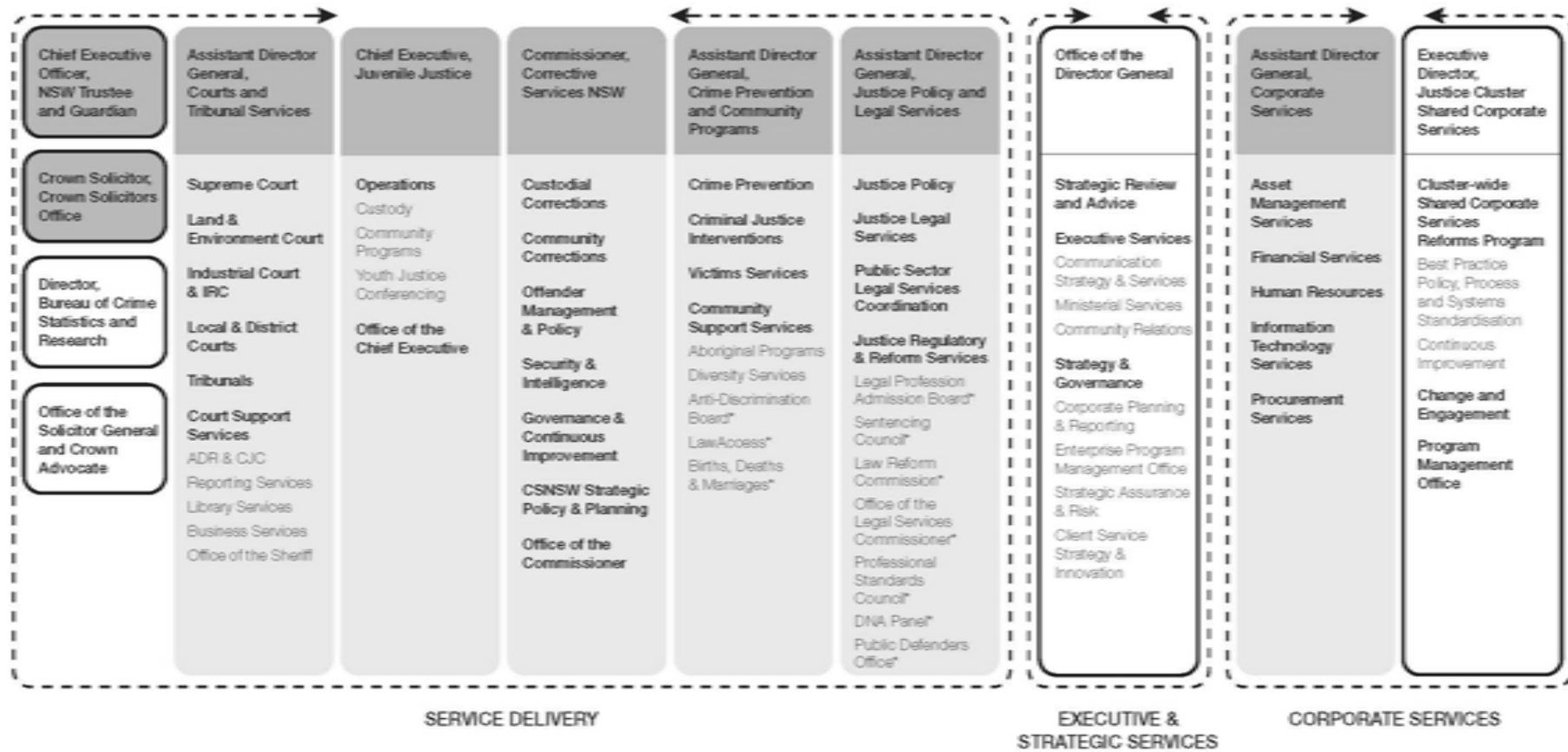
The Director General of the Department leads the Executive team made up of:

- Director General (Chair)
- Assistant Director General, Crime Prevention and Community Programs
- Assistant Director General, Courts and Tribunal Services
- Assistant Director General, Justice Policy and Legal Services
- Assistant Director General, Corporate Services
- Chief Executive, Juvenile Justice
- Commissioner, Corrective Services NSW
- Chief Executive Officer, NSW Trustee and Guardian
- Crown Solicitor.

The Executive team works with the Director General to maintain an overview of the Department's performance. Working with the Director General, the Executive monitors the delivery of strategic priorities, and the financial and organisational performance.

The Executive team oversees the progress of key Government, Justice Cluster and Department plans and priorities such as NSW 2021, roadmaps, savings plans, Department strategic and business plans, and ensures the Minister and the Government are appropriately advised.

Director General  
Department of Attorney General and Justice



**KEY** \* The Assistant Director General has oversight responsibility in respect to compliance with Department and budget policies and procedures

Executive Committee

Offices of the Department of Attorney General and Justice

Divisions of the Department of Attorney General and Justice



**Attorney General & Justice**

As at 10 September 2013

# Leadership Team

## Director General

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### Laurie Glanfield AM<sup>1</sup>

#### BA LLB (Hons)

Laurie Glanfield is one of the longest-serving Directors General in NSW having led the Department since 1991. He holds a number of national and international positions including Secretary of the Standing Council on Law and Justice, Founding Member of the International Consortium for Court Excellence and Deputy President of the Australasian Institute of Judicial Administration. He has contributed to legal education through involvement in the Law Faculty advisory boards of several universities, the College of Law and the National Judicial College.

In 2001 Mr Glanfield was made a Member in the Order of Australia for services to the law, through the implementation of policies for legal reform and for making the legal system more accessible to the community. He has a strong interest in evidence-based policy in the justice system and social justice areas. Prior to joining the public sector, Mr Glanfield practised as a solicitor in the private sector.

## Assistant Director General Crime Prevention and Community Programs

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### Brendan Thomas

Brendan Thomas was appointed to his current role in September 2007. Mr Thomas is responsible for Criminal Diversion, Crime Prevention and Community Programs activity for the Department, including the Crime Prevention Division, Anti-Discrimination Board, the Registry of Births, Deaths and Marriages, LawAccess, Aboriginal Programs Division, Diversity Services and Victims Services Division. Brendan also chairs a number of committees including the Victims Advisory Board, NSW Graffiti Management Group and Board of Management Design Out Crime Research Centre. Mr Thomas is a member of the Criminology Research Advisory Council and has written widely on crime prevention and Aboriginal justice issues.

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<sup>1</sup> The Director General left the Department on 26 July 2013 to lead the Department of Finance and Services. Brendan Thomas has been Acting Director General since 29 July 2013.

## **Assistant Director General Courts and Tribunal Services**

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### **Michael Talbot**

Michael Talbot was appointed to his present role in September 2007. From December 2004 Mr Talbot was responsible for the Department's Corporate Services. He joined the organisation as Director of Court Services in March 2004.

Prior to that he was the National Group Manager for retail operations in Australia Post and has occupied a number of senior executive positions in both the public and private sectors. He currently represents the Attorney as a member of the Council of Law Reporting for NSW, he is a Director and acting Chairman of the Law Courts Limited and Chair of the Australian International Disputes Centre.

## **Assistant Director General Justice Policy and Legal Services**

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### **Maureen Tangney**

Maureen Tangney has been managing legal policy areas in the Attorney General's Department for over ten years, most recently as Assistant Director General, Policy and Legal Services. Maureen has been closely involved in the delivery of some significant reforms, including national defamation law, the development of the successful Work and Development Order scheme and the new Bail Act. She is currently focusing on reforms to the law relating to licence disqualification, and improving the response of the criminal justice system to people with mental health and cognitive impairments.

## **Assistant Director General Corporate Services**

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### **Jane Ridley**

Jane Ridley commenced work with the Department of Attorney General and Justice in September 2012. She has over 25 years experience in delivery and leadership of shared and corporate services, coupled with tertiary qualifications in Education and Business Management. Ms Ridley is responsible for bringing together the Department's corporate service functions (finance, human resources, asset management, information technology and procurement) to deliver strategically focused, high quality corporate services in support of all divisions and offices.

## **Chief Executive Juvenile Justice NSW**

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### **Valda Ruis**

Valda Ruis has been in the public sector since 1981 when she commenced as Probation and Parole Officer with the Department of Corrective Services. Since that time Valda Ruis has worked in a number of roles including policy development, corporate support and in a number of operational areas. Her qualifications include Bachelor of Arts, Master of Arts (Counselling), and Executive Masters in Public Administration. Ms Ruis joined Juvenile Justice in 2007 as a Regional Director and was formally appointed to the role of Chief Executive in May 2013.

## **Commissioner Corrective Services NSW**

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### **Peter Severin**

Peter Severin has extensive senior executive experience in corrections of more than three decades. Since joining the Department in September 2012, Mr Severin has led the restructure of Corrective Services NSW (CSNSW). He brought new vision to CSNSW and is instrumental in improving community and custodial corrections. Prior to joining CSNSW, Mr Severin was the Chief Executive of the South Australian Department for Correctional Services and Deputy Director General of the Queensland Department of Corrective Services.

Since 2010, Mr Severin has been a Board member of the International Corrections and Prisons Association. The former social worker started his corrections career in Germany in 1980.

## **Chief Executive Officer NSW Public Trustee and Guardian**

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### **Imelda Dodds**

Imelda Dodds is a social worker with more than 35 years experience in human services and administration. Ms Dodds has previously been the Public Guardian in Western Australia and a member of the NSW Guardianship Tribunal. She has held a number of national and international presidency roles in her profession and is a past president of the International Federation of Social Workers, and Adjunct Professor of Social Work at the University of Western Sydney.

## **Crown Solicitor Crown Solicitor's Office**

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### **Ian Knight**

Ian Knight was appointed Crown Solicitor in November 1994 having previously been the Ombudsman for the Northern Territory and delegate of the Commonwealth Ombudsman in the Northern Territory. In addition to advising government on significant legal issues, Mr Knight supervised the response of the Crown Solicitor's Office to issues relating to the Legal Services Review, the review of the classification of tied legal work and initiatives addressing client relationships and the wellbeing of employees.

# Chapter 1

## *Effective and efficient crime prevention*

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During 2012–13, the Department has developed and implemented a number of new programs to achieve effective and efficient crime prevention, and has continued to achieve results with existing crime prevention initiatives.

### ***In this chapter:***

- getting Youth on Track
- reducing steal from motor vehicle offences
- preventing retail theft
- preventing and reducing graffiti vandalism
- preventing residential break and enter
- the designing out crime research centre
- the Safer Community Compacts and Funding Program.

## **Getting Youth on Track**

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In February 2013, the Attorney General announced Youth on Track, a scheme for identifying and responding to young people at risk of committing a criminal offence, or who may already be involved in the criminal justice system. Youth on Track aims to prevent young people from becoming entrenched in criminal behaviour.

Youth on Track is based on early intervention principles, and has an interagency, case-management approach to dealing with the needs of young people and their families. This approach relies on individual agencies and service providers working collaboratively to address the needs of young people.

Youth on Track was developed in consultation with the NSW Police Force, Ministry for Police and Emergency Services, departments of Education and Communities, Family and Community Services and NSW Health, and a number of non-government agencies.

In May 2013, following an open tender process, UnitingCare Burnside was awarded the contract to deliver the scheme in three regions during 2013–14: the Mid-North Coast, Newcastle and Blacktown.

Youth on Track is scheduled to begin in July 2013. It is estimated about 300 young people will be referred to Youth on Track in the first 12 months of operation.

More information about Youth on Track is available online at: [www.youthontrack.justice.nsw.gov.au](http://www.youthontrack.justice.nsw.gov.au)

## **Reducing steal from motor vehicle offences**

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In July 2012, Cabinet endorsed the *Preventing Stealing from Vehicles in NSW Strategy*. The strategy outlines a suite of activities that aim to reduce the risk and occurrence of steal from motor vehicle (SFMV) offences.



The strategy contains a range of crime prevention activities that target certain locations, facilities and items that are at high risk of SFMV offences. These activities include:

- targeting 12 local government areas that have a high level of SFMV offences
- targeting service stations, which are susceptible to petrol theft by vehicles using stolen number plates
- targeting commonly stolen items, including number plates, global positioning systems (GPS) and other mobile devices
- developing the NSW Car Park Guidelines for Crime Prevention, and auditing car parks' current susceptibility to SFMV offences
- working with the NSW Police Force, distributing anti-theft one-way screws for affixing number plates to vehicles.

In 2013–14, the Crime Prevention Programs Unit, part of the Department's Crime Prevention and Community Programs Division, will continue to monitor SFMV trends and explore design options to reduce the opportunity to steal items that are commonly stolen from vehicles. This will include a pilot of Automatic Number Plate Recognition technology, and exploration of a property database.

## Preventing retail theft

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The Retail Crime Strategic Partnership is a partnership between retailers and government – including the Department's Crime Prevention Programs Unit and law enforcement agencies – that provides a forum to discuss factors that contribute to retail crime, and to develop crime reduction strategies.

In 2012–13, the Retail Crime Strategic Partnership conducted a survey into retail crime victimisation to identify the prevalence of retail crime in NSW. The partnership produced a report on theft and self-service checkouts, and developed best practice strategies for retailers. The partnership also prepared a report and best practice strategies on other crimes affecting the retail sector, including assault and fraud. Crime Prevention Programs and the Retail Crime Strategic Partnership provided expert advice on the privacy legislation affecting sharing of information between retailers and the NSW Police Force, and engaged with online auction sites about stolen goods being listed for sale online.

In 2013–14, working with the Designing Out Crime Research Centre, the Crime Prevention Programs Unit will develop innovative approaches to reducing the opportunities for retail theft.

## Reducing and preventing graffiti vandalism

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Crime Prevention Programs Unit has been instrumental in the development of a range of initiatives to reduce and prevent the incidence of graffiti vandalism in NSW.

### The NSW Graffiti Management Strategy and Framework

In 2012–13, the Graffiti Management Strategy Group, comprised of core representatives from the Department's Crime Prevention Programs Unit, Corrective Services NSW and Juvenile Justice divisions, Department of Premier and Cabinet, the NSW Police Force and Transport for NSW, developed the *NSW Graffiti Management Strategy*, which details a coordinated approach to the management and prevention of graffiti vandalism in NSW.

The accompanying framework identifies roles for the Department of Attorney General and Justice, Transport for NSW, the NSW Police Force and Local Government. The framework provides a standardised and coordinated approach to dealing with graffiti vandalism across NSW.

## **Expansion of the De-Tag offender program**

The De-Tag offender program is an educational program used as part of Community Clean-up Orders to engage young people in discussion on topics related to graffiti. The program's pilot phase concluded in March 2013, having been expanded from six locations when it launched in October 2011 to 18 locations by March this year. Crime Prevention Programs Unit is investigating ways of increasing the number of referrals to the De-Tag program, and will review the program during 2013–14. In 2013–14, Crime Prevention Programs Unit will also develop a graffiti education program for adults.

(Find out more about the De-Tag program in Chapter 2 of this report.)

## **The NSW Graffiti Hotline**

The NSW Graffiti Hotline is a central telephone service for individuals to report graffiti on any government or privately-owned asset in NSW. Crime Prevention Programs Unit leads the operation of the hotline in partnership with LawAccess NSW. In 2012–13, the Graffiti Hotline continued to make it easier to report graffiti in NSW and to expedite graffiti clean-up.

Crime Prevention Programs will continue to manage, and evaluate the Graffiti Hotline in 2013–14.

## **The Crime Prevention through Environmental Design Graffiti Hotspot Program**

The Crime Prevention through Environmental Design (CPTED) Graffiti Hotspot Program began in 2010 and is an annual program that funds projects to reduce the incidence of graffiti vandalism in nominated local council areas. The funding program supports projects that provide a permanent solution to graffiti vandalism, as opposed to funding routine maintenance such as painting out graffiti or regular cleaning programs.

In 2012–13, six local councils were funded a total of \$530,500 under the CPTED Graffiti Hotspot Program for a range of projects including space activation strategies and landscaping treatments.

## **Graffiti Removal Day**

Graffiti Removal Day, held annually, is an opportunity for volunteers to remove graffiti from their local areas. Implemented by Rotary Down Under, Graffiti Removal Day 2012 was on 23 September and saw 597 volunteers in 35 local council areas remove 8150 square metres of graffiti.

In 2012–13 a tender process was undertaken to select an implementation partner for Graffiti Removal Day for the next three years. Rotary Down Under was the successful tenderer.

## **Preventing residential break and enter**

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Crime Prevention Programs Unit is undertaking a range of projects to prevent break and enter offences in residential zones.

## **Offender Research**

During 2012–13, Crime Prevention Programs Unit conducted innovative research into the modus operandi of convicted break and enter offenders. The learnings from this research will inform the *NSW Break and Enter Strategy* that will be developed in the coming year. The strategy will identify government agency partners and crime prevention interventions for hotspots across the state.

## **The crime prevention demonstration home**

The NSW Department of Attorney General and Justice has collaborated with UrbanGrowth NSW and Eden Brae Homes to develop a Safe Design Home that incorporates contemporary best practice safe design for residential dwellings.

The Safe Design Home demonstrates a range of design ideas and products to increase safety that can be easily incorporated into your existing home or undertaken as part of a renovation. The home provides visitors with an insight into safe design considerations and products that the residential building industry is incorporating within new homes and will be open to the public for a period of three years.

The Safe Design Home is located as part of the Urban Growth NSW display village within The Ponds in North West Sydney and will be opened by the NSW Attorney General in November 2013.

## **The Designing Out Crime Research Centre**

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The Designing Out Crime Research Centre (DOCRC) is an important stakeholder in the crime prevention partnerships between government and the private sector to design, develop and implement innovative crime prevention approaches. During this year a five-year period of research and development came to fruition.

DOC completed 30 new consultancy and partnership projects ranging in focus from retail theft, public space, public housing, petrol theft, copper theft and indigenous housing. In addition a number of new partnerships were forged to broaden our reach and impact in crime prevention across multiple sectors including new partnerships with Corrective Services Industry (CSI) and the Efficient Consumer Retail Association (ECRA).

Its core education component, saw the delivery of four Winter School (Major Partnership Projects) completed and two Masters and Undergraduate Design programs related to Crime Prevention. DOC's research output for the 2012–13 year was 19 journal and conference papers, one of which was awarded the Australia New Zealand Society of Criminology's Adam Sutton memorial award for the most outstanding publication in crime prevention 2012. A new and rapidly emerging component of Designing Out Crime's offering is its short courses in Design Thinking and Innovation.

Designing Out Crime successfully received renewed funding for 2013 to 2015 from their major funding partners Department of Attorney General of Justice and University of Technology, Sydney.

## **Safer Community Compacts and funding**

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During 2012–13, 16 NSW local councils were awarded, through the Safer Community Compacts program, a total of over \$800,000 to develop and implement local crime prevention strategies for identified crime problems.

The grants target a range of offences including motor vehicle theft and theft from motor vehicle, malicious damage, break and enter, steal from person and assault. The strategies funded within the 2012–13 year included community education, crime prevention audits, CPTED improvements at local crime hotspots, providing security items for homes and vehicles and providing late night transport options.

# Chapter 2

## *Diversionary programs without compromising community safety*

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A priority action under goal 17 of the *NSW 2021 Plan* is to 'Encourage greater use of non-custodial punishment for less serious offenders and create availability and access to diversionary programs'. The Department is committed to this priority and has completed significant work in 2012–13 toward this objective.

The Department develops, implements, manages and evaluates a range of programs that are designed to divert offenders, or potential offenders, away from the conventional criminal justice process and/or a custodial sentence.

The use of these diversionary programs depends on the crime that has been committed and the likelihood that a program will be effective for the individual concerned.

An offender, or someone who has been assessed as at risk of offending, may be referred to a diversionary program either before a crime is committed, or during court proceedings relating to the crime of which they have been accused.

### ***In this chapter:***

- Youth Justice Conferencing
- Youth Conduct Orders: referrals cease
- Community graffiti partnerships
- A second drug court for Sydney
- Restorative justice programs
- Aboriginal Services programs.

## **Youth Justice Conferencing**

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Youth Justice Conferences are a formal legal process based on the principles of restorative justice. They aim to help young offenders take responsibility for their own behaviour and to involve victims in decisions relating to crimes committed against them.

Under Part 5 of the *Young Offenders Act 1997*, the Department's Juvenile Justice Division is responsible for administering Youth Justice Conferences. Referrals for Youth Justice Conferences are made by police and the courts. If the accused person admits to the offence and agrees to participate, the Youth Justice Conference determines a legally binding outcome.

At a Youth Justice Conference, young offenders, their families and support people are brought face-to-face with victims and their support people to discuss the crime and its consequences. Together, the conference participants agree on a suitable outcome that can include an apology, reasonable reparation to victims, and steps to reconnect the young person with their community to help prevent further offending.

In 2012–13, 1,612 referrals for a Youth Justice Conference were made, with 1,290 resulting in a conference. Of these conferences, 89.7 per cent of young offenders completed the required tasks in their outcome plans.

## Youth Justice Conferencing: key service measures for 2012–13

The tables and graphs in this section specify key service measures for Youth Justice Conferencing in 2012–13. (The data has an effective date of 13 July 2013.)

**Table: Referrals to a Youth Justice Conference 2012–13**

Referrals to a Youth Justice Conference 2012–13	Number	Per cent
Total referrals	1,612	
Referrals from police	787	49
Referrals from courts	825	51

**Table: Referrals Resulting in a Youth Justice Conference 2012–13**

Referrals resulting in a Youth Justice Conference 2012–13	Number	Per cent
Number of referrals processed	1,612	
Number of referrals resulting in a Youth Justice Conference	1,417	
Conferences facilitated	1,290	
Percentage of all referrals resulting in a Youth Justice Conference		87.9

**Table: Participation in Youth Justice Conferences 2012–13**

Participation in Youth Justice Conferences 2012–13	Number	Per cent
Number of young people participating in Youth Justice Conferences	1,225	
Total number of participants in Youth Justice Conferences	7,057	
Percentage of victims or representatives in conferences held with identifiable victims		63.0

## Evaluation of Youth Justice Conferencing

In 2012–13, the NSW Bureau of Crime Statistics and Research (BOCSAR) evaluated Youth Justice Conferencing and the *Young Offenders Act 1997*, publishing findings on the following topics:

- Youth Justice Conferences versus Children's Court: a comparison of cost effectiveness.
- The impact of the NSW Young Offenders Act 1997 on likelihood of a custodial order.

The evaluations revealed:

- When viewed in totality, the Youth Justice Conferencing scheme is more cost effective than the Children's Court for comparable matters.
- The introduction of the Young Offenders Act 1997 reduced the risk of a custodial order for both Indigenous and non-Indigenous young offenders.

The complete published findings are available on the BOCSAR website at: [www.bocsar.nsw.gov.au](http://www.bocsar.nsw.gov.au)

BOCSAR is currently completing a report on the level of satisfaction of Youth Justice Conference participants.

## Community graffiti partnerships

In 2012–13, Juvenile Justice continued to build community partnerships with the Community Service Order and Community Clean-up Order schemes. There are currently 92 accredited participating organisations in these schemes, which include 27 partnerships that facilitate graffiti removal.

De-Tag is an educational program that is used as part of Community Clean-up Orders to engage young people in discussion on topics related to graffiti. It is a theory-based program specifically for graffiti offenders. It was developed by the Police-Citizens Youth Clubs (PCYC) in conjunction with the Department of Attorney General and Justice (DAGJ).

## **A second drug court for Sydney**

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In February 2013, the Department established a drug court at the Downing Centre Court Complex in the Sydney central business district.

The Sydney Drug Court joins the Parramatta Drug Court as the second such court in the Sydney metropolitan region, and includes detoxification, drug testing, monitoring and treatment facilities. A third drug court exists in the Hunter region.

Drug court is a specialist court that aims to break the cycle of substance misuse and offending by facilitating treatment programs as part of the court process. The drug court's objectives, as set out in section 3 of the *Drug Court Act 1998* are to reduce the drug dependency of eligible drug court participants, promote the reintegration of such drug-dependent people into the community, and reduce the need for such drug-dependent people to resort to criminal activity to support their drug dependence. The drug court takes referrals from local and district courts.

## **Aboriginal Services programs**

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### **Delivering cautions to young offenders**

In 2012–13 the NSW Police in consultation with the Crime Prevention and Community Programs Division, trained 100 Aboriginal community members in delivering cautions under the *Young Offenders Act*. The aim of this project is to make the cautioning process more effective for Aboriginal young people.

The training program was rolled out in close partnership with the NSW Police Force, who facilitated the training and assisted in negotiating protocols to facilitate the cautioning process locally.

### **Support for driver licence defendants**

In the coming year, Aboriginal Services will implement strategies to address the high rate of Aboriginal defendants who appear for driver licence offences in local courts. Defendants' needs and risk factors will be assessed, and defendants will be referred to appropriate support services to help address the issues that contributed to their offending behaviour.

The program will operate in 16 local courts, where Aboriginal client services specialists are located.

# Chapter 3

## *Effective and efficient interventions and programs addressing risk factors for re-offending*

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The Department develops, implements and evaluates a range of programs and initiatives that address the risk factors of adult and juvenile offending.

This involves assessing offenders' criminogenic needs to provide the interventions and services most likely to reduce each offender's risk of re-offending.

The Department is working towards the targets of Goal 17 of the *NSW 2021 Plan*, to reduce juvenile and adult re-offending by five per cent by 2016, and to reduce the NSW recidivism rate to below the national average within ten years.

### ***In this chapter:***

- Rates of adult re-offending in NSW
- Assessment of offenders by Corrective Services NSW
- Evidence-based accredited programs for adult offenders
- Reducing re-offending through targeted interventions
- Rates of juvenile re-offending in NSW
- Assessment of young offenders and key programs for reducing re-offending
- Re-offending research programs
- Work and Development Order Program
- Men's domestic violence behaviour change programs
- Life on Track.

## **Rates of adult re-offending in NSW**

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The NSW re-offending database records the number and percentage of those convicted by a court in a financial year who are convicted for a further offence committed within 12 months and finalised by a court appearance within 15 months of their previous conviction.

Data from the NSW Bureau of Crime Statistics and Research (BOCSAR) shows a continuation in the downward trend of re-offending. The percentage of those exiting prisoners who were reconvicted within 12 months reduced from 38.1 per cent to 34.2 per cent between 2008–09 and 2010–11.

The table below shows, for the years 2005–06 to 2010–11, the percentage of adults exiting prison who are convicted for a further offence within 12 months.

**Table: Percentage of adults exiting prison who are convicted for a further offence committed within 12 months 2005–06 to 2010–11**

Adults convicted for an offence committed within 12 months of leaving prison 2005–06 to 2010–11						
Year of release	2005–06	2006–07	2007–08	2008–09	2009–10	2010–11
Reconvicted (%)	38.5	38.4	37.6	38.1	34.9	34.2

### Report on government services statistics

In 2012–13, the downward trend of the percentage of offenders serving sentences in the community and who returned to Corrective Services with a new correctional sanction within two years was maintained. The 21.8 per cent in this category was again well below the national average of 24.1 per cent in the previous year. Similarly, the percentage of offenders returning to community corrections within two years with a new correctional sanction was 11.8, also significantly lower than the national average of 14.2 per cent in the previous year. In 2012–13, the percentage of prisoners returning to prison and prisoners returning to Corrective Services was marginally higher than in 2011–12 and also higher than the national average of the previous year.

The table below shows, for the years 2008–09 to 2012–13, rates of offenders returning to Corrective Services with a new correctional sanction within two years.

**Table: Rates of offenders returning to corrective services with a new correctional sanction within two years 2008–09 to 2012–13**

Rates of offenders returning to Corrective Services with a new correctional sanction within two years (per cent)						
	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
Category of offender						
Prisoners returning to prison	42.9	42.4	43.3	42.5	39.3	<b>42.7</b>
Prisoners returning to Corrective Services <sup>1</sup>	49.9	45.2	46.3	46.9	46.1	<b>47.9</b>
Offenders returning to community corrections	12.7	13.0	12.4	11.8	14.2	<b>11.8</b>
Offenders returning to Corrective Services <sup>1</sup>	22.7	23.9	23.1	21.5	24.1	<b>21.8</b>

<sup>1</sup> Includes a prison sentence or community-based order.

## Assessment of offenders by Corrective Services NSW

In 2012–13 the Corrective Services Offender Assessment Unit established a compendium of accredited assessments for offenders in both the community and in custody. Some examples of the assessments are described below.

### Sex offender assessments

The STATIC 99-R in the compendium of accredited assessments assesses the risk of sexual re-offending and is used extensively in the United States, Canada, the United Kingdom, Europe and Australia.

The STATIC 99-R results, together with interviews and further specialised assessments, determine which program interventions are required for each offender. That is, the higher the risk of re-offending, the greater the treatment intensity of the intervention.

### Violent offender assessments

Violent offender treatment options commence with an initial screening that determines subsequent assessment requirements. This process is based on factors including length of sentence, earliest date of release and psychological profile.



In 2012–13, 415 violent offenders were screened and assessed by the Corrective Services Serious Offenders Assessment Unit to identify appropriate violent offender interventions and recommendations for preparatory/readiness strategies to maximise treatment outcomes.

## **The treatment readiness questionnaire**

In 2012–13, Corrective Services introduced Corrections Victoria's treatment readiness questionnaire' (TRQ) to Corrective Services program facilitators and successfully completed a TRQ pilot in Community Corrections.

The TRQ addresses an offender's readiness for, and responsiveness to, effective interventions. Failure to take this into account can produce lower participation and completion rates.

## **Evidence-based accredited programs for adult offenders**

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In 2012–13, Corrective Services commenced a series of reviews and initiatives aimed at increasing offender program participation and completion rates. These included reducing the number and scope of readiness programs in order to reprioritise resources towards treating high risk/high needs offenders in custody and in the community.

In 2012–13, an intensive 12-month Violent Offenders Therapeutic Program for high risk offenders with cognitive impairments was developed to better meet their needs and learning capabilities. This is to ensure that these complex offenders are retained within programs and their program completion rates are increased.

In 2012–13, the content and delivery of the NEXUS Release Planning Program was reviewed and revised to enhance and increase pre-release planning activities for sentenced inmates three to six months prior to their release from custody. All sentenced offenders now receive a *Planning Your Release* booklet which helps guide their pre-release planning and provides a range of updated resources and contacts for support services to reduce their risk of re-offending.

In 2012–13, Corrective Services Division's Domestic Abuse Program (DAP) attracted interest from other correctional jurisdictions. The DAP is delivered in both community and custody.

The Corrective Services Offender Programs Unit trained staff in Corrections Victoria and South Australian Corrections to run the award-winning DAP. Corrective Services NSW will provide ongoing supervision of the facilitation of the program in those two states. In addition, the Offender Programs Unit trained 559 Corrective Services staff and external facilitators in basic or advanced group facilitation skills.

## **Reducing re-offending through targeted interventions**

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In 2012–13, 16,398 offenders participated in at least one rehabilitation program addressing criminogenic needs, an overall increase of 7.5 per cent compared with 2011–12. The number of individual offenders attending programs in the community increased by four per cent and the number of inmates attending programs in custody increased by 12 per cent.

## **Aggression and violence programs**

### **Program completion rates**

In 2012–13, there was a significant improvement in completion rates for Corrective Services' aggression and violence programs, with 63.4 per cent of all participants completing the program in custody and the community. An increase of 7.1 per cent from the previous year.

Twenty-seven offenders completed the Violent Offenders Therapeutic Program, a 12- to 14-month custody-based high intensity therapeutic program for violent male offenders with medium-high to high risk of re-offending and treatment needs.

## **Alcohol, drugs and addiction programs**

### **Program completion rates**

In 2012–13, the completion rates for alcohol, drugs, and addiction programs increased from 61.9 per cent in 2011–12 to 66.9 per cent. This is an excellent result as substance dependent offenders, by the very nature of their addiction and lifestyles, are often very difficult to engage and keep in treatment programs.

## **Sex offender programs**

In 2012–13, the Serious Offenders Assessment Unit completed 498 screening assessments to inform case plan recommendations for serious sexual and violent offenders. The unit completed 22 comprehensive psychological reports for the Serious Offenders Review Council (SORC).

### **Program completion rates**

In 2012–13, participation rates in sex offender programs increased by 12 per cent. Sex offending programs' completion rates increased from 97.5 per cent in 2011–12 to 97.9 per cent in 2012–13.

Thirty-five inmates completed the Custody-Based Intensive Treatment (CUBIT) program, a 6- to 10-month treatment program for male inmates who have sexually abused adults or children, and are at a moderate to high risk of re-offending.

Sixteen inmates completed the CUBIT OutREach (CORE Moderate) program, a six month custody-based treatment program for male inmates who have sexually abused adults or children, and are a low-moderate risk of re-offending.

Eight inmates completed the Deniers program, a custody-based treatment program for male offenders who have sexually abused adults or children, and maintain they were wrongfully accused or falsely identified.

In 2012–13, 55 offenders completed community-based sex offender program treatment groups for male offenders who have sexually abused adults or children, and are a low-moderate risk of re-offending. These groups are run at forensic psychology services in metropolitan Sydney, Wollongong and Newcastle Community Corrections offices.

In 2012–13, participation decreased in CUBIT because resources needed to be temporarily redirected to meet demand for the CORE Moderate Program. This was possible without affecting the waiting list for the high risk/needs inmates or the number of actual completions. This coincided with the closure of CUBIT at Parklea Correctional Centre and the establishment of a CUBIT Program at the new maximum security area of the Cessnock Correctional Centre.

## **Community engagement and readiness programs**

### **Community engagement programs**

In 2012–13, the number of offenders participating in community engagement programs increased significantly, by 42 per cent. This result reflected Corrective Services' increased focus on reintegration and release planning.

## **Readiness programs**

There was a slight increase in participation rates in readiness programs designed to motivate and engage offenders so that they will then actively participate in more intensive programs relating to their offending behaviours. In particular, there was a 21 per cent increase in female inmates attending the Managing Emotions program. This reflected Corrective Services' increased focus on female inmates with complex needs.

## **Programs for young adult offenders**

In 2012–13, young adult offenders, aged between 18 and 25 years, accounted for approximately 21 per cent of the offender population. A suite of young adult offender programs are provided to male and female offenders.

In 2012–13, Oberon Correctional Centre entered a partnership with the Police Citizens and Youth Club (PCYC) by assisting it in offering four Preventing Alcohol Related Crime (PARC) programs to more than 44 young people who came under NSW Police Force notice in the central west. Corrective Services provided experiential learning activities and adventure-based challenges adapted from the young adult offender programs. This collaboration aims to divert young people from entering custody.

In 2012–13, the Young Adult Satellite Program (YASP) was offered to female offenders at Dillwynia Correctional Centre and to male offenders at John Morony Correctional Centre and Kariong Juvenile Correctional Centre. Motivational and attitudinal modules from the YASP were also introduced and incorporated into the Intensive Drug and Alcohol Treatment Program (IDATP) and Intensive Learning Centre (ILC) program.

## **Programs and services for female offenders**

As at June 2013 there were 651 women in NSW correctional centres, representing fewer than seven per cent of the total inmate population. This is a slight decrease on the previous year. There was also a small reduction in the number of Aboriginal female inmates, from 189 (29.6 per cent) in 2012 to 184 (28.3 per cent) in 2013.

The number of female offenders under supervision by Community Corrections fell from 2,519 in 2012 to 2,345 in June 2013 (a 7 per cent decrease). Twenty-three were on home detention, 414 on community service orders, 265 on court-based parole and 129 on Parole Authority parole orders, 20 were on bail supervision, 48 were Drug Court participants, 82 were on intensive correction orders and 333 had received suspended sentences.

Two residential facilities, Biyani at Parramatta and Miruma at Cessnock, provide services for women diverted from custody who have co-existing mental health disorders and long-term alcohol and other drugs issues. In 2012–13, a total of 66 women (24 at Biyani and 42 at Miruma) participated in these diversionary programs. Miruma provides program support for women attending the Hunter Drug Court. In partnership with the court, Community Corrections undertakes intensive supervision of participants, monitoring their fortnightly court appearances and weekly meetings at Hunter New England Health Local Area Health Service.

In 2012–13, Miruma and Biyani strengthened and expanded their partnerships with external agencies. Seventy-seven per cent of those who completed the program were released to stable accommodation. At Biyani, 12 of the women were homeless at the time of admission; seven transitioned to social housing with community support, supported accommodation or living with family.

### **Correctional centre programs**

At Silverwater Women's Correctional Centre, the main reception centre for women, Corrective Services provides a range of services including assessments and treatment for female offenders with mental health issues, in collaboration with the Justice Health and Forensic Mental Health Network.

In 2012–13, the Mental Health Screening Unit treated 229 women (151 in 2011–12). The Mental Health Step Down Unit assisted 64 female offenders (an increase from 56 in 2011–12). Staff at the Mum Shirl Unit, a specialised unit for female offenders with complex psychological, behavioural and personality issues, worked with 292 women (a slight decrease from 315 in 2011–12).

### **Women's participation in programs addressing risks of re-offending**

In 2012–13, 800 female inmates (an increase from 744 in 2011–12) participated in programs that address offending behaviour. A total of 3,907 program sessions were attended. The participation rate of female Aboriginal offenders in programs was 33 per cent, which is higher than their representation in custody (28.9 per cent).

In the community, 542 female offenders participated in 213 programs addressing offending behaviour. A total of 2,811 program sessions were attended. The highest attendance was for the alcohol and other drugs program, Getting SMART, followed by the Sober Driver Program.

### **Mothers and children's program**

In 2012–13, 26 women and 46 children participated in the Corrective Services Mothers and Children's Program at the Jacaranda Cottages (Emu Plains Correctional Centre) and the Parramatta Transitional Centre. Of the 46 children, four were born during their mothers' incarceration.

Children up until school age can be accepted into the full-time residency program. Those from six to 12 years of age may participate in the occasional residency program during school holidays and weekends.

### **Adult Education and Vocational Training Institute**

Corrective Services' Adult Education and Vocational Training Institute (AEVTI) provides accredited courses and nationally recognised education and vocational qualifications to inmates in all NSW publicly operated correctional centres. AEVTI is registered by the Australian Skills Quality Authority (ASQA) until January 2014.

As a registered training organisation, AEVTI is required to lodge an annual Quality Indicators Report in compliance with the standards for NVR registered training organisations. This report includes learner engagement and employer satisfaction surveys as well as data on student completion rates. The 2012 report highlights the high quality of AEVTI services and operations through a 93 per cent overall learner satisfaction rating and an 82 per cent overall employer satisfaction rating.

AEVTI provides accredited courses and nationally recognised qualifications. In 2012–13, it worked to improve the literacy, language and numeracy skills of all inmates to a level equivalent to Year 10 standard. It provides further education and vocational training for inmates who need to improve their skills and qualifications for post-release employment.

### ***Intensive Learning Centres***

Under the NSW Government commitment to increase the rate of inmate participation and completion in education and vocational training programs, Corrective Services will establish four ILCs. These centres are for inmates assessed with low levels of literacy and numeracy to participate in a full-time learning program and complete a certificate level course. The ILC at the South Coast Correctional Centre opened in December 2012 and the first 10 students graduated in June 2013. A pilot ILC was also run at Lithgow Correctional Centre.

Corrective Services has entered into a partnership with the Designing Out Crime Research Centre at the University of Technology Sydney to design a physical learning environment based on the learning principles of the ILC model.

Construction of the modular buildings for the Mid North Coast ILC is underway at St Heliers Correctional Centre. The portable housing project at this Correctional Centre already provides inmates with on the job training opportunities which include traineeships at Certificate 2 level. Of 16 inmates participating in 2012–13, eight completed a traineeship and six are still studying.

### **Staff professional development – Certificate IV**

Under changed regulations through the national VET regulator, ASQA, all AEVTI teaching staff are required to hold a current Certificate IV Training qualification (TAE40110) in addition to recognised teaching qualifications. Complying with this standard is essential for AEVTI's continued registration to deliver training and education to offender learners.

In 2012–13, AEVTI commenced a project to upgrade all teaching staff qualifications through the Brush Farm Corrective Services Academy. In 2012–13, 75 staff gained a Certificate IV (TAE40110) and 47 others will complete their certificates by October 2013.

### **Skills assessment**

The Core Skills Assessment (CSA) is used to determine an inmate's reading, writing and numeracy levels. This assessment tool records the skill levels of inmates as Australian Core Skills (ACS) Framework scores, a nationally recognised set of standards for reading, writing and numeracy on a scale of ACS 1 to 4+.

In 2012–13, 3,204 CSAs were completed, 305 fewer than the previous year. While the raw number has decreased slightly, there was a major achievement in that 88 per cent of inmates engaged in education completed a CSA prior to enrolment.

The CSA results provide a profile of inmate literacy and numeracy levels which is used as a tool for planning and resource allocation. Inmates identified with the highest need are provided timely intervention to increase their reading, writing, communication and numeracy skills. Those who score ACS 3 and below are targeted for basic education programs. In 2012–13, CSA results indicated that 68 per cent of assessed inmates fit into this high need category.

### **Corrective Services Industries**

In 2012–13, Corrective Services Industries (CSI) continued to support the objective of reducing re-offending by providing real work opportunities in 98 commercial business units and 62 service industries within 26 correctional centres. CSI focuses on increasing the number of inmate traineeships and work opportunities to enable inmates to gain employment in the community on their release from custody.

In 2012–13, the CSI sawmill at Glen Innes Correctional Centre was upgraded with modern and safer equipment including a high temperature kiln. The upgrade increased inmate employment opportunities by 30 positions, bringing total employment to 100. The upgrade allows inmates to gain qualifications in forest-like industries and will assist them in gaining employment in commercial sawmills on their release from custody.

In 2012–13, CSI developed and distributed its own production of Lite White milk at the CSI Dairy Processing Business Unit at Emu Plains Correctional Centre. The new milk product was distributed to inmates in custody and contains 35 per cent less fat while at the same time retains the required calcium levels.

In 2012–13, CSI's self-sufficiency initiative, including beef production, in-house supply of processed vegetables, fruit, milk, and baked products, generated savings in excess of \$4 million compared to purchasing these products from State contract suppliers and others. This was an increase of \$200,000 in savings compared to 2011–12.

In 2012–13, CSI developed a green jogger in consultation with custodial operations and a major footwear supplier. The joggers reduce contraband and any potential issues that could arise over an individual's designer sneakers. The wear resistance of this new jogger compared to the standard canvas sneaker will lead to savings.

### **Inmate employment**

In 2012–13, 72.4 per cent of the eligible inmate population was employed. This compares well with the national average of 2011–12 (72.3 per cent). In 2012–13, the average employment rate for inmates in Corrective Services (publicly) operated correctional centres through CSI was 82.3 per cent.

### **Compulsory drug treatment orders**

In 2012–13, the Drug Court of NSW received 68 referrals (an increase from 57 in 2011–12) for compulsory drug treatment order (CDTO) assessments from district courts. Of these referrals, 39 offenders met the eligibility criteria for a CDTO; 23 of these were assessed as suitable for a CDTO.

### **Urinalysis**

In the 2012–13, 5,895 urine samples of offenders on CDTOs were taken and analysed. Two hundred and nineteen samples returned positive to a drug. Of these, 88 were positive to an illicit substance which is comparable to the results of previous years. The prevalence of synthetic drugs has risen, and with the aid of new drug testing capabilities for these substances, the total percentage of overall synthetic drug use has risen to 2.27 per cent.

### **Intensive Drug and Alcohol Treatment Program**

In 2012–13, an additional 62-bed unit opened at the IDATP at John Morony Correctional Centre, which allowed the program to offer 128 placements.

The IDATP is based on a specialised therapeutic approach to treat drug and alcohol dependence and offending behaviour. The cognitive-behavioural program offers group involvement, peer support, education and vocational training as well as assisting offenders to return to the mainstream gaol environment or resettle in the community with ongoing support.

In 2012–13, 116 offenders entered the IDATP program; 51 offenders completed the treatment components of the program and progressed to maintenance programs in other correctional centres or on supervised parole. As of 30 June 2013, 122 offenders were actively engaged in various stages of the program or were being assessed for program participation.

In 2013–14, the IDATP will continue with the planned expansion of the program in accordance with government priorities. This will include an additional 128 beds for the IDATP so that 248 beds are available for male offenders.

## **Rates of juvenile re-offending in NSW**

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The factors that lead to young people becoming involved in crime are complex and varied, but often relate to the difficulties young people experience in aspects of their lives. This can include alcohol and substance abuse, mental health issues, poor parental supervision, difficulties in school and employment, negative peer associations, poor personal and social skills, homelessness, neglect and abuse.

In 2012–13, Juvenile Justice focussed on developing and delivering strategies to help young people address their offending and anti-social behaviour and successfully reintegrate into their community. A range of programs and interventions within the community and custodial environments were provided, including counselling, group work programs that focus on alcohol and other drug issues, programs for violent offenders, and programs for Aboriginal young people.

Young offenders were also assisted by initiatives provided through a range of partnerships, including education programs within Juvenile Justice Centres, post-release support and employment skilling programs, disability support, health and mental health support, and legal services.

## **Assessment of young offenders and key programs for reducing re-offending**

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### **Youth Level of Service Inventory**

The Youth Level of Service Inventory (YLSI) tool determines the risk of juveniles re-offending. Prior current offences are static factors and are therefore excluded from the reduction calculations below. In 2012–13, 63 per cent of clients had a reduced YLSI when they left Juvenile Justice supervision.

### **Reducing re-offending**

Juvenile Justice Division operates a number of evidence-based programs aimed at reducing recidivism among young people.

#### **DthinaYuwali**

DthinaYuwali is a group work program developed by Juvenile Justice's Aboriginal staff for Aboriginal young people with substance-related offending. The program is based on cultural learning, utilising learning circles and cultural representations of concepts, and involves Elders and respected community members in order to encourage community support and reintegration.

Since DthinaYuwali was established in April 2009, 102 members of staff have been trained and the program continues to be delivered in a number of Juvenile Justice Centres and Juvenile Justice Community Services locations with promising results. In 2011–12, an evaluation of the program began as part of the National Indigenous Law and Justice Framework and the report is due in 2013.

#### **Love BiTES**

The Love BiTES program has been adapted and developed as a Juvenile Justice model in partnership with the National Association for the Prevention of Child Abuse and Neglect (NAPCAN). Love BiTES is a domestic violence and sexual assault prevention program for young people based on best practice standards and recommended by the Australian Domestic Violence and Family Violence Clearinghouse. This program is a key feature in addressing education for young people under Action Item 68 of the Aboriginal Child Sexual Assault Taskforce, which required the Juvenile Justice to 'Introduce mandatory personal safety/protective behaviours courses in juvenile detention centres programming with an Aboriginal component'.

Juvenile Justice co-delivers training with NAPCAN to Juvenile Justice staff, with all but one small area of the state now trained in the program. The program is delivered to young people in both Juvenile Justice Centres and Juvenile Justice Community Services locations.

### **Our Journey to Respect**

The Our Journey to Respect program was developed in 2000 in partnership with Gilgai Aboriginal Centre. The program was originally developed as an inter-generational violence prevention program aimed at reducing the incidence of violence against older people. Revised in 2011–12, the 14 session group work program now addresses all forms of violence against others, and aims to motivate young people to make changes to violent behaviours through education, skills development and pro-social mentoring. It draws on cognitive-behavioural, strengths-focused and narrative approaches, and includes a number of elements essential for Aboriginal programming including consciousness-raising/empowerment, grief and loss and hope and healing.

Since its revision 83 people have been trained (41 community staff, 25 custodial staff, and 17 non-government organisation staff). Sixty-nine per cent of these trainees are Aboriginal/Torres Strait Islander.

### **Intensive Supervision Program**

The Intensive Supervision Program (ISP) is specifically aimed at young people who offend repeatedly and/or have committed serious offences. The program acknowledges the strengths families have and seeks to build upon these strengths by empowering caregivers to address systemic factors that predispose young people to offending.

The Intensive Supervision Program in NSW has been active in serving the community since May 2008. The program utilises the internationally recognised multi-systemic therapy model (MST). An evaluation of the program is being done by BOCSAR.

The program has been established in two locations: Newcastle and Western Sydney. An ISP team consists of four trained clinicians, a clinical supervisor and an Aboriginal team advisor who work systemically with each young person on an individual, family and community level. The Aboriginal team advisors work with clinicians, families and community agencies to ensure interventions are best matched to the needs and strengths of Aboriginal clients, families and communities. In 2012–13, 45 of the 51 families enrolled successfully completed the program. This program also served families with a Pacific Islands, New Zealand and Middle Eastern background.

### **Changing habits and reaching targets**

In 2012–13 Juvenile Justice implemented greater structure and purpose to supervision of community legal orders. This included a refocusing on the core business objective of actively delivering offence-focused interventions.

Through this process, the Changing Habits and Reaching Targets (CHART) program has been further embedded as Juvenile Justice's primary case management approach and way of working with young people subject to community supervision.

CHART is a 12 module evidence-based program that uses a problem solving and cognitive behavioural approach to address clients' criminogenic needs and distorted thoughts. CHART helps clients to recognise the factors that have contributed to their offending. It also increases their capacity to make more pro-social decisions, by developing and rehearsing relapse prevention techniques.

In 2012–13, 176 staff completed the CHART training, with 228 people completing CHART training to date. In 2012–13, 84 per cent of CHART modules were completed by Juvenile Justice clients.

### **Cognitive Self Change Program**

To meet the challenge of high-risk young offenders, Juvenile Justice is implementing the Cognitive Self Change (CSC) Program. This group-based program teaches participants to monitor their own



thinking, identify what underpins their violence and crime, develop alternative thinking while avoiding crime, and to practise this new thinking until they can use it in real-life situations.

The initial community pilot began in the first half of 2010 and groups are now running at Blacktown, Gosford, Campbelltown, Penrith, Wollongong and Newcastle community offices and the Frank Baxter Juvenile Justice Centre. A modified version of CSC is used as part of the Warby Program in the Reiby Juvenile Justice Centre. One hundred and two young people were referred to CSC in 2012–13, compared to 40 in 2011–12 and 36 in the period prior to that.

### **Sex Offender Program**

Between 2009 and 2012, the Sex Offender Program was redeveloped. The current program is based around an individual functional analysis for each client, leading to a targeted counselling plan outlining the various needs of the young person and the strategies the counsellor will use. The program has an increased focus on family work, alongside the traditional individual counselling.

During 2012–13, there were 43 referrals to the Sex Offender Program, compared to 31 in the previous year.

### **Violent Offender Program**

Similar to the Sex Offender Program, an individualised model for intervening with violent offenders was in development in 2011–12. The model is based around an individualised functional analysis and counselling plan. This program is in draft form and is expected to be finalised in 2013–14. It will integrate with other interventions for this client group, such as CSC and CHART. Fifty-six young people were referred to the Violent Offender Program in 2012–13, compared to 42 in 2011–12.

### **Alcohol and Other Drug programs**

Juvenile Justice has developed a strategic Alcohol and Other Drug (AOD) treatment pathway for young people who present with substance misuse-related criminal behaviour. Extensive training in the Juvenile Justice AOD programs has been provided to staff throughout New South Wales to deliver the programs. The treatment pathway consists of three stages, and three distinct and focused programs.

#### **1. Alcohol and Other Drug Education and Harm Minimisation Skills**

Firstly, the Juvenile Justice AOD education program is offered to all young people, and they are provided with essential AOD education and harm minimisation skills training. Importantly, this program also provides education on emerging trends such as synthetic drugs which mimic the effects of cannabis and stimulants. There were 402 young people referred to this program.

#### **2. PROFILE**

The second program, Personal Review of Offences File (PROFILE) addresses motivation to change. PROFILE has been strategically designed for people who do not recognise that they have a substance abuse problem, and have resisted attempts to address their anti-social behaviour. There were 153 young people referred to this program.

#### **3. X-Roads**

The third program in the AOD treatment pathway is catered to those young people who are assessed as being treatment ready and who express a desire to address their substance misuse and criminal conduct. This program is called X-Roads and is a long-term, comprehensive skill building program which also includes work with a young person's family or caregivers. There were 25 young people referred to this program.

### **Pacific initiatives**

Pacific young people are the largest culturally and linguistically diverse (CALD) group in Juvenile Justice, particularly in the Sydney metropolitan region.

Juvenile Justice is currently developing a *Pacific Strategy* that will enhance responsiveness to Pacific young offenders in addition to contributing to the DAGJ *Pacific Action Plan*. This is a plan driven by DAGJ in combination with other government agencies and the Pacific community. It also supports the current *Juvenile Justice Corporate Plan* and its policies regarding CALD communities.

## **Waratah Pre-Release Unit program**

The Waratah Pre-Release Unit is an annexe to Reiby Juvenile Justice Centre, located outside the secure perimeter. Waratah was opened in late 2010, and is a pre-release unit aimed at preparing young people for return into the community. The unit caters for 10 young people from across NSW.

Two success stories from the program this year include one young person signing a two-year contract with a Sydney rugby league club under 20s team. Another young person attended a local high school and has been awarded a scholarship to St Stanislaus College in Bathurst upon his release from custody.

## **Education and training for young offenders**

The NSW Department of Education and Communities administers education and training units in all seven Juvenile Justice Centres including:

- **Reiby Juvenile Justice Centre**

The NSW Department of Education and Communities and Juvenile Justice are working with detainees in the Waratah Pre-Release Waratah Unit, coordinating work experience, paid employment and TAFE NSW program opportunities aimed at allowing successful integration back into the community.

- **Riverina Juvenile Justice Centre**

In partnership with the NSW Department of Education and Communities and TAFE NSW, young people are offered a wide range of rural vocational skills programs and are also provided with the opportunity for work experience placements with a variety of local businesses and agencies. This includes an intensive Shearing and Crutching Course which can provide the participants with an accredited/industry recognised shearing qualification upon successful completion.

- **Acmena Juvenile Justice Centre**

A range of educational, vocational, developmental and recreational programs are offered at Acmena Juvenile Justice Centre. These programs are designed to assist young people to gain the skills needed to reduce recidivism by reducing re-offending risk factors and to help with integration back into the community.

- **Juniperina Juvenile Justice Centre**

In partnership with Sydney Community College, community volunteers and via the Sunning Hill Education and Training Unit, Juniperina offers a wide variety of programs for young women. This partnership provides young women with programs that cater to their differing interests and which encourages them to engage in pro-social activities when they are released from custody.

At each centre, meetings between centre staff and the Education and Training Unit are held regularly to plan, assess risk and co-ordinate educational, vocational and centre programs. Sharing information enables a cohesive approach to providing interventions and managing detainees.

The table below shows young offenders' enrolment in education for the 2012 school year and until 30 June 2013.

**Table: Young Offenders' Enrolment in Education 2012 and 2013**

Young offenders' enrolment in education 2012 and 2013		
Attainment	2012 <sup>1</sup>	2013 <sup>2</sup>
Total Education and Training Unit enrolments	1,877	965
TAFE enrolments	1,012	572
Awarded Record of School Achievement (ROSA)	111	N/A
Enrolments in the Record of School Achievement (ROSA)	N/A	59
Awarded year 11 Record of Achievement (ROA)	88	N/A
Year 11 single subject completions	31	N/A
Year 11 single subject enrolments	N/A	39
Year 12 single subject completions	1	N/A
Year 12 single subject enrolments	N/A	26
Enrolments in the Higher School Certificate	N/A	26
Higher School Certificate completions	3	N/A

<sup>1</sup> Figures for complete school year January to December 2012.

<sup>2</sup> Figures for young people enrolled in courses up to 30 June 2013. Completion figures not available until school year completed.

## Re-offending research programs

In 2012–13 BOCSAR completed three research projects that considered re-offending. The research projects were:

- Does Court Referral of Eligible Defendants Into treatment reduce the risk of re-offending?
- Risk of reconviction among offenders who commence the Blacktown Traffic Offender Program.
- Penalties and reconviction risk among offenders convicted of drug driving.

These and many other research reports are available on the BOCSAR website at: [www.bocsar.nsw.gov.au](http://www.bocsar.nsw.gov.au)

In 2013–14, BOCSAR plans to complete the following programs relating to re-offending:

- incorporate police legal actions into the re-offending database
- evaluate Forum Sentencing, including its impact on re-offending
- evaluate Intensive Correction Orders and re-offending
- evaluate whether legal aid for Apprehended Domestic Violence Order defendants reduces breaches of those orders.

## Work and Development Order Program

### Juvenile offenders

Work and development orders (WDO) are an option State Debt Recovery Office (SDRO) may use. These allow people who have accumulated unpaid fines to participate in voluntary work, or in a treatment program or training course, under the supervision of an approved support service provider, to eliminate their debt.

In 2012–13, Juvenile Justice sponsored the completion of WDO activities to the value of \$145,828 in fine debts.

### **Work and development orders: a case study**

#### ***Gosford Juvenile Justice Community Services***

WDO allow young people to pay their fines by doing unpaid work, courses or treatment.

Staff from Gosford Juvenile Justice Community Services (JJCS) adopted the scheme early, making it a priority to help clients get debt-free before the end of their community service orders.

Having unpaid fines can create real hurdles for young people. WDOs ensure young people take responsibility for their actions without unfairly disadvantaging those who would otherwise struggle to pay their fines.

John\* not only paid off his fines but also completed a mechanics course and attended counselling for his anxiety through the WDO. Mark\* had fines of over \$1200. He paid off his debt by participating in the Riding for the Disabled program while he was at Baxter Juvenile Justice Centre. Mark was released debt-free.

\* Names have been changed.

## **Corrective Services inmates**

Corrective Services was approved to administer WDOs to eligible inmates in 2012. To be registered for the scheme, inmates must have at least one of the following: a mental illness and/or an intellectual disability or cognitive impairment, and/or a serious addiction to drugs, alcohol or volatile substance.

Inmates who meet one or more of these criteria are required to engage in programs to clear their fines registered with the SDRO. They can count satisfactory participation in alcohol and/or other drug treatment, financial or other counselling and educational/vocational or life skills courses towards meeting their WDO requirements.

In 2012–13, Corrective Services successfully facilitated 134 WDOs, discharging a total state debt of \$150,746.69. As of 1 July 2013, Corrective Services administered 372 WDOs which in total accounts for \$1,768,123.43 of state debt being managed.

In 2012–13, four of 28 offenders with an intellectual or a cognitive disability paid off their debts by participating in the WDO scheme.

## **Expanding the WDO Program**

During 2012–13, the Department's Crime Prevention and Community Programs and Justice Policy and Legal Services divisions worked with Legal Aid NSW and SDR to expand the WDO scheme to the areas of most need in NSW. In the past financial year, the SDRO approved 9,610 WDOs.

In 2012–13, the Crime Prevention Programs Unit (part of the Crime Prevention and Community Programs Division) worked to streamline the sponsor application process and develop good practice guidelines for supervision of WDOs. In 2013–14, the unit plans to implement a monitoring, evaluation and audit strategy for the WDO program.

## **Men's domestic violence behaviour change programs**

The NSW Government has established minimum standards for programs that are designed to change the behaviour of men who have committed domestic violence. The standards apply to all group programs in NSW – in both community and custodial settings – for male perpetrators of domestic and family violence.

Under the standards, by December 2012, group program providers must have adapted their practice and been registered as compliant with the minimum standards, in order to receive funding and/or referrals from NSW Government. The Department, through the Criminal Justice Interventions Unit of the Crime Prevention and Community Programs Division, is managing the implementation of the guidelines and the service provider registration process.

During 2012–13 several programs meeting the minimum standards were registered.

Building on the achievements of 2012–13, the Department will continue to focus on ensuring good practice is promoted in this area and assist in maximising men's access to the programs.

## Life on Track

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This year, the Department developed Life on Track, a new, person-centred case management service for defendants appearing at the Local Court. Life on Track will assist defendants identify and address the broad range of issues that contribute to their likelihood of re-offending.

Life on Track marks a shift in the overall management of re-offenders away from a program-driven model, towards an approach that seeks to understand the needs of the individual and build a response that adequately meets those needs. The service builds on the successes of the current CREDIT and Magistrates Early Referral Into Treatment (MERIT) programs.

Life on Track will assist defendants with issues such as drug and alcohol dependency, mental health concerns and financial difficulty. This includes linking them with available services in their local area.

In order to achieve the biggest impact on re-offending, Life on Track will target participants at the highest risk of re-offending with the highest service level at the earliest possible stage. Defendants charged with a sex offence, convicted of a sex offence in the previous five years, under Community Corrections supervision or who has been refused bail will be ineligible for the service.

Life on Track will begin service delivery to defendants in August 2013 in the start-up sites of Bankstown, Sutherland and Kogarah local courts and Lismore, Ballina, Casino and Kyogle local courts. It is expected to work with up to 600 defendants in its first 12 months. Following an open and transparent tender process, Mission Australia was awarded the contract to deliver Life on Track at the start-up sites.

More information about Life on Track is available online at: [www.lifeontrack.justice.nsw.gov.au](http://www.lifeontrack.justice.nsw.gov.au)

# Chapter 4

## *Effective management and supervision of offenders in the community*

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The Department is committed, through the effective management and supervision of offenders in the community to increase:

- compliance with community-based orders
- focus on those adult offenders who pose the greatest threat to the community
- collaboration with human services agencies to ensure that offenders have appropriate access to services which have a positive impact on their offending behaviour.

### ***In this chapter:***

- Community Corrections for adult offenders
- Key service measures for community-based orders for adults
- Partnerships and community engagement for adult offenders
- Young offenders in the community
- Key service measures for young offenders in the community
- Reviewing community practice and partnerships for young offenders
- Legal support and legislative amendments.

## **Community Corrections for adult offenders**

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In 2012–13, Community Corrections managed over 16,000 offenders on community-based orders, provided approximately 21,000 pre-sentence reports to the courts and provided more than 3,500 pre-release reports to the State Parole Authority.

In 2012–13, two separate units managing offenders in the community, Community Offender Management and Community Compliance and Monitoring Group, were successfully merged. This new structure provides a more effective and efficient approach to service delivery to community-based offenders. As of May 2013, the merger had enabled all community-based sentencing options to be provided from 60 locations across NSW.

In 2012–13, a new service delivery model was developed and implemented which adopts a new standardised approach to the management and supervision of offenders. This model enables an offender to be assessed and managed on the basis of both the risk and consequence of re-offending.

The merger has also strengthened the management of high risk sex offenders on Extended Supervision Orders. This includes increased contact and verification with offender service providers, significant family members, and home visit checks as well as increased levels of reporting. There is now ongoing seven-day weekly management and monitoring of these offenders.

In 2012–13, the Operational Performance Review Branch provided strategic support to Community Corrections by monitoring high risk community-based offenders to ensure additional fail-safe systems were in place during the merger.

In 2012–13, the branch conducted a pilot program of operational performance reviews at three Community Corrections locations which provided comprehensive information regarding the performance of each location against the Corrective Services NSW community standards.

In 2012–13, the branch conducted a thematic review of high risk offenders subject to electronic monitoring resulting in a number of changes to protocols and work practices that ensure more effective communication strategies are in place to enable prompt follow-up action if an alert is activated. Two thematic reviews were completed and published relating to community operations: *Assessment and Case Planning*; and *Reports*.

## Key service measures for community-based orders for adults

The tables in this section indicate the key service measures for community-based orders in 2012–13, and include year-on-year comparisons.

### Successful completion of community-based orders

The table below shows the percentage of community-based orders that were completed successfully in the years 2008–09 to 2012–13, and the national average for this measure in 2011–12.

**Table: Successful completion of community-based orders 2008–09 to 2012–13**

Successful completion of community-based orders 2008–09 to 2012–13 (Percentage)						
Order	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
Restricted movement <sup>1</sup>	79.7	82.9	86.9	90.2	83.7	88.5
Reparation <sup>2</sup>	82.3	83.2	84.2	83.1	66.3	81.3
Supervision <sup>3</sup>	79.3	80.6	80.1	78.8	73.5	76.9
<b>Total % of completion</b>	<b>80.0</b>	<b>81.3</b>	<b>81.1</b>	<b>79.7</b>	<b>71.2</b>	<b>77.7</b>

<sup>1</sup> Home detention

<sup>2</sup> Community Service Orders

<sup>3</sup> Parole Orders, Probation Orders, Intensive Correction Orders, Extended Supervision Orders

### Number of community-based orders

The tables below show, for 2012–13 and several preceding years, the numbers of the following community-based orders:

- Home detention (restricted movement)
- Community Service Order (reparation)
- Parole Order (supervision)
- Probation Order (supervision)
- Intensive Correction Order
- Extended Supervision Order

## Home detention (restricted movement)

**Table: Home Detention (Restricted Movement) 2008–09 to 2012–13**

Home detention (restricted movement) 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Monthly average supervised	175	148	126	92	84
Change (%)	15.1	-15.4	-14.9	-27.0	-8.7
Annual caseload intake	361	298	236	189	152
Change (%)	24.5	-17.5	-20.8	-19.9	-19.6

## Community Service Orders (reparation)

**Table: Community Service Orders (Reparation) 2008–09 to 2012–13**

Community Service Orders (reparation) 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Monthly average supervised	4,088	4,139	3,435	2,831	2,692
Change (%)	0.9	1.2	-17.0	-17.6	-4.9
Annual caseload intake	5,770	5,436	4,465	4,073	4,071
Change (%)	8.7	-5.8	-17.9	-8.8	0.0

## Parole Orders (supervision)

**Table: Parole Orders (Supervision) 2008–09 to 2012–13**

Parole Orders (supervision) 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Monthly average supervised	4,295	4,309	4,314	4,416	4,530
Change (%)	3.7	0.3	0.1	2.4	2.6
Annual caseload intake	5,940	6,324	6,156	6,191	6,218
Change (%)	7.5	6.5	-2.7	0.6	0.4

## Probation Orders (supervision)

**Table: Probation Orders (Supervision) 2008–09 to 2012–13**

Probation Orders (supervision) 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Monthly average supervised	11,131	10,600	9,479	9,683	9,549
Change (%)	-0.9	-4.8	-10.6	2.2	-1.4
Annual caseload intake	15,991	14,933	14,316	14,321	13,820
Change (%)	4.3	-6.6	-4.1	0.0	-3.5



## Intensive Correction Orders<sup>1</sup>

**Table: Intensive Correction Orders 2010–11 to 2012–13**

Intensive Correction Orders 2010–11 to 2012–13			
Service measure	2010–11	2011–12	2012–13
Average supervised	118	633	948
Change (%)	N/A	N/A	49.8
Caseload intake	372	948	993
Change (%)	N/A	N/A	4.1

<sup>1</sup> Intensive Correction Orders were introduced in October 2010.

## Extended Supervision Orders

**Table: Extended Supervision Orders 2008–09 to 2012–13**

Extended Supervision Orders 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Average supervised	12	25	29	37	40
Change (%)	N/A	108.3	16.0	27.6	8.1
Caseload intake	33	23	19	22	10
Change (%)	N/A	-30.3	-17.4	15.8	-54.5

## Number of community-based orders (National Correctional Indicator categories)

**Table: Number of Community-Based Orders 2008–09 to 2012–13**

Number of community-based orders 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Restricted movement	175	148	126	92	84
Reparation	4,088	4,139	3,435	2,831	2,692
Supervision <sup>1</sup>	15,109	14,602	13,623	14,393	14,634
Total offenders <sup>2</sup>	18,123	17,683	16,217	16,373	16,411

<sup>1</sup> Supervision includes parole, probation, Drug Court, Intensive Correction Orders and Extended Supervision Orders.

<sup>2</sup> Total offenders is a unique count of offenders. As an individual offender may have an order in more than one category, this total figure is not equal to the sum of the individual order categories.

## Reports provided to courts and releasing authorities

The tables below show, for 2012–13 and preceding years, the numbers of the following report categories provided to courts and releasing authorities, and the percentage change from the previous year. The reports tabulated are:

- pre-sentence reports
- intensive Correction Order assessments
- post-sentence assessments
- pre-release reports.

## Pre-sentence reports

**Table: Pre-sentence Reports 2008–09 to 2012–13**

Pre-sentence reports 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Number of reports	28,419	26,633	23,891	21,079	20,743
Change (%)	6.6	-6.3	-10.3	-11.8	-1.6

## Intensive Correction Order assessments

**Table: Intensive Correction Order Assessments 2010–11 to 2012–13**

Intensive Correction Order assessments 2010–11 to 2012–13			
Service measure	2010–11	2011–12	2012–13
Number of assessments for Intensive Correction Order <sup>1</sup>	1,285	2,428	2,560
Change (%)	N/A	88.9	5.4

<sup>1</sup> Intensive Correction Order was introduced in October 2010.

## Post-sentence assessments

**Table: Post-sentence Assessments 2008–09 to 2012–13**

Post-sentence assessments 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Number of reports (home detention)	967	828	589	438	392
Number of reports (Drug Court)	55	65	46	51	59
Change (%)	10.2	-12.6	-28.9	-23.0	-7.8

## Pre-release reports

**Table: Pre-release Reports 2008–09 to 2012–13**

Pre-release Reports 2008–09 to 2012–13					
Service measure	2008–09	2009–10	2010–11	2011–12	2012–13
Number of reports	3,534	4,013	4,087	4,063	3,563
Change (%)	7.6	13.6	1.8	-0.6	-12.3

## Number of residents in Community Offender Support Program centres

The table below shows the number of residents in Community Offender Support Program (COSP) centres from 2010–11 to 2012–13.

**Table: Number of Residents in COSP Centres 2010–11 to 2012–13**

Number of Residents in COSP Centres 2010–11 to 2012–13			
COSP centre	Number of residents in program		
	2010–11	2011–12	2012–13
Swanson Lodge	105	71	86
Nunyara	90	77	68
Boronia	40	28	39
Bundaleer	146	132	128
Campbelltown	64	69	62
Cooma	60	72	93
Tomago <sup>1</sup>	-	67	165
Wollongong <sup>1</sup>	-	37	114
<b>Total</b>	<b>505</b>	<b>553</b>	<b>775</b>

<sup>1</sup> The Tomago and Wollongong COSP centres opened in 2012.

## Cost of community-based correctional services per offender per day

In 2012–13, the operating costs of community-based correctional services per offender per day decreased slightly.

The table below shows the cost of community-based correctional services per offender per day, from 2008–2009 to 2012–13. The table also shows the national average cost for 2011–12.

**Table: Cost of community-Based Correctional Services per Day 2008–09 to 2012–13**

Cost of community-based correctional services per day 2008–09 to 2012–13						
Service measure	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
Cost per day (\$)	22.01	23.15	24.88	26.23	22.54	26.02

**Note:** Cost figures from previous years are revised by the Productivity Commission each year to reflect changes in the value of the dollar. They will therefore not match data published in previous annual reports.

## Young offenders in the community

Our Juvenile Justice Division has 35 community offices spread across NSW. Juvenile Justice supervises young people in the community who have received a community-based order such as a Good Behaviour Bond, Probation, Community Service Order or Parole.

Juvenile Justice officers and counsellors work with these young people, their families and other relevant services to develop and deliver comprehensive case plans aimed at addressing the young persons' identified offending-related needs.

An aspect of every young person's case plan is participation in an evidenced-based, offence-focused intervention program. These programs are delivered by the Juvenile Justice officer or counsellor and are targeted at addressing specific needs such as anti-social attitudes, alcohol and other drug use and violent offending.

## Key service measures for young offenders in the community

The tables and graphs in this section indicate the key service measures for young offenders in the community in 2012–13, and include year-on-year comparisons.

## Key service measures for 2012–13

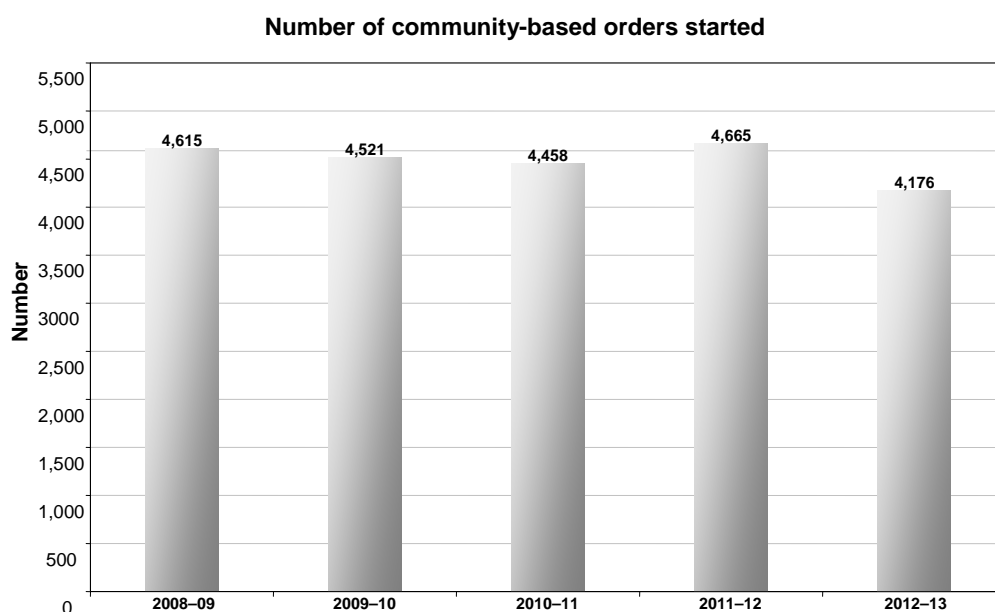
**Table: Young Offenders in the Community – Key Service Measures 2012–13**

### Young offenders in the community – key service measures 2012–13

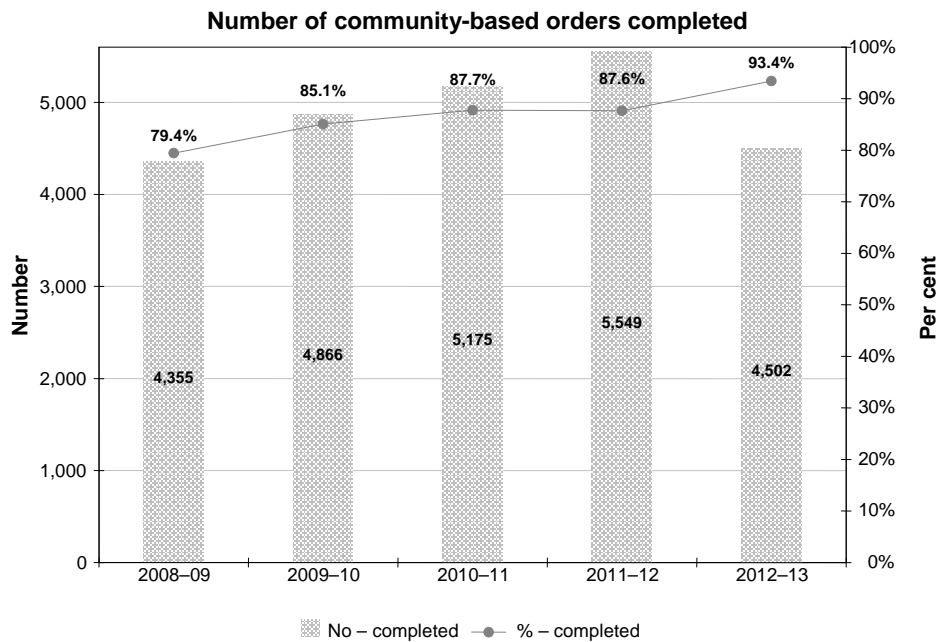
Service measure	2012–13
Number of background reports and assessments completed for young offenders appearing in court	4,318
Number of community-based orders commencing	4,176
Number of individual young offenders commencing supervision in the community	2,033
Number of hours of community service work allocated to young offenders	17,762

**Source:** DAGJ/JJ Strategic Information System (SIS). Effective date: 13 July 2013.

## Number and percentage of community-based orders started and completed

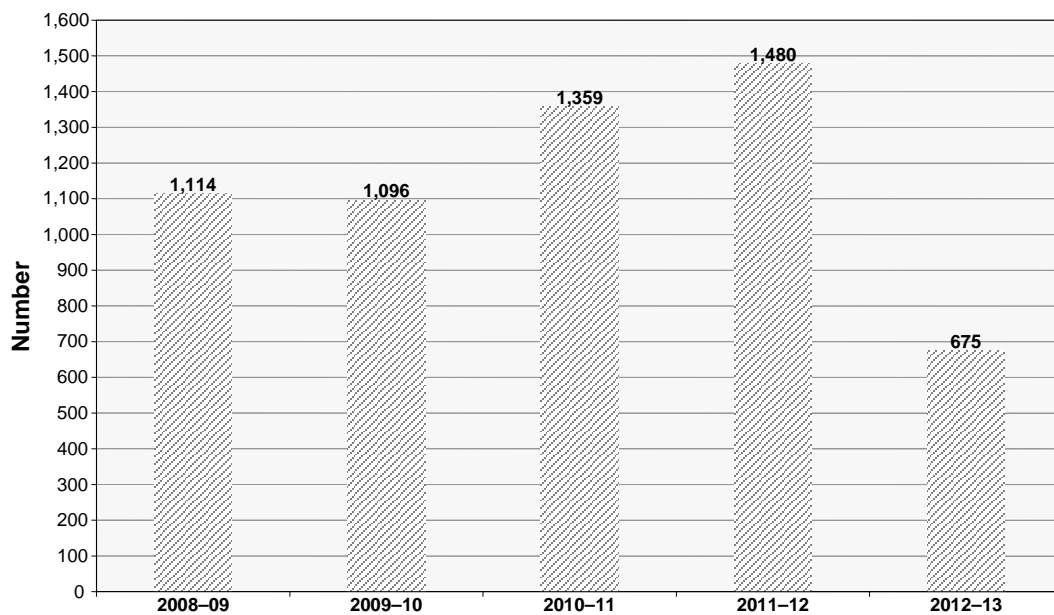


**Source:** DAGJ/JJ Strategic Information System (SIS). Effective date 13 July 2013.



Source: DAGJ/JJ Strategic Information System (SIS). Effective date 13 July 2013.

## Number of bail supervisions



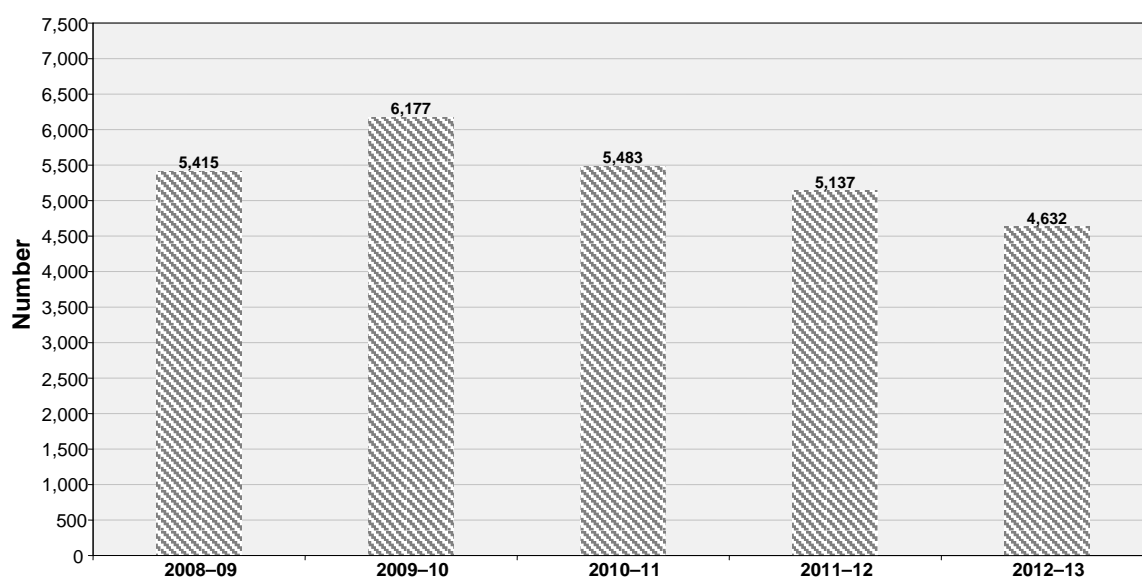
Source: DAGJ/JJ Strategic Information System (SIS). Effective date 13 July 2013.

New remand intervention staff, along with the updated policy and procedures, have allowed Juvenile Justice to provide greater structure and effectiveness to remand intervention services and assist the courts. This includes:

- providing immediate information to the court outlining supports for young people granted bail
- assisting the young person to find suitable accommodation if required
- referring the young person to an alcohol and other drug rehabilitation service.

This, along with an updated policy agreement with the Children's Court, has resulted in a decreased need for Juvenile Justice staff to undertake bail supervision.

## Number of remand interventions



**Note:** Remand interventions are conducted by Juvenile Justice staff to assist young people in custody on remand to get bail.

**Source:** DHS/JJ Strategic Information System (SIS). Effective date 13 July 2013.

### Newcastle Juvenile Justice Community Services: a case study

Newcastle Juvenile Justice Community Services has conducted the Our Journey to Respect program in conjunction with the local Muloobinba Aboriginal Corporation (Family Support Service).

Three young people were specially selected to participate in the program because of their case plans and cultural needs. From the outset, the three boys applied themselves to the program.

Trevor\* really valued being reconnected to the Aboriginal community. Trevor gained lots of insights by confronting the reasons for his offending. Even though Trevor had not re-offended for several months, he was still able to come up with strategies to prevent situations that might put him at higher risk of offending.

Chris\* was also quite insightful when he challenged his own offending behaviour. The program brought a level of mutual respect between him and his community.

Levi\* participated well and contributed to all aspects of the program. He shared several stories of his own experiences and behaviour that kept him coming back to the Juvenile Justice system. Levi's perception and connection to the program was commendable.

It was a real honour for the staff to hear the life experiences the young people had to share. The young people really opened up about difficult decisions they have had to make in the past that have shaped whether they end up with Juvenile Justice or not. It was a great opportunity for everyone involved to understand and explore some of the difficult to ask questions and answers that in the end will help these young people stay away from a life of crime.

\*Names changed.

## Community practice and partnerships for young offenders

### Community practice review

Juvenile Justice has commenced updating case management and intervention processes to align with the most recent evidence of international best practice.

This includes reviewing current assessment methodology, reports prepared for court and the level of service being delivered to young people who are subject to community supervision.

A young person-centred approach from entry through to exit of the Juvenile Justice system, across all streams (Youth Justice Conferencing, Juvenile Justice Community Services and Juvenile Justice Centres) will guide this review.

## **Unit Joint Support Program**

Following a review of the Community Funding Program, Juvenile Justice reformed its approach to funding community organisations. The new approach, the Joint Support Program (JSP) concentrates on outcomes, flexibility and a continuum of service for young people in the criminal justice system.

The new model moves from one year to three year funding contracts, allowing Juvenile Justice and funded organisations to work more closely together to ensure young people are receiving the support they need.

The JSP replaced the Community Funding Program from 1 July 2013.

The target group for the JSP is young people under the supervision of Juvenile Justice within the community who have been assessed as having a medium to high level of offending related to risk and need.

The JSP model allows for strong collaboration with funded organisations and case management processes, client-focused strategies and regular review meetings to ensure target outcomes are being achieved.

The service types under the JSP are:

- casework support
- crisis accommodation
- long-term accommodation
- employment placement and support
- family intervention.

Before the new service delivery model commenced in July 2013, a competitive tender process was undertaken. As a result, 13 funding agreements were finalised with successful tenderers and client transition plans were implemented.

## **Legal support and legislative amendments**

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In 2012–13, our Justice Policy and Legal Services Division provided legal support services in relation to 43 offenders supervised under the *Crime (High Risk Offenders) Act 2006*.

The division's Justice Legal Unit also managed the implementation of amendments to legislation that allows for extended supervision of violent offenders and sexual offenders.

# Chapter 5

## *Safe, secure and humane management of offenders in custody*

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The Department, through the Corrective Services and Juvenile Justice divisions, manages adult and young offenders in custody.

The Department is committed to managing offenders in such a way that they, and the community, are safe and secure. The Department is also committed to ensuring that offenders in custody are able to participate in education and work programs, can access the human services they need, and can have contact with their families.

In 2012–13, the Department developed legislation to establish the Inspector of Custodial Services, who will be able to review correctional and juvenile justice facilities at any time and make recommendations about issues of concern.

### ***In this chapter:***

- Custodial Corrections for adult offenders
- Adult offenders: key indicators 2012–13
- Aboriginal programs and services for adult offenders
- Child protection
- Kariong Behaviour Management Program
- Disability services for offenders
- Programs and services for culturally and linguistically diverse offenders
- Supporting contact between inmates and their families
- Videoconferencing and family video contact
- Correctional centre standards
- Juvenile Justice: providing safe and secure care
- Young people in custody: key service measures 2012–13
- Health services and programs for people in custody
- Education and vocational programs for young people in custody
- Juvenile Justice Centre achievements
- International delegations visit Juvenile Justice
- Young offenders: classification, placement and transport
- Inspector of Custodial Services.



## Custodial Corrections for adult offenders

Custodial Corrections Unit delivers effective and efficient services to ensure the safe, secure and humane management of offenders in correctional centres.

In 2012–13, Corrective Services opened a 250-bed maximum security section at Cessnock Correctional Centre. Almost 800 remand and sentenced inmates can now be housed at this correctional centre. Cessnock Correctional Centre is the largest centre in NSW outside the Sydney metropolitan area with high tech security systems including cameras with infrared and video motion detection capacity.

In 2012–13, Area 1 of the Metropolitan Special Programs Centre (MSPC) at the Long Bay Correctional Complex was downsized. The MSPC 1 building is heritage protected which required a multimillion dollar upgrade and extensive and complex preservation work. The majority of MSPC1 inmates were transferred to safer, secure and modern facilities at Cessnock and Silverwater.

In 2012–13, Corrective Services enhanced its Offender Access to Computers Project by installing an additional 52 computers in correctional centres for offenders to read legal briefs provided by their legal representatives. This project fulfils a government commitment to provide remandees with greater access to legal resources and to their lawyers.

In 2012–13, the Corrective Services statewide Infrastructure Group (SWIG) completed the construction of a Community Offender Support Program (COSP) centre, SHINE for Kids facility and an Intensive Learning Centre. The SWIG also completed upgrades of correctional centre gatehouses.

In 2012–13, the Corrective Services Management of Deaths in Custody Committee (MDICC) responded to seven coronial inquests and 25 Corrective Services Investigation reports into deaths in custody. Custodial Corrections managed an extensive capital works project of removing obvious hanging points in those cells accommodating inmates at risk of self-harm or suicide. The project is in line with coroner's recommendations and proactive measures in identifying, managing and monitoring the psychological wellbeing of inmates at risk.

## Adult offenders: key indicators 2012–13

The tables in this section contain key Corrective Services indicators for 2012–13 and show figures for previous years.

### Escapes from custody

#### Rate of escapes

In 2012–13, escape rates from secure custody decreased and fell below the national average for the previous year. Escape rates from open custody remained well below the national average. There was one escape from a secure correctional centre.

The table below shows the escape rate per 100 inmates from 2008–09 to 2012–13 and includes the national average escape rate for 2011–12.

**Table: Escape Rate (per 100 inmates) 2008–09 to 2012–13**

Escape rate (per 100 inmates) 2008–09 to 2012–13 <sup>1</sup>						
	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
<b>Security</b>						
Open	0.31	0.06	0.6	0.34	0.44	0.17
Secure	0.06	0.01	0.02	0.05	0.04	0.02

<sup>1</sup> National Correctional Indicators counting rules.

## Number of escapes

The table below shows the number of escapes from custody from 2008–09 to 2012–13.

**Table: Number of Escapes 2008–09 to 2012–13**

Number of escapes 2008–09 to 2012–13 <sup>1</sup>					
Security	2008–09	2009–10	2010–11	2011–12	2012–13
Open	11	2	22	12	6
Secure	4	1	1	3	1

<sup>1</sup> National Correctional Indicators counting rules.

## Number of escapes by security level/program

The table below shows the number of escapes by security level/program from 2008–09 to 2012–13.

**Table: Number of Escapes by Security Level/Program 2008–09 to 2012–13**

Number of escapes by security level/program 2008–09 to 2012–13					
Security level breached	2008–09	2009–10	2010–11	2011–12	2012–13
Full-time custody					
From within maximum security	-	-	-	-	1
From within medium security	4	-	-	2	-
From within minimum security	10	2	20	12	5
Adjacent to maximum/medium	-	-	-	-	-
Escorted – other (e.g. hospital)	1	1	3	-	1
Escorted external work party	1	2	3	8	2
Escorted external sports/educational excursion	-	-	-	-	-
Day/weekend leave	1	-	-	-	-
Unescorted education programs	-	1	1	-	-
Work release program	-	1	1	-	1
Other unescorted authorised absence	-	-	-	-	-
Court complex	-	1	1	1	-
Transport (including transfers)	-	1	-	1	-
Rate per 100 offender years <sup>1</sup>	0.17	0.09	0.29	0.25	0.10
<b>Full-time custody total escapes</b>	<b>17</b>	<b>9</b>	<b>29</b>	<b>24</b>	<b>10</b>

<sup>1</sup> Rates of escape from full-time custody (including correctional centres, transitional centres and court complexes) are based on the full-time inmate daily average population plus 2/7 of the daily average number of people with active orders.

## Inmate movements

The table below shows the number of inmate movements, by category, from 2008–09 to 2012–13.

### Number of inmate movements

**Table: Number of Inmate Movements 2008–09 to 2012–13**

Number of inmate movements 2008–09 to 2012–13 <sup>1</sup>					
Category	2008–09	2009–10	2010–11	2011–12	2012–13
Prison to prison	43,560	47,777	45,467	46,337	52,000
Prison to hospital	373	294	290	293	326
Prison to court	116,362	107,144	83,320	82,209	87,062
Prison to other	4,775	5,422	5,246	5,984	8,057
<b>Total</b>	<b>165,070</b>	<b>160,637</b>	<b>134,323</b>	<b>134,823</b>	<b>147,445</b>

<sup>1</sup> Includes only those movements conducted by the Court Escort Security Unit.

## Assaults

### Rate of assaults

In 2012–13, the prisoner on officer assault rate decreased and remained below the national average for 2011–12. The serious prisoner on prisoner assault rate increased slightly to 0.28, but was still well below the national average (0.79) for the previous year.

The tables below show prisoner on officer and prisoner on prisoner assaults for 2008–2009 to 2012–13, as well as the national average for 2011–12.

### Prisoner on officer assaults\*

**Table: Prisoner on Officer Assaults 2008–09 to 2012–13**

Prisoner on officer assaults 2008–09 to 2012–13 (per 100 prisoners)						
Category	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
Serious assaults	0.00	0.00	0.00	0.02	0.06	0.01
Assaults	0.59	0.56	0.34	0.65	0.76	0.58

\* This data is not strictly comparable with the national average because other jurisdictions may define assaults differently to NSW.

### Prisoner on prisoner assaults\*

**Table: Prisoner on Prisoner Assaults 2008–09 to 2012–13**

Prisoner on prisoner assaults 2008–09 to 2012–13 (per 100 prisoners)						
Category	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
Serious assaults	0.26	0.15	0.13	0.19	0.79	0.28
Assaults	12.83	13.43	13.06	12.27	8.29	14.86

\* This data is not strictly comparable with the national average because other jurisdictions may define assaults differently to NSW.

## Apparent unnatural deaths

### Rate of apparent unnatural deaths in custody

In 2012–13, the rate of unnatural deaths in custody increased from 0.06 to 0.08 which was above the national average (0.03) in 2011–12. There was no Aboriginal death from unnatural causes in custody in 2012–13.

The tables below show the number and rate of unnatural deaths in custody for 2008–09 to 2012–13.

**Table: Apparent Unnatural Deaths in Correctional Custody 2008–09 to 2012–13**

Apparent unnatural deaths in correctional custody 2008–09 to 2012–13					
Category	2008–09	2009–10	2010–11	2011–12	2012–13
Indigenous	1	1	1	1	0
Non-Indigenous	4	4	10	5	8
<b>Total</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>6</b>	<b>8</b>

**Table: Rate of Deaths from Apparent Unnatural Causes in Correctional Custody (per 100 inmates) 2008–09 to 2012–13**

Rate of deaths from apparent unnatural causes in correctional custody (per 100 inmates)						
Category	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
Indigenous	0.05	0.04	0.04	0.05	0.03	0.00
Non-Indigenous	0.05	0.05	0.13	0.07	0.04	0.11
<b>Total</b>	<b>0.05</b>	<b>0.05</b>	<b>0.11</b>	<b>0.06</b>	<b>0.03</b>	<b>0.08</b>

\* The number and rate of deaths may change from previous years where the apparent causes are amended following coronial inquiries. Previous years' figures have been amended in some cases to align with national counting rules.

## Out-of-cell hours

### Average out-of-cell hours per day

In 2012–13, the Corrective Services Division adopted a different interpretation of the Report on Government Services (ROGS) counting rules to not only include inmates being locked in a cell but also in a wing/unit. This accounts for the fact that the 2012–13 out-of-cell hours for open security were reduced significantly. This is closer to the out-of-cell hours registered for 2008–2009 when the same ROGS counting rule interpretation as used in 2012–13 was applied.

The table below shows the average time out-of-cell, in hours per day, from 2008–09 to 2012–13, as well as the national average for 2011–12.

**Table: Time out-of-cell (hours per day) 2008–2009 to 2012–13**

Time out-of-cell (hours per day) 2008–2009 to 2012–13						
Category	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
Open	13.4	19.1	19.1	18.2	17.2	10.5
Secure	7.1	6.7	7.0	6.9	9.4	6.2
Average	9.3	11.2	11.4	11.0	11.1	7.8

## Annual trends in the inmate population

The tables in this section show annual trends in the inmate population from 2008–2009 to 2012–13, including:

- the number of inmates
- visits from families and friends
- legal status by Aboriginality and gender
- the number of inmates in custody by Aboriginality.

The recent unexpected growth in prisoner numbers, following a period of decline, has highlighted the need for a facility to forecast prisoner numbers. In 2013–14, the NSW Bureau of Crime Statistics and Research (BOCSAR) plans to develop and test a tool which will generate three year rolling forecasts for remand and sentenced prisoner numbers.

**Table: Annual Trends in the Inmate Population 2008–2009 to 2012–13**

Annual Trends in the Inmate Population 2008–2009 to 2012–13						
Year	Full-time custody daily average <sup>1</sup>	Percentage change in average from last year	Lowest daily total	Highest daily total	Difference between lowest and highest daily total	
					Number	Percentage of average
2008–09	10,068	4.5	9,852	10,492	640	6.4
2009–10	10,352	2.8	10,124	10,482	358	3.5
2010–11	10,094	- 2.5	9,859	10,364	505	5.0
2011–12	9,752	- 3.4	9,548	10,012	464	4.8
2012–13	9,808	0.6	9,574	10,071	497	5.1

<sup>1</sup> Includes correctional centres, transitional centres and court cell complexes (24 hour and other).

## Visits from families and friends

**Table: Visits from Families/Friends 2008–2009 to 2012–13**

Number of visits from families/friends 2008–2009 to 2012–13					
Measure	2008–09	2009–10	2010–11	2011–12	2012–13
Number of visits	202,890	214,746	210,335	193,262	180,331
Rate per 100 prisoners	20.15	20.74	20.83	19.81	18.38

## Legal status of full-time custody offenders

**Table: Legal Status of Full-Time Custody Offenders by Aboriginality and Gender: 30 June 2012**

Legal status of full-time custody offenders <sup>1</sup> by Aboriginality <sup>2</sup> and gender: 30 June 2012								
Legal status	Aboriginal/ Torres Strait Islander		Non- Aboriginal/ Torres Strait Islander		Aboriginality unknown		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
<b>Sentenced</b>								
<b>No Appeal Current</b>								
Full-time sentence	1,477	115	4,887	302	19	4	6,383	421
Forensic patient <sup>3</sup>	15	1	54	3	2	-	71	4
Fine default	-	-	-	-	-	-	-	-
Periodic detention	1	1	20	-	-	1	21	2
<b>Sub-Total Sentenced</b>	<b>1,493</b>	<b>117</b>	<b>4,961</b>	<b>305</b>	<b>21</b>	<b>5</b>	<b>6,475</b>	<b>427</b>
Appellant	64	6	186	22	-	-	250	28
Remand/trial	489	74	1,689	130	95	9	2,273	213
Awaiting deportation	-	-	-	-	-	-	-	-
Awaiting extradition	-	-	-	-	-	-	-	-
Civil prisoner	-	-	-	-	-	-	-	-
<b>Total</b>	<b>2,048</b>	<b>197</b>	<b>6,836</b>	<b>457</b>	<b>116</b>	<b>14</b>	<b>8,998</b>	<b>668</b>

<sup>1</sup> Includes offenders held in gazetted correctional centres, transitional centres, police/court cell complexes and periodic detention centres.

<sup>2</sup> Aboriginality as self-reported on reception into custody.

<sup>3</sup> Includes correctional patients.

## Cost of custodial services

### Cost of custody services per inmate per day

In 2012–13, the overall recurrent cost per inmate per day decreased significantly and remained well below the national average of the previous year.

The table below shows the cost per day per inmate from 2008–2009 to 2012–13, as well as the national average for 2011–12.

**Table: Cost of custody services per inmate per day 2008–2009 to 2012–13**

Cost <sup>1</sup> of custody services per inmate per day 2008–2009 to 2012–13						
	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
<b>Year</b>						
Cost per day (\$)	224.09	213.35	202.71	212.31	226.13	<b>188.82</b>

<sup>1</sup> Cost figures from previous years are revised by the Productivity Commission each year to reflect changes in the value of the dollar. Therefore, the figures do not match data published in previous annual reports.

## Rate of correctional centre utilisation

In 2012–13, the increase in the rate of correctional centre utilisation reflects the steady increase in the inmate population since July 2012.

The table below shows, by security category, the rate of correctional centre utilisation from 2008–09 to 2012–13, as well as the national average for 2011–12.

**Table: Rate of Correctional Centre Utilisation 2008–09 to 2012–13**

Rate of Correctional Centre Utilisation 2008–09 to 2012–13						
Category	2008–09	2009–10	2010–11	2011–12	2011–12 National average	2012–13
Open	96.3	102.9	100.0	93.4	89.7	91.9
Secure	112.0	113.3	104.1	97.0	95.9	99.9
<b>Total</b>	<b>105.9</b>	<b>109.4</b>	<b>102.6</b>	<b>95.6</b>	<b>94.3</b>	<b>96.6</b>

## Aboriginal programs and services for adult offenders

### National Aborigines and Islanders Day Observance Committee celebrations

In 2012–13, 21 National Aborigines and Islanders Day Observance Committee (NAIDOC) celebrations were held in Corrective Services locations across the state. Aboriginal staff, including regional Aboriginal projects officers (RAPOs), worked with correctional centre management and staff to host these cultural days. RAPOs invited Elders, community leaders and mentors to spend the events with inmates, who performed traditional dances, created artworks as well as worked on cultural projects.

### Community Elder Inmate Visitation Program

In 2012–13, the Corrective Services Aboriginal Support and Planning Unit (ASPU) invited 12 local Aboriginal Elders to be part of a new visitation program to be piloted at the Metropolitan Special Programs Centre areas 2 and 3 on the Long Bay Correctional Complex. The Community Elder Inmate Visitation Program will provide Aboriginal and Torres Strait Islander inmates with information about health, wellbeing, education and employment, as well as contact with positive role models from the community.

### Bundian Way Project

In 2012–13, the Commissioner of Corrective Services co-signed a service partnership agreement with the Eden Aboriginal Local Lands Council (Eden LALC). Under the agreement, selected Aboriginal offenders will assist the Eden LALC in preserving and reconstructing The Bundian Way. This is a 265 kilometre ancient Aboriginal walking route from the high country to the coast, and is the first Aboriginal pathway to be listed on the NSW State Heritage Register.

### Aboriginal staff network meeting

In 2012–13, the ASPU hosted the annual Aboriginal staff network meeting. This provided 100 Corrective Services Aboriginal and Torres Strait Islander employees with support and networking opportunities. It is through these employees that rehabilitation programs are better developed and delivered.

### Aboriginal cultural awareness

In 2012–13, ASPU revised and developed the new accredited Aboriginal Awareness Training Module for Corrective Services employees. Two hundred and fifty-five staff used the e-Learning module. Six Aboriginal staff members were trained and approved to facilitate the training. This training module outlines the specific needs of Aboriginal and Torres Strait Islander offenders and highlights the importance of family links as well as the underlying issues for offending.

## Child protection

The Corrective Services Child Protection Coordination and Support Unit (CPCSU) works collaboratively with other agencies such as Family and Community Services, the NSW Police Force, Housing NSW and SHINE for Kids to address and assist issues relating to children.

The Corrective Services Child Contact Assessment Policy (CCAP) requires inmates who have been charged or are convicted of an offence involving a child to be assessed if they wish to have contact visits with children. In 2012–13, 526 inmates were identified under this policy. Of those, 108 carer consent applications were received for assessment. Of these, 78 were approved.

In 2012–13, the CPCSU received 966 information exchange requests, predominantly from Family and Community Services. Information was also provided to the NSW Police Force Child Protection Unit in relation to prohibition orders. There were 32 requests processed to assist the NSW Police Force Child Protection Unit seeking a court ordered Prohibition Order.

## Child protection assessments

**Table: Number of Child Protection Assessments 2009–10 to 2012–13**

Number of child protection assessments 2009–10 to 2012–13				
Stage of the assessment process	2009–10	2010–11	2011–12	2012–13
Inmates referred to the CPCSU for review, processing and/or assessment under CCAP	432	424	425	526
Number seeking child visits	254	202	221	200
Assessments prepared	93	82	109	108
Applications approved	N/A	N/A	N/A	78

## Kariong Behaviour Management Program

Corrective Services has managed the Kariong Juvenile Correctional Centre since 2004. Kariong is a short-term placement option to stabilise young male detainees who have been charged with, or are sentenced for, serious offences, or as a last resort to stabilise and/or change the behaviour of those deemed too difficult to manage in Juvenile Justice Centres.

In 2012–13, 60 young male inmates (aged 16 to 21) have participated in a revised four-staged version of the Kariong Behaviour Management Program which is designed to reduce their anti-social behaviour by rewarding positive and pro-social behaviours. Improvements in their attitude and behaviour are rewarded with varying access to privileges, including longer out-of-cell hours, increased phone call allowances and access to activities. All juvenile inmates are required to attend education activities, with a focus on vocational courses as well as the development of key learning areas.

## Disability services for offenders in custody

### Corrective Services: disability services for adult offenders

In 2012–13, the Corrective Services Statewide Disability Services (SDS) trained and supported staff in correctional centres in managing offenders with disabilities. This helped reduce the demand on Additional Support Units (ASUs) and allowed them to focus on offering more therapeutic and psycho-educational programs to offenders with disabilities. The ASUs also developed and enhanced accredited offender programs (the Compendium) to better meet the responsiveness needs of these offenders.



The ASUs conducted comprehensive case planning, programs and therapy for up to 57 offenders with cognitive impairment and at a higher risk of re-offending or with a need for placement away from mainstream correctional centres. On average, there are about 650 offenders with cognitive impairment in custody on any given day. Offenders with a disability who were able to function in mainstream correctional centres were provided with support and equitable access to programs and services in locations closer to their families and community support systems.

In 2012–13, 12 offenders successfully graduated from the Self-Regulation Program for Sexual Offenders (SRP-SO) with cognitive impairment. This program is unique to Corrective Services Division and has been developed to meet responsiveness (that is, matching learning style with program intensity) of offenders with a cognitive impairment to complete a sex offender treatment program. In total, 19 minimum security offenders completed the treatment and have either been released into mainstream correctional centres or in the community.

In 2012–13, 8 Wing at MSPC 1 was refurbished to create eight additional beds which will be used to assess older offenders with suspected dementia or other impairments. The SDS together with the Justice Health and Forensic Mental Health Network established the Aged Care Bed Committee. This committee devised strategies to better manage older/frail inmates and assist them in adjusting and coping with ageing when serving long-term custodial sentences. In addition to assessing and developing case plans for these inmates, the committee also determines the best placement to meet their needs.

### Education and psycho-education program participation

In 2012–13, participation in education and psycho-education courses for offenders with a disability increased.

The table below shows the number of participants in education and psycho-education courses from 2010–11 to 2012–13.

**Table: Participation in Education and Psycho-Education Courses 2010–11 to 2012–13**

Participation in education and psycho-education courses 2010–11 to 2012–13			
Course	2010–11	2011–12	2012–13
Education courses (internal)			
Total number of individual participants <sup>1</sup>	310	382	398
Education courses (internal)			
Total number of individual courses attended <sup>2</sup>	196	633	657
Education courses (external) <sup>3</sup>	97	157	87
Psycho-educational and skills programs <sup>4</sup>	54	106	91
Self-Regulation Program – Sex Offender (SRP-SO) and Self-Regulation Program – General Offender (SRP-GO) treatment programs	-	24	26
Memory Retraining	-	7	5
Getting SMART	-	44	74
Parole Workshop (new program)	-	-	28

<sup>1</sup> Total participants only, regardless of attending multiple programs.

<sup>2</sup> Total participants, with duplication for attending multiple programs.

<sup>3</sup> For example: OTEN, TAFE.

<sup>4</sup>For example: Problem Solving, Relationships, Communication.

### Referrals to disability services

In 2012–13, SDS received 1,167 referrals (1,303 in 2011–12) for 937 individuals for a range of possible impairments.

In 2012–13, Corrective Services made 59 referrals to Ageing, Disability and Home Care (ADHC) and 46 offenders were accepted for disability services from other agencies for the first time. In 2011–12, the same number of ADHC referrals was made but only 40 were accepted.

The ADHC Community Justice Program (CJP) provides services to ADHC eligible clients who have either committed serious offences or have persistent contact with the criminal justice system. SDS made 19 referrals to CJP, 13 of which were eligible compared 10 in 2011–12.

In 2012–13, 150 screening questionnaires (176 in 2011–12) and 67 comprehensive neuropsychology assessments (55 in 2011–12) were completed on offenders with acquired brain injury. There were 158 assessments (181 in 2011–12) and 145 follow-up assessments (185 in 2011–12) conducted on offenders with sensory and mobility impairments. These assessments assist in case planning especially for high risk offenders who require specific supports in order to attend and complete criminogenic programs.

### **Juvenile Justice: support for offenders with a disability**

Juvenile Justice's *Disability Action Plan 2007–11* was extended for a further 12 months while Juvenile Justice realigns with the Department of Attorney General and Justice's (DAGJ) next *Disability Strategic Plan 2013–2015*.

Juvenile Justice's Chief Executive met with the Disability Advisory Council (DAC) in mid-June 2013 to discuss ways for Juvenile Justice and the DAC to work together to better support young people with disability. Included in the discussions were the quality assurance process targeting disability in custody and community; new research projects on disability issues including oral competency; and Juvenile Justice's comprehensive 2013 Disability Stocktake.

## **Programs and services for offenders from culturally and linguistically diverse communities**

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Corrective Services and Juvenile Justice divisions offer programs and services that address the particular needs of offenders who are from culturally and linguistically diverse (CALD) communities.

### **Corrective Services: CALD programs and services for adult offenders**

#### **Language, literacy and numeracy program**

In 2012–13, Corrective Services, in partnership with the Open Training and Learning Network (OTEN), offered a language, literacy and numeracy program (LLNP) to offenders from CALD backgrounds. Twenty-seven CALD offenders on parole and other community-based orders supervised by the Fairfield Community Corrections District Office participated in the 20-week program which was funded by OTEN. Eleven of these offenders completed two of the three LLNP modules.

#### **Getting SMART translated**

In 2012–13, the Getting SMART <sup>1</sup> participants' manual was translated into Vietnamese. The translated program now meets the specific needs of Vietnamese-speaking offenders and enables them to fully participate and engage in the program to address their addictions. It also better prepares them to participate in SMART Recovery, a maintenance program that enhances their understanding of concepts and techniques around motivational change, dealing with cravings and tools for maintaining a drug-free lifestyle.

In the last month of 2012–13, nine Vietnamese offenders participated in the program using the translated manual.

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<sup>1</sup> Getting SMART is a program for offenders with drug and alcohol issues.

## **Certificates in Spoken and Written English**

Corrective Services' Adult Education and Vocational Training Institute (AEVTI) provides language courses to inmates from a range of CALD backgrounds who may have language barriers that limit them from fully participating in the correctional centre community and programs, and/or reintegrate successfully into the community.

Under licence from the NSW Adult Migrant Education Service, AEVTI delivered Certificate I–III in Spoken and Written English. The framework develops the four macro language skills of speaking, reading, writing and listening, and literacy and numeracy skills.

In 2012–13, 275 inmates participated in the Certificates in Spoken and Written English program. Two hundred and fifty-five units and 18 full certificates were completed by this group.

## **Awareness training**

In 2012/33, 88 staff from across DAGJ participated in the Understanding of Islam and Muslims course hosted by the Brush Farm Corrective Services Academy.

The two-day training program is delivered by facilitators from the Islamic Sciences and Research Academy Australia.

## **Supporting contact between inmates and their families**

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### **The Visitor Information Volunteer Scheme**

Corrective Services provides a number of services for families of inmates that support meaningful contact between inmates and their families, including children. For example, visiting a correctional centre can be a stressful experience, particularly for first-time visitors, and providing support as well as accurate, relevant information is vital.

The Metropolitan Remand and Reception Centre (MRRC), the state's largest remand facility, hosts about 8,000 visits per month. The Visitor Information Volunteer Scheme (VIVS) was introduced at the MRRC in August 2012. It operates under a service partnership agreement between the MRRC management and Prison Fellowship NSW/ACT (PFA). It was developed out of the 20-year partnership between Corrective Services and PFA. PFA volunteers directly help more than 700 MRRC visitors a fortnight navigate the daunting experience of visiting a family member or friend in prison.

On average, at least one volunteer is on duty during the six days per week when visits are available at the MRRC. In April 2013, to ascertain the success of the program, Corrective Services' Children and Families of Offenders Steering Committee commissioned a review that was undertaken by a group of social work students on placement with Corrective Services staff. The students interviewed visitors, PFA volunteers, MRRC management, and visits processing and gate staff. Responses were overwhelmingly positive.

## **Videoconferencing and family video contact**

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### **Use of audiovisual links for adult offenders**

In 2012–13, Corrective Services facilitated 35,703 court and NSW State Parole Authority (SPA) appearances via video link-up. This represents a monthly average of 57 per cent of all court appearances. All offenders (100 per cent) appearing in front of SPA did so via videoconferencing.

In 2012–13, 19,980 legal interviews were accommodated via videoconferencing, a cost avoidance of about \$10 million in transport costs. This is a considerable increase from 1,760 in 2011–12.

The Crime Prevention and Community Programs Division Aboriginal Services Unit, in conjunction with Corrective Services, established the family video contact in Wagga Wagga and Walgett. Family

video contact seeks to maintain important linkages between Aboriginal inmates and their family members. The program involves Aboriginal Services staff liaising with Corrective Services to organise an audio visual link from the Local Court to the correctional centre. Maintaining family relationships are not only important for inmates' welfare during their imprisonment, but can also assist with the transition of offenders back into the community upon their release.

In 2012–13, 168 family video contact sessions were organised by support services such as SHINE for Kids and the Community Restorative Centre. Sessions were also facilitated at courthouses in Moree, Wagga Wagga and Walgett.

In 2012–13, Corrective Services started the Internet Protocols (IP) Migration Project which involved converting the videoconferencing system to operate on a secure and more cost effective network. The new network will be trialled to allow families of inmates to use mobile devices and laptops with faster and better connections and create significant savings. It will also increase access of legal practitioners and other professionals to their clients in custody and not limit them to using videoconferencing from their desks. In addition, it will allow for better communication between Corrective Services staff across the state.

The tables below show the number of court appearances and family contact sessions facilitated by videoconferencing from 2007–08 to 2012–13.

**Table: Court Appearances Facilitated by Videoconferencing 2007–08 to 2012–13**

Court appearances facilitated by videoconferencing 2007–08 to 2012–13						
Year	2007–08	2008–09	2009–10	2010–11	2011–12	2012–13
Number of appearances	27,700	31,338	31,345	35,045	31,234	35,703

**Table: Family Contact Sessions Facilitated by Videoconferencing 2007–08 to 2012–13**

Family contact sessions facilitated by videoconferencing 2007–08 to 2012–13						
Year	2007–08	2008–09	2009–10	2010–11	2011–12	2012–13
Number of appearances	30	40	54	34	103	168

## Use of audiovisual links for young offenders

The Juvenile Justice Division's Court Logistics Unit manages videoconferencing for some matters, which has increased significantly from 568 sessions in 2005/06 to 4,339 in 2012–13. In 2012–13, 46.45 per cent of matters were held by audiovisual link, rising from 39.82 per cent in 2011–12.

The table below shows the number of audiovisual link sessions conducted from 2005–06 to 2012–13.

**Table: Audiovisual Link sessions conducted 2005–06 to 2012–13**

Audiovisual link sessions conducted 2005–06 to 2012–13								
Year	2005–06	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12	2012–13
Number of audiovisual link sessions	568	925	2,969	3,558	3,817	3,890	4,201	4,339

## Adult correctional centre standards

In 2012–13, Corrective Services completed the first phase of the development of Public Correctional Centre Standards (Security). The second phase is underway with the development of a suite of standards, inmate management and services.

In 2012–13, Corrective Services monitors continued to provide monthly reports for Parklea and Junee correctional centres containing details of compliance with the performance linked fees (key performance indicators) relevant to the management agreements for both centres and findings of the assessments against various operating specifications.

A schedule of fixed outcomes and key performance indicators was negotiated for Junee and Parklea correctional centres against which performance was assessed. The assessment process included a monthly report prepared by the company that manages and operates the Junee and Parklea correctional centres, GEO Group Australia Pty Ltd (GEO Group), against each performance linked fee outcome. The Corrective Services Monitors validated the data provided by GEO Group during the contract year for both Junee and Parklea correctional centres.

## **Junee Correctional Centre – performance assessment report**

### **Compliance with performance linked fee**

It was determined that the full performance linked fee funds be paid to GEO Group for the 2012–13 contract year for operating Junee Correctional Centre.

### **Minimum standards (operating specifications)**

Junee Correctional Centre management met the stated performance outcomes of the minimum standards that were reviewed during the contract year.

### **Conclusion**

GEO Group met its contractual obligations for operating Junee Correctional Centre for the contract year 2012–13.

## **Parklea Correctional Centre – performance assessment report**

### **Compliance with performance linked fee**

A final assessment is yet to be conducted to determine what percentage of the performance linked fee is to be paid to GEO Group for the 2012–13 contract year for operating Parklea Correctional Centre, as the contract year does not end until 31 October 2013.

### **Minimum standards (operating specifications)**

Parklea Correctional Centre management met the stated performance outcomes of the minimum standards that have been reviewed so far during the contract year.

## **Juvenile Justice: providing secure and safe care**

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Juvenile Justice's custodial services provide secure and safe care for young offenders who are sentenced to custody by the courts or who are remanded to custody in a Juvenile Justice centre pending the finalisation of their court matters.

There are seven Juvenile Justice centres in NSW.

All custodial facilities provide:

- safe and secure accommodation for young people remanded in custody or sentenced to a period of custody by the courts
- counselling and programs to enable young people to address their offending behaviour and other related issues, such as drug and/or alcohol abuse
- a full range of health services provided by the Justice and Forensic Mental Health Network

- educational and vocational programs in partnership with the Department of Education and Communities
- individual case management, to identify and address the needs of young people in custody and to plan their community reintegration.

## Agreements with service providers

Juvenile Justice has developed Memoranda of Understanding (MOU), protocols and service level agreements with other services and agencies to outline agreed terms and conditions for working together. These agreements aim to develop a collaborative relationship to working with young people in both custody and the community.

In 2012–13, Juvenile Justice:

- revised a MOU with the Civil Chaplains Advisory Committee
- revised a protocol with Centrelink and Medicare
- revised MOUs with Family and Community Services and the Registry of Births Deaths and Marriages
- began work on a revised MOU with the Department of Education and Communities
- revised a Bail Protocol with the President of the Children's Court.

## Juvenile Justice centre closures

The Emu Plains and Broken Hill Juvenile Justice centres were closed during 2012–13 due to lower numbers of young offenders in custody and the completion of new purpose-built units at Cobham Juvenile Justice Centre.

## Young people in custody: key service measures 2012–13

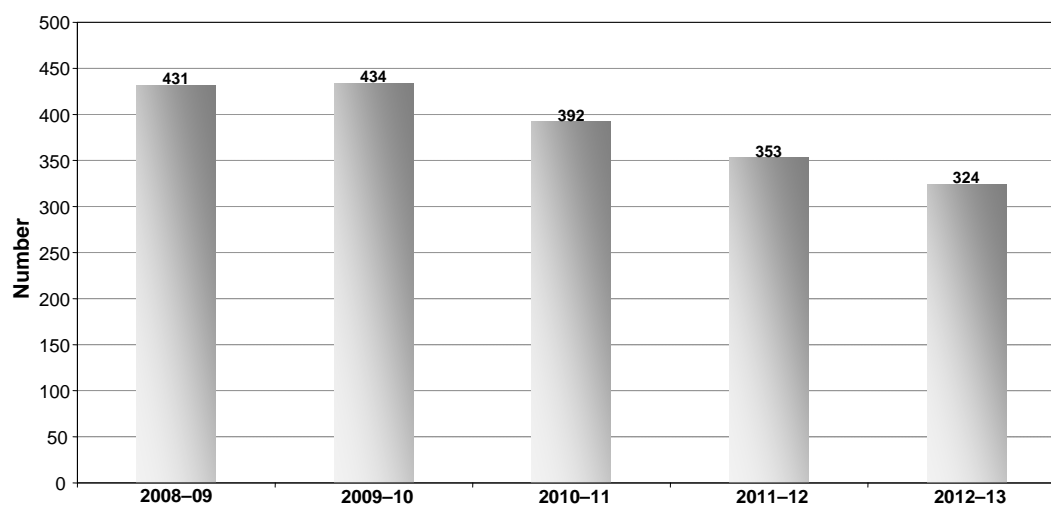
**Table: Young People in Custody: Key Service Measures 2012–13**

Young people in custody: key service measures 2012–13	
Service measure	Number
Average daily number of young people in custody	324
Average daily number of young women in custody	29
Average daily number of young people of Aboriginal and/or Torres Strait Islander background	165
Average daily number of young people serving custodial sentences	166
Average daily number of young people remanded in custody awaiting court proceedings to be finalised	158

**Source:** DAGJ/JJ Strategic Information System (SIS). Effective date: 13 July 2013.

## Average daily number of young people in custody

Graph: Average daily number of young people in custody 2008–2009 to 2012–13



Source: DAG/JJ Strategic Information System (SIS). Effective date 13 July 2013.

## Rate of safety/security breaches per 1,000 admissions

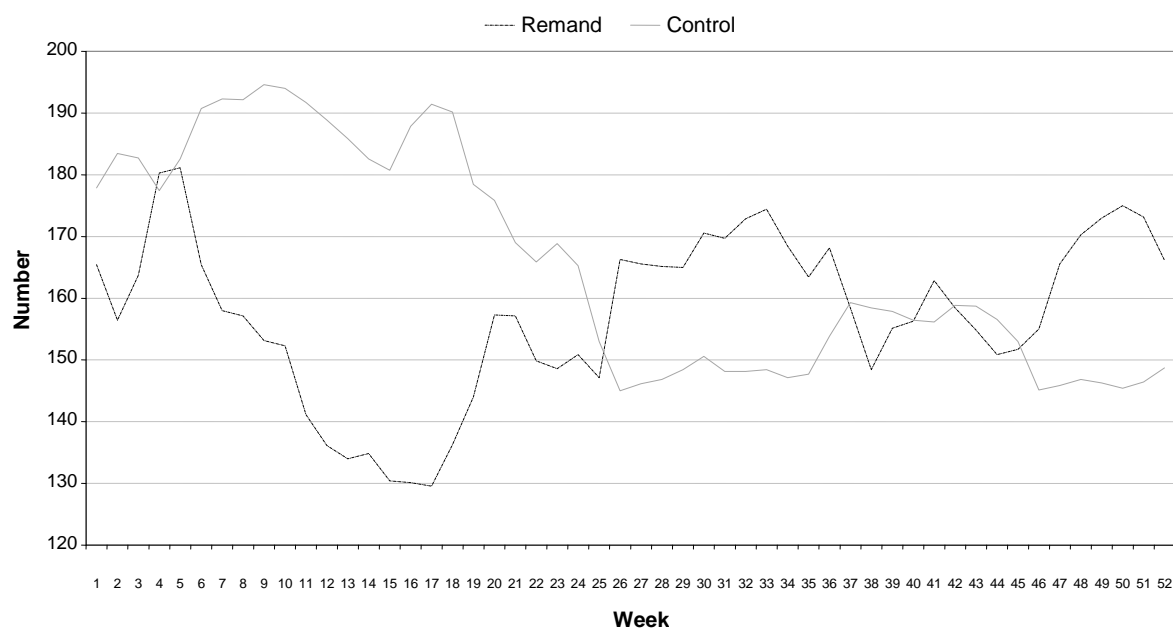
Table: Rate of safety/security breaches per 1,000 Admissions 2007–08 to 2012–13

Rate of safety/security breaches per 1,000 Admissions 2007–08 to 2012–13						
Performance measure	2007–08	2008–09	2009–10	2010–11	2011–12	2012–13
Number of deaths in custody	-	-	-	-	-	-
Self-harm incidents	22	43	36	25	43	54
Assaults on staff	12	11	10	6	4	4
Detainee on detainee assaults	78	58	68	53	60	57
Escapes from secure perimeter	-	1	1	-	-	-
Security breaches <sup>1</sup>	5.8	9.1	9.7	13.3	17.1	22.0

<sup>1</sup> This is the rate of incidents involving telephone threats, unauthorised entry, refuse direction and disturbances per 1,000 admissions to custody. Previously reported was the rate of participants of all security breach incidents per 1,000 admissions to custody. The increase in security breaches can be linked to the introduction of proactive procedures and practices resulting in an increase of staff reporting, greater supervision of visits and improved monitoring of telecommunications.

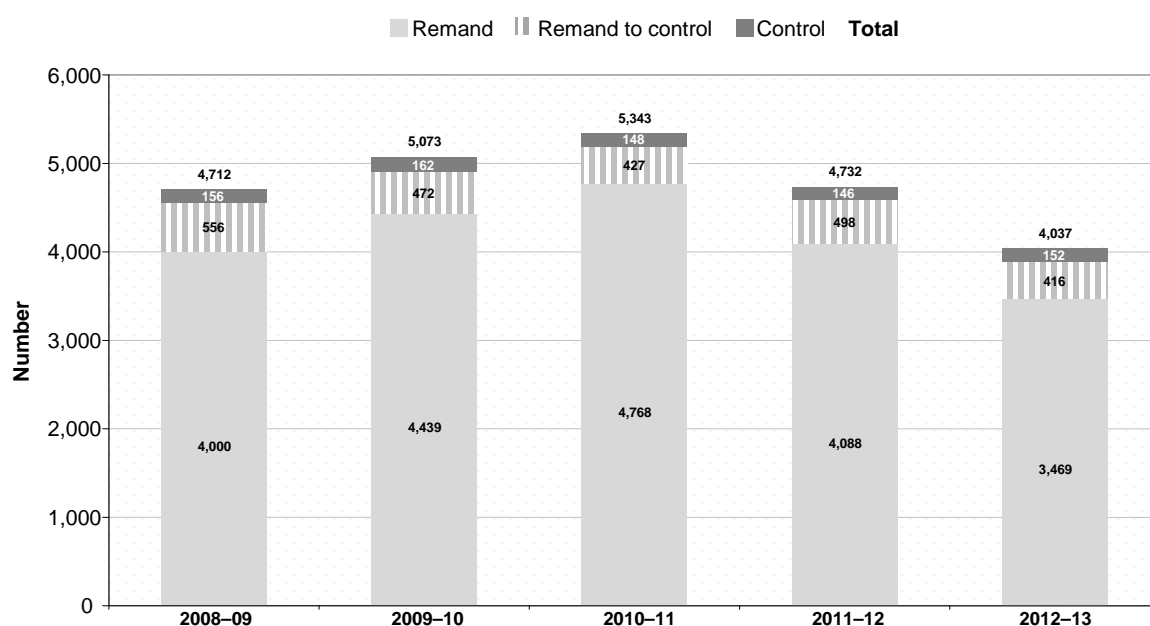
Source: DAG/JJ RPELive Database. Extracted 17 July 2013. As this data is taken from a live database, figures are subject to change.

## Average weekly number of young people in custody by legal status: 2012–13



Source: DAGJ/JJ Strategic Information System (SIS). Effective date 13 July 2013.

## Admissions to Juvenile Justice centres

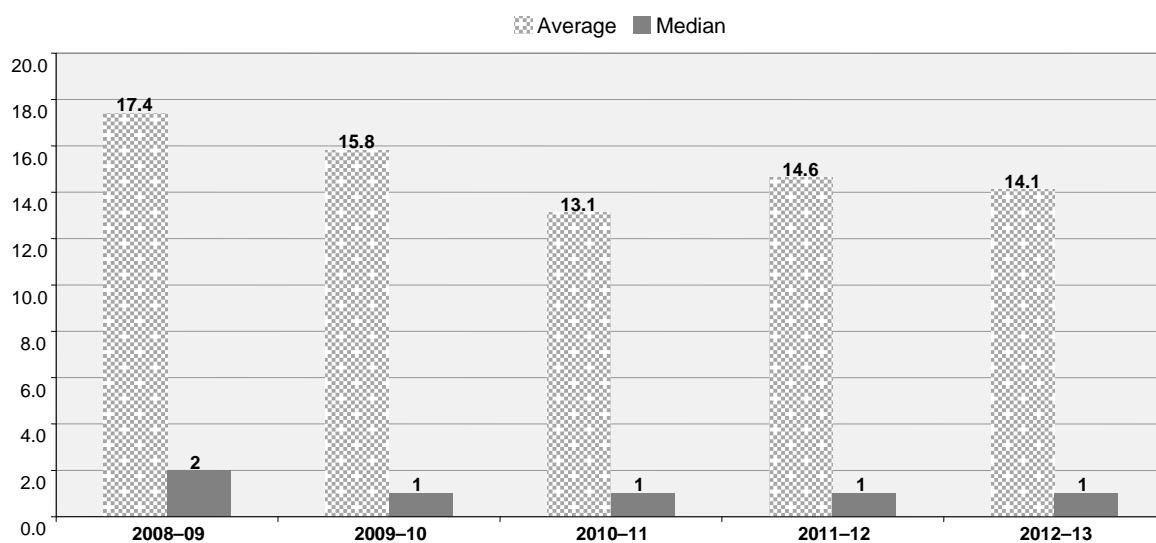


Source: DAGJ/JJ Strategic Information System (SIS). Effective date 13 July 2013.

<sup>1</sup> Remand to control are admissions on remand which become control orders during a continuous period of custody.



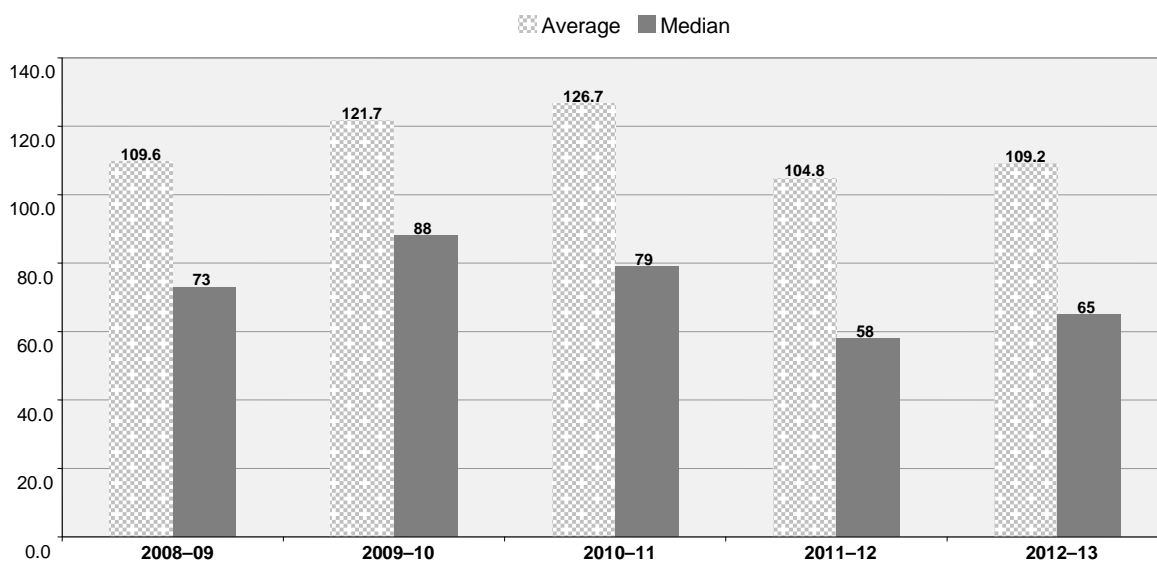
## Length of stay for young people in custody on remand (in days)



**Source:** DAGJ/JJ RPELive Database. Extracted 17 Jul 13. As this is taken from a live database, figures are subject to change.

<sup>1</sup> This counts all remand discharges in the counting period and calculates the length of stay in days from admission date. For remand stays that become control stays the sentence date is used as the end date of the remand period.

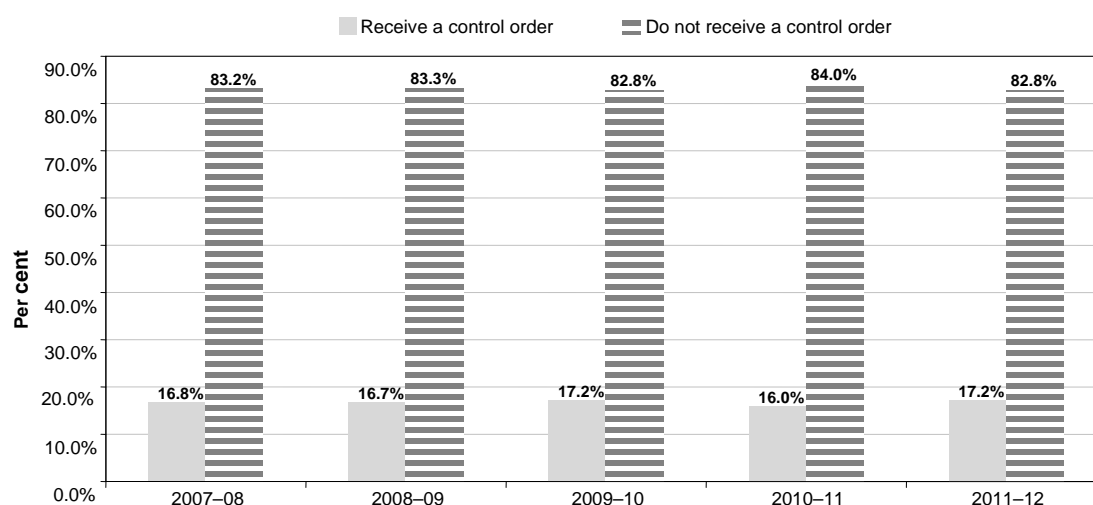
## Length of stay for young people in custody on control



**Source:** DAGJ/JJ RPELive Database. Extracted 17 Jul 13. As this is taken from a live database, figures are subject to change.

<sup>1</sup> This counts all control discharges in the counting period and calculates the length of stay in days from admission date. For remand stays that become control stays the sentence date is used as the start date of the control period.

## Proportion of young people with a remand episode who receive, or do not receive, a control order within 12 months



Source: DAG/JJ Strategic Information System (SIS). Effective date 13 July 2013.

<sup>1</sup> This counts a young person's first remand admission to custody in the counting period and then counts any subsequent control admission within 12 months

## Health services and programs for people in custody

### Health promotion programs for adults in custody

In 2012–13, inmates at the South Coast Correctional Centre developed and completed two health promotion programs which incorporated formal education in literacy, computer skills, video production and communications. They used these skills to produce educational DVDs and information pamphlets about Hepatitis C and sexually transmitted infections for their peers. These resources will be used in other correctional centres as well. As part of a project sponsored by the National Cannabis Prevention and Information Centre, they produced a short DVD about the harm of cannabis use.

In 2012–13, inmates at the Compulsory Drug Treatment Correctional Centre participated in Hepatitis NSW Writing Them In program in which they produced stories about Hepatitis C transmission and how to prevent it. These will be published in a future edition of the Hepatitis NSW *Transmission Magazine*.

In 2012–13, the Aboriginal Women's Smoking Project commenced at Dillwynia and Emu Plains correctional centres. This project is a joint initiative with the Justice Health and Forensic Mental Health Network. Aboriginal female offenders involved in this project are provided with information about the impacts of smoking on their health.

In 2012–13, 3236 inmates participated in the Health Survival Tips program which is an increase of 27 per cent on 2011–12 figures. This program is an important part of the strategy to prevent the spread of communicable diseases, especially blood-borne viruses such as Hepatitis B, Hepatitis C and HIV.

### ***Cessnock maximum security goes smoke-free***

In 2012–13, the new maximum security section at Cessnock Correctional Centre opened as a smoke-free facility. The Work Health and Safety Unit (WHSU) also rolled out the Smoke-Free Buildings Pilot at Lithgow Correctional Centre. This pilot is a joint Corrective Services NSW and Justice Health and Forensic Mental Health Network initiative to reduce the exposure of staff and inmates to environmental tobacco smoke.

As part of the pilot, inmates have been banned from smoking in their cells. Indoor inmate common areas were already smoke-free before the pilot started. The pilot continues and an evaluation report will be finalised in 2013–14.

## **Health services for young people in custody**

The Justice and Forensic Mental Health Network is responsible for providing health and medical services to young people in Juvenile Justice centres. All Juvenile Justice centre medical clinics operate seven days a week. The clinics are managed by the Justice and Forensic Mental Health Network and staffed by registered nurses, who provide a range of health services and coordinate visits from general practitioners, dentists and psychiatrists.

Pre-release planning for young offenders includes ensuring they are connected to community health and medical services before their release date. This may involve referring young offenders to the Community Integration Team to facilitate access to services.

## **Education and vocational programs for young people in custody**

Juvenile Justice centres, in partnership with external agencies and organisations, offer a variety of education and vocational programs to young people including:

- **Housing NSW and Samaritans Youth Service**

Young people at Frank Baxter Juvenile Justice centre have designed and facilitated a free sporting program, the Bat & Ball Program for disadvantaged children within the area.

- **NSW Police Force**

In partnership with the NSW Police Force, Frank Baxter Juvenile Justice Centre has established a program for young people to provide puppy care to potential police rescue dogs.

- **Clarence Valley Council**

Acmena Juvenile Justice Centre hosts a companion dog program in partnership with the Clarence Valley Council's pound at Grafton.

- **The Sydney University Law School**

The law school mentoring team visits Cobham Juvenile Justice Centre to run a range of information-based sessions on topics such as teamwork, role models and leadership, debating and resourcefulness.

- **Musicians Making a Difference**

Musicians Making a Difference is a non-profit organisation which partners with Cobham Juvenile Justice Centre to administer Children In Residential Care funding on the centre's behalf annually. In turn a range of facilitators deliver programs in areas such as hip hop, guitar, sporting skills, cultural awareness and art.

- **Karitane**

In partnership with Juniperina Juvenile Justice Centre, Karitane delivers the Family Matters program, which aims to assist young women who are expecting a child, or are already mothers, to build positive parenting relationships with their children.

- **Sydney Community College**

In partnership with Juniperina Juvenile Justice Centre, Sydney Community College provides a wide variety of courses including photography, cooking, dance classes and cultural activities. This partnership provides young women with a variety of programs that cater for their differing interests and encourages them to engage in pro-social activities when they are discharged from custody.

- **Aboriginal Youth Access Group**

The Aboriginal Youth Access Group, in partnership with Orana Juvenile Justice Centre, runs the *Your Mob, My Mob, Our Mob* Hepatitis C education program as well as triathlon events and swimming/athletics carnivals.

- **Wagga Wagga Anglicare**

In partnership with Riverina Juvenile Justice Centre, Wagga Wagga Anglicare runs the Aboriginal Mentoring Course. Indigenous youth from remote locations attend culturally related activities supervised by local Indigenous Elders.

- **Department of Education and Communities and Riverina TAFE**

In partnership with Riverina Juvenile Justice Centre, the Department of Education and Communities and Riverina TAFE conducts a Shearing and Crutching Course. This is an intensive shearing skills course which provides the participant with an accredited/industry recognised shearing qualification if passed correctly.

## **Juvenile Justice centre achievements**

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During 2012–13, young people from Juvenile Justice centres across the state participated in a range of activities in which they attained personal and group goals. These achievements included cultural and sporting activities, contributions to the wellbeing of members of the community, maintenance work on community facilities and reduction of debts payable to the State Debt Recovery Office.

### **Frank Baxter Juvenile Justice Centre**

Surf Life Saving Australia facilitates the Certificate II in Public Safety (Aquatic Rescue), which is also known as the Surf Life Saving Bronze Medallion. A number of detainees have already obtained the bronze medallion and will continue to train as a team to row a surf boat in preparation for competition. One detainee has gained the necessary skills to begin training to be a pool lifeguard, which will fulfil his employment goals.

Young people from Frank Baxter Juvenile Justice Centre provide maintenance, complete chores and perform garden work at the Bear Cottage hospice facility for terminally ill children. The ongoing commitment to Bear Cottage has had a profoundly positive effect on the young people who attend this facility.

### **Cobham Juvenile Justice Centre**

The annual Services Expo at Cobham Juvenile Justice Centre took place on 30 May 2013, with representatives from more than 20 non-government organisations and government agencies available to explain and to help detainees to access their services.

Cobham Juvenile Justice Centre is proud of the ongoing relationship with the Australian Children's Music Foundation, which provides weekly song writing, recording and guitar lessons to detainees.

## **Reiby Juvenile Justice Centre**

Members of the local Aboriginal community attended detainee celebrations for Sorry Day and NAIDOC Week. The centre continues to work closely with members of the Reiby Aboriginal Community Consultative Committee and the local Aboriginal community.

A collection of young people's artwork was displayed at the Campbelltown Arts Centre in an exhibition entitled Freedom Paths, which is part of a coordinated program to help young people, many of whom are Indigenous, to lead fruitful and fulfilling lives when they return to their communities.

## **Riverina Juvenile Justice Centre**

Riverina Juvenile Justice Centre has developed the Work Development Order framework whereby detainees attend counselling programs and work in the community on grounds maintenance projects. Since implementation, participating detainees have worked off fines totalling \$17,068. This has enabled some detainees to leave custody with no outstanding fines or with a reduction in the amount that is owing to the State Debt Recovery Office.

## **Orana Juvenile Justice Centre**

July 2013 school holiday programs at Orana Juvenile Justice Centre included the *Your Mob, My Mob, Our Mob* Hepatitis C education program facilitated by Aboriginal Youth Access Group. A number of detainees participated in designing and creating three large paintings which were joined to create one large mural, promoting awareness of Hepatitis C.

## **Acmena Juvenile Justice Centre**

A number of Aboriginal Acmena detainees have formed a dance group called Us Mob Dance Group and have performed at several official community events and aged care facilities. A community member has commended the detainees and expressed thanks for their kindness, courteous manner and integrity.

## **Young offenders: classification, placement and transport**

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### **The Classification and Placement Unit**

The Classification and Placement Unit is responsible for the security classification of young offenders in custody, using the Objective Classification System, which assigns a security rating to the detainee's assessed level of risk. It also coordinates the placement of all young offenders within Juvenile Justice centres, as well as transfers between Juvenile Justice and Corrective Services NSW.

In 2012–13, 3,020 detainees were classified, with 1,549 of these being the initial classification of a young offender on entering a Juvenile Justice centre. A detainee's classification may be reviewed due to a change in his or her legal status, as the result of an incident or intelligence, due to critical dates or as a scheduled review. During the year, 1,471 review classifications were completed.

## The Court Logistics Unit

The Court Logistics Unit coordinates and transports young offenders for court appearances at the Children's, District and Supreme courts. The unit staffs the Bidura Children's Court in Glebe; Campbelltown Children's Court; Parramatta Children's Court; Broadmeadow Children's Court and Woy Woy Children's Court. The unit also coordinates and undertakes the statewide secure transportation of young offenders between Juvenile Justice centres and from Juvenile Justice centres to correctional centres.

In 2012–13, 3,173 statewide transport movements were required, involving 6,439 young people. The table below shows the numbers of transport movements and the number of detainees from 2007–08 to 2012–13.

**Table: Number of Movements and Detainees 2007–08 to 2012–13**

Number of movements and detainees 2007–08 to 2012–13						
Year	2007–08	2008–09	2009–10	2010–11	2011–12	2012–13
Movements	3,785	4,318	4,056	3,511	3,468	3,173
Detainees	8,918	10,009	9,569	8,732	7,939	6,439

For some court matters, the Court Logistics Unit manages videoconferencing, which has increased significantly from 568 in 2005–06 to 4,339 in 2012–13. Numbers of audiovisual link sessions established for Juvenile Justice matters are included earlier in this chapter, under Videoconferencing and family video contacts.

## The Inspector of Custodial Services

In August 2012, Parliament passed a Bill to establish an Inspector of Custodial Services in NSW. The Inspector of Custodial Services will have jurisdiction over all correctional facilities, including private and public sector-managed prisons and Juvenile Justice centres, court custody centres, police cells that are managed by Corrective Services, transitional centres, prisoner transport and support services.

The Inspector provides independent external scrutiny of the standards and operational practices of custodial services in NSW, and reports directly to Parliament. The Inspector will regularly inspect and report on all custodial facilities, address potential problems before they become major issues and bring to public attention the many positive examples of good practice and professional conduct of staff.

The NSW Inspector will also administer the Official Visitors Program – under which community members regularly visit prisons and juvenile detention centres and help resolve issues for inmates and staff at the local level. The Inspector also has jurisdiction over the transport of inmates and all police and court cells managed by Corrective Services or Juvenile Justice.

# Chapter 6

## *High quality client services*

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The Department's commitment to providing high quality services that are responsive to the needs of our clients and the community is borne out in the work of each of our divisions and offices.

While the programs and services we offer to the community of NSW are described throughout our annual report, this chapter highlights numerous initiatives that demonstrate our client focus and commitment.

### ***In this chapter:***

- Quality assurance in Juvenile Justice
- The Bail Assistance Line
- SMS alerts for Aboriginal juvenile offenders
- Providing information about crime in NSW
- Improving client service in courts and tribunals
- Providing services for diverse communities
- *In the Loop*: a resource for young people affected by someone who's missing
- Counselling for victims of crime
- Servicing justices of the peace and the community
- Births, deaths and marriages in NSW
- Access to information
- A high quality legal profession.

Find out more about our commitment to providing high quality client services in Chapter 5, Safe, secure and humane management of offenders in custody and Chapter 10, Business-focused corporate services via Centres of Excellence.

## **Quality assurance in Juvenile Justice**

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The Juvenile Justice Quality Assurance Framework (JJQAF) applies to all operational areas of Juvenile Justice including detention centres, community services, Youth Justice Conferencing and court logistics/transport.

In line with the 2013 quality assurance and improvement process, annual reviews were conducted at each Juvenile Justice centre from January to July 2013. The community quality reviews commenced in March and will be finalised in November 2013.

The quality assurance framework requires staff to continuously improve the services they are responsible for delivering. These services include safety and security, case management, counselling, behaviour management in detention centres, court reports, offending-focused programs, Youth Justice Conferencing in the community and transport for young people between detention centres and courthouses.

JJQAF encompasses a rigorous process that involves self-assessment, annual review, improvement review and progress review for custody. The Australian Juvenile Justice Administrators (AJJA) *Juvenile Justice Standards 2009* were adopted and incorporated into the JJQAF in 2009.

The annual on-site review process involves:

- peer assessment of performance indicators of centres and community practices
- surveys and focus groups of young people in detention and on community supervision
- staff focus groups and surveys
- self-assessment of centre/community practices
- inspections of Juvenile Justice centre environments.

All of these quality assurance processes are measures that provide important information including:

- standard evaluations of programs and services provided to young people, assessing how these aid in reducing re-offending
- areas in which improvements are required
- further staff training requirements
- reviews of Juvenile Justice policies and procedures.

Following each review, a report is prepared with recommendations for improvements in service delivery.

The Internal Audit Bureau completed an audit of the quality assurance process in 2012–13. A draft report provided to the Chief Executive in 2013 made a number of recommendations and an implementation plan for the recommendations is currently being developed.

## **The Bail Assistance Line**

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In 2009–10, the Bail Assistance Line was established as part of the *Keep Them Safe Strategy*, following Justice Wood's Special Commission of Inquiry into Child Protection Services in NSW. The assistance line was piloted in Dubbo in June 2010, followed by western and south-western Sydney in August 2010, and Hunter/Newcastle in November 2010.

In partnership with the NSW Police Force, the Department of Family and Community Services and non-government organisations, the after-hours service assists when young people cannot meet bail conditions because of travel, accommodation or lack of supervision, with the aim of preventing them from entering custody.

In 2011–12, the Bail Assistance Line consolidated operations to concentrate on providing alternatives to custody within the Sydney and Hunter/Newcastle metropolitan areas, doubling the number of beds in the latter region over the period.

In 2012–13, the line received 123 calls in relation to accommodation, transport and bail conditions for young offenders. These referrals were predominantly from the NSW Police Force, Juvenile Justice staff, courts and the Department of Family and Community Services. Of these referrals, 32 young offenders received assistance from the assistance line in the form of either an accommodation placement or transport.

In 2012–13 the Institute of Criminology conducted preparations for evaluation of the Bail Assistance Line.



## **SMS alerts for Aboriginal juvenile offenders**

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In February 2013 the Aboriginal Services Unit of the Crime Prevention and Community Programs Division commenced a trial of SMS alerts for young Aboriginal people in western NSW. The project involves Aboriginal Client Service Specialists sending young people SMS reminders of court dates, bail conditions and reporting obligations.

Initial reports indicate the project has been well received by clients and is contributing to improvements in court attendance rates. The Aboriginal Services Unit will continue to work with the Western Regional Office of Juvenile Justice to progress the project throughout 2013.

## **Providing information about crime in NSW**

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The NSW Bureau of Crime Statistics and Research (BOCSAR) has, as one of its functions, to provide a timely and comprehensive information service about crime and criminal justice issues in NSW. BOCSAR receives a high volume of requests for information each year.

In 2012–13, BOCSAR completed 97 per cent of their requests for information within time standards and released 15 research reports. In February the Bureau hosted the inaugural Applied Research in Crime and Justice Conference, which was attended by over 200 delegates.

## **Improving client service in courts and tribunals**

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### **NCAT: simplifying the state's tribunals**

The Department of Attorney General and Justice is the lead agency in the formation of the NSW Civil and Administrative Tribunal (NCAT), which was announced by the Attorney General in October 2012 and will commence on 1 January 2014.

More than 20 of the state's tribunals will be integrated into NCAT, providing a single gateway to tribunal services in NSW. The establishment of NCAT is part of the government's commitment to improving the quality, consistency and transparency of services for the people of NSW.

### **Alternative dispute resolution**

Alternative Dispute Resolution (ADR) is a way of resolving disputes that uses alternatives to conventional court processes. ADR can be less expensive, more flexible, less stressful and more confidential than conventional court processes, and may help preserve the relationships between people who have a dispute.

The ADR Directorate (Community Justice Centres) held 1622 mediation sessions in 2012–13 with a resolution rate of 78.5 per cent.

### **Alternative dispute resolution in the Children's Court**

In December 2012, the Attorney General launched the Australian Institute of Criminology's evaluation of alternative dispute resolution initiatives in the care and protection jurisdiction of the NSW Children's Court. The evaluation found that overall, the ADR programs have made a significant difference to care and protection proceedings and delivered important benefits to parents and families in a fairly cost effective way.

### **Alternative dispute resolution in the Land and Environment Court**

The Land and Environment Court continues to promote ADR. During 2012–13 the number of matters referred to court-provided ADR increased from 468 in the 2011–12 financial year to 501 in 2012–13, which was a 7 per cent increase. This is a significant proportion of the 1,214

proceedings finalised in the LEC in 2012–13. The increases in ADR referrals contributed to 68 per cent of matters being finalised without the need for a contested hearing.

### **Increasing efficiency in jury service management**

The Office of the Sheriff, part of the Courts and Tribunal Services Division, manages jury service in NSW, including the jury roll. In 2012–13, a project commenced to replace the existing jury management system, which is over 20 years old.

The replacement jury management system will improve the efficiency of processing jury selection and the interaction that the Office of the Sheriff has with its clients. The Courts and Tribunal Services Division has completed extensive user experience work with both internal and external clients in preparation for the new system's development. The system is due to be completed in June 2014.

### **Making court registry services available online**

In January 2013, probate notices were made available publicly through the Courts and Tribunal Services Division's online registry. Online probate notices has improved community accessibility to prospective probate applications through the free search function and has delivered a cost saving to the community.

In 2012–13, 40 online forms were delivered to support the end-to-end civil matter process across Local, District and Supreme courts. Court users have the ability to file these forms online (through the website) or electronically through electronic file transfer. Additional online registry services will be implemented in 2013–14.

### **Surveying client satisfaction**

During 2012–13, the Courts and Tribunal Services Division has undertaken client satisfaction surveys. The results of these surveys have been incorporated into Balance Scorecard monthly reports about the performance of the division against the *NSW 2021 Plan* initiative to 'Assess and promote community understanding of the justice system by undertaking surveys into confidence and participation in the court process'.

Sixty nine per cent of court services survey respondents gave a satisfaction rating of seven (out of ten) or higher. Eighty-one per cent said service was as good or better than they had expected.

Results from these responses will be used as a benchmark in an ongoing survey.

In 2013–14, Courts and Tribunal Services intends to improve the ways the community can interact with the court system by increasing online services and customer access points, including expansion of the NSW Courts Call Centre and providing additional legal e-services via the online registry.

### **Serving justices of the peace and the community**

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The Community Relations Unit (CRU) assists members of the public in their dealings with the Department, including by reviewing complaints and managing correspondence on behalf of the minister and the Department. CRU also administers justice of the peace (JP) appointments and maintains the database of the 90,000 JPs in NSW.

In 2012–13 CRU handled 7,965 items of correspondence, 20,637 enquiries, and finalised 87 per cent of replies to correspondence within required timeframes.

CRU finalised 8,370 JP applications over the course of the year and issued commemorative certificates to around 1,380 JPs in NSW who have served for more than 50 years. CRU also completely reviewed and expanded the *JP Handbook*, the step-by-step procedural guide for JPs. CRU expects to publish the new edition of the handbook in late 2013.

During 2012–13, CRU progressed its plans to improve online services for JPs and the community. These plans involve a range of enhancements, including:

- enabling JPs to manage their appointment details
- allowing JPs who are listed on the public JP register to indicate the days and times they are available to provide services
- improving the JP search function to make it easier for community members to locate a JP.

## **Births, deaths and marriages in NSW**

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The NSW Registry of Births Deaths and Marriages (BDM) registers, records and preserves information about births, adoptions, deaths, marriages, changes of name and changes of sex in NSW. BDM also issues certified information from these registers and collects and disseminates statistical information.

In 2012–13, BDM completed 85.8 per cent of standard certificate applications within 10 working days (exceeding their 85 per cent standard), and achieved a customer satisfaction score of 92.8 per cent, (exceeding their 90 per cent standard). The registry achieved significant reductions in work-in-progress in early 2013, with improvements in production times.

Over the course of the year, counter area waiting times averaged 4.1 minutes for standard certificate applications. The rate of customer complaints was 9.7 per 10,000 transactions, against a standard of 7.5/10,000, and the error rate for registrations was 1.1 per cent, against a standard of 1.0 per cent.

In early 2013, registry staff attended community days for Aboriginal communities in Inverell, Tingha, Wellington, Bourke, Brewarrina and Tamworth. Since the registry's outreach program to Aboriginal communities began in early 2010, some 5,600 birth certificates have been issued and 355 previously unregistered births have been registered.

BDM is a foundation partner of Service NSW, the introduction of which will enable BDM to focus its resources on higher-value services in the coming reporting year as more routine services become available through the Service NSW channels.

## **Providing services for diverse communities**

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The Department is committed to making its programs and services accessible to people with a disability and people from culturally and linguistically diverse (CALD) communities.

### **Strategic plans**

During 2012–13, the Diversity Services Unit consulted across the Department and with relevant communities to develop the 2013–2015 *Disability Strategic Plan* and the *Culturally Diverse Communities Access Plan* (at the time of publication yet to be endorsed). The Director General hosted the quarterly Disability Advisory Council meetings to monitor and evaluate the implementation of the current *Disability Strategic Plan*.

## Flexible Service Delivery Training

Diversity Services provided the Flexible Service Delivery training program during the year, in line with the disability communities' and Disability Advisory Council's feedback, and began a review of disability training for staff across the Department.

During the review of disability training, Diversity Services identified an inconsistent understanding of disability and of flexible service delivery across the Department. To address this inconsistency, Flexible Service Delivery will be offered across the Department, as relevant, with a focus on training staff who provide frontline services. An online disability awareness training module, with a uniform approach, will be offered through certain Attorney General and Justice programs.

More information about the Department's strategies for diverse communities is available in the appendices of this report.

## ***In the Loop*: a resource for young people affected by someone who's missing**

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The Families and Friends of Missing Persons Unit (FFMPU), part of the Victims Services section of the Crime Prevention and Community Programs Division, is the only unit of its kind in Australia. FFMPU provides specialised support to families and friends of missing people in NSW through practical information, support, counselling and group work services.

FFMPU has initiated group work programs for children and young people who have had a loved one go missing. The group provides peer support as well as clinical support offered by FFMPU counsellors.

During 2012–13, the group-work program – including its young participants – developed a publication called *In the Loop*, a guide to responding to the needs of young people who have a missing loved one. The resource is for young people, their carers, friends, schools and the wider community.

## Counselling for victims of crime

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### Recruitment and retention of approved counsellors

The Department's recruitment and retention strategy for approved counsellors for victims of crime has resulted in an increase in approved counsellors of 32 during 2012–13, bringing the total number of approved counsellors in NSW to 382. In addition, four professional development programs have been offered to approved counsellors this year, to improve clinical responses to trauma.

### Trial of counselling in prisons

The Crime Prevention and Community Programs Division's Victims Services section and the Corrective Services Division have completed a Counselling in Prison trial. The trial was initiated to meet a gap in therapeutic service delivery to inmates in correctional centres who are also victims of crime. Over 150 inmates participated in the program and an evaluation of the service is underway, with a view to expansion.

### Counselling in Forum Sentencing

Victims Services is piloting a counselling trial to those participants in Forum Sentencing who would otherwise be ineligible for counselling under the Approved Counselling Scheme. This pilot aims to provide a therapeutic response to victims of crime who are participating in Forum Sentencing and present with severe or complex trauma.

## Access to Information

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The Justice Policy and Legal Services Division has carriage of the Department's obligations under the *Government Information (Public Access) Act 2009*. In 2012–13, the division consolidated Access to Information functions cross the Department into the Justice Legal section's Access to Information (ATI) Unit.

In 2012–13, Justice Legal dealt with over 650 formal Government Information Public Access applications, an increase of 30 per cent on the previous year.

Justice Legal has identified that the strategic role of the ATI Unit requires improved synergies between the unit and the Department's Communication Director, Chief Information Officer and Corporate Records. In the coming year, the ATI Unit will assume an enhanced role in information governance policy and education, including by implementing the Open Data Policy. Additional resources will be allocated within Justice Legal, including a dedicated privacy role.

## A high quality legal profession

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### The public defenders

The public defenders are salaried barristers, independent of the government, who appear in serious criminal matters for clients who have been granted legal aid in NSW.

In 2012–13, public defenders implemented the CASES brief management and reporting system to improve the efficiency of responding to requests for public defender services and reporting statistics. Over the course of the year, the public defenders increased services in higher courts located in regional areas by 4 per cent, and reviewed the allocation of public defenders to meet the needs of legal aid providers in the Downing Centre.

During 2012–13, the public defenders successfully collaborated with Legal Aid NSW to review over 290 cases affected by the High Court decision in *Muldrock v The Queen* on standard non-parole periods.

In the coming year, public defenders plans to implement the second stage of the CASES project and investigate the provision of an online facility for clients to request public defender services.

### Services for NSW Government lawyers

The Legal Services Coordination Unit leads the development of legal services policy across the NSW public sector. Legal Services Coordination (LSC) assists NSW Government agencies to obtain cost effective and appropriate legal services.

In 2012–13, LSC made available Informed Purchaser training for NSW Government lawyers to become informed purchasers of legal services.

During the year, LSC gathered data for the public sector *Legal Services Expenditure Report 2011–12*. LSC has identified that collecting legal services data across government is difficult and is working closely with representatives across the sector to refine data collection, improve quality and, where possible, reduce the burden on each agency for data provision. LSC has developed a four-part strategy to improve the collection of public sector legal services expenditure data.

In the coming year LSC will continue its work with legal teams across government to increase collaboration and transparency. In particular, LSC is working towards implementing a shared online platform to enable legal teams across government to share information, expertise and experience.

## **The Legal Profession Admission Board**

The Legal Profession Admission Board (LPAB) regulates and approves admission of lawyers and appointment of public notaries in NSW.

In 2012–13, LPAB implemented new guidelines to assist with the correct completion of references for admission applicants. This should reduce the number of rejected forms, improving compliance and customer satisfaction. In the coming year, LPAB intends to review and simplify the suite of forms and recommend changes to rules where necessary.

During 2012–13, LPAB successfully managed a 13 per cent increase in admission applications from lawyers with qualifications from outside Australia.

# Chapter 7

## *Accessible, high quality information and community education*

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The Department, through a wide range of programs and services, aims to provide high quality information and community education that is accessible to community members with diverse needs and backgrounds.

Our commitment to providing accessible information and education is consistent with goal 31 of the *NSW 2021 Plan*: Improve government transparency by increasing access to government services.

Business units throughout the Department inform and educate the community each day, providing greater access to the law and justice services that are available to the people of NSW. Key initiatives and programs that were conducted in 2012–13 are featured in this chapter of the report.

### ***In this chapter:***

- Improving understanding and development of Juvenile Justice systems
- Crime in NSW: facts, figures and analysis
- Access to the justice system for Aboriginal people
- Services for diverse communities
- Need legal help? Law Access NSW
- Education for the legal profession
- Law Week: law and justice in the community
- The Sydney Royal Easter Show.

## **Improving understanding and development of Juvenile Justice systems**

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### **Community engagement seminars**

The Juvenile Justice Division conducts a range of events as part of the Community Engagement Program. The program aims to educate the public about the Juvenile Justice system.

As part of the program, Juvenile Justice hosts seminars in conjunction with the Sydney Institute of Criminology. In 2012–13, events included:

- In Betweeners: Youth on Track and the Community Services Vulnerable Youth Project
- All in the Family? The use of Family Intervention Programs and Methods in Juvenile Justice.

### **Crime in NSW: facts, figures and analysis**

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One of the functions of the NSW Bureau of Crime Statistics and Research (BOCSAR) is to ensure that information about factors that affect crime and the criminal justice system, and on crime and justice trends in NSW, is available and accessible to the people of NSW.

In keeping with this function, in 2012–13 BOCSAR completed 14 research reports, five statistical reports and provided information in response to 734 email or phone enquiries. Over 150,000 users visited the BOCSAR website.

In February 2013 BOCSAR hosted the first Applied Research in Crime and Justice Conference. Over 200 delegates attended the conference and BOCSAR has made the four keynote addresses from the conference accessible via YouTube for people who were unable to attend the conference.

In 2013–14 a new crime query tool will be made available on the BOCSAR website. This will offer the public detailed crime statistics and maps for their area. BOCSAR is also creating a new information and public reporting service about juvenile and adult corrections.

## **Access to the justice system for Aboriginal people**

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Aboriginal client service specialists, part of the Aboriginal Services Unit of the Crime Prevention and Community Programs Division, provide information sessions and education forums for Aboriginal communities on a range of law and justice issues, including:

- Apprehended Violence Orders (AVOs)
- bail
- sentencing
- court processes
- dealing with the police
- bonds
- intervention programs
- justice-focused support services.

In 2012–13 the Aboriginal Services Unit worked with Legal Aid NSW to institute information sessions for staff and community members about family law and civil law. These two fields of law have been highlighted as priority areas for community awareness about the services that are available.

## **Services for diverse communities**

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In 2012–13, the Diversity Services Unit of the Crime Prevention and Community Programs Division conducted over 80 community legal education sessions for African, Iraqi and Pacific communities.

Following the unit's work engaging African community leaders, the final Justice African Learning Circle was conducted this year.

Diversity Services facilitated the Justice Pacific Communities Steering Committee and through a partnership with the Council of Pacific Communities secured approval for a Department-wide *Pacific Communities Action Plan*.

The unit's work with Iraqi communities now includes a monthly engagement process and in the coming year Diversity Services will develop Iraqi-specific community legal education and capacity-building programs.

Business units throughout the Department continue to develop resources that are accessible to culturally and linguistically diverse communities. For example, in 2012–13 the Community Relations Unit published a fact sheet about Justices of the Peace in 11 community languages.



## Need legal help? LawAccess NSW

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LawAccess NSW is a free legal information service, available via telephone and online, that provides legal information, referrals and in certain circumstances, advice, to the NSW community.

During 2012–13, LawAccess NSW delivered 74 presentations including six NSW Fair Trading community worker workshops at Kogarah, Nowra, Dee Why, Goulburn, Lawson and Parramatta.

LawAccess conducted 38 regional outreach visits including attending Legal Aid NSW Cooperative Legal Service Program meetings covering the Central Tablelands, Central West, Far West, Central Coast, South Coast, Hunter, Kempsey-Nambucca and Taree-Forster.

LawAccess hosted information stalls at 46 events including five Australian Government Jobs and Skills expos at Batemans Bay, Liverpool, Grafton, Penrith and Port Macquarie and events marking Law Week, NAIDOC Week and International Day of People with Disability.

As part of the new LawAccess NSW *Communications Strategy – Aboriginal Communities 2013–2015*, LawAccess NSW attended Aboriginal community events including NRL Origin Legends Indigenous Jobs Markets, the Yabun Festival and Close the Gap Day (at Airds). LawAccess NSW staff also presented to key Aboriginal community stakeholders including Aboriginal Legal Services, MurdiPaaki Regional Assembly (Cobar) and Moree Aboriginal Interagency.

## Education for the legal profession

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The Justice Policy and Legal Services Division plays a key role in keeping the legal profession in NSW informed and educated.

In 2012–13, the public defenders achieved record numbers of attendees at their annual criminal law conference, and received over 105,000 visits to their website.

The Legal Profession Admission Board (LPAB) maintained the Diploma in Law course as an affordable and accessible means of achieving the academic requirements for admission as a lawyer in NSW. The LPAB course is the only one of its kind in Australia. In 2013–14, the LPAB will establish a Diploma in Law Consultative Committee, including student representatives, to monitor and suggest improvements in the course. The Board's website will also be reviewed and updated to ensure information can be found readily and is easy to understand.

The Office of the Legal Services Commissioner (OLSC) has developed a new legal profession management assessment system during 2012–13. The system, which is web-based, will be rolled out to the legal profession, co-regulators and interstate regulators during 2013–14. The new system will enhance decision-making and reduce cost for both the legal profession and the OLSC.

## Law Week: Law and Justice in the Community

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National Law Week is held each year in May, and provides the opportunity for government and non-government law and justice service providers to inform and educate the community about the services that are available to them. Law Week in NSW is conducted collaboratively between the Department of Attorney General and Justice, the Law Society of NSW, the NSW Police Force, the Legal Information Access Centre, Legal Aid NSW and the NSW Bar Association.

In May 2013, the Department coordinated and participated in key Law Week events including community legal information days at Parramatta, Campbelltown and Dubbo. Business units of the Department participated in over 50 of the week's events throughout the state, which were conducted in rural and regional areas as well as metropolitan locations.

## The Sydney Royal Easter Show

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In 2013, the Department participated in the Sydney Royal Easter Show in collaboration with the NSW Police Force.

Representatives from LawAccess NSW, Crime Prevention, the NSW Trustee and Guardian, Victims Services and the NSW Bureau of Crime Statistics and Research spoke to thousands of community members from throughout NSW about the law and justice programs and services that the Department offers, including:

- the Graffiti Reporting Hotline
- how to make a will or arrange power of attorney
- finding the facts about crime in NSW
- the Victims Access Line telephone service for victims of crime
- accessing legal information from LawAccess NSW
- researching family history with the Registry of Births Deaths and Marriages.

# Chapter 8

## *Timely and effective resolution of disputes, civil and criminal matters*

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The Department strives to provide an efficient and equitable court and tribunal system for NSW.

Through increasing the use of technology in the court system and providing alternative dispute resolution for appropriate matters, the Courts and Tribunal Services Division is working to promote access to justice for the NSW community, and to resolve disputes, civil and criminal matters in a timely, effective manner.

### ***In this chapter:***

- NSW courts: national leaders in key productivity measures
- Improving communication between courts and other justice agencies
- User centric court services.

## **NSW courts: national leaders in key productivity measures**

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Courts and tribunals in NSW are presided over by independent judges, magistrates and judicial officers. The Department's Courts and Tribunal Services Division administers the court system, employing registrars who manage the courts and tribunals and a network of registry staff, reporting services, Sheriff's Officers, library services and an alternative dispute resolution directorate. There are 164 courts and tribunals throughout the state, including in rural and regional areas.

NSW courts continue to be national leaders in key productivity measures. According to the Productivity Commission's *Report on Government Services 2013*, in 2011–12:

- All of the NSW courts measured were in the top three performers for combined clearance rates – criminal and civil – across the nation.
- The Local Court continues to have the lowest backlog of criminal and civil matters in both the six-month and 12-month categories. The Local Court has rated in first place for the last five years.
- The District Court has the lowest backlog of both criminal non-appeal matters and criminal appeal matters older than 12 months and 24 months. The District Court also ranked second in the nation for the lowest backlog of civil non-appeal matters older than 12 and 24 months.

The tables in this section of the report indicate key performance indicators for courts in NSW, in comparison with courts in Australia's other states and territories.

### **Court performance**

The Productivity Commission's *Report on Government Services 2013* (ROGS) compares the performance of courts in all jurisdictions across Australia for the 2011–12 financial year. These figures were published in January 2013.

Results for NSW demonstrate:

- court *excellence* in the timely resolution of case
- court *effectiveness*, indicated by the backlog indicator
- court *efficiency*, indicated by costs per finalisation.

In achieving these results, the Department continues to promote public trust and confidence in the justice system, in line with goal 18 of the *NSW 2021 plan*.

### Court effectiveness

The backlog indicator measures the age of a court's pending caseload against nominated time standards. The number of cases in the nominated age category is expressed as a percentage of the total pending caseload.

#### Criminal matters

##### Local courts

In 2011–12 NSW continued to rank first in Australia for timeliness. Nearly 90 per cent of the criminal matters in NSW are finalised in the local courts within six months.

**Table: Local Court Six Month Criminal Case Backlog (percentage) 2011–12**

Local court six month criminal case backlog (percentage) 2011–12							
NSW	VIC	QLD	WA	SA	TAS	ACT	NT
12.6	25.9	25.0	25.5	24.2	31.8	23.8	24.2

Source: ROGS 2011–12 (published January 2013).

##### District Court

In 2011–12 the NSW District Court ranked first in Australia for timeliness of criminal non-appeal matters older than 12 months. NSW also ranked first for matters older than 24 months.

**Table: District Court 12 Month Criminal Non-Appeal Backlog (percentage) 2011–12**

District Court 12 month criminal non-appeal backlog (percentage) 2011–12				
NSW	VIC	QLD	WA	SA
10.6	22.9	17.9	12.8	19.2

Source: ROGS 2011–12 (published January 2013).

##### Supreme Court

During 2011–12 the percentage of Supreme Court criminal non-appeal matters older than 12 months increased to 23.6 per cent. Despite this, NSW retained its ranking of fourth place in this measure.

**Table: Supreme Court Six Month Criminal Non-Appeal Backlog (percentage) 2011–12**

Supreme court six month criminal non-appeal backlog (percentage) 2011–12							
NSW	VIC	QLD	WA	SA	TAS	ACT	NT
23.6	33.3	25.1	5.0	31.8	13.1	42.6	5.2

Source: ROGS 2011–12 (published January 2013).

#### Civil matters

##### Local courts

In its first year of reporting Local Court civil statistics as part of the ROGS, NSW ranked first for timeliness. Over three quarters of civil matters were finalised within six months.

**Table: Local Court Six Month Civil Backlog (percentage) 2011–12**

Local Court six month civil backlog (percentage) 2011–12							
NSW	VIC	QLD	WA	SA	TAS	ACT	NT
24.3	40.2	41.0	45.1	39.2	45.0	29.5	29.9

Source: ROGS 2011–12 (published January 2013).

### District Court

In 2011–12 the District Court civil non-appeal 12 month backlog declined. NSW continues to rank second in terms of backlog performance for civil matters older than 12 months.

**Table: District Court 12 Month Civil Non-Appeal Backlog (percentage) 2011–12**

District Court 12 month civil non-appeal backlog (percentage) 2011–12				
NSW	VIC	QLD	WA	SA
21.9	28.4	18.1	32.4	47.0

Source: ROGS 2011–12 (published January 2013).

### Supreme Court

In 2011–12 the NSW Supreme Court delivered strong performance, ranking fourth in Australia for 12 month civil non-appeal backlogs.

**Table: Supreme Court 12 Month Civil Non-Appeal Backlog (percentage) 2011–12**

Supreme Court 12 month civil non-appeal backlog (percentage) 2011–12							
NSW	VIC	QLD	WA	SA	TAS	ACT	NT
28.3	26.8	28.1	37.5	26.4	30.3	50.3	38.3

Source: ROGS 2011–12 (published January 2013).

## Court efficiency

### Clearance rate

The clearance rate is the ratio of case finalisation to case registration over a particular period, expressed as a percentage. This is a measure of whether the court's caseload is increasing or decreasing. For example, a clearance rate of 100 per cent or more means the jurisdiction is reducing its pending caseload and is more likely to be able to meet time standards in future. A clearance rate of more than 100 per cent also indicates that, in addition to current matters, the court is also finalising a backlog of matters.

NSW courts and tribunals achieved clearance rates of over 100 per cent across all matters reported in ROGS 2011–12. This is an extremely positive result.

**Table: Clearance Rates for NSW Courts (percentage) 2011–12**

Clearance rates for NSW courts (percentage) 2011–12				
Supreme Court	District Court	Local Court	Children's Court	Coroner's Court
119.9	103.8	103.4	104.3	131.9

Source: ROGS 2011–12 (published January 2013).

### Cost per finalisation

NSW courts and tribunals achieved a net expenditure per finalisation less than the Australian average in all courts. This is a significant achievement, indicating that NSW courts as a whole continue to achieve significant efficiencies, minimising cost to the community.

**Table: Net Expenditure (\$) per Finalisation, Criminal and Civil 2011–12**

Net expenditure (\$) per finalisation, criminal and civil 2011–12

Court	Supreme Court	District Court	Local Court	Children's Court	Coroner's Court
Australian average (\$)	7,888	5,604	580	904	1,872
NSW	5,334	5,098	520	777	553

Source: ROGS 2011–12 (published January 2013).

**Table: Net Expenditure (\$) per Finalisation, All Courts Comparison 2011–12**

Net expenditure (\$) per finalisation, all courts comparison 2011–12

NSW	VIC	QLD	WA	SA	TAS	ACT	NT
950	838	660	1,041	823	691	2,032	1,252

Source: ROGS 2011–12 (published January 2013).

## NSW criminal court statistics 2008–12

The table below shows charges finalised in NSW Local, Children's, District and Supreme courts by offence type, number and percentage from 2008–12.

**Table: Charges Finalised in NSW Local, Children's, District and Supreme Courts by Offence Type, Number and Percentage 2008–2012**

Charges finalised in NSW Local, Children's, District and Supreme courts by offence type, number and percentage 2008–12

Offence type	2008		2009		2010		2011		2012	
	No.	%	No.	%	No.	%	No.	%	No.	%
Homicide and related offences	338	0.1	369	0.1	313	0.1	298	0.1	317	0.1
Acts intended to cause injury	41,389	15.5	43,079	15.6	45,523	15.9	44,973	16.1	44,275	15.9
Sexual assault and related offences	3,553	1.3	3,822	1.4	4,273	1.5	4,399	1.6	4,361	1.6
Dangerous or negligent acts endangering persons	9,123	3.4	9,200	3.3	8,189	2.9	7,876	2.8	8,034	2.9
Abduction, harassment and related offences	2,020	0.8	2,318	0.8	2,630	0.9	2,499	0.9	2,641	0.9
Robbery, extortion and related offences	2,679	1.0	2,477	0.9	2,443	0.9	2,411	0.9	2,170	0.8
Unlawful entry with intent/burglary, break and enter	6,469	2.4	6,140	2.2	6,118	2.1	6,272	2.2	5,975	2.1
Theft and related offences	21,466	8.0	21,107	7.6	23,054	8.1	22,910	8.2	24,149	8.7
Fraud, deception and related offences	10,902	4.1	13,755	5.0	20,256	7.1	15,720	5.6	18,548	6.7
Illicit drug offences	15,734	5.9	17,114	6.2	17,769	6.2	18,670	6.7	19,403	7.0
Prohibited and regulated weapons and explosives offences	3,139	1.2	3,481	1.3	3,993	1.4	4,487	1.6	4,193	1.5

**Charges finalised in NSW Local, Children's, District and Supreme courts by offence type, number and percentage 2008–12**

Offence type	2008		2009		2010		2011		2012	
	No.	%	No.	%	No.	%	No.	%	No.	%
Property damage and environmental pollution	13,301	5.0	14,617	5.3	14,632	5.1	14,732	5.3	14,492	5.2
Public order offences	20,409	7.6	20,264	7.326	19,721	6.9	18,473	6.6	17,466	6.3
Traffic and vehicle regulatory offences	79,761	29.9	78,261	28.3	67,608	23.6	64,129	23.0	57,206	20.6
Offences against justice procedures, government security and government operations	32,038	12.0	34,781	12.6	42,564	14.9	44,405	15.9	48,310	17.4
Miscellaneous offences	4,831	1.8	5,716	2.1	7,148	2.5	7,170	2.6	6,631	2.4
<b>Total</b>	<b>267,152</b>	<b>100</b>	<b>276,501</b>	<b>100</b>	<b>286,234</b>	<b>100</b>	<b>279,424</b>	<b>100</b>	<b>278,171</b>	<b>100</b>

**Source:** NSW Bureau of Crime Statistics and Research.

**Note:** These figures show the number of charges brought rather than the number of persons charged. A charge refers to an instance of a particular type of offence being charged against a person.

## Improving communication between courts and other justice agencies

The Courts and Tribunal Services Division has been working to improve information sharing between the courts and other justice agencies.

In 2012–13 the Joined-Up Justice project was completed, with over 98 per cent of Court Attendance Notices now received electronically. Legal Aid NSW, the Office of the Director of Public Prosecutions and Corrective Services are receiving court outcomes electronically.

The Joined-Up Justice: Police project commenced in 2012–13. In December 2012, Courts and Tribunal Services implemented the electronic receipt of Apprehended Violence Order (AVO) applications from the NSW Police Force. In April 2013, electronic receipt of privately-initiated AVOs was implemented.

Interim changes the exchange of bail and adjournments data were made in April 2013, with an automated system solution to be implemented in 2013–14. Implementation of bail reform legislation requirements will also be completed in 2013–14. The Joined Up Justice: Police project is due for completion in June 2014.

## User centric court services

The NSW Courts Call Centre supports the jury service and 26 high volume court registries (Supreme, District and Local), and provides a telephone service for notice of penalty payments across the state.

In 2012–13, the Courts Services Centre answered 500,000 calls, a 145 per cent increase on 2011–12. The centre processed 24,000 payment transactions in 2012–13, totalling \$9.3 million. This was an increase of 133 per cent on 2011–12.

# Chapter 9

## *Law reform and evidence-based justice policy and research*

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In working towards our goal of providing a just and safe society for the people of NSW, the Department conducts research and analysis of current issues in law and justice, recommending and developing legislative reform and policy initiatives that contribute to providing an effective justice system, building safe communities and protecting rights.

The Department is committed to rigorous research and development of evidence-based policies and reform agendas.

The Department's divisions and offices partner with other government agencies and non-government organisations to achieve our objectives, as appropriate.

### ***In this chapter:***

- Community crime prevention
- Legislative change: new laws and amendments
- The NSW Law Reform Commission
- The Sentencing Council
- Promoting professional standards.

## **Community crime prevention**

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In 2012–13 the Crime Prevention Programs Unit of the Crime Prevention and Community Programs Division developed, in conjunction with the Australian Institute of Criminology (AIC), a suite of evidence-based fact sheets for local councils to use in considering situational crime prevention measures in crime hot spots. The resources address seven high-incidence crime types and the fact sheets are available publicly on the Preventing Crime website. The work with the AIC culminated in the institute publishing the report *Effective Crime Prevention Interventions for Implementation by Local Government*.

The Preventing Crime website [www.crimeprevention.nsw.gov.au](http://www.crimeprevention.nsw.gov.au) links to a number of crime prevention strategies and resources for use by councils and other organisations involved in crime prevention.

## **Legislative Change: New Laws and Amendments**

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In 2012–13, the Department's Justice Policy section, part of the Justice Policy and Legal Services Division, was responsible for developing numerous legislative reforms passed by the NSW Parliament. Significant reforms included:

- a new *Bail Act* to simplify the bail system
- legislation to establish the NSW Civil and Administrative Tribunal
- replacing the Victims Compensation Scheme with the Victims Support Scheme
- legislation to establish the Commissioner for Victims Rights
- legislation to establish the Inspector of Custodial Services



- introducing an R18+ classification for computer games
- providing a more accessible dispute resolution mechanism for company title home unit disputes
- legislation to make cheating at gambling an offence.

The Justice Policy and Legal Services Division has a detailed schedule of plans for the 2013–14 year, including:

- Introducing legislation to reform the law of provocation.
- Finalising the review of the *Young Offenders Act* and the *Children (Criminal Proceedings) Act*.
- Settling the government response to the Law Reform Commission report on penalty notices and implementing any necessary legislative amendments.
- Settling the government response to the Law Reform Commission report on sentencing, and implementing any necessary legislative amendments.
- Implementing national legal profession reform, which will include introducing laws to apply the Legal Profession Model Law in NSW (subject to Victoria introducing the model law itself). Victoria will host the national law; NSW will host the national regulator.
- Further legislation to enable the NSW Civil and Administrative Tribunal to commence in January 2014. A full-time project team is working on setting up NCAT and consultative mechanisms are in place to enable stakeholder input.
- Developing the government's response to the Law Reform Commission reports on people with mental health and cognitive impairments in the criminal justice system, penalty notices, and sentencing.
- Finalising the government response to the report by the NSW Parliamentary Committee on Law and Safety on driver licence disqualification reform and implement any necessary legislative amendments.

## The NSW Law Reform Commission

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The NSW Law Reform Commission (LRC) is an independent statutory body established to reform, simplify and modernise the law in NSW. It provides independent, expert law reform and policy advice to government through the Attorney General.

In 2012–13 the LRC produced three major reports on jury directions, security for costs, and people with cognitive and mental health impairment in the criminal justice system: criminal responsibility and consequences. This last report was the second report in a major reference on cognitive and mental health impairment, and builds on the Commission's earlier report on diversion. The LRC's sentencing reference was also substantially completed, and a major report will be transmitted early in 2013–14.

This year saw significant government action implementing LRC reports, including four Acts implementing recommendations on company title disputes, cheating at gambling, and a new *Bail Act*.

In March 2013, four new references were given to the commission: criminal appeals, early appropriate guilty pleas, statutory dispute resolution and parole. Work is well underway on these references. The Commission expects to complete reports on two of these in 2013–14.

The Commission's work is based on extensive consultation. Across its references in 2012–13, the Commission conducted 36 consultation meetings, including many round table discussions involving multiple stakeholder groups, and received a large number of submissions. The Commission made a regional visit to Dubbo to discuss sentencing law. The Commission redeveloped its website into a cleaner, more user-friendly site providing visitors with better information about developments in law reform. The Commission will work with the Sentencing Council to develop an interactive web presence.

## **The NSW Sentencing Council**

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The NSW Sentencing Council is an independent public body established to consult with and advise the Attorney General on sentencing issues. It monitors and researches sentencing trends and practices. Council members include people involved in the process of justice ranging from victims of crime to legal professionals.

In 2012–13 the Sentencing Council made a major contribution to the LRC's report on sentencing. In its annual report on sentencing trends and issues this year, the Sentencing Council included a major review of the operation of the new Intensive Correction Orders. This year also saw government action on the council's report on high risk violent offenders, implementing the council's recommendation to amend the *Crimes (High Risk Offenders) Act 2006* to provide for extended detention or supervision of high risk violent offenders.

In the coming year the Sentencing Council intends to improve its public education and engagement activities.

## **Promoting professional standards**

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In 2012–13 the Office of the Professional Standards Councils (OPSC) completed a research project to assess the value and impact of professional standards legislation. The OPSC also established an objective evaluation framework for scheme-holder benefits, such as affordability and the availability of professional indemnity insurance.

In 2013–14, the OPSC aims to implement new evidence-based professional standards scheme analytics, and to enhance stakeholder engagement through providing additional resources and educational activities.

# Chapter 10

## *Business-focused corporate services via Centres of Excellence*

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The Corporate Services Division of the Department is comprised of five functional areas that provide services to the Department's staff that, in turn, enable the Department's frontline staff to provide services to the NSW community.

The Corporate Service Division aims to provide business-focused services effectively and efficient, using a Centres of Excellence approach to harness expertise across the organisation, realise efficiencies and maintain high standards in all functional areas.

The five functional areas are asset management, finance, human resources, information and communications technology, and procurement.

### ***In this chapter:***

- Corporate services for the whole department
- Asset management
- Finance
- Human resources
- Information and communications technology
- Procurement.

## **Corporate services for the whole department**

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As the Department of Attorney General and Justice continues to synthesise the Departmental structure that was announced in March 2013, the Corporate Services Division is implementing an operating model that establishes a Departmental head for each of the corporate services functional or service areas and aggregates the provision of corporate services across the divisions and offices of the Department.

In 2012–13, the appointment of executive directors for each of these areas was progressed, with the fifth executive director appointed early in the 2013–14 reporting year.

Following the release in 2012 of the Departments *Strategic Framework 2012–2014*, the Corporate Services Division facilitated a roadshow for managers of the Department's business units to be briefed about the framework and the Department's strategic directions for the coming years.

In 2012–13 Corporate Services Division contributed to the Attorney General and Justice Cluster's Justice Shared Corporate Services program by reviewing the program's business case and participating in the Gateway Review.

Corporate Services Division's objective for the coming year is to be recognised as a Centre of Excellence for the delivery of finance, human resources, asset management, information technology and procurement services within the NSW Government.

Corporate Services Division will partner with NSW Government and non-government agencies to deliver integrated, consistent and reliable corporate services to support the Department's goals. Corporate Services Division takes a collaborative, cooperative, committed and coordinated approach to providing its services and fulfilling its function.

## Asset management

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In 2012–13, the Asset Management Branch of the Corporate Services Division implemented the *Department of Attorney General and Justice Total Asset Management Plan* and *Asset Management Policy*. The plan and policy integrate where necessary with the Department's *Information and Communications Technology Plan*. The plan and policy documents were published on the Intranet for staff to access.

To facilitate the Decade of Decentralisation reform program, development commenced on the Department's Office Accommodation Strategy, with immediate consideration given to lease renewals and requirements in city accommodation. Work also commenced on leading an Office Accommodation Strategy for the Attorney General and Justice Cluster of agencies. A further program was initiated to consider a joint maintenance program across the Department's facilities.

As part of the Justice Shared Corporate Services reform program, the Asset Management Branch reviewed Fire and Rescue NSW's Cluster Enterprise Asset Management system, with respect to requirements of a similar system for the Attorney General and Justice Cluster.

## Finance

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Finance Services has contributed to the consolidation of finance functions across the Department's divisions and offices by providing coordinated reporting and responses to numerous requests over the course of the reporting year, including expense savings, financial results against budget, financial forecasting of results, monitoring and forecasting of cashflows and capital expenditure and actively managing the relationship with NSW Treasury.

During 2012–13 and into 2013–14, the Finance Branch has managed various financial issues that are specific to particular divisions of the Department, including Corrective Services' correction centre budget models, and Victims Compensation Fund accounting.

The proposed consolidation of the former divisional capital expenditure review meetings and processes into a single Capital Expenditure Committee for the whole Department is under review by PricewaterhouseCoopers.

## Human resources

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In 2012–13 the Human Resources Branch worked with the NSW Public Service Commission on a number of public sector-wide initiatives. These activities included:

- providing a cluster lead for the SES Leadership Assessment program
- facilitating Director General-led briefings of business unit managers about results, feedback and suggested actions arising from the People Matters survey and *How It Is* report into the NSW public sector.

Human Resources is the lead unit responsible for implementing the public sector reforms to workforce planning and capability and development in the coming year. Communications will continue to work closely with HR to support and deliver staff change and engagement strategies.

Human resources worked closely with the Communications Unit in 2012–13 to provide cluster leads for the development and implementation of the NSW public sector Workplace Giving Program in the Attorney General and Justice Cluster. The program will be made available to staff across the cluster's agencies in July 2013.

In May 2013, the My HR intranet site was launched, giving staff across the Department's divisions and offices a single access point for human resources-related information. The My HR site arranges information in simple, logical topics that relate to the stages in a staff member's career with the Department.

The Employee Relations Unit managed various disciplinary cases, handled investigations and grievances, and managed industrial relations issues with the Public Service Association and other unions over the course of the year.

In 2012–13, Human Resources Branch introduced a leave management program to reduce and otherwise manage leave balances greater than 40 days.

Across the Department in excess of 200,000 training hours were delivered. The Brush Farm Corrective Services Academy was re-registered as a registered Training Organisation (RTO) for the next five years and was also successful in the three year re-certification audit for the nationally recognised ISO9001 Quality Management System.

Training is currently delivered within three of the Divisions of the Department (CSNSW, JJNSW and Corporate Services) to ensure training is targeted to key staff needs. Training ranges from Correctional Supervisor training, and Offender Management Systems to Leadership training, Bullying and Harassment training and desktop computer skills.

## Information and communications technology

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In 2012–13 Information Technology Services in collaboration with key business stakeholders produced the *Department of Attorney General and Justice Information and Communications Technology Plan*. The plan is an overarching document that incorporates the *DAGJ ICT Strategic Plan 2013–2017*, the *ICT Service Delivery Plan 2013* and the *ICT Business Plan 2013* in a whole of enterprise approach to ICT investment.

The *DAGJ ICT Strategic Plan 2013–2017* establishes a unified approach to technology in relation to ICT planning, architecture, governance program delivery and service management. The plan establishes a program of works to consolidate, optimise, remediate and enhance ICT capability across the Department.

Information Technology Services has worked in close collaboration with various business units to deliver a range of ICT projects that support key business objectives. These have included:

- Joined Up Justice including outcomes, eAVOs and Court Attendance Notices.
- Improvement to justice audiovisual links including conversion to IP based solutions leading to significant cost savings.
- Support for the Courts and Tribunal Services portfolio including legal e-services and JusticeLink infrastructure remediation.
- Delivery of the Corrective Services ICT Remediation, Enhancement and Architecture Lifecycle program that significantly improved the capability of Offender Information Management System (OIMS) business applications, systems and infrastructure.
- Delivery of enhancements to the Juvenile Justice Client Information Management System (CIMS).
- Consolidation of Corrective Services and Juvenile Justice ICT service desk resulting in significant savings.
- Remediation of critical business risks in the Attorney General's Division ICT infrastructure through the Justice Infrastructure Renewal Program (JIRP).

Information Technology Services also worked closely with Department of Finance and Services on a range of initiatives under the *NSW Government ICT Strategy* and has been a key participant in the whole of government data centre program and ICT benchmarking review.

## Procurement

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In 2012–13 the Procurement Branch commenced a project to attain accreditation as part of the NSW Procurement Board's Agency Accreditation Scheme for Goods and Services Procurement. The accreditation scheme is a key part of the devolution of procurement to agencies, providing the NSW Government agencies with a greater level of independence. As part of the project a gap analysis was conducted across the Department to ascertain the actions required to gain an appropriate level of accreditation that would best facilitate the Department's needs. The assessors have recommended a Level 2B, identifying 37 improvement initiatives to move the Department's procurement activities towards NSW Government best practice. A fleet efficiency review was also conducted in 2012–13. This has realised some immediate savings for the Department and has identified further improvements to be actioned in the coming year.

# Chapter 11

## *Support for vulnerable participants in the justice system*

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The Department seeks to support vulnerable participants in the justice system by providing high quality, responsive services for both voluntary and involuntary clients.

Our support for vulnerable participants in the justice system includes providing services for people with decision-making disabilities; increasing opportunities to divert offenders with a mental illness from custody into treatment; increasing successful participation of offenders with a cognitive disability in court-based diversion programs; and meaningfully engaging with emerging communities. A number of these service outcomes are addressed in other chapters of this annual report, including in chapters 2, 5, 6 and 7.

### ***In this chapter:***

- The Victims Support Scheme
- Restorative justice programs
- The Victims Register
- The NSW Domestic Violence Justice Strategy
- Aboriginal and Torres Strait Islander young people
- Services for clients with diverse needs
- Reviewing court support services
- Legal services and law reform.

## **The Victims Support Scheme**

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Following the recommendations in the Long-term Viability Review of the Victims Compensation Fund and Scheme that the Department commissioned, the *Victims Rights and Support Act 2013* commenced on 3 June 2013. This is a major reform which will deliver significant improvements in the provision of support to victims.

The Act provides a more accessible, streamlined and targeted service to victims of violent crime in NSW than the prior scheme. The new scheme is designed to provide support more quickly than the prior scheme, and has four pillars of support:

- counselling
- immediate assistance, including relocation costs, urgent medical expenses and funeral costs
- financial assistance, including loss of earnings and medical expenses
- recognition payment in recognition of the violence and trauma experienced.

The legislation to establish the Victims Support Scheme was developed by the Justice Policy section of the Justice Policy and Legal Services Division. Victims Services Unit within the Crime Prevention and Community Programs Division continues to provide information and referrals for victims of crime under the new scheme.

During this year the first NSW Commissioner of Victims Rights was also established (details are provided in Chapter 13).

## Restorative justice programs

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The Department's restorative justice programs require an offender to meet those affected by their crimes, to take responsibility for their actions and to make amends. They also allow the community to express their needs and expectations when a crime is committed and for harms to be repaired.

During 2012–13, our Criminal Justice Interventions Unit in the Crime Prevention and Community Programs Division developed a new, more cost effective model for the Forum Sentencing program. The new model will significantly restructure the way Forum Sentencing operates and will be implemented in the 2013–14 financial year. The new model will see a reduction in the number of permanent staff who work with the Forum Sentencing program and consultation with affected staff is ongoing.

### The Victims Register (adult offenders)

In 2012–13, on average, 700 victims were registered on the Victims Register at any given time. In 2012–13, 219 new victims of crime applied to be registered. Registered victims can choose to make submissions to the State Parole Authority or the Serious Offenders Review Council in respect of a particular offender being considered for release on parole or for participation in external leave programs.

### The Victims Register (young offenders)

Juvenile Justice is committed to acknowledging and observing the rights of victims as prescribed in the *Victims Rights Act 1996* and the Charter of Victims Rights.

In accordance with the *Crimes (Administration of Sentences) Act 1999*, Juvenile Justice has established and maintains a Victims Register that has been operating since December 1998. The Policy and Government Relations Branch undertakes the administration of the Victims Register. Victims are usually referred to Juvenile Justice by other agencies such as Corrective Services, the Office of the Director of Public Prosecutions and the NSW Police Force.

## The NSW Domestic Violence Justice Strategy

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The Attorney General announced the *Domestic Violence Justice Strategy* in December 2012. The strategy's purposes are to ensure that:

1. victims' safety is achieved immediately and risk of further violence is reduced
2. victims have confidence in the justice system and are empowered to participate
3. victims have the support they need
4. the court process for domestic violence matters is efficient, fair and accessible
5. abusive behaviour is stopped and perpetrators are held to account
6. perpetrators change their behaviour and re-offending is reduced or eliminated.

In developing the strategy, considerable stakeholder consultation was conducted to ensure agreement and buy in. In addition to the release of the strategy, several reforms were agreed which will ensure better protections are provided to victims of domestic violence.

Building on achievements during 2012–13, the strategy and associated reforms will be implemented over the coming year.



Further plans in the domestic and family violence sphere include addressing the transition of the Domestic and Family Violence Intervention Service to a new operating model, reducing duplication with the existing service system and increasing efficiency and services to victims in this area.

## Aboriginal and Torres Strait Islander young people

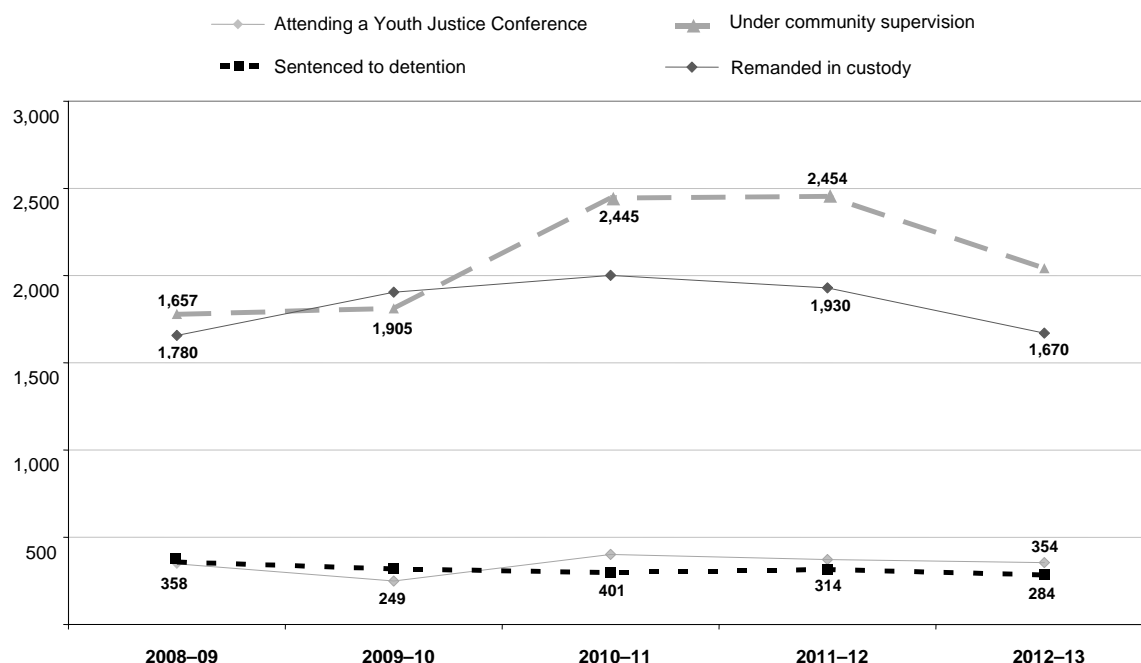
The challenges Juvenile Justice faces in supporting Aboriginal young offenders are diverse and complex. The social, educational, health and justice outcomes for the Aboriginal population are significantly lower than the non-Aboriginal population.

While Juvenile Justice is only one of the government agencies involved with Aboriginal young offenders, the agency provides services and programs to decrease re-offending and increase young offenders' capacities to reintegrate back into their communities.

As Aboriginal and Torres Strait Islander young people consistently represent almost half of our client base, improving our knowledge and capacity to respond to the needs of Aboriginal and Torres Strait Islander young people is a key priority.

The graph below shows the number of admissions of Aboriginal and Torres Strait Islander Young People to Juvenile Justice from 2008–2009 to 2012–13.

**Graph: Number of Admissions of Aboriginal and Torres Strait Islander Young People to Juvenile Justice 2008–09 to 2012–13**



Source: DAGJJ Strategic Information System (SIS). Effective date 13 July 2013.

The *Aboriginal and Torres Strait Islander Strategic Plan 2011–2013* sets the direction of Juvenile Justice's efforts to reduce re-offending. As a result of this planning we have developed statewide *Aboriginal Action Plans*, introduced the Aboriginal Mentoring Strategy and revised the Our Journey to Respect program.

Juvenile Justice has introduced the Aboriginal and Torres Strait Islander Cultural Respect Framework. The framework will make sure our services and programs respond to the needs of Aboriginal clients and staff. A key feature will be the development of cultural standards and practices for program development and service delivery.

## Services for clients with diverse needs

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During 2012–13, Diversity Services continued to promote the *Capacity Toolkit*, a guide to capacity assessment when a person's ability to make decisions is in doubt. Over 70,000 toolkits have now been distributed nationally. The unit also conducted a number of workshops for the community and professionals, and agreed on a *Capacity Action Plan* in consultation with the Capacity Reference Group. In the coming year, Diversity Services will focus on enhancing the capability of the finance sector to promote and protect the rights of people whose decision-making capacity is in question.

## Reviewing court support services

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To ensure that victims of crime are able to access the support and services they need when going to court, the Attorney General commissioned an independent review of all court support services in NSW. The review was completed in 2012–13 with the assistance of an interagency steering committee representing key stakeholders and a report was prepared.

The recommendations contained in this report have been submitted to the Attorney General for consideration by the government.

## Legal services and law reform

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In 2012–13 the Justice Policy and Legal Services Division of the Department provided support for the families of deceased people whose deaths are the subject of coronial inquests, by publishing *Government Responses to Coronial Recommendations*.

The division also administered the Guardian ad Litem Panel, which contains individuals who may be appointed by a court or tribunal to conduct legal proceedings for, and protect or promote the interests of, a person who is incapable of representing him or herself, is incapable of giving proper instructions to his or her legal representative, and/or is under legal incapacity for certain reasons. The division appointed three Indigenous guardians to the panel in 2012–13. In 2012–13, the division intends to develop a relationship with the Law Society of NSW to expand the Indigenous elements of the Guardian Ad Litem program.

# Chapter 12

## *Representation and management of life matters for individuals*

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The NSW Registry of Births Deaths and Marriages (BDM) is part of the Department's Crime Prevention and Community Programs Division. BDM registers, records and preserves information about births, adoptions, deaths, marriages, changes of name and changes of sex in NSW. BDM also issues certified information from these registers and collects and disseminates statistical information.

Under the *Births, Deaths and Marriages Registration Act 1995*, the registrar is responsible for: establishing and maintaining the registers necessary for the purposes of the Act, maintaining the integrity of the register, seeking to prevent identity fraud, and administering the civil registration system in an efficient, effective and economical manner.

The NSW Trustee and Guardian (NSWTG) is an Office of the Department but is an independent statutory authority. NSWTG's role is to act as an independent and impartial Executor, Administrator and Trustee for the people of NSW and provide direct financial management services and authorisation and direction to private financial managers. NSW Trustee and Guardian supports the Public Guardian, which is a statutory officer under the ***Guardianship Act 1987***. The Public Guardian operates independently but reports administratively to the Chief Executive Officer of the NSWTG. NSW Trustee and Guardian's business purpose is to support our community to effect their future life choices, provide quality personal trustee, financial management and decision-making services and advocate for, protect and promote the rights and interests of our clients.

### ***In this chapter:***

- The LifeLink project
- Business activities and performance
- Planning for the future.

## **The LifeLink project**

---

The Registry of Births Deaths and Marriages (BDM) is undertaking a major project to implement 'Lifelink', a whole new approach to capturing and storing the milestones of life. It's a change that will put the agency at the forefront of technological innovation in the field, achieving higher quality services to clients with lower costs and future-proofing the business.

From 2014, the tailor-made LifeLink system will change the way records are kept by putting the person first rather than the event. That means records will be kept with the person at the centre linking to life events rather than storing separate lists for each kind of event, for example a list for births. Searching records will be a lot faster and more accurate.

Lifelink will also be built so it can 'talk' to other systems such as EFTPOS for payments and provide a platform for other web-based innovations such as smart forms allowing users to register life events or apply online for certificates.

## **Business activities and performance**

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To improve the quality of service delivered by the registry, the first draft of BDM's *Quality Manual* was prepared in 2012–13. The review and documentation of procedures and the process redesign

that are taking place under the LifeLink project will contribute to the *Quality Manual* and preparation for ISO accreditation.

During 2012–13, staff in the Identity Security section were trained in the use of statistical process control for reconciling security paper usage.

The registry's profit in 2012–13, excluding the reversal of the LifeLink impairment, was 10.7 per cent of sales for the year, which was \$3.2 million on sales of \$30 million. Decreasing demand for certificates placed cost pressure on the registry. Strict cost control was maintained throughout the year, with significant savings in legal costs and agency staff and contractors.

Over the course of the year, BDM liaised with the NSW Police Force. Legislative changes were made to enable the registrar to provide information about applications for changes of name to the police. In 2013–14, an updated memorandum of understanding between the registry and NSW Police Force will be made.

## Planning for the Future

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Increasing completion rates of planning ahead documents – Wills, Powers of Attorney, Enduring Guardianship and Advance Care Directives – is a highlight of the NSW Ageing Strategy. Throughout 2012–13, NSW TG has worked in partnership with the Office for Ageing to develop a social marketing campaign aimed at raising public awareness of pre-planning. Designed to start conversations and promote action around the important questions of what happens to you and your assets when you die or become incapacitated, the messaging targets life stages through its media selection. The overall emphasis is on the importance of completing pre-planning documents, and that making a Will, Power of Attorney and Enduring Guardian is simple and easy to do. The campaign *Get it in Black and White* scheduled to commence in early November 2013 and the [www.planningaheadtools.com.au](http://www.planningaheadtools.com.au) website will be the main call to action.

## Community Campaigns

NSW TG two key campaigns are the annual Good Will Week; and NSW Seniors Week for which we NSW TG major sponsors. The main objective is to raise awareness of the need for Wills and Powers of Attorney. We continue to engage with the community through these events to retain our brand as the State's largest Will-maker, a leader in estate administration and experts in attorney services.

# Chapter 13

## *Promotion and protection of rights*

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The Department seeks to provide a justice system that protects individuals' rights and a community that is aware of their rights and can exercise those rights.

By providing high quality information, services and programs for the community that are relevant, timely and accessible, the Department continually promotes knowledge and understanding of people's rights in our legal and justice system.

The programs and initiatives that have been described in the preceding chapters of this report, aligned against the first 12 of the Department's 13 strategic directions, all contribute to building a justice system that fosters the promotion and protection of rights and a community of people who are empowered to exercise them.

### ***In this chapter:***

- The Commissioner for Victims Rights
- Office of the Professional Standards Council
- Office of the Legal Services Commissioner
- Official visitors.

## **The Commissioner of Victims Rights**

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In June 2013 the inaugural Commissioner of Victims Rights was appointed to oversee support services for victims of crime and ensure that government agencies comply with the Charter of Victims Rights, including reporting breaches to parliament.

The commissioner will help to find ways for victims of crime to participate in the justice process, advise government, and oversee the promotion of training, public awareness and research on issues affecting victims of crime. In this way, the commissioner will be an important intermediary between victims of crime and criminal justice agencies in NSW.

## **Office of the Professional Standards Council**

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Professional standards councils promote consumer protection and excellence in professional standards by encouraging self-regulation of occupational groups through Cover of Excellence® schemes.

The Office of the Professional Standards Councils (OPSC), part of the Department's Justice Policy and Legal Services Division, provides strategic advice, research and analysis and operational support to the professional standards councils in each state and territory of Australia.

In 2012–13, the OPSC completed a strategic review to improve service delivery to the broadening community of Professional Standards Councils' stakeholders. In 2013–14, the OPSC aims to implement a full business strategy resulting from the strategic review. The strategy has been approved by the professional standards councils for 2013–14.

During 2013–14, new professional standards schemes were approved for:

- Institute of Public Accountants
- Association of Taxation and Management Accountants
- Queensland Bar Association.

Over the course of this year, the OPSC established a risk management reporting framework for professional standards councils, finalised a restructure of the OPSC and implemented the production of electronic materials to support council meetings.

In 2013–14, the OPSC will also implement a program to improve regulatory assurance and strengthen the delivery of the councils' legislative mandate for consumer protection. The office will also implement an accountability measurement system for the OPSC.

## **The Office of the Legal Services Commissioner**

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The Office of the Legal Services Commissioner (OLSC) receives all complaints about solicitors and barristers in NSW, and oversees the investigation and resolution of those complaints.

In 2012–13, the OLSC received 2,685 written complaints and 8,178 telephone inquiry line calls. Of the complaints determined to be within jurisdiction, 79 per cent were retained and handled by the OLSC and 21 per cent were referred to the professional associations (the Law Society of NSW and the NSW Bar Association). Over the course of the year, 2,721 complaints were completed.

The OLSC conducts regular client satisfaction surveys. In 2012–13, this research showed that OLSC 94 per cent of stakeholders were satisfied with the OLSC's educational seminars and 76 per cent of stakeholders were satisfied with the telephone inquiry line service.

## **Official visitors**

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The Juvenile Justice Official Visitor Scheme provides independent monitoring and evaluation of Juvenile Justice centres. Established under the Children (Detention Centres) Act 1987, the scheme ensures the protection of rights, improves advocacy and enhances other forms of assistance related to the oversight, welfare and treatment of young people in custody.

The Minister for Justice appoints one official visitor to each Juvenile Justice centre. Visits are conducted fortnightly, and reports are given to the minister each quarter which evaluate standards of care and the performance of each centre in relation to detainees' security, welfare and rehabilitation.

## **Anti-Discrimination Board**

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The Anti-Discrimination Board (ADB) is an independent statutory body set up under the *Anti-Discrimination Act 1977* (NSW) to administer that Act. Although the ADB is a business centre within the NSW Department of Attorney General and Justice, the ADB reports on its activities in a separate annual report. The ADB is however aligned with the Strategic Framework of this Department and as such its operations and achievements for 2012–13 are reported on in this section.

The ADB has three main statutory functions. It investigates and resolves formal complaints of discrimination, educates the people of NSW about their rights and responsibilities under anti-discrimination law, and advises the government of NSW about law and policy in order to help eliminate discrimination.

The ADB provides a free and confidential service to investigate complaints of discrimination. The Board emphasises the process of conciliation to resolve complaints. This gives both parties a quick and mutually agreeable outcome, often without the need to involve lawyers. Many of the complaints are resolved through conciliation.

In 2012–13 the Board received 1,053 formal complaints and finalised 1,042 complaints. The most common grounds of discrimination were disability (26 per cent), race (19 per cent) and sexual harassment (nine per cent).

The Board's second function is achieved through an enquiry service, consultations, education programs, seminars, talks, participation in community functions, publications and a comprehensive website.

In 2012–13 the Board answered 5,030 enquiries, trained 5,779 people through its workplace education and seminar programs for employers and service providers. An additional 1,845 people took part in its community training, plus many people who took information from stalls.

The Board also addresses discrimination on a more systemic level by advising the government on discrimination matters, making submissions to inquires and raising issues with the relevant organisations. In 2012–13 the president and a staff member from the Aboriginal and Torres Strait Islander team travelled to Bourke to discuss issues of particular concern to this community.

## **NSW Trustee and Guardian**

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As an independent statutory authority, the NSW Trustee and Guardian reports separately through their own Annual Report. However, their work as an Office of this Department is included here to reflect their contribution to achieving the strategic priorities outlined in the Department's Strategic Framework, particularly in regard to the promotion and protection of rights.

NSWTG have continued to identify and address outstanding amounts to State Debt Recovery where directly managed clients cannot be held responsible for the debts. The number of mutual clients has been reduced from 1,619 clients owing a total of in excess of \$2.8m to 1,077 owing \$1.8m.

NSWTG's internal focus was on improving the rigor and support available to deliver high quality client services. The Client Consultation Framework for direct financial management clients has been piloted and expanded to include specific information to refine the information needed for specialist team functions. The full implementation is dependent on the new Client Information System and will improve the quality of decisions and consider the impact on all areas of clients' lives. The marrying of the two tools will mean workflows are streamlined and consistent in the implementation across services where relevant.

Legal Services Branch in NSW Trustee and Guardian's Client Services Division plays an important role in protecting the legal rights and interests of clients. Management of the financial affairs of clients gives rise to a wide variety of legal matters in most jurisdictions including personal injury, debt and asset recovery; family law and child support; legal costing; property matters; employment law; claims under the Family Provision Act 1982 and other deceased estate matters.

Legal officers provide legal advice and representation in respect of the financial affairs of clients and also to NSWTG and Office of the Public Guardian, in respect of corporate matters, including Appeals to the Administrative Decisions Tribunal. Legal officers are also involved in the process of substitute decision-making by NSWTG and minimising the outsourcing of legal matters to a panel of legal service providers in connection with litigation and other legal matters involving protected persons. Legal officers may exercise decision-making delegations or may make recommendations to NSWTG in relation to the commencement of court action and the settlement of claims.

# Financial Statements

For the year ended 30 June 2013

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# Financial Statements Summary

## *Financial Performance*

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The Department of Attorney General and Justice (DAGJ) entity comprises the financial results of the Attorney General's Division, the Corrective Services NSW Division, the Juvenile Justice NSW Division, and the employee related expenses, revenues, assets and liabilities of the NSW Trustee and Guardian and the Legal Profession Admission Board. The financial results also incorporate grants expenditure and appropriations to justice cluster agencies.

DAGJ prepared its financial statements in accordance with:

- The provisions of the Public Finance and Audit Act, 1983
- The Financial Reporting Code for NSW General Government Sector Entities
- The Public Finance and Audit Regulation 2010
- The Treasurer's Directions
- NSW Treasury Circulars.

## **Net Result for the Year**

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The net result for the year ended 30 June 2013 was a surplus of \$216 million, compared with a budgeted surplus of \$14 million.

## **Revenue**

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Revenue totalling \$5,738 million was higher than budget by \$166 million. This was largely due to a credit in other income as a result of reduced provisions for the pending victims' compensation claims of \$216 million, offset by reduced sales of goods and services of \$58 million.

## **Expenses**

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Expenditure totalling \$5,517 million was lower than budget by \$42 million, partly due to employee related expenditure being less than budget by \$12 million due to favourable actuarial valuations on long service leave, depreciation being less than budget by \$8 million due to a reduction in depreciation rates on computer equipment and voice/data communications equipment.

Other operating expenses exceeded budget by \$8 million mainly due to higher than projected Corrective Services Industry related expenditure, security management fees and repairs and maintenance costs.

## Assets

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Total assets exceeded budget by \$79 million, which was mainly due to a revaluation of properties as at 30 June 2013.

## Liabilities

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Total liabilities exceeded budget by \$185 million, mainly due to an increase in provisions of \$213 million due to the actuarial valuations of the pending victims' compensation claims.

**DEPARTMENT OF ATTORNEY GENERAL AND JUSTICE**

**FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013**

**STATEMENT BY DEPARTMENT HEAD**

**Pursuant to Section 45F 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 Financial Reporting Code for NSW General Government Sector Entities, the Public Finance and Audit Regulation 2010, the Treasurer's Directions and NSW Treasury Circulars.
- (b) The financial statements exhibit a true and fair view of the financial position and transactions of the Department for the Year ended 30 June 2013.
- (c) As at the date of this statement, I am not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Brendan Thomas  
**Acting Director General**  
19 September 2013



## INDEPENDENT AUDITOR'S REPORT

### Department of Attorney General and Justice

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the Department of Attorney General and Justice (the Department), which comprise the statement of financial position as at 30 June 2013, the statement of comprehensive income, statement of changes in equity, statement of cash flows, service group statements and a summary of compliance with financial directives for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

### Opinion

In my opinion the financial statements:

- give a true and fair view of the financial position of the Department as at 30 June 2013, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 45E of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010

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

### Director General's Responsibility for the Financial Statements

The Director General is responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the Director General determines is necessary to enable the preparation of the financial statements that give a true and fair view and that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Department's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Department's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Director General, as well as evaluating the overall presentation of the financial statements.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does *not* provide assurance:

- about the future viability of the Department
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal control
- about the assumptions used in formulating the budget figures disclosed in the financial statements
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about other information that may have been hyperlinked to/from the financial statements.

### Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and relevant ethical pronouncements. The PF&A Act further promotes independence by:

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



Jack Kheir  
Director, Financial Audit Services

19 September 2013  
SYDNEY

**Statement of comprehensive income for the year ended 30 June 2013**

		Actual 30 June 2013	Budget 30 June 2013	Restated* 30 June 2012
	Notes			
<b>Expenses excluding losses</b>				
Operating expenses				
Employee related expenses	2(a)	1,332,592	1,344,628	1,445,599
Other operating expenses	2(b)	429,848	421,691	441,213
Depreciation and amortisation	2(c)	170,221	177,869	168,313
Grants and subsidies	2(d)	3,461,288	3,535,069	3,489,039
Finance costs	2(e)	8,707	9,977	9,608
Other expenses (refer note 7)	2(f)	113,965	69,392	202,409
<b>Total expenses excluding losses</b>		<b>5,516,621</b>	<b>5,558,626</b>	<b>5,756,181</b>
Less:				
<b>Revenue</b>				
Recurrent appropriations	3(a)	4,957,713	4,965,658	5,086,650
Capital appropriations	3(b)	178,761	194,694	170,118
Sale of goods and services	3(c)	204,872	263,176	202,592
Investment revenue	3(d)	3,507	6,152	5,910
Retained taxes, fees and fines	3(e)	14,611	10,400	13,669
Grants and contributions	3(f)	31,814	19,636	21,205
Personnel services revenue	3(g)	40,465	-	97,963
Acceptance by the Crown Entity of employee benefits and other liabilities	3(h)	62,432	91,899	127,516
Other revenue (refer note 7)	3(i)	243,990	20,852	31,402
<b>Total Revenue</b>		<b>5,738,165</b>	<b>5,572,467</b>	<b>5,757,025</b>
<b>Gain/(loss) on disposal</b>	4	<b>(964)</b>	10	(578)
<b>Other gains/(losses)</b>	5	<b>(4,689)</b>	(9)	(17,986)
<b>NET RESULT</b>		<b>215,891</b>	<b>13,842</b>	<b>(17,720)</b>
<b>Other comprehensive income</b>				
<i>Items that will not be reclassified to net result:</i>				
Net increase in property, plant and equipment, and joint venture – revaluation surplus		68,319	-	26,849
Net change in the asset revaluation reserve arising from a change in the restoration liability		15	-	(99)
Superannuation actuarial gains/(losses)		27,939	-	(63,915)
<b>Total other comprehensive income</b>		<b>96,273</b>	-	(37,165)
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>312,164</b>	<b>13,842</b>	<b>(54,885)</b>

\* Refer note 7 for details of prior period adjustment

The accompanying notes form part of these financial statements.

**Statement of financial position as at 30 June 2013**

		Actual 30 June 2013	Budget 30 June 2013	Restated* 30 June 2012	Restated* 1 July 2011
	Notes	\$'000	\$'000	\$'000	\$'000
<b>ASSETS</b>					
<b>Current assets</b>					
Cash and cash equivalents	9	64,160	85,776	82,588	77,961
Receivables	10	93,264	52,481	87,351	83,560
Inventories	11	9,690	11,063	9,220	11,062
Other		-	8,957	-	-
<b>Total current assets</b>		<b>167,114</b>	<b>158,277</b>	<b>179,159</b>	<b>172,583</b>
<b>Non-current assets</b>					
Receivables	10	81,703	53,929	98,503	60,565
Property plant and equipment					
Land and buildings	12	3,176,577	3,300,363	3,160,078	3,160,289
Plant and equipment	12	237,290	248,047	208,278	209,358
Land and buildings under finance lease	12	165,204	-	167,522	171,226
	12	3,579,071	3,548,410	3,535,878	3,540,873
Intangibles	13	152,473	130,495	127,999	119,060
Other		-	3,920	-	-
Investment accounted for using the equity method	14	122,796	129,258	122,689	129,258
<b>Total non-current assets</b>		<b>3,936,043</b>	<b>3,866,012</b>	<b>3,885,069</b>	<b>3,849,756</b>
<b>Total assets</b>		<b>4,103,157</b>	<b>4,024,289</b>	<b>4,064,228</b>	<b>4,022,339</b>
<b>LIABILITIES</b>					
<b>Current liabilities</b>					
Payables	15	101,771	116,688	120,183	119,204
Borrowings	16	5,511	4,908	5,151	3,655
Provisions (refer note 7)	17	265,475	161,932	266,979	260,866
Other	18	2,226	16,716	3,669	7,236
<b>Total current liabilities</b>		<b>374,983</b>	<b>300,244</b>	<b>395,982</b>	<b>390,961</b>
<b>Non-current liabilities</b>					
Borrowings	16	86,994	81,331	86,663	91,814
Provisions (refer note 7)	17	163,116	53,997	415,683	302,776
Other	18	-	4,805	-	-
<b>Total non-current liabilities</b>		<b>250,110</b>	<b>140,133</b>	<b>502,346</b>	<b>394,590</b>
<b>Total liabilities</b>		<b>625,093</b>	<b>440,377</b>	<b>898,328</b>	<b>785,551</b>
<b>Net assets</b>		<b>3,478,064</b>	<b>3,583,912</b>	<b>3,165,900</b>	<b>3,236,788</b>
<b>EQUITY</b>					
Reserves		527,993	418,806	459,659	410,672
Accumulated funds (refer note 7)		2,950,071	3,165,106	2,706,241	2,826,116
<b>Total Equity</b>		<b>3,478,064</b>	<b>3,583,912</b>	<b>3,165,900</b>	<b>3,236,788</b>

\* Refer note 7 for details regarding prior period adjustment.  
The accompanying notes form part of these financial statements.

**Statement of changes in equity for the year ended 30 June 2013**

	Accumulated Funds	Assets Revaluation Reserve	Total
	\$'000	\$'000	\$'000
<b>Balance at 1 July 2012</b>	<b>3,072,841</b>	<b>459,659</b>	<b>3,532,500</b>
Correction of prior period error (refer note 7)	(366,600)	-	(366,600)
<b>Restated total equity at 1 July 2012</b>	<b>2,706,241</b>	<b>459,659</b>	<b>3,165,900</b>
<b>Net result for the year</b>	<b>215,891</b>	<b>-</b>	<b>215,891</b>
<b>Other comprehensive income:</b>			
Net increase/(decrease) in property, plant and equipment	-	68,319	68,319
Change in the restoration liability	-	15	15
Superannuation actuarial gains	27,939	-	27,939
<b>Total other comprehensive income</b>	<b>27,939</b>	<b>68,334</b>	<b>96,273</b>
<b>Total comprehensive income for the year</b>	<b>243,830</b>	<b>68,334</b>	<b>312,164</b>
<b>Balance at 30 June 2013</b>	<b>2,950,071</b>	<b>527,993</b>	<b>3,478,064</b>
<b>Balance at 1 July 2011</b>	<b>3,141,916</b>	<b>410,672</b>	<b>3,552,588</b>
Correction of prior period error (refer note 7)	(315,800)	-	(315,800)
<b>Restated total equity at 1 July 2011</b>	<b>2,826,116</b>	<b>410,672</b>	<b>3,236,788</b>
<b>Net result for the year</b>	<b>(17,720)</b>	<b>-</b>	<b>(17,720)</b>
<b>Other comprehensive income:</b>			
Net increase/(decrease) in property, plant and equipment	-	26,849	26,849
Asset revaluation reserve balance transferred to accumulated funds on disposal of assets	(22,237)	22,237	-
Change in the restoration liability	-	(99)	(99)
Superannuation actuarial losses	(63,918)	-	(63,918)
<b>Total other comprehensive income</b>	<b>(86,155)</b>	<b>48,987</b>	<b>(37,168)</b>
<b>Total comprehensive income for the year</b>	<b>(103,875)</b>	<b>48,987</b>	<b>(54,888)</b>
<b>Transaction with owners in their capacity as owners</b>			
Decrease in assets from equity transfer	(16,000)	-	(16,000)
<b>Balance at 30 June 2012</b>	<b>2,706,241</b>	<b>459,659</b>	<b>3,165,900</b>

The accompanying notes form part of these financial statements.



**Statement of cash flows for the year ended 30 June 2013**

		Actual 30 June 2013	Budget 30 June 2013	Actual 30 June 2012
	Notes	\$'000	\$'000	\$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>				
<b>Payments</b>				
Employee related		(1,347,043)	(1,263,645)	(1,413,868)
Grants and subsidies		(3,463,895)	(3,535,069)	(3,491,279)
Finance costs		(8,608)	(9,977)	(9,563)
Other		(572,848)	(558,361)	(659,154)
<b>Total Payments</b>		<b>(5,392,394)</b>	<b>(5,367,052)</b>	<b>(5,573,864)</b>
<b>Receipts</b>				
Recurrent appropriation		4,957,688	4,965,658	5,085,738
Capital appropriation (excluding equity appropriations)		178,761	194,694	170,118
Sale of goods and services		208,661	268,093	205,601
Interest received		4,413	2,957	5,628
Retained taxes, fees and fines		13,633	19,636	12,838
Cash reimbursements from the Crown Entity		78,853	-	62,092
Other		118,316	109,881	214,841
<b>Total Receipts</b>		<b>5,560,325</b>	<b>5,560,919</b>	<b>5,756,856</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	23	<b>167,931</b>	<b>193,867</b>	<b>182,992</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>				
Proceeds from sale of land and buildings and plant and equipment		86	10	147
Payment to NSW Treasury re asset sales		(1,446)	-	-
Purchases of land and buildings and plant and equipment		(179,851)	(161,366)	(174,852)
Other		-	(25,332)	-
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(181,211)</b>	<b>(186,688)</b>	<b>(174,705)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>				
Repayment of borrowings and advances		(5,148)	(10,345)	(3,660)
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b>(5,148)</b>	<b>(10,345)</b>	<b>(3,660)</b>
<b>NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS</b>		<b>(18,428)</b>	<b>(3,166)</b>	<b>4,627</b>
Opening cash and cash equivalents		82,588	88,942	77,961
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	9	<b>64,160</b>	<b>85,776</b>	<b>82,588</b>

The accompanying notes form part of these financial statements.

### Service group statements for the year ended 30 June 2013

Consolidated	Service Group 1 Legal Policy and Regulatory Services*		Service Group 2 Court Services*		Service Group 3 Court Support Services*		Service Group 4 Crime Prevention and Community Services*		Service Group 5 Registry of Births, Deaths and Marriages*	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
AGENCY'S EXPENSES AND INCOME	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Expenses excluding losses</b>										
Operating expenses										
• Employee related expenses	34,282	35,824	272,179	298,733	53,414	57,985	26,930	26,111	13,121	13,007
• Other operating expenses	8,252	7,989	75,662	79,280	13,505	15,015	6,476	6,867	6,782	6,426
Operating expenses	42,534	43,813	347,841	378,013	66,919	73,000	33,406	32,978	19,903	19,433
Depreciation and amortisation	2,505	2,590	61,723	64,101	5,932	6,243	1,549	1,601	1,430	1,265
Grants and subsidies	394	337	1,256	543	-	8	17,044	18,073	-	-
Finance costs	-	-	3,991	4,028	-	-	-	-	239	329
Other expenses	7,225	7,004	21,898	43,531	10,638	10,624	56,270	117,183	-	7
<b>Total expenses excluding losses</b>	<b>52,658</b>	<b>53,744</b>	<b>436,709</b>	<b>490,216</b>	<b>83,489</b>	<b>89,875</b>	<b>108,269</b>	<b>169,835</b>	<b>21,572</b>	<b>21,034</b>
<b>Revenue</b>										
Recurrent appropriations	-	-	-	-	-	-	-	-	-	-
Capital appropriations	-	-	-	-	-	-	-	-	-	-
Sale of goods and services	1,290	640	108,978	111,744	4,336	4,391	566	471	29,696	29,050
Investment revenue	148	198	1,120	2,052	350	515	147	174	273	315
Retained taxes, fees and fines	-	-	-	(3)	-	-	14,611	13,672	-	-
Grants and contributions	2,434	2,917	6,845	2,643	949	1,014	557	263	-	170
Personnel services revenue	-	-	-	-	-	-	-	-	-	-
Acceptance by the Crown Entity of employee benefits and other liabilities	-	-	-	-	-	-	-	-	-	-
Other revenue	10,954	9,714	8,555	12,113	616	792	216,977	669	57	1,546
<b>Total Revenue</b>	<b>14,826</b>	<b>13,469</b>	<b>125,498</b>	<b>128,549</b>	<b>6,251</b>	<b>6,712</b>	<b>232,858</b>	<b>15,249</b>	<b>30,026</b>	<b>31,081</b>
Gain/(loss) on disposal	(32)	(71)	(260)	(292)	(107)	(96)	(33)	(34)	(1)	-
Other gains/(losses)	(777)	(559)	(7,350)	(4,998)	(1,885)	(1,456)	(737)	(490)	6,060	(10,483)
<b>NET RESULT FOR THE YEAR</b>	<b>(38,641)</b>	<b>(40,905)</b>	<b>(318,821)</b>	<b>(366,957)</b>	<b>(79,230)</b>	<b>(84,715)</b>	<b>123,819</b>	<b>(155,110)</b>	<b>14,513</b>	<b>(436)</b>
<b>Other Comprehensive Income</b>										
Increase/(decrease) in assets revaluation reserve	-	-	29,063	15,792	-	-	-	-	97	-
Net change in the restoration liability	-	-	-	-	-	-	-	-	-	-
Superannuation actuarial losses	152	(348)	1,477	(2,844)	-	-	-	-	3,197	(6,848)
<b>Total Other Comprehensive Income</b>	<b>152</b>	<b>(348)</b>	<b>30,540</b>	<b>12,948</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3,294</b>	<b>(6,848)</b>
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>(38,489)</b>	<b>(41,253)</b>	<b>(288,281)</b>	<b>(354,009)</b>	<b>(79,230)</b>	<b>(84,715)</b>	<b>123,819</b>	<b>(155,110)</b>	<b>17,807</b>	<b>(7,284)</b>

### Service group statements for the year ended 30 June 2013

Consolidated	Service Group 6 Crown Solicitor's Office*		Service Group 7 Business and Personnel Services*		Service Group 8 Cluster Grant Funding*		Service Group 9 Custody Management*		Service Group 10 Supervision of Offenders in the Community *	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
AGENCY'S EXPENSES AND INCOME	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Expenses excluding losses</b>										
Operating expenses										
• Employee related expenses	32,963	33,853	57,940	56,966	-	-	437,367	499,790	129,247	135,115
• Other operating expenses	7,587	8,458	-	-	-	-	205,357	210,188	31,743	31,116
Operating expenses	40,550	42,311	57,940	56,966	-	-	642,724	709,978	160,990	166,231
Depreciation and amortisation	1,733	1,434	-	-	-	-	77,197	71,594	6,155	6,459
Grants and subsidies	-	-	-	-	3,431,734	3,454,973	75	801	15	263
Finance costs	-	-	-	-	-	-	4,271	5,206	118	-
Other expenses	17,418	20,665	-	-	-	-	453	2,542	32	448
<b>Total expenses excluding losses</b>	<b>59,701</b>	<b>64,410</b>	<b>57,940</b>	<b>56,966</b>	<b>3,431,734</b>	<b>3,454,973</b>	<b>724,720</b>	<b>790,121</b>	<b>167,310</b>	<b>173,401</b>
<b>Revenue</b>										
Recurrent appropriations	-	-	-	-	-	-	-	-	-	-
Capital appropriations	-	-	-	-	-	-	-	-	-	-
Sale of goods and services	16,403	18,301	-	-	-	-	4,190	5,668	1,065	1,002
Investment revenue	459	586	-	-	-	-	343	1,078	190	189
Retained taxes, fees and fines	-	-	-	-	-	-	-	-	-	-
Grants and contributions	-	-	-	-	-	-	8,159	3,979	3,420	1,823
Personnel services revenue	-	-	40,465	97,963	-	-	-	-	-	-
Acceptance by the Crown Entity of employee benefits and other liabilities	-	-	-	-	-	-	-	-	-	-
Other revenue	530	1,051	-	-	-	-	3,377	2,575	687	523
<b>Total Revenue</b>	<b>17,392</b>	<b>19,938</b>	<b>40,465</b>	<b>97,963</b>	<b>-</b>	<b>-</b>	<b>16,069</b>	<b>13,300</b>	<b>5,362</b>	<b>3,537</b>
Gain/(loss) on disposal	(19)	(1)	-	-	-	-	(445)	-	-	-
Other gains/(losses)	-	-	-	-	-	-	-	-	-	-
<b>NET RESULT FOR THE YEAR</b>	<b>(42,328)</b>	<b>(44,473)</b>	<b>(17,475)</b>	<b>40,997</b>	<b>(3,431,734)</b>	<b>(3,454,973)</b>	<b>(709,096)</b>	<b>(776,821)</b>	<b>(161,948)</b>	<b>(169,864)</b>
<b>Other Comprehensive Income</b>										
Increase/(decrease) in assets revaluation reserve	-	-	-	-	-	-	34,531	7,264	-	-
Net change in the restoration liability	-	-	-	-	-	-	-	-	-	-
Superannuation actuarial losses	5,636	(12,878)	17,477	(40,997)	-	-	-	-	-	-
<b>Total Other Comprehensive Income</b>	<b>5,636</b>	<b>(12,878)</b>	<b>17,477</b>	<b>(40,997)</b>	<b>-</b>	<b>-</b>	<b>34,531</b>	<b>7,264</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>(36,692)</b>	<b>(57,351)</b>	<b>2</b>	<b>-</b>	<b>(3,431,734)</b>	<b>(3,454,973)</b>	<b>(674,565)</b>	<b>(769,557)</b>	<b>(161,948)</b>	<b>(169,864)</b>

## Service group statements for the year ended 30 June 2013

Consolidated	Service Group 11 Offenders Program*		Service Group 12 Community Based Services*		Service Group 13 Juvenile Custodial Services*		Not Attributable		Total	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
AGENCY'S EXPENSES AND INCOME	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Expenses excluding losses</b>										
Operating expenses										
• Employee related expenses	138,612	146,085	40,028	41,868	96,509	100,262	-	-	1,332,592	1,445,599
• Other operating expenses	39,184	36,886	12,272	14,814	23,028	24,174	-	-	429,848	441,213
Operating expenses	177,796	182,971	52,300	56,682	119,537	124,436	-	-	1,762,440	1,886,812
Depreciation and amortisation	2,991	2,663	1,801	1,495	7,205	8,868	-	-	170,221	168,313
Grants and subsidies	3,866	4,235	6,458	9,110	446	696	-	-	3,461,288	3,489,039
Finance costs	-	-	88	45	-	-	-	-	8,707	9,608
Other expenses	31	405	-	-	-	-	-	-	113,965	202,409
<b>Total expenses excluding losses</b>	<b>184,684</b>	<b>190,274</b>	<b>60,647</b>	<b>67,332</b>	<b>127,188</b>	<b>134,000</b>	<b>-</b>	<b>-</b>	<b>5,516,621</b>	<b>5,756,181</b>
<b>Revenue</b>										
Recurrent appropriations	-	-	-	-	-	-	4,957,713	5,086,650	4,957,713	5,086,650
Capital appropriations	-	-	-	-	-	-	178,761	170,118	178,761	170,118
Sale of goods and services	38,348	31,325	-	-	-	-	-	-	204,872	202,592
Investment revenue	62	166	137	210	278	427	-	-	3,507	5,910
Retained taxes, fees and fines	-	-	-	-	-	-	-	-	14,611	13,669
Grants and contributions	4,294	4,198	1,646	2,219	3,510	1,979	-	-	31,814	21,205
Personnel services revenue	-	-	-	-	-	-	-	-	40,465	97,963
Acceptance by the Crown Entity of employee benefits and other liabilities	-	-	-	-	-	-	62,432	127,516	62,432	127,516
Other revenue	824	684	484	573	929	1,162	-	-	243,990	31,402
<b>Total Revenue</b>	<b>43,528</b>	<b>36,373</b>	<b>2,267</b>	<b>3,002</b>	<b>4,717</b>	<b>3,568</b>	<b>5,198,906</b>	<b>5,384,284</b>	<b>5,738,165</b>	<b>5,757,025</b>
Gain/(loss) on disposal	-	-	(22)	(17)	(45)	(67)	-	-	(964)	(578)
Other gains/(losses)	-	-	-	-	-	-	-	-	(4,689)	(17,986)
<b>NET RESULT FOR THE YEAR</b>	<b>(141,156)</b>	<b>(153,901)</b>	<b>(58,402)</b>	<b>(64,347)</b>	<b>(122,516)</b>	<b>(130,499)</b>	<b>5,198,906</b>	<b>5,384,284</b>	<b>215,891</b>	<b>(17,720)</b>
<b>Other Comprehensive Income</b>										
Increase/(decrease) in assets revaluation reserve	-	-	-	-	4,628	3,793	-	-	68,319	26,849
Net change in the restoration liability	-	-	15	(99)	-	-	-	-	15	(99)
Superannuation actuarial lossess	-	-	-	-	-	-	-	-	27,939	(63,915)
<b>Total Other Comprehensive Income</b>	<b>-</b>	<b>-</b>	<b>15</b>	<b>(99)</b>	<b>4,628</b>	<b>3,793</b>	<b>-</b>	<b>-</b>	<b>96,273</b>	<b>(37,165)</b>
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>(141,156)</b>	<b>(153,901)</b>	<b>(58,387)</b>	<b>(64,446)</b>	<b>(117,888)</b>	<b>(126,706)</b>	<b>5,198,906</b>	<b>5,384,284</b>	<b>312,164</b>	<b>(54,885)</b>

### Service group statements for the year ended 30 June 2013

Consolidated	Service Group 1 Legal Policy and Regulatory Services*		Service Group 2 Court Services*		Service Group 3 Court Support Services*		Service Group 4 Crime Prevention and Community Services*		Service Group 5 Registry of Births, Deaths and Marriages*	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
AGENCY'S EXPENSES AND INCOME	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Current Assets</b>										
Cash and cash equivalents	702	1,361	4,990	10,659	1,697	3,552	666	1,194	7,052	6,556
Receivables	2,196	1,174	18,004	22,071	5,310	3,065	2,083	5,062	3,642	3,714
Inventories	-	-	-	-	-	-	-	-	-	-
Financial assets at fair value	-	-	-	-	-	-	-	-	-	-
<b>Total current assets</b>	<b>2,898</b>	<b>2,535</b>	<b>22,994</b>	<b>32,730</b>	<b>7,007</b>	<b>6,617</b>	<b>2,749</b>	<b>6,256</b>	<b>10,694</b>	<b>10,270</b>
<b>Non-current Assets</b>										
Receivables	1,036	299	7,364	1,275	2,504	615	17,549	15,994	(8,571)	159
Inventories	-	-	-	-	-	-	-	-	-	-
Property plant and equipment	13,170	13,305	1,204,505	1,177,020	32,040	34,728	12,646	11,666	7,779	8,068
Other financial assets	-	-	-	-	-	-	-	-	-	-
Investment accounted for using the equity method	-	-	122,796	122,689	-	-	-	-	-	-
Intangibles	8,104	3,997	55,783	60,572	18,954	11,159	7,203	3,502	14,258	6,679
<b>Total non-current assets</b>	<b>22,310</b>	<b>17,601</b>	<b>1,390,448</b>	<b>1,361,556</b>	<b>53,498</b>	<b>46,502</b>	<b>37,398</b>	<b>31,162</b>	<b>13,466</b>	<b>14,906</b>
<b>TOTAL ASSETS</b>	<b>25,208</b>	<b>20,136</b>	<b>1,413,442</b>	<b>1,394,286</b>	<b>60,505</b>	<b>53,119</b>	<b>40,147</b>	<b>37,418</b>	<b>24,160</b>	<b>25,176</b>
<b>Current liabilities</b>										
Payables	2,747	1,620	18,836	10,785	6,641	4,229	2,606	18,406	953	1,410
Borrowings	249	225	1,770	1,660	602	588	236	198	1,750	1,750
Provisions	3,650	4,100	25,954	26,065	8,825	8,997	79,563	74,022	4,196	4,265
Other	-	190	-	1,398	-	495	-	168	-	-
<b>Total current liabilities</b>	<b>6,646</b>	<b>6,135</b>	<b>46,560</b>	<b>39,908</b>	<b>16,068</b>	<b>14,309</b>	<b>82,405</b>	<b>92,794</b>	<b>6,899</b>	<b>7,425</b>
<b>Non-current liabilities</b>										
Borrowings	1,903	2,085	13,532	15,345	4,601	5,441	1,806	1,828	1,800	3,550
Provisions	1,485	1,518	10,556	5,904	3,589	1,031	75,509	295,946	359	12,430
<b>Total non-current liabilities</b>	<b>3,388</b>	<b>3,603</b>	<b>24,088</b>	<b>21,249</b>	<b>8,190</b>	<b>6,472</b>	<b>77,315</b>	<b>297,774</b>	<b>2,159</b>	<b>15,980</b>
<b>TOTAL LIABILITIES</b>	<b>10,034</b>	<b>9,738</b>	<b>70,648</b>	<b>61,157</b>	<b>24,258</b>	<b>20,781</b>	<b>159,720</b>	<b>390,568</b>	<b>9,058</b>	<b>23,405</b>
<b>NET ASSETS</b>	<b>15,174</b>	<b>10,398</b>	<b>1,342,794</b>	<b>1,333,129</b>	<b>36,247</b>	<b>32,338</b>	<b>(119,573)</b>	<b>(353,150)</b>	<b>15,102</b>	<b>1,771</b>

\* The names and purposes of each service group are summarised in Note 8.

\*\* Appropriations have been allocated to individual service groups. For 2013, the Department has received recurrent contributions for agencies within the Justice Cluster, which have then been distributed to those agencies by way of grants.

### Service group statements for the year ended 30 June 2013

Consolidated	Service Group 6 Crown Solicitor's Office*		Service Group 7 Business and Personnel Services*		Service Group 8 Cluster Grant Funding*		Service Group 9 Custody Management*		Service Group 10 Supervision of Offenders in the Community *	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
AGENCY'S EXPENSES AND INCOME	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Current Assets</b>										
Cash and cash equivalents	13,238	11,922	-	-	-	-	9,677	15,192	1,968	3,321
Receivables	16,436	12,459	22,710	22,541	-	-	13,978	3,716	3,421	975
Inventories	-	-	-	-	-	-	-	-	-	-
Financial assets at fair value	-	-	-	-	-	-	-	-	-	-
<b>Total current assets</b>	<b>29,674</b>	<b>24,381</b>	<b>22,710</b>	<b>22,541</b>	<b>-</b>	<b>-</b>	<b>23,655</b>	<b>18,908</b>	<b>5,389</b>	<b>4,296</b>
<b>Non-current Assets</b>										
Receivables	2,217	914	59,604	79,247	-	-	-	-	-	-
Inventories	-	-	-	-	-	-	-	-	-	-
Property plant and equipment	2,655	3,432	-	-	-	-	1,889,891	1,743,846	55,975	153,834
Other financial assets	-	-	-	-	-	-	-	-	-	-
Investment accounted for using the equity method	-	-	-	-	-	-	-	-	-	-
Intangibles	1,729	2,383	-	-	-	-	26,417	21,632	5,327	4,346
<b>Total non-current assets</b>	<b>6,601</b>	<b>6,729</b>	<b>59,604</b>	<b>79,247</b>	<b>-</b>	<b>-</b>	<b>1,916,398</b>	<b>1,765,478</b>	<b>61,302</b>	<b>158,180</b>
<b>TOTAL ASSETS</b>	<b>36,275</b>	<b>31,110</b>	<b>82,314</b>	<b>101,788</b>	<b>-</b>	<b>-</b>	<b>1,940,053</b>	<b>1,784,386</b>	<b>66,691</b>	<b>162,476</b>
<b>Current liabilities</b>										
Payables	859	838	1,378	1,466	-	-	32,805	45,218	7,790	7,364
Borrowings	-	-	-	-	-	-	904	730	-	-
Provisions	8,508	8,960	21,862	20,234	-	-	62,222	70,199	18,248	17,028
Other	2,226	-	-	-	-	-	-	1,253	-	120
<b>Total current liabilities</b>	<b>11,593</b>	<b>9,798</b>	<b>23,240</b>	<b>21,700</b>	<b>-</b>	<b>-</b>	<b>95,931</b>	<b>117,400</b>	<b>26,038</b>	<b>24,512</b>
<b>Non-current liabilities</b>										
Borrowings	-	-	-	-	-	-	63,352	58,414	-	-
Provisions	11,147	17,231	59,074	80,088	-	-	-	-	-	-
<b>Total non-current liabilities</b>	<b>11,147</b>	<b>17,231</b>	<b>59,074</b>	<b>80,088</b>	<b>-</b>	<b>-</b>	<b>63,352</b>	<b>58,414</b>	<b>-</b>	<b>-</b>
<b>TOTAL LIABILITIES</b>	<b>22,740</b>	<b>27,029</b>	<b>82,314</b>	<b>101,788</b>	<b>-</b>	<b>-</b>	<b>159,283</b>	<b>175,814</b>	<b>26,038</b>	<b>24,512</b>
<b>NET ASSETS</b>	<b>13,535</b>	<b>4,081</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,780,770</b>	<b>1,608,572</b>	<b>40,653</b>	<b>137,964</b>

**Service group statements for the year ended 30 June 2013**

Consolidated	Service Group 11 Offenders Program*		Service Group 12 Community Based Services*		Service Group 13 Juvenile Custodial Services*		Not Attributable		Total	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
AGENCY'S EXPENSES AND INCOME	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Current Assets</b>										
Cash and cash equivalents	1,729	3,007	7,181	8,523	15,260	17,301	-	-	64,160	82,588
Receivables	3,009	10,091	870	819	1,605	1,664	-	-	93,264	87,351
Inventories	9,690	9,220	-	-	-	-	-	-	9,690	9,220
Financial assets at fair value	-	-	-	-	-	-	-	-	-	-
<b>Total current assets</b>	<b>14,428</b>	<b>22,318</b>	<b>8,051</b>	<b>9,342</b>	<b>16,865</b>	<b>18,965</b>	<b>-</b>	<b>-</b>	<b>167,114</b>	<b>179,159</b>
<b>Non-current Assets</b>										
Receivables	-	-	-	-	-	-	-	-	81,703	98,503
Inventories	-	-	-	-	-	-	-	-	-	-
Property plant and equipment	15,427	64,867	9,558	45,516	335,335	279,596	-	-	3,579,071	3,535,878
Other financial assets	-	-	-	-	-	-	-	-	-	-
Investment accounted for using the equity method	-	-	-	-	-	-	-	-	122,796	122,689
Intangibles	4,681	3,819	1,394	1,387	8,623	8,523	-	-	152,473	127,999
<b>Total non-current assets</b>	<b>20,108</b>	<b>68,686</b>	<b>10,952</b>	<b>46,903</b>	<b>343,958</b>	<b>288,119</b>	<b>-</b>	<b>-</b>	<b>3,936,043</b>	<b>3,885,069</b>
<b>TOTAL ASSETS</b>	<b>34,536</b>	<b>91,004</b>	<b>19,003</b>	<b>56,245</b>	<b>360,823</b>	<b>307,084</b>	<b>-</b>	<b>-</b>	<b>4,103,157</b>	<b>4,064,228</b>
<b>Current liabilities</b>										
Payables	17,494	8,855	3,090	5,998	6,572	13,994	-	-	101,771	120,183
Borrowings	-	-	-	-	-	-	-	-	5,511	5,151
Provisions	19,480	18,688	4,170	4,326	8,797	10,095	-	-	265,475	266,979
Other	-	45	-	-	-	-	-	-	2,226	3,669
<b>Total current liabilities</b>	<b>36,974</b>	<b>27,588</b>	<b>7,260</b>	<b>10,324</b>	<b>15,369</b>	<b>24,089</b>	<b>-</b>	<b>-</b>	<b>374,983</b>	<b>395,982</b>
<b>Non-current liabilities</b>										
Borrowings	-	-	-	-	-	-	-	-	86,994	86,663
Provisions	-	-	1,397	1,535	-	-	-	-	163,116	415,683
<b>Total non-current liabilities</b>	<b>-</b>	<b>-</b>	<b>1,397</b>	<b>1,535</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>250,110</b>	<b>502,346</b>
<b>TOTAL LIABILITIES</b>	<b>36,974</b>	<b>27,588</b>	<b>8,657</b>	<b>11,859</b>	<b>15,369</b>	<b>24,089</b>	<b>-</b>	<b>-</b>	<b>625,093</b>	<b>898,328</b>
<b>NET ASSETS</b>	<b>(2,438)</b>	<b>63,416</b>	<b>10,346</b>	<b>44,386</b>	<b>345,454</b>	<b>282,995</b>	<b>-</b>	<b>-</b>	<b>3,478,064</b>	<b>3,165,900</b>

### Service group statements for the year ended 30 June 2013

	Service Group 1 Legal Policy and Regulatory Services*		Service Group 2 Court Services*		Service Group 3 Court Support Services*		Service Group 4 Crime Prevention and Community Services*		Service Group 5 Registry of Births, Deaths and Marriages*	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
<b>ADMINISTERED EXPENSES AND INCOME</b>										
Transfer payments	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Transfer receipts	-	-	-	-	-	-	-	-	-	-
Consolidated Fund	-	-	-	-	-	-	-	-	-	-
• Taxes, fees and fines	-	-	13,151	14,676	-	-	-	-	-	-
• Other	-	-	-	-	-	-	-	-	-	-
<b>Administered income less expenses</b>	-	-	13,151	14,676	-	-	-	-	-	-

\* The name and purpose of each program is summarised in Note 8.

\*\* Appropriations have been allocated to individual service groups. For 2013, the Department has received recurrent contributions for agencies within the Justice Cluster, which have then been distributed to those agencies by way of grants.

Administered assets and liabilities are disclosed in Note 26.

Administered income is disclosed in Note 26.



**Service group statements for the year ended 30 June 2013**

	Service Group 6 Crown Solicitor's Office*		Service Group 7 Business and Personnel Services*		Service Group 8 Cluster Grant Funding*		Service Group 9 Custody Management*		Service Group 10 Supervision of Offenders in the Community *	
	2013	2012	2013	2012	2013	2013	2013	2012	2013	2012
ADMINISTERED EXPENSES AND INCOME	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Transfer payments	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Transfer receipts	-	-	-	-	-	-	-	-	-	-
Consolidated Fund	-	-	-	-	-	-	-	-	-	-
• Taxes, fees and fines	-	-	-	-	-	-	-	-	-	-
• Other	-	-	-	-	-	-	-	-	-	-
<b>Administered income less expenses</b>	-	-	-	-	-	-	-	-	-	-

**Service group statements for the year ended 30 June 2013**

	Service Group 11 Offenders Program*		Service Group 12 Community Based Services*		Service Group 13 Juvenile Custodial Services*		Not Attributable		Total	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
<b>ADMINISTERED EXPENSES AND INCOME</b>										
Transfer payments	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Transfer receipts	-	-	-	-	-	-	-	-	-	-
Consolidated Fund	-	-	-	-	-	-	-	-	-	-
• Taxes, fees and fines	-	-	-	-	-	-	-	-	13,151	14,676
• Other	-	-	-	-	-	-	-	-	-	-
<b>Administered income less expenses</b>	-	-	-	-	-	-	-	-	13,151	14,676

### Summary of compliance with financial directives for the year ended 30 June 2013

Consolidated	2013				2012			
	Recurrent Appropriation	Expenditure/ Net Claim on Consolidated Fund	Capital Appropriation	Expenditure/ Net Claim on Consolidated Fund	Recurrent Appropriation	Expenditure/ Net Claim on Consolidated Fund	Capital Appropriation	Expenditure/ Net Claim on Consolidated Fund
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>ORIGINAL BUDGET APPROPRIATION/EXPENDITURE</b>								
• Appropriation Act	4,965,658	4,957,713	194,694	178,761	4,979,841	5,086,649	173,209	170,118
• Additional Appropriations	-	-	-	-	-	-	3,111	-
• s 26 PF&AA – Commonwealth specific purpose payments	3,846	-	-	-	500	-	-	-
• s 31 PF&AA transfers from another agency	52,447	-	-	-	-	-	-	-
• s 33 PF&AA – variation of authorised payments from Consolidated Fund.	-	-	-	-	180,716	-	-	-
	<b>5,021,951</b>	<b>4,957,713</b>	<b>194,694</b>	<b>178,761</b>	<b>5,161,057</b>	<b>5,086,649</b>	<b>176,320</b>	<b>170,118</b>
<b>OTHER APPROPRIATIONS/EXPENDITURE</b>								
• Treasurer's Advance	1,798	-	85	-	22,369	-	-	-
	<b>1,798</b>	<b>-</b>	<b>85</b>	<b>-</b>	<b>22,369</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Appropriations/Expenditure/Net Claim on Consolidated Fund (includes transfer payments)</b>	<b>5,023,749</b>	<b>4,957,713</b>	<b>194,779</b>	<b>178,761</b>	<b>5,183,426</b>	<b>5,086,649</b>	<b>176,320</b>	<b>170,118</b>
<b>Amount draw down against Appropriation</b>		<b>4,959,939</b>		<b>178,761</b>		<b>5,088,681</b>		<b>170,118</b>
<b>Liability to Consolidated Fund*</b>		<b>(2,226)</b>		<b>-</b>		<b>(2,032)</b>		<b>-</b>

The Summary of Compliance is based on the assumption that Consolidated Fund monies 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 the Financial Statements

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### 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### (a) Reporting entity

The Department of Attorney General and Justice (Department) as a reporting entity incorporates the financial results of the Attorney General's Division, including the Attorney General's business centres and the employee related (ER) expenses, ER revenues, ER assets and ER liabilities of the NSW Trustee and Guardian, the Office of the Public Guardian and the Legal Profession Admission Board, the Corrective Services NSW Division, including Corrective Services Industries, and the Juvenile Justice NSW Division.

In the process of preparing the financial statements for the economic entity consisting of the reporting divisions, all inter-entity transactions and balances have been eliminated.

The Department is a New South Wales (NSW) government department. The Department is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

These financial statements for the year ended 30 June 2013 have been authorised for issue by the Acting Director General, after recommendation by the Audit and Risk Committee on 16 September 2013.

#### (b) Basis of preparation

The Department's financial statements are general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations)
- the requirements of the Public Finance and Audit Act 1983 and Regulation; and
- the Financial Reporting Directions published in the Code for Budget Dependent General Government Sector Agencies or issued by the NSW Treasurer.

Property, plant and equipment, investment property, assets (or disposal groups) held for sale and financial assets at 'fair value through profit or loss' and available for sale are measured at fair value. Other financial statements items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations that management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency, except for: 1) written notes that accompany the main notes to the financial statements which are expressed in millions of Australian dollars to one decimal place, 2) the detailed actuarial reports on superannuation provided by Pillar Administration, which are reported in single Australian dollars (refer Note 30), and 3) details of a US dollar bank account held outside of the public monies accounts (refer Note 25).

The accrual basis of accounting and all applicable accounting standards have been adopted.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (c) Statement of compliance

The Department's financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

### (d) Administered activities

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 to deploy the resources for the achievement of the Department's own objectives.

Transactions and balances relating to the administered activities are not recognised as the Department's income, expenses, assets and liabilities, but are disclosed in the accompanying schedule as Administered Assets and Liabilities" in Note 26.

### (e) Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

#### (i) Parliamentary appropriations and contributions

Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as income 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.

The principal department within the Justice Cluster, which receives appropriations from NSW Treasury, is the Department, comprising the Attorney General's Division, Corrective Services NSW Division and Juvenile Justice NSW Division. The agencies within the Justice Cluster which receive funding by way of grants are the NSW Police Force, Ministry of Police and Emergency Services, Fire and Rescue NSW, Information and Privacy Commission, Legal Aid NSW, State Emergency Services, NSW Rural Fire Service and NSW Crime Commission. These amounts are shown as grants expenditure to cluster agencies in the financial statements of the Department (refer Note 2(d)).

Appropriations are not recognised as income when unspent appropriations at year-end are recognised as liabilities rather than income, as the authority to spend the money lapses and the unspent amount must be repaid to the Consolidated Fund.

The liability is disclosed in Note 18 as part of 'Other Liabilities – Current'. The amount will be repaid and the liability will be extinguished next financial year.

#### (ii) Sale of goods

Revenue from the sale of goods is recognised as revenue when the Department transfers the significant risks and rewards of ownership of the assets.

#### (iii) Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (e) Income recognition (cont'd)

#### (iv) Retained fees

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.

#### (v) Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 Financial Instruments: Recognition and Measurement. Rental revenue is recognised in accordance with AASB 117 "Leases" on a straight-line basis over the lease term.

#### (vi) Grants and contributions

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 as income when the Department gains control over them, irrespective of whether restrictions or conditions are imposed on their use.

#### (vii) Other revenue

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.

#### (viii) Personnel services revenue

Personnel services revenue relates to the provision of personnel services to the NSW Trustee and Guardian, including the Office of the Public Guardian, and the Legal Profession Admission Board. These entities are statutory bodies, which the Department does not control.

### (f) Borrowing costs

Borrowing costs are recognised as expenses in the period in which they are incurred, in accordance with Treasury's mandate to not-for-profit general government sector agencies.

### (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 claim experience.

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

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

- 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, and
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (i) Assets

#### (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 the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

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

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for an asset is deferred beyond normal credit terms, its cost is the cash price equivalent, that is, deferred payment amount is effectively discounted at an asset-specific rate.

#### (ii) Capitalisation thresholds

Property, plant and equipment and intangible assets costing \$10,000 and above individually (or forming part of a network costing more than \$10,000) are capitalised.

#### (iii) Revaluation of property, plant and equipment

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current Assets at Fair Value" Policy and Guidelines Paper (TPP 07-1) as amended by NSWTC 12/05 and NSWTC 10/07. This policy adopts fair value in accordance with AASB 116 Property, Plant and Equipment.

Property, plant and equipment are measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal, financial and socio-political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market-buying price, the best indicator of which is depreciated replacement cost.

The Department revalues each class of property, plant and equipment at least every five years or with sufficient regularity to ensure that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The last comprehensive revaluation of properties was completed on 30 June 2011 and was based on an independent assessment. An independent desk top review was undertaken as at 30 June 2013, resulting in a revaluation increase of buildings and finance leases by 2.2 per cent on the 2012 desk top revaluation. No revaluation of land has been advised.

The Department mainly owns specialised assets, including heritage assets, such as court houses, correctional centres and juvenile justice centres, which are valued using the depreciated replacement cost method. However, if a specialised asset is decommissioned and transferred as directed by Government Property NSW, a revaluation at market value

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (i) Assets (cont'd)

#### (iii) Revaluation of property, plant and equipment (cont'd)

would be obtained for the land and buildings. If such specialised assets are no longer in use but are not decommissioned by Government Property NSW, such assets remain on the books at depreciated replacement cost, until a determination is made on the future of these assets.

Non-specialised 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 are separately restated.

For other assets, any balances of accumulated depreciation 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 net result, the increment is recognised immediately as revenue in the net result.

Revaluation decrements are recognised immediately as expenses in the net result, 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 surplus.

As a not-for-profit entity, 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 surplus in respect of that asset is transferred to accumulated funds.

#### (iv) Impairment of property, plant and equipment

As a not-for-profit entity with no cash generating units, the Department is effectively exempted from AASB 136 *Impairment of Assets* and impairment testing. However, impairment testing of plant and equipment was undertaken as part of the annual stocktake process. Property and intangibles works in progress were also tested for impairment.

#### (v) Depreciation of property, plant and equipment

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 Department.

All material separately identifiable components of assets are depreciated over their shorter useful lives.

Land is not a depreciable asset.



## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (i) Assets (cont'd)

#### (v) Depreciation of property, plant and equipment (cont'd)

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

Property, plant and equipment	30 June 2013 % Rate	30 June 2012 % Rate
<b>Land &amp; Buildings</b>		
Buildings at valuation	Estimated useful life	Estimated useful life
Buildings at cost	2	2
Air conditioning	10	10
Land and buildings under finance lease	Over term of finance lease	Over term of finance lease
<b>Plant &amp; Equipment</b>		
Make good assets	Over term of operating lease	Over term of operating lease
Computer equipment, voice and data communications	25	25
Computer equipment, voice and data communications acquired after 1 July 2012	20	-
Desktop PCs	20	20
Furniture and fittings	10	10
Correctional centre equipment, including CCTV, and industrial plant and equipment used by Corrective Services Industries	10	10
Other plant and equipment	20	20
Leasehold improvements	Over term of the lease	Over term of the lease
Transport equipment	14.3	14.3
<b>Intangible assets</b>		
Software	25	25
Software acquired after 1 July 2012	20	-
Software – major projects	10	10

#### (vi) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

#### (vii) Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or a component of an asset, in which case the costs are capitalised and depreciated. Maintenance costs include an amount of \$0.4 million (2012: \$0.6 million) concerning heritage program services provided free of charge by the Department of Finance and Services.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (i) Assets (cont'd)

#### (viii) 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.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the commencement of the lease term. 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 comprehensive income in the periods in which they are incurred.

#### (ix) Intangible assets

The Department recognises intangible assets only if it is probable that future economic benefits will flow to the Department and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

The useful lives of intangible assets are assessed to be finite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the agency's intangible assets, the assets are carried at cost less any accumulated amortisation.

The Department's intangible assets are amortised using the straight-line method over a period from four to ten years.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than the carrying amount, the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

#### (x) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are recognised in the surplus/(deficit) for the year when impaired, derecognised or through the amortisation process.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

With regard to Victims Compensation Fund debtors and Criminal Injury Compensation debtors, the rationale for recognising debt is based on average cash receipts over a five year period to 30 June 2013.

With regard to certain Court debtors held at the State Debt Recovery Office, the rationale for recognising debt is based on average cash receipts over a three-year period to 30 June 2013.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (i) Assets (cont'd)

#### (xi) Inventories

Inventories held for distribution are stated at cost, adjusted when applicable, for any loss of service potential. A loss of service potential is identified and measured based on the existence of a current replacement cost that is lower than the carrying amount. Inventories (other than those held for distribution) are stated at the lower of cost and net realisable value. Cost is calculated using the weighted average cost or "first in first out" method.

The cost of inventories acquired at no cost or for nominal consideration is the current replacement cost as at the date of acquisition. Current replacement cost is the cost the agency would incur to acquire the asset. Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the estimated costs necessary to make the sale.

#### (xii) Impairment of financial assets

All financial assets, except those measured at fair value through the statement of comprehensive income, are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that the entity will not be able to collect all amounts due.

Any reversals of impairment losses are reversed through the net result for the year, where there is objective evidence. Reversal of impairment losses of financial assets carried at amortised cost cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

#### (xiii) Trust funds including inmate funds

The Department receives monies in a trustee capacity for various trusts as set out in Note 25. 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.

In addition to the above, the Department holds monies outside of the Public Monies Account and invests them in accordance with various Court rules and orders.

### (j) Liabilities

#### (i) Payables

These amounts represent liabilities for goods and services provided to the Department and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

#### (ii) Borrowings

All loans are recognised at amortised cost using the effective interest rate method.

The finance lease liability is determined in accordance with AASB 117 *Leases*.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (j) Liabilities (cont'd)

#### (iii) Financial Guarantees

A financial guarantee contract is a contract that requires the issuer to make specified payments to reimburse the holder (the Department) for a loss it incurs because a specified debtor fails to make payment when due in accordance with the original or modified terms of a debt instrument. The Department is the holder of one financial guarantee, which is disclosed as a contingent asset in Note 21.

#### (iv) Employee benefits and other provisions

##### (a) Salaries and wages, annual leave, sick leave and on-costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave that is not expected to be taken within 12 months is measured at present value in accordance with AASB 119 *Employee Benefits*. Market yields on government bonds are used to discount long-term annual leave.

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.

##### (b) Long service leave and superannuation

The Department's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity, with the exception of the former Compensation Court (closed in December 2003), the costs of which are recouped from the Workcover Authority; the Residual Court, the costs of which are recouped from Coal Services Pty Ltd; the Dust Diseases Tribunal, the costs of which are recouped from the Dust Diseases Board; the Legal Services Tribunal, the Legal Professional Advisory Council and the Office of the Legal Services Commissioner, the costs of which are recouped from the Public Purpose Fund, administered by the NSW Law Society. Liabilities for long service leave and superannuation in respect of the Crown Solicitor's Office, the Registry of Births, Deaths and Marriages, the NSW Trustee and Guardian and the Legal Profession Admission Board 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".

Long service leave is measured at present value in accordance with AASB 119 *Employee Benefits*. This is based on the application of certain factors (specified in NSWTC 12/06) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (j) Liabilities (cont'd)

#### (iv) Employee benefits and other provisions (cont'd)

##### (b) *Long service leave and superannuation (cont'd)*

The Crown Solicitor's Office, the Registry of Births, Deaths and Marriages, the NSW Trustee and Guardian, the Office of the Public Guardian and the Legal Profession Admission Board contribute to the NSW Non Budget Long Service Leave Pool Account held by NSW 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 being part of the Budget Sector. Contributions made to NSW Treasury are included in Employee Related Expenses. The Department recognises a receivable amount from the Long Service Leave Pool.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (ie 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.

##### (c) Other provisions

Other provisions exist when: the Department has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.

Other provisions include a provision for Victims Compensation Fund – unpaid pending claims. The Department has recognised this provision for the first time, which is based upon actuarial assessments – refer note 7.

### (k) Equity and reserves

#### (i) Revaluation Surplus

The revaluation surplus is used to record increments and decrements on the revaluation of non-current assets. This accords with the agency's policy on the revaluation of property, plant and equipment as discussed in 1(i)(iii).

#### (ii) Accumulated Funds

The category 'Accumulated Funds' includes all current and prior period retained funds.

#### (iii) An asset revaluation reserve account is recognised in the financial statements are required by the Australian Accounting Standards to record revaluation surpluses.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

### (l) 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 and equity appropriations' (refer Note 19) are designated or required by Accounting Standards to be treated as contributions by owners and recognised as an adjustment to "Accumulated Funds". This treatment is consistent with AASB 1004 *Contributions* and Australian Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities*.

### (m) Budgeted amounts

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period, as adjusted for section 24 of the Public Finance and Audit Act where there has been a transfer of functions between departments. Other amendments made to the budget are not reflected in the budgeted amounts.

### (n) Interest in joint venture – Law Courts Limited

The NSW Government entered into an arrangement with the Commonwealth in 1977. That arrangement was set out in a general letter between the parties. The NSW Government has an investment in Law Courts Limited, nominates Directors to the Board and votes at general meetings. The company is constituted under Corporation legislation and has a Constitution. The Department has recognised, at the direction of NSW Treasury, the investment in Law Courts Limited, which is an entity jointly controlled by the NSW State Government and the Australian Federal Government, and equity accounted for in accordance with AASB 131 *Interests in Joint Ventures*. Law Courts Limited is located at Level 3, Law Courts Building, Queen's Square, Sydney, NSW 2000, and its principal activity is the provision of accommodation for Courts, Court registries and support services at a standard that is suitable and available for occupation. The NSW State Government's investment comprises 52.5 per cent of the net assets of Law Courts Limited (refer Note 14). Both Governments, however, have equal representation on the Board of Directors and in the membership of Law Courts Limited, with all decisions requiring unanimous consent.

Law Courts Limited established a Steering Committee in late 2009 to oversee the development of a revised ownership/funding/management model. In part, the Committee found that the current governance arrangements did not provide the necessary role and responsibility definitions for both owners and occupants, or adequate mechanisms for long term strategic planning, nor surety of funding.

In the meantime, the Board will continue with the existing governance arrangements, including the joint venture arrangements and the application of the agreed percentage split between the Commonwealth and the State of 47.5 per cent/52.5 per cent relating to the accounting for each jurisdiction's investment in Law Courts Limited and requested operating contributions.

## **1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)**

### **(o) New Australian Accounting Standards issued but not effective**

The following relevant Accounting Standards have not been applied and are not yet effective, as per NSW Treasury Circular TC 13/02:

- AASB 9, AASB 2010-7 and AASB 2012-6 regarding Financial Instruments
- AASB 10 Consolidated Financial Statements
- AASB 11 Joint Arrangements
- AASB 12 Disclosure of Interests in Other Entities
- AASB 13, AASB 2011-8 and AASB 2012-1 regarding fair value measurement
- AASB 119, AASB 2011-10 and AASB 2011-11 regarding employee benefits
- AASB 127 Separate Financial Statements
- AASB 128 Investments in Associates and Joint Ventures
- AASB 1053 and AASB 2010-2 regarding differential reporting.
- AASB 2010-10 regarding removal of fixed dates for first time adopters
- AASB 2011-2 regarding Trans Tasman Convergence – RDR
- AASB 2011-4 removing individual KMP disclosure requirements.
- AASB 2011-6 regarding RDR and relief from consolidation
- AASB 2011-7 regarding consolidation and joint arrangements
- AASB 2011-9 regarding presentation of items of other comprehensive income
- AASB 2011-12 regarding Interpretation 20
- AASB 2012-1 regarding fair value measurement – RDR requirements
- AASB 2012-2 regarding disclosures – offsetting financial assets and financial liabilities
- AASB 2012-3 regarding offsetting financial assets and financial liabilities
- AASB 2012-4 regarding government loans – first time adoption
- AASB 2012-5 regarding annual improvements 2009-2-11 cycle
- AASB 2012-7 regarding RDR
- AASB 2012-9 regarding withdrawal of Interpretation 1039
- AASB 2012-10 regarding transition guidance and other amendments
- AASB 2012-11 regarding RDR requirements and other amendments

The Department has assessed the impact of the new standards and interpretations on issue but not effective and considers the impact to be insignificant.

### **(p) Comparative information**

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous financial year for all amounts reported in the financial statements.

## 2 EXPENSES EXCLUDING LOSSES

	30 June 2013 \$'000	30 June 2012 \$'000
<b>(a) Employee related expenses</b>		
Salaries and wages (including recreation leave)	1,062,138	1,139,783
Superannuation – defined benefit plans*	60,814	3,913
Superannuation – defined contribution plans	75,321	74,895
Long service leave	16,292	81,918
Workers' compensation insurance	34,122	39,500
Payroll tax and fringe benefits tax	68,055	74,028
Redundancy payments	15,835	31,533
Other	15	29
* Superannuation – defined benefit plans in 2012 was impacted by the annual actuarial valuation of the plans	1,332,592	1,445,599
<b>(b) Other operating expenses include the following:</b>		
Advertising	75	126
Auditor's remuneration – audit of the financial statements	967	884
Auditor's remuneration – internal	1,007	971
Rental expenses relating to buildings	34,605	34,229
Consultancy costs	2,431	2,860
Contract payments	3,065	6,710
Contractors	14,428	18,444
Fees for services rendered	12,235	12,903
Insurance	9,178	9,159
Operating lease rental	9	14
Property and plant outgoings	49,411	46,864
Minor equipment purchases	350	406
Motor vehicle expenses	20,470	21,669
Inmate education and welfare	29,067	24,080
Rates and charges	7,987	8,091
Catering – inmates and juveniles	26,078	24,849
Stores, stationery and materials	3,133	4,505
Training (staff development)	674	677
Transcription, translation and interpreter services	935	1,005
Other expenses	248	-
Prison hospital service fee	1,965	2,390
Out sourced services	5,252	4,509
Publications	4,058	3,950
Correctional centre management	65,821	65,264
Corrective Services Industries	21,599	21,770
Staff uniforms, travel & development	17,342	18,819
Telecommunications	14,771	14,530
Licenses	2,217	1,385
Forum costs	243	212
General administration	29,597	31,033



## 2 EXPENSES EXCLUDING LOSSES (cont'd)

### (b) Other operating expenses include the following (cont'd):

	30 June 2013 \$'000	30 June 2012 \$'000
Maintenance		
Repairs and routine maintenance*	50,630	58,905
Maintenance	50,630	58,905
	429,848	441,213
<i>* Reconciliation – Total maintenance</i>		
Maintenance expense – contracted labour and other (non-employee related), as above	50,630	58,905
Total maintenance expenses included in Note 2(b)	50,630	58,905
<i>* Total cost of goods sold is as follows</i>		
Direct cost as reported above	21,599	21,770
Indirect costs – determined on a pro rata basis comprising salaries and wages, property outgoings, repairs and maintenance and depreciation	13,172	7,534
	34,771	29,304

### (c) Depreciation and amortisation expense

Depreciation		
Buildings	94,747	94,092
Plant and equipment	48,458	52,384
Infrastructure systems	946	928
Leased assets	5,558	6,697
Total depreciation	149,709	154,101
Amortisation		
Intangibles	20,512	14,212
Total amortisation	20,512	14,212
Total depreciation and amortisation	170,221	168,313

### (d) Grants and subsidies

Religious attendance on inmates	2,635	2,538
Corrective Services NSW Division – prisoner after care activities (including community grants)	1,180	1,492
Other grants	2,278	2,834
Grants to other organisations	3,384	3,785
Contributions to other bodies	228	543
Grants – non-budget dependent agencies	2,477	2,544
Grants – budget dependent agencies – refer note 1(e)(i)	3,432,081	3,457,777
Grants issued by Juvenile Justice NSW Division	9,105	9,806
Grants to NSW Trustee and Guardian	7,920	7,720
	3,461,288	3,489,039

### (e) Finance costs

Finance lease interest charges	8,262	9,233
Other borrowing costs	327	375
Unwinding of discount rate	118	-
	8,707	9,608

## 2 EXPENSES EXCLUDING LOSSES (cont'd)

	30 June 2013 \$'000	30 June 2012 \$'000
<b>(f) Other expenses</b>		
Other	2,717	965
Managed fund hindsight adjustments	-	2,806
Ex gratia payments	41	63
Legal costs	4,993	6,655
Contribution to Law Courts Limited	16,531	38,449
Arbitration fees and inquest fees	5,328	5,028
Jury costs	10,624	10,595
CSO disbursements	17,461	20,665
Actuarial adjustment – Victims Compensation Fund – pending victims' compensation claims (refer note 7)	-	50,800
Victims compensation costs	56,270	66,383
	<b>113,965</b>	<b>202,409</b>

## 3 REVENUE

	30 June 2013 \$'000	30 June 2012 \$'000
<b>(a) Depreciation and amortisation expense</b>		
Total recurrent drawdowns from NSW Treasury (per Summary of Compliance)	4,959,939	5,088,682
Less: Liability to Consolidated Fund (per Summary of Compliance) – Attorney General's Division	(2,226)	(2,032)
<b>Total recurrent drawdowns from NSW Treasury (per Summary of Compliance)</b>	<b>4,957,713</b>	<b>5,086,650</b>
Comprising:		
Recurrent appropriations (per Statement of Comprehensive Income) (refer Note 1(e)(i))	4,957,713	5,086,650
	<b>4,957,713</b>	<b>5,086,650</b>
<b>(b) Appropriations</b>		
<b>Capital appropriations</b>		
Total capital drawdowns from NSW Treasury (per Summary of Compliance)	178,761	170,118
<b>Total capital drawdowns from NSW Treasury (per Summary of Compliance)</b>	<b>178,761</b>	<b>170,118</b>
Comprising:		
Capital appropriations (per Statement of Comprehensive Income)	178,761	170,118
	<b>178,761</b>	<b>170,118</b>
<b>(c) Sale of goods and services</b>		
Corrective Services Industries	37,213	29,882
Canteen sales	975	1,136
Certificates	30,001	29,375
Rent of premises	494	409
Minor usage charges	5,278	6,397
Family Law Court fees	545	546
Sheriff's fees	3,455	3,416
Other fees	467	522
Legal fees	16,120	18,302
Transcription services	3,002	2,659
Sale of publications	22	31
Management fees	4,797	3,678
Other court fees	36,994	41,236

### 3 REVENUE (cont'd)

	30 June 2013 \$'000	30 June 2012 \$'000
<b>(c) Sale of goods and services (cont'd)</b>		
Filing fees		
Filing fees probate	27,943	26,224
Statement of claims	16,392	16,419
	<b>204,872</b>	<b>202,592</b>
<b>(d) Investment revenue</b>		
Interest revenue from financial assets not at fair value through profit or loss	1,405	2,888
Rents	1,370	2,121
TCorp Hour-Glass Investment Facilities designated at fair value through profit or loss	732	901
	<b>3,507</b>	<b>5,910</b>
<b>(e) Retained taxes, fees and fines</b>		
Restitution orders raised	5,124	4,950
Confiscation proceeds of crime	1,629	1,295
Victims compensation levies	7,858	7,424
	<b>14,611</b>	<b>13,669</b>
<b>(f) Grants and contributions</b>		
Department of Health	1,928	1,877
Grants from other agencies	2,765	258
Department of Family and Community Services	1,848	1,626
Department of Education and Communities	76	509
Contributions from Dust Diseases Board	5,118	6,152
Roads and Maritime Services	850	850
Other	8,398	6,637
NSW Treasury	10,831	3,296
	<b>31,814</b>	<b>21,205</b>
<b>(g) Personnel services revenue</b>		
Personnel services revenue from statutory bodies (NSW Treasury Circular TC 11/19)	40,465	97,963
	<b>40,465</b>	<b>97,963</b>
<b>(h) Acceptance by the Crown Entity of employee benefits and other liabilities</b>		
Superannuation – defined benefit	44,881	45,337
Long service leave	15,122	79,704
Payroll tax	2,429	2,475
	<b>62,432</b>	<b>127,516</b>
<b>(i) Other revenue</b>		
Insurance hindsight adjustments	3,510	2,405
Sundry income	5,488	3,089
Other miscellaneous	1,379	1,378
Commission	122	107
SES and judicial motor vehicle contributions	2,203	2,226
Law Society contributions	9,293	8,695
Services provided	5,595	12,108
Write-back of tax equivalent regime amount	-	1,394
Actuarial Adjustment – pending victims' compensation claims (refer note 7)	216,400	-
	<b>243,990</b>	<b>31,402</b>

#### 4 GAIN/(LOSS) ON DISPOSAL

	30 June 2013 \$'000	30 June 2012 \$'000
<b>Gain/(loss) on disposal of land and buildings, plant and equipment</b>		
Proceeds from disposal	86	147
Written down value of assets disposed	(1,050)	(725)
Net gain/(loss) on disposal of plant and equipment	(964)	(578)

#### 5 OTHER GAINS/(LOSSES)

	30 June 2013 \$'000	30 June 2012 \$'000
Gain/(loss) on impairment	4,228	(11,417)
Law Courts Limited – asset adjustment write off under equity accounting rules	(8,917)	(6,569)
Total other gains/(losses)	(4,689)	(17,986)

#### 6 CONDITIONS ON CONTRIBUTIONS

- (a) There were contributions of \$1.2 million (2012: \$2.2 million) recognised as revenue during the current financial year, which were obtained for expenditure in future years.
- (b) There were contributions of \$1.5million (2012: \$0.9 million) recognised as revenue during the previous financial year, which were obtained for expenditure in respect of the current financial year.

Contributions received have been for specific rehabilitation and project objectives. Funds can only be expended on these programs over the nominated period. Any balance outstanding is refundable.

#### 7 PRIOR PERIOD ADJUSTMENT

The Department has identified the following prior period errors and the necessary corrections have been made as required by AASB 108 "Accounting Policies, Changes in Accounting Estimates and Errors" as follows:

- (a) The amount of the correction for each financial line affected
- (b) The amount of the correction at the beginning of the earliest prior period presented, 1 July 2011.

As advised by Note 27, the Victims Compensation Fund (VCF) was established by the Victims Compensation Act 1987 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. The Victims Support and Rehabilitation Act 1996 subsequently repealed the 1987 Act. All transactions relating to victims compensation flowed through the VCF.

Up to 30 June 2012, pending victims' compensation claims were disclosed as contingent liabilities in the financial statements, due to the considerable uncertainty surrounding the successful assessment of such claims, claims volumes and corresponding dollar claim amounts. As a result of this considerable uncertainty, the Department believed that a reliable estimate of the provision for unpaid pending claims could not be made.

## 7 PRIOR PERIOD ADJUSTMENT (cont'd)

An independent review of the accounting treatment of the pending victims' compensation claims was undertaken in January 2013, which concluded that a provision should be recognised because the Department is able to determine a range of possible payment outcomes based on available historical payment data. Based on this advice, the Department concluded that a prior period error had occurred that requires a restatement of the 2011 and 2012 financial statements, to recognise the impacts of creating a provision relating to the pending victims' compensation claims.

The Department obtained actuarial assessments as at 1 July 2011 and 30 June 2012 of the amount of provisions to recognise in the financial statements for the purpose of calculating prior period errors, based on previous legislation, namely:

1 July 2011 – \$315.8 million

30 June 2012 – \$366.6 million.

The passage of the new Victims Rights and Support Act 2013 on 3 June 2013 established a new victims' support scheme, which focuses upon providing ongoing support and treatment of victims, with minimal reliance upon lump sum payments.

The actuarial assessment of the pending transitional claims as at 30 June 2013, based on the new costing arrangements, has resulted in a provision reversal of \$216.4 million, which is a non-cash revenue item (refer note 3(i)).

The error has been corrected by restating each of the affected financial statement line items for the prior periods as follows:

	30 June 2012	Increase/ (Decrease)	30 June 2012 (Restated)	1 July 2011	Increase/ (Decrease)	1 July 2011 (Restated)
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Statement of financial position (extract)</b>						
Current provisions	(195,979)	(71,000)	(266,979)	(190,566)	(70,300)	(260,866)
Non-current provisions	(120,083)	(295,600)	(415,683)	(57,276)	(245,500)	(302,776)
<b>Net assets</b>	<b>3,532,500</b>	<b>(366,600)</b>	<b>3,165,900</b>	<b>3,552,588</b>	<b>(315,800)</b>	<b>3,236,788</b>
Accumulated funds	3,072,841	(366,600)	2,706,241	3,141,916	(315,800)	2,826,116
<b>Total equity</b>	<b>3,532,500</b>	<b>(366,600)</b>	<b>3,165,900</b>	<b>3,552,588</b>	<b>(315,800)</b>	<b>3,236,788</b>

	30 June 2012	Profit Increase/ (Decrease)	30 June 2012 (Restated)
	\$'000	\$'000	\$'000
<b>Statement of comprehensive income (extract)</b>			
Other expenses	(151,609)	(50,800)	(202,409)
<b>NET RESULT</b>	<b>33,080</b>	<b>(50,800)</b>	<b>(17,720)</b>

## **8 SERVICE GROUPS OF THE AGENCY**

### **(a) Service Group 1 – Legal Policy and Regulatory Services**

Objective: This service group covers the provision of advice to Government on law and justice and the development and implementation of legislation, legal reforms, evidence-based policies and justice programs. It also covers the regulation of the activities of professional groups, collection of statistical information and research on crime, privacy services, legal assistance and representation, and investigation and resolution of complaints.

### **(b) Service Group 2 – Court Services**

Objective: This service group covers the administration of NSW courts, tribunals and community justice centres. It also covers drug and alcohol diversionary programs and the provision of support for vulnerable witnesses, victims of sexual assault and clients with mental health problems.

### **(c) Service Group 3 – Court Support Services**

Objective: This service group covers the provision of key support services to NSW courts and tribunals, including court transcription services, court security, jury management and library information services.

### **(d) Service Group 4 – Crime Prevention and Community Services**

Objective: This service group covers the development of evidence-based policies and programs to prevent crime and reduce re-offending, to reduce Aboriginal involvement in criminal justice processes and to promote anti-discrimination and equal opportunity principles and policies. It also provides support to victims of crime by providing access to services and entitlements to assist in their recovery.

### **(e) Service Group 5 – Registry of Births, Deaths and Marriages**

Objective: This service group covers the provision of an accurate, consistent, equitable and secure system for the registration of births, deaths and marriages in New South Wales. Information recorded in the system is used to provide a range of certificates, products and information services, including reliable data for planning and research.

### **(f) Service Group 6 – Crown Solicitor's Office**

Objective: This service group covers the provision of core and non-core (general) legal services to NSW Government. The Crown Solicitor must be engaged by government agencies to perform core legal services for matters that have implications for government beyond an individual Minister's portfolio, involve the constitutional powers and privileges of the State or raise issues that are fundamental to the responsibilities of government. The Crown Solicitor's Office also competes with the private legal profession for non-core legal work.

### **(g) Service Group 7 – Business and Personnel Services**

Objective: This service group covers the provision of personnel services to the NSW Trustee and Guardian, the Office of the Public Guardian and the Legal Profession Admission Board.

### **(h) Service Group 8 – Cluster Grant Funding**

Objective: This service group covers the provision of grant funding to agencies within the Attorney General and Justice cluster. This includes funding to the Department of Rural Fire Service, Fire and Rescue NSW, Information and Privacy Commission, Legal Aid Commission of New South Wales, Ministry for Police and Emergency Services, New South Wales Crime Commission, NSW Police Force and State Emergency Service.

## **8 SERVICE GROUPS OF THE AGENCY (cont'd)**

### **(i) Service Group 9 – Custody Management**

Objective: This service group covers the containment of inmates in correctional centres and providing a secure environment for inmates, employees and visitors. This involves providing advice to courts and releasing authorities and maintaining reliable security systems, including escort security. It also includes providing support for inmates with special service needs, such as those requiring compulsory drug treatment, mental health and other disability services, therapeutic treatment for violence and sexual offending, and for specific age and Aboriginal issues.

### **(j) Service Group 10 – Supervision of Offenders in the Community**

Objective: This service group covers the supervision of offenders in community programs and the delivery of offender programs in the community.

### **(k) Service Group 11– Offenders Program**

Objective: This service group covers the delivery of offender programs designed to reduce risks of re-offending and providing support services to assist offenders to re-settle and integrate back into the community.

### **(l) Service Group 12 – Community Based Services**

Objective: This service group covers the administration of Youth Justice Conferences, the supervision of young offenders on community-based sentences on order of the courts, the provision of reports to the courts, support for young people seeking bail and court-ordered supervision of young offenders on bail. It also covers the provision of counselling and interventions to address young offenders' risk of re-offending.

- Eligible youth offenders are referred to conferences.
- Young offenders complete their conference outcome plans.
- Young offenders in the community are effectively supervised and complete their orders.
- Detainees and community-based young offenders are assessed and receive the most appropriate interventions and programs.

### **(m) Service Group 13 – Juvenile Custodial Services**

Objective: This service group covers the supervision of young offenders sentenced by the courts to detention or ordered to remain in custody pending the outcome of their court cases. It also covers the provision of counselling and intervention to address young offenders at risk of re-offending and transport for detainees to and from juvenile justice centres.

## 9 CASH AND CASH EQUIVALENTS

	30 June 2013 \$'000	30 June 2012 \$'000
Cash at bank	47,898	65,826
Cash on hand	830	844
Short-term deposits – TCorp	15,432	15,918
	<b>64,160</b>	<b>82,588</b>

### Cash at bank and on hand

Cash comprises cash on hand and bank balances held through Westpac within the NSW Treasury Banking System. Interest earnings on the bank balances are calculated under the Treasury Cash Management System.

### NSW Treasury Corporation (TCorp) Hour-Glass Cash Facility

The Department has investments in TCorp's Hour-Glass Investment Cash Facility. 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 can generally 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 and cash equivalents include cash at bank, cash on hand, short term deposits and TCorp Hour Glass Cash Facility.

Cash and cash equivalent assets recognised in the Statement of Financial Position are reconciled at the end of the financial year to the Statement of Cash Flows as follows:

	30 June 2013 \$'000	30 June 2012 \$'000
Cash and cash equivalents (per statement of financial position)	64,160	82,588
Closing cash and cash equivalents (per statement of cash flows)	<b>64,160</b>	<b>82,588</b>

Refer Note 24 for details regarding credit risk, liquidity risk, and market risk arising from financial instruments.



## 10 RECEIVABLES

	30 June 2013 \$'000	30 June 2012 \$'000
<b>Current Receivables</b>		
Sale of goods and services	23,356	25,163
Victims Compensation Fund/Criminal Injuries Compensation debtors	4,142	3,944
Goods and Services Tax recoverable from the Australian Taxation Office	17,273	11,506
Prepayments	7,340	5,017
Personnel services	8,012	7,783
Other receivables	8,986	9,136
Receivables – long service leave	24,155	24,802
	<b>93,264</b>	<b>87,351</b>
<b>Non-current Receivables</b>		
Personnel services	59,591	79,247
Prepayment of employee entitlements	4,639	2,721
Receivables – long service leave	906	748
Victims Compensation Fund/Criminal Injuries Compensation debtors	16,567	15,787
	<b>81,703</b>	<b>98,503</b>
<b>Total</b>	<b>174,967</b>	<b>185,854</b>
 Movement in the allowance for impairment		
Balance at 1 July	8,357	8,319
Amounts written off during the year	(112)	(896)
Increase/(decrease) in allowance recognised in profit or loss	2,046	934
Balance at 30 June	<b>10,291</b>	<b>8,357</b>

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired, are disclosed in Note 24.

### (a) Sale of goods and services debtors

Sales of goods and services debtors are recognised for accounting purposes only when they comply with established asset recognition criteria.

Amounts receivable from the sale of goods and services	75,441	82,096
Less:		
Amounts receivable that do not meet the asset recognition criteria	41,794	48,576
Allowance for impairment	10,291	8,357
	<b>23,356</b>	<b>25,163</b>

Sales of goods and services debtors are recognised in accordance with established asset recognition criteria.

This involves recognising certain court debtors held at the State Debt Recovery Office based on average cash receipts for the three years ended 30 June 2013. The balance of the court debts held at the State Debt Recovery Office, which are not recognised, are shown above as "Amounts receivable that do not meet the asset recognition criteria".

## 10 RECEIVABLES (cont'd)

### (b) Retained fees – Victims Compensation Fund debtors

Victims Compensation Fund debtors are recognised for accounting purposes only when they comply with established asset recognition criteria.

	30 June 2013 \$'000	30 June 2012 \$'000
Amounts receivable from restitution orders made or confirmed by the Victims Compensation Tribunal	282,655	309,716
<b>Less</b>		
Amounts receivable that do not meet the asset recognition criteria,	261,976	290,006
<b>Victims Compensation Fund Debtors</b>	<b>20,679</b>	<b>19,710</b>
This is represented by:		
Current	4,136	3,944
Non-current	16,543	15,766
	<b>20,679</b>	<b>19,710</b>

Debts are recognised on the basis of average receipts for the five years ended 30 June 2013.

### (c) Retained fees – Criminal Injuries Compensation

Criminal Injuries Compensation debtors under the former Criminal Injuries Compensation Act 1967 are recognised for accounting purposes only when they comply with established asset recognition criteria.

Amounts receivable from restitution orders made or confirmed under the Criminal Injuries Compensation Act 1967	147	147
<b>Less</b>		
Amounts receivable that do not meet the asset recognition criteria	117	126
<b>Criminal Injuries Compensation Debtors</b>	<b>30</b>	<b>21</b>
This is represented by:		
Current	6	-
Non-current	24	21
	<b>30</b>	<b>21</b>

Debts are recognised on the basis of average receipts for the five years ended 30 June 2013.

## 11 INVENTORIES

### Held for resale

	30 June 2013 \$'000	30 June 2012 \$'000
<b>Raw materials</b>		
At cost	3,706	3,804
	<u>3,706</u>	<u>3,804</u>

Raw material inventory includes, but is not limited to, papers, solvents, cooking ingredients, bolts, timber bars, mesh lubricant, copper sulphate fabric and buttons.

### Held for resale

#### Work in progress

At cost	750	660
	<u>750</u>	<u>660</u>

Work in progress inventory includes, but is not limited to, processed meat, bed bases, barrel backers and unfinished clothing.

### Held for resale

#### Finished goods

At cost	3,450	3,281
Less: provision for obsolescence	161	192
	<u>3,289</u>	<u>3,089</u>

Finished goods include, but are not limited to, signs, booklets, prepared meals, beds, cabinets, overalls and briefs.

### Held for resale

#### Livestock

At net realisable value	1,945	1,667
	<u>1,945</u>	<u>1,667</u>

Professional valuations have been obtained to determine fair value less cost to sell of all livestock held at the end of the reporting period.

<b>TOTAL</b>	<u>9,690</u>	<u>9,220</u>
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## 12 NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT

	Land and Buildings	Plant and Equipment	Land and Buildings under Finance Lease	Total
	\$'000	\$'000	\$'000	\$'000
<b>At 1 July 2012 – fair value</b>				
Gross carrying amount	4,770,104	369,040	242,965	5,382,109
Accumulated depreciation and impairment	(1,610,026)	(160,762)	(75,443)	(1,846,231)
Net carrying amount	3,160,078	208,278	167,522	3,535,878
<b>At 30 June 2013 – fair value</b>				
Gross carrying amount	4,913,824	434,350	248,310	5,596,484
Accumulated depreciation and impairment	(1,737,247)	(197,060)	(83,106)	(2,017,413)
Net carrying amount	3,176,577	237,290	165,204	3,579,071

### Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below.

	Land and Buildings	Plant and Equipment	Land and Buildings under Finance Lease	Total
<b>Year ended 30 June 2013</b>				
Net carrying amount at start of year	3,160,078	208,278	167,522	3,535,878
Additions	74,922	61,739	-	136,661
Additions (non-cash)	47	79	-	126
Disposals	(491)	(559)	-	(1,050)
Net revaluation increment less revaluation decrements	55,709	-	3,577	59,286
Depreciation expense	(95,692)	(48,460)	(5,558)	(149,710)
Other movements – work in progress transfers	(17,996)	16,213	(337)	(2,120)
Net carrying amount at end of year	3,176,577	237,290	165,204	3,579,071

	Land and Buildings	Plant and Equipment	Land and Buildings under Finance Lease	Total
	\$'000	\$'000	\$'000	\$'000
<b>Year ended 30 June 2012</b>				
Net carrying amount at start of year	3,160,289	209,358	171,226	3,540,873
Additions	136,512	7,447	-	143,959
Additions (non-cash)	144	748	-	892
Disposals	(17,121)	(185)	-	(17,306)
Net revaluation increment less revaluation decrements	23,855	-	2,993	26,848
Depreciation expense	(95,020)	(52,384)	(6,697)	(154,101)
Other movements – work in progress transfers	(48,581)	43,294	-	(5,287)
Net carrying amount at end of year	3,160,078	208,278	167,522	3,535,878

Land and buildings comprise land, buildings, air conditioning, finance lease assets and work in progress of \$89.2 million (2012: \$16.0 million). Plant and equipment comprises computer equipment, furniture and fittings, plant, equipment, make-good assets, leasehold improvements, voice communications, data communications and work in progress of \$27.8 million (2012: \$115.5 million).

## 12 NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT (cont'd)

### *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 2011 for the Department of Attorney General and Justice by Mr Paul Goldsmith, Registered Valuer, Australian Property Institute, who is the Valuation Manager, Government Clients, Land and Property Information. Mr Goldsmith conducted a desk top review of the revalued amounts of land and buildings as at 30 June 2013 and has advised a revaluation increase of buildings by 2.2 per cent on the values as at 30 June 2012. There is no revaluation of land required this year. 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 116, "Property, Plant and Equipment", 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.

The Berrima and Kirconnell Correctional Centres' buildings and improvements are valued using the depreciation replacement cost method (respective net book value of \$4.2 million and \$10.2 million) until a determination is made on the future of these assets.

### *Land and Buildings under Finance Lease*

The finance lease asset relates to an arrangement entered into by the Attorney General's Division to lease the John Maddison Tower constructed by a private sector company to house the District Court and the Dust Diseases Tribunal. 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 \$0.6 million (2012: \$0.6 million) which the Department recovers in rental offsets. The finance lease was revalued as at 30 June 2011 by Mr Paul Goldsmith. Mr Goldsmith conducted a desk top review of the revaluation of the finance lease as at 30 June 2013 and has advised a revaluation increase of 2.2 per cent for the finance lease. The leasehold asset will be amortised over the remainder of the lease.

The finance lease of the Corrective Services NSW Division relates to Long Bay Forensic and Prison Hospitals at Long Bay under a project Deed and was revalued on 30 June 2011 by Mr Paul Goldsmith. Mr Goldsmith conducted a review of the revaluation of the finance lease as at 30 June 2013 and has advised a revaluation increase of 2.2 per cent on the finance lease.

### 13 INTANGIBLE ASSETS

	Software \$'000	Total \$'000
<b>At 1 July 2012</b>		
Cost (gross carrying amount)	173,762	173,762
Accumulated amortisation and impairment	(45,763)	(45,763)
Net carrying amount	127,999	127,999
<b>At 30 June 2013</b>		
Cost (gross carrying amount)	218,468	218,468
Accumulated amortisation and impairment	(65,995)	(65,995)
Net carrying amount	152,473	152,473
<b>Year ended 30 June 2013</b>		
Net carrying amount at start of year	127,999	127,999
Additions	36,803	36,803
Disposals	-	-
Impairment reversal re Lifelink Project	6,074	6,074
Amortisation (recognised in "depreciation and amortisation")	(20,512)	(20,512)
Other movements	2,109	2,109
Net carrying amount at end of year	152,473	152,473
<b>Year ended 30 June 2012</b>		
Net carrying amount at start of year	119,060	119,060
Additions	28,714	28,714
Disposals	-	-
Impairment losses	(10,483)	(10,483)
Amortisation (recognised in "depreciation and amortisation")	(14,212)	(14,212)
Other movements – WIP transfers	4,920	4,920
Net carrying amount at end of year	127,999	127,999

## 14 NON-CURRENT ASSETS – INVESTMENT ACCOUNTED FOR USING THE EQUITY METHOD

	30 June 2013 \$'000	30 June 2012 \$'000
<b>Financial results for the period ended 30 June 2013</b>		
<b>Statement Of Financial Position</b>		
<b>Assets</b>		
Total Current Assets	6,171	25,338
Total Non-Current Assets	228,898	213,850
<b>Total Assets</b>	<b>235,069</b>	<b>239,188</b>
<b>Liability</b>		
Total Current Liabilities	1,172	5,495
Total Non-Current Liabilities	-	-
<b>Total Liabilities</b>	<b>1,172</b>	<b>5,495</b>
<b>NET ASSETS</b>	<b>233,897</b>	<b>233,693</b>
<b>Equity</b>		
Asset Revaluation Reserve	108,269	91,078
Accumulated Funds	125,628	142,615
<b>Total Equity</b>	<b>233,897</b>	<b>233,693</b>
<b>Statement of comprehensive income</b>		
Revenue	19,769	42,955
Expense	36,756	48,276
<b>LOSS ATTRIBUTABLE TO MEMBERS</b>	<b>(16,987)</b>	<b>(5,321)</b>
<b>52.5% of NET ASSETS – as per Statement of Financial Position</b>	<b>122,796</b>	<b>122,689</b>
<b>52.5% share of the loss of joint venture accounted for using equity method</b>	<b>(8,918)</b>	<b>(2,793)</b>
<b>52.5% share of decrease in assets of joint venture accounted for using equity method</b>	<b>9,025</b>	<b>(3,776)</b>
<b>52.5% share of joint venture accounted for using equity method</b>	<b>107</b>	<b>(6,569)</b>
Refer Note 1(n) and 5.		

## 15 PAYABLES

	30 June 2013 \$'000	30 June 2012 \$'000
<b>Payables</b>		
Accrued salaries, wages and on-costs	36,263	38,686
Creditors	40,664	42,490
Accruals	24,844	39,007
	<b>101,771</b>	<b>120,183</b>

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables, are disclosed in Note 24.

Payables include accruals for claims relating to the Victims Compensation Tribunal totalling \$10.4 million (2012: \$16.9 million) (refer Note 27).

## 16 BORROWINGS

	30 June 2013 \$'000	30 June 2012 \$'000
<b>Current borrowings</b>		
<b>Secured/unsecured</b>		
TCorp borrowings	1,750	1,750
Finance leases (see Note 20)	3,761	3,401
	<u>5,511</u>	<u>5,151</u>
<b>Non-current borrowings</b>		
<b>Secured/unsecured</b>		
TCorp borrowings	1,800	3,550
Finance leases (see Note 20)	85,194	83,113
	<u>86,994</u>	<u>86,663</u>

### Finance Lease

The Department has entered into two finance leases. At reporting date the value of the lease liability is:

Gross value of lease	210,294	208,426
Less: future finance charges	(121,339)	(121,912)
<b>Lease liability</b>	<u>88,955</u>	<u>86,514</u>
<b>Repayment of finance leases</b>		
Not later than one year	3,761	3,401
Between one and five years	18,320	16,695
Later than five years	66,874	66,418
<b>Total – finance leases</b>	<u>88,955</u>	<u>86,514</u>
<b>Gross commitments</b>		
Not later than one year	14,827	13,950
Between one and five years	59,164	55,802
Later than five years	136,303	138,674
Less: Future finance charge	(121,339)	(121,912)
<b>Present value of minimum lease payments</b>	<u>88,955</u>	<u>86,514</u>

The finance leases relate to the John Maddison Tower and the Long Bay Forensic and Prison Hospitals. The lease liability is the present value of the minimum lease payments.



## 16 BORROWINGS (cont'd)

### Repayment of Treasury Advances

	30 June 2013 \$'000	30 June 2012 \$'000
<b>TCorp borrowings</b>		
Repayment of TCorp borrowings		
Not later than one year	1,750	1,750
Between one and five years	1,800	3,550
Later than five years	-	-
<b>Total – TCorp borrowings</b>	<b>3,550</b>	<b>5,300</b>

The Registry of Births, Deaths and Marriages has received a loan from T Corp to fund the Lifelink project. The loan is at a fixed rate of 6.00 per cent with a maturity date of 30 June 2016.

## 17 PROVISIONS

	30 June 2013 \$'000	30 June 2012 \$'000	30 June 2011 \$'000
<b>Current</b>			
<b>Employee benefits and related on-costs</b>			
Recreation leave	112,598	119,895	122,646
Sundays and public holidays	3,080	3,247	3,481
Payroll tax	11,701	12,731	11,659
Fringe benefits tax	405	367	365
Annual leave loading	9,615	9,748	9,828
Long service leave	45,667	44,255	35,575
Other employee benefits and related on-cost	24	39	-
	<b>183,090</b>	<b>190,282</b>	<b>183,554</b>
<b>Current</b>			
<b>Other provisions</b>			
Make good	6,285	5,697	5,160
Transfer payment	-	-	1,855
Victims Compensation Fund – pending victims' comp claims (refer note 7)	76,100	71,000	70,300
	<b>82,385</b>	<b>76,697</b>	<b>77,315</b>
<b>Total current provisions</b>	<b>265,475</b>	<b>266,979</b>	<b>260,869</b>

### Make good

Make good provisions represent estimated restoration costs that the Department is obliged to incur to restore premises to an acceptable condition as agreed with the owners of the premises, upon expiry of operating lease arrangements.

Pending victims' compensation claims.

The provision for pending victims' compensation claims is an actuarial assessment of the value of outstanding victims' compensation claims as at 30 June 2013 – refer note 7.

## 17 PROVISIONS (cont'd)

	30 June 2013 \$'000	30 June 2012 \$'000	30 June 2011 \$'000
<b>Non-current</b>			
<b>Employee benefits and related on-costs</b>			
Long service leave	2,284	2,165	1,192
Superannuation	80,230	110,627	50,092
	<b>82,514</b>	112,792	51,284
<b>Non-current</b>			
<b>Other provisions</b>			
Make good	6,502	7,291	5,992
Victims Compensation Fund – pending victims' compensation claims (refer note 7)	74,100	295,600	245,500
<b>Total non – current provisions</b>	<b>80,602</b>	302,891	251,492
<b>Total provisions</b>	<b>163,116</b>	415,683	302,776

### Aggregate employee benefits and related on-costs

	30 June 2013 \$'000	30 June 2012 \$'000	30 June 2011 \$'000
<b>Aggregate employee benefits and related on-costs</b>			
Provisions – current	183,090	190,282	183,554
Provisions – non-current	82,514	112,792	51,284
Accrued salaries, wages and on-costs (Note 15)	36,263	38,686	33,895
	<b>301,867</b>	341,760	268,733

### Movements in provisions (other than employee benefits)

	Make good \$'000	Pending victims' compensation claims \$'000
<b>Current and non-current liabilities</b>		
<b>2013</b>		
Carrying amount at the beginning of financial year	12,988	366,600
Additional provisions recognised	166	-
Amounts used	(340)	-
Unused amounts reversed	(236)	(216,400)
Unwinding/change in the discount rate	209	-
Carrying amount at end of financial year	12,787	150,200
Comparative information is not required.		

## 17 PROVISIONS (cont'd)

With regard to pending victims' compensation claims, the following assumptions were made with regard to the actuarial assessments:

The "risk-free" forward rates of return derived from market prices of Commonwealth Government Bonds at each 30 June were adopted for the calculation of provisions.

The provision is only in respect of reported but unresolved claims and hence, no allowance has been made for any incidents that may have occurred but have not yet been lodged.

The provision contains an allowance for the time value of money, and in particular the discounting of claims cost back to the valuation date using risk free discount rates, as described above.

The provision only includes claims cost and does not include any associated claim handling expenses, such as staff costs, that may be incurred as a result of the processing of these claims.

The provision is the central estimate and does not include any additional risk margin related to the uncertainty of the estimates, although noting that the estimates of the provision are highly uncertain.

The actuarial Professional Standard 300 "Valuation of General insurance Claims" ("PS 300") applies to actuaries undertaking a valuation of General insurance Claims for an entity. While the claims being valued are not General Insurance Claims as defined under PS 300, there are some similarities in the characteristics of this valuation when compared to PS 300 valuations. Thus PS 300 has been used as a proxy for determining provisions in this valuation.

## 18 OTHER LIABILITIES

	30 June 2013 \$'000	30 June 2012 \$'000
<b>Current</b>		
Liability to Consolidated Fund	2,226	2,032
Asset sale proceeds due to NSW Treasury	-	1,637
	<u>2,226</u>	<u>3,669</u>

## 19 DECREASE IN NET ASSETS FROM EQUITY TRANSFERS

	30 June 2013 \$'000	30 June 2012 \$'000
Assets – land and buildings – Parramatta Correctional Centre was closed and transferred from the Department of Attorney General and Justice to Government Property NSW	-	(16,000)

## 20 COMMITMENTS FOR EXPENDITURE

<b>30 June 2013 \$'000</b>	<b>30 June 2012 \$'000</b>
------------------------------------	------------------------------------

### (a) Capital Commitments

Aggregate capital expenditure for the acquisition of property, plant and equipment contracted for at reporting date and not provided for:

Not later than one year	<b>66,621</b>	34,175
Later than one year and not later than five years	<b>24,196</b>	30,721
Total (including GST)	<b>90,817</b>	64,896

In addition to the above, capital commitments of Law Courts Limited, the joint venture arrangement (refer note 14) relating to building refurbishments due for completion in calendar year 2013 are \$2.3 million (2012: \$11.2 million).

### (b) Other Expenditure Commitments

Aggregate other expenditure for operational expenditure, including maintenance contracts and correctional centre management fees contracted for at balance date and not provided for:

Not later than one year	<b>110,829</b>	103,830
Later than one year and not later than five years	<b>27,485</b>	102,283
Total (including GST)	<b>138,314</b>	206,113

### (c) Operating Lease Commitments

Future non-cancellable operating lease rentals not provided for and payable

Not later than one year	<b>45,769</b>	47,830
Later than one year and not later than five years	<b>104,315</b>	114,410
Later than five years	<b>75,904</b>	77,615
Total (including GST)	<b>225,988</b>	239,855

These operating lease commitments mainly relate to leases currently held in relation to the occupancy of office premises by the Department in metropolitan and regional areas. At 30 June 2013, 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 as at 30 June 2013.

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 \$41.6 million (2012: \$46.7 million) that are expected to be recoverable from the Australian Taxation Office.

## 20 COMMITMENTS FOR EXPENDITURE (cont'd)

### (d) Finance Lease Commitments

Minimum lease payment commitments in relation to finance leases payable as follows:

Not later than one year	<b>14,827</b>	13,950
Later than one year and not later than five years	<b>59,163</b>	55,802
Later than five years	<b>136,304</b>	138,674
Minimum lease payments	<b>210,294</b>	208,426
Less: future finance charges	<b>121,339</b>	121,912
Present value of minimum lease payments	<b>88,955</b>	86,514

The present value of finance lease commitments is as follows:

Not later than one year	<b>3,761</b>	3,401
Later than one year and not later than five years	<b>18,320</b>	16,695
Later than five years	<b>66,874</b>	66,418
	<b>88,955</b>	86,514
Classified as:		
Current (Note 16)	<b>3,761</b>	3,401
Non-current (Note 16)	<b>85,194</b>	83,113
	<b>88,955</b>	86,514

In 2006/07, the former Department of Corrective Services engaged a private sector company, PPP Solutions (Long Bay) Pty Limited, to finance, design, construct and maintain the Long Bay Forensic and Prison Hospitals at Long Bay under a Project Deed. The development is a joint project between the NSW Department of Health and the former Department of Correctives Services. In addition to the hospital facilities, the project includes a new operations building and a new pharmacy building for Justice Health, and a new gatehouse for the former Department of Corrective Services. The new gatehouse component was completed on 18 June 2008 and the Prison Hospital on 14 July 2008. Upon commissioning, the former Department of Corrective Services recognised the new prison hospital as an asset of \$61.4 million. The basis for the accounting treatment is that custodial services will be delivered by the Department for the duration of the term until May 2034. In addition, the Department will recognise a finance lease liability for the duration of the term until May 2034.

The Department also entered into a finance lease arrangement to lease the John Maddison Tower from a private sector company to house the District Court. The lease commenced on 1 July 1995, with a non-cancellable lease of 25 years and provision for an option of a further 15 years. The building is constructed on land owned by the Department.

## 21 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

### Contingent liabilities

	30 June 2013 \$'000	30 June 2012 \$'000
Suitors Fund	80	75
Current Litigation	-	1,200
	80	1,275

Suitors Fund – There are eight (2012–8) claims pending on the Suitors Fund as at 30 June 2013.

Current Litigation – there are various matters involving the Crown Solicitor and other General Counsel, which do not have a current year financial impact (2012 – \$1.2 million). Claims made against the Department in respect of compensation and litigation from normal operations are fully covered by the NSW Treasury Managed Fund.

There is a potential liability on compliance issues regarding the placement of forensic patients in the correctional facilities. Following a court decision in the case of the State of NSW v TD 2013 NSWCA32, the State and Corrective Services NSW are exposed to liability in relation to further claims for damages arising from non-compliance with the lawful orders of a Court or the Mental Health Review Tribunal. At this point the amount of the contingent liability for damage claims is being assessed by the State-wide Administrative Sentences and Orders Branch. The matter is subject to further appeal.

The liability for the development of the Long Bay Hospital is based on a financing arrangement involving floating interest rate bank debt. An interest rate adjustment will be made in accordance with interest rate movements over the project term. The estimate value of the contingent liability cannot be fully determined because of uncertain future events.

Victims compensation – incidents incurred but not reported as at 30 June 2013.

The Department is unable to estimate the liability arising from applications for victims support relating to incidents that have occurred up to 30 June 2013 but not reported under the new Victims Rights and Support Act 2013 (the Act), which came into effect on 4 June 2013.

Upon receipt, the Commissioner of Victims Rights must assess such applications in accordance with strict criteria as outlined in Division 6 of the Act, titled "Applications for victims support".

Paragraph 26.1 of AASB 137 "Provisions, Contingent Liabilities and Contingent Assets" states that, inter alia, "...a liability would only be recognised when the entity is committed in the sense that it has little or no discretion to avoid the sacrifice of future economic benefits". As the nature of the applications relating to incidents which have occurred but were not reported as at 30 June 2013 has a strong nexus with this rationale, a present obligation for payments arises only when entitlement conditions are satisfied for payment during a particular payment period.

Furthermore, the Department is unable to provide any reliable estimate of financial costs to settle these future claims as there is no history of reporting of incidents under the new scheme.

## 21 CONTINGENT LIABILITIES AND CONTINGENT ASSETS (cont'd)

### Contingent assets

	30 June 2013 \$'000	30 June 2012 \$'000
Guarantee Undertaking	380	380
	380	380

### Guarantee Undertaking

The Department has engaged Brookfield Multiplex Pty Limited to manage a facilities management contract. This contract is underpinned by a Guarantee Undertaking of \$0.4 million with QBE Insurance (Australia) Limited, which expires at 4pm on 31 March 2015.

## 22 BUDGET REVIEW

### Net result for the year

The actual net result exceeded budget by \$202.0 million, primarily due to revenue exceeding budget by \$165.6 million and total expenditure excluding losses being less than budget by \$42.0 million.

Employee related expenditure was less than budget by \$12.0 million mainly due to favourable actuarial valuations on long service leave.

Other operating expenses exceeded budget by \$8.2 million, mainly due to higher than projected Corrective Services Industry related expenditure of around \$5.0 million, security management fees and repairs and maintenance costs.

Depreciation was less than budget by \$7.6 million. This was due to a reduction in depreciation rates on computer equipment and voice/data communications equipment.

The favourable variance in total revenue of \$165.6 million is mainly due to a credit in other income as a result of reduced provisions for the pending victims' compensation claims of \$216 million, offset by reduced sales of goods and services.

Net losses exceeded budget by \$5.6 million, mainly as a result of the Lifelink project impairment write-back of \$6.0 million, offset by a \$9.0 million charge relating to the joint venture investment in Law Courts Limited.

### Assets and liabilities

Total assets exceeded budget by \$78.9 million, which was mainly due to a revaluation of properties as at 30 June 2013.

Total liabilities exceeded budget by \$184.7 million, mainly due to an increase in provisions of \$212.7 million due to the actuarial valuations of the pending victims' compensation claims.

### Cash flows

Cash flows from operating activities – Under the Financial Reporting Code for Budget Dependent General Government 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 flows from operating activities were lower than budget by \$25.9 million.

## 23 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET RESULT FOR THE YEAR

	30 June 2013 \$'000	30 June 2012 \$'000
Net cash used on operating activities	167,931	182,992
Depreciation and amortisation	(170,221)	(168,313)
Net capital movements	(6,425)	(383)
Decrease/(increase) in provisions	227,487	(55,743)
Increase/(decrease) in prepayments and other assets	(18,766)	39,886
Decrease/(increase) in creditors	21,538	2,405
Net gain/(loss)	(5,653)	(18,564)
Net result for the year	215,891	(17,720)

## 24 FINANCIAL INSTRUMENTS

The Department's principal financial instruments are outlined below. These financial instruments arise directly from the Department's operations or are required to finance the Department's operations. The Department does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The Department's main risks arising from financial instruments are outlined below, together with the Department's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Director General has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the Department, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit and Risk Committee on a continuous basis.

### (a) Financial instrument categories

Financial Assets	Note	Category	Carrying Amount	Carrying Amount
<b>Class:</b>			<b>2013</b>	<b>2012</b>
			<b>\$'000</b>	<b>\$'000</b>
Cash and cash equivalents	9	N/A	64,160	82,588
Receivables <sup>1</sup>	10	Loans and receivables (at amortised cost)	145,813	167,728

Financial Liabilities	Note	Category	Carrying Amount	Carrying Amount
<b>Class:</b>			<b>2013</b>	<b>2012</b>
			<b>\$'000</b>	<b>\$'000</b>
Payables <sup>2</sup>	15	Financial liabilities measured at amortised cost	101,069	102,789
Borrowings	16	Financial liabilities measured at amortised cost	92,505	91,814

<sup>1</sup> Excludes statutory receivables and prepayments (that is, not within scope of AASB 7)

<sup>2</sup> Excludes statutory payables and unearned revenue (that is, not within scope of AASB 7)



## 24 FINANCIAL INSTRUMENTS (cont'd)

### (b) Credit Risk

Credit risk arises when there is the possibility of the Department's debtors defaulting on their contractual obligations, resulting in a financial loss to the Department. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the Department, including cash, receivables and authority deposits. No collateral is held by the Department. The Department has not granted any financial guarantees.

Debtors are recognised for accounting purposes only when they comply with established asset recognition criteria, where debts can be reliably measured and provide a future economic benefit. This rationale applies to trade debtors and other debtors, including Victims Compensation Fund (VCF) debtors (refer note 10(b)), where debts are recognised on the basis of average receipts for the five years ended 30 June 2013. This represents the Department's best estimate in accordance with accounting standards. For VCF debtors, for example, although the total amounts receivable from restitution orders or confirmed by the Victims Compensation Tribunal is \$282.8 million (2012: \$309.7 million), only \$20.7 million (2012: \$19.7 million) are recognised.

The Department has raised the profile of its debt and revenue management activities in order to minimise credit risk. More comprehensive monthly debtor reporting has been introduced throughout the Department, with business centre managers being involved in the certification of debt management processes in their areas of operation. Business centre managers must manage their debt to minimise impaired debt, with debtors over 90 days generally deemed to be subject to impairment testing.

### Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average TCorp 11am unofficial cash rate, adjusted for a management fee to NSW Treasury. The TCorp Hour Glass cash facility is discussed below.

### Receivables – trade debtors

All trade debtors are recognised as amounts receivable at balance date in accordance with the asset recognition criteria. Collectibility of trade debtors is reviewed on an ongoing basis. The Debt Recovery Unit has enhanced the procedures for collecting debt through the engagement of approved debt collection agencies to collect debt that are deemed to be subject to impairment testing. Debts, which are known to be uncollectible are written off, only after all avenues of debt collection have been exhausted. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The Department is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (2013: \$10.8 million; 2012: \$14.7 million) and less than six months past due (2013: \$8.1 million; 2012: \$15.3 million) are not considered impaired and together these represent 60 per cent (2012 – 72 per cent) of the total trade debtors. There are no debtors, which are currently not past due or impaired whose terms have been renegotiated.

## 24 FINANCIAL INSTRUMENTS (cont'd)

	Total \$'000	Past due but not impaired \$'000	Considered impaired \$'000
<b>2013</b>			
< 3 months overdue	4,313	4,039	274
3 months – 6 months overdue	3,783	2,431	1,352
> 6 months overdue	12,642	4,241	8,401
<b>2012</b>			
< 3 months overdue	11,440	11,308	132
3 months – 6 months overdue	3,812	3,287	525
> 6 months overdue	11,499	3,813	7,686

### Notes

The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore, the total will not reconcile to the receivables total recognised in the Statement of Financial Position. The debtor amounts are gross receivables.

### (c) Liquidity risk

Liquidity risk is the risk that the Department will be unable to meet its payment obligations when they fall due. As a budget dependent agency, the Department continuously manages risk through monitoring future cash flows, which coordinates the payment of creditors with cash inflows from the Crown Entity and cash receipts from debtors.

NSW Treasury has included the Department's bank accounts in the Treasury Performance Incentive Scheme, which charges interest penalties where large variations occur between actual cash balances and forecast balances. This has resulted in a more effective cash management regime to ensure more accurate monthly cash management forecasting to NSW Treasury and to minimise liquidity risk through interest penalties. The Department holds regular cash management meetings to identify any high levels of cash movements both in and out for the future months to improve cash forecasting.

The Department has raised the profile of its debt and revenue management activities in order to reduce liquidity risk. The Department is aware of its increased exposure to impaired debt and has established a more structured debt management facility, which liaises with approved debt collection agencies to maximise revenue through debt recovery and minimise impaired debt. The introduction of monthly debtor reporting has raised the profile of the debt management facility, with business centre managers having greater involvement in this process.

## 24 FINANCIAL INSTRUMENTS (cont'd)

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in NSW TC 11/12. For small suppliers, where terms are not specified, payment is made not later than 30 days from date of receipt of a correctly rendered invoice. For other suppliers, if trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. For small business suppliers, where payment is not made within the specified time period, simple interest must be paid automatically unless an existing contract specifies otherwise. For payments to other suppliers, the payment of simple interest is at the discretion of the Director General. The rates of interest applied were 11.66 per cent per annum for the quarter ended 30 September 2012, 11.62 per cent per annum for the quarter ended 31 December 2012, 11.24 per cent for the quarter ended 31 March 2013 and 10.95 per cent for the quarter ended 30 June 2013.

During the current year and prior year, there were no defaults of loans payable. No assets have been pledged as collateral. The Department's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The Department, through the introduction of a more structured monthly accounting timetable, has also sought to gain better control over the accounts payable process by introducing better controls over the monthly accruals process.

The table below summarises the maturity profile of the Department's financial liabilities, together with the interest rate exposure.

## 24 FINANCIAL INSTRUMENTS (cont'd)

### *Maturity Analysis and interest rate exposure of financial liabilities*

	\$'000						
	Weighted Average Effective Int. Rate	Nominal Amount \$'000	Interest Rate Exposure		Maturity Dates		
			Fixed Interest Rate \$'000	Non-interest bearing \$'000	< 1 yr \$'000	1-5 yrs \$'000	> 5 yrs \$'000
<b>Consolidated</b>							
<b>2013</b>							
<i>Payables:</i>							
Accrued salaries, wages and on-costs	-	34,241	-	8,306	-	-	-
Creditors	-	66,828	-	73,821	-	-	-
<i>Borrowings:</i>							
TCorp borrowings	6.00	3,550	3,550	-	1,750	1,800	-
Other loans and deposits	-	-	-	-	-	-	-
Finance leases	6.88	50,111	50,111	-	7,159	28,635	14,317
Finance leases	10.44	160,183	160,183	-	7,688	30,528	121,987
		314,913	213,844	82,127	16,597	60,963	136,304
<b>2012</b>							
<i>Payables:</i>							
Accrued salaries, wages and on-costs	-	14,689	-	14,689	-	-	-
Creditors	-	88,100	-	88,100	-	-	-
<i>Borrowings:</i>							
TCorp borrowings	6.00	5,300	5,300	-	1,750	3,550	-
Other loans and deposits	-	-	-	-	-	-	-
Finance leases	6.88	69,792	69,792	-	6,979	27,917	34,896
Finance leases	10.44	152,592	152,592	-	6,971	27,884	117,737
		330,473	227,684	102,789	15,700	59,351	152,633

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities based on the earliest date on which the Department can be required to pay. The tables include both interest and principal cash flows and therefore will not reconcile to the statement of financial position.

## 24 FINANCIAL INSTRUMENTS (cont'd)

### (d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Department's exposures to market risk are primarily through interest rate risk on the Department's borrowings and other price risks associated with the movement in the unit price of the Hour Glass Investment facilities. The Department has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on operating performance and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the Department operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the Statement of Financial Position date. The analysis is performed on the same basis as for 2012. The analysis assumes that all other variables remain constant.

#### (i) Interest rate risk

Exposure to interest rate risk arises primarily through the Department's interest bearing liabilities. This risk is minimised by having in place mainly fixed rate borrowings, primarily with TCorp with regard to the loan to the Registry of Births, Deaths and Marriages and with a private sector company with regard to the finance lease. The Department does not account for any fixed rate financial instruments at fair value through profit or loss or as available for sale. Therefore, for these financial instruments, a change in interest rates would not affect profit or loss or equity. A reasonably possible change of +/- 1 per cent is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. The Department's exposure to interest rate risk is set out below.

## 24 FINANCIAL INSTRUMENTS (cont'd)

	Carrying Amount	Impact of 1% Increase Profit \$'000	Equity \$'000	Impact of 1% Decrease Profit \$'000	Equity \$'000
<b>2013</b>					
<i>Financial assets</i>					
Cash and cash equivalents	64,160	(642)	(642)	642	642
Receivables	145,813	-	-	-	-
<i>Financial liabilities</i>					
Payables	98,308	-	-	-	-
Borrowings	3,550	-	-	-	-
Finance lease	88,955	-	-	-	-
<b>Total</b>	<b>400,786</b>	<b>(642)</b>	<b>(642)</b>	<b>642</b>	<b>642</b>
	Carrying Amount	Impact of 1% Increase Profit \$'000	Equity \$'000	Impact of 1% Decrease Profit \$'000	Equity \$'000
<b>2012</b>					
<i>Financial assets</i>					
Cash and cash equivalents	82,588	(826)	(826)	826	826
Receivables	167,728	-	-	-	-
<i>Financial liabilities</i>					
Payables	102,789	-	-	-	-
Borrowings	5,300	-	-	-	-
Finance lease	86,514	-	-	-	-
<b>Total</b>	<b>444,919</b>	<b>(826)</b>	<b>(826)</b>	<b>826</b>	<b>826</b>

### (ii) Other price risk – TCorp Hour-Glass facilities

Exposure to 'other price risk' primarily arises through the investment in the TCorp Hour-Glass Investment facilities, which are held as cash for strategic rather than trading purposes. The Department has no direct equity investments.

## 24 FINANCIAL INSTRUMENTS (cont'd)

Facility	Investment Sectors	Investment Horizon	30 June 2013	30 June 2012
			<b>\$'000</b>	<b>\$'000</b>
Cash facility	Cash, money market instruments	Up to 1.5 years	<b>64,160</b>	82,588

### (a) Fair value compared to carrying amount

Financial instruments are generally recognised at cost. Cash and cash equivalents include TCorp investments which are assessed at fair value (refer Note 8). The amortised cost of financial instruments recognised in the Statement of Financial Position approximates the fair value, because of the short term nature of many of the financial instruments.

### (b) Fair value recognised in the statement of financial position

	Level 1	Level 2	Level 3	2013
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>Total</b>
<b>Financial assets at fair value</b>				
TCorp Hour-Glass Cash Facility and short term deposits	-	<b>64,160</b>	-	<b>64,160</b>
<b>Total</b>	-	<b>64,160</b>	-	<b>64,160</b>

The table above only includes financial assets, as no financial liabilities were measured at fair value in the statement of financial position.

There were no transfers between level 1 and 2 during the year ended 30 June 2013.

## 25 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, including inmates. These monies are excluded from the financial reports, as the Department cannot use them for the achievement of its objectives. Interest earned on funds held in trust accounts on behalf of inmates is brought to account in the financial statements and used for the benefit of inmates. The following is a summary of the transactions in the trust accounts:

	30 June 2013 \$'000	30 June 2012 \$'000
Cash balance at the beginning of the year	<b>38,228</b>	45,362
Add: Receipts	<b>747,881</b>	569,850
Less: Expenditure	<b>(743,524)</b>	(576,984)
Cash balance at the end of the financial year	<b>42,585</b>	38,228

For the Supreme Court, an amount of \$49.3 million (2012 – \$70.7 million) is held outside the Department's Public Monies Account for Supreme Court matters and is invested with NSW Trustee and Guardian and an amount of \$US20.3 million (2012 – \$US1.0 million) is held at the Commonwealth Bank, in accordance with the Supreme Court rules and orders of the Court. These amounts are not included in the above figures.

For the District Court, an amount of \$33.4 million (2012 – \$9.9 million) is held outside the Department's Public Monies Account for District Court matters, being invested with Westpac and NSW Trustee and Guardian, 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. This amount is not included in the above figures.

## 25 TRUST FUNDS (cont'd)

For the Local Court, an amount of \$0.8 million (2012 – \$0.8 million) is held outside of the Department's Public Monies Account for Local Court matters and is invested with Westpac, in accordance with a District Court order.

For the Land and Environment Court, an amount of \$0.1 million (2012 – \$0.0million) is held outside of the Department's Public Monies Account for Land and Environment Court matters and is invested with NSW Trustee and Guardian.

Fees are held in public monies accounts on behalf of inmates. Interest earned is brought to account in the financial statements and used for the benefit of inmates. 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.

## 26 ADMINISTERED ASSETS AND LIABILITIES

	2013 \$'000	2012 \$'000
<b>Administered assets</b>		
Receivables – fines	9,743	11,414
Less:	-	-
Allowance for impairment	(729)	(1,196)
<b>Total administered assets and liabilities</b>	<b>9,014</b>	<b>10,218</b>

## 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, Department of Attorney General and Justice. 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.

In 2011, the Attorney General commissioned an independent review of the financial sustainability of the existing scheme. The independent review conducted by PricewaterhouseCoopers concluded that the current scheme was not financially viable and proposed a number of recommendations to change the existing scheme.



## **27 VICTIMS COMPENSATION FUND (cont'd)**

In October 2012, Cabinet approved the replacement of the current Victims Compensation Scheme to a new financially sustainable model called the Victims Support Scheme (VSS). The decision was based on PricewaterhouseCoopers' recommendations arising from its review of the existing scheme.

The Victims Support Bill 2013 was introduced into Parliament on 7 May 2013 to legislate for a victims' compensation scheme, which will focus upon the ongoing support and treatment of victims, with minimal reliance upon lump sum payments. The new victims' compensation scheme will more accurately cost the various claims.

The bill was passed in both Houses of Parliament on 30 May 2013 and assented to on 3 June 2013 establishing the Victims Rights and Support Act 2013 No 37 (VRSA).

All transactions relating to Victims Compensation, as reflected in these financial reports, flow through the Victims Compensation Fund now known as the Victims Support Fund under the VRSA. Total compensation to victims of crime for the year ended 30 June 2013 was \$56.3 million (2012: \$66.4 million) (refer Note 2 (f)), including an accrual of \$10.4 million (2012 – \$16.9 million).

Collections payable to the Fund include:

- Restitution payments by offenders
- Monies collected under the Confiscation of Proceeds of Crime Act, 1989
- Monies required to be credited to the Fund under the Criminal Assets Recovery Act 1990
- Victims' compensation levies collected under section 106 of the Victims Rights and Support Act 2013 by the Supreme Court, Drug, Local and Children's Courts, Land and Environment Court and the Industrial Relations Commission.

## **28 CORRECTIONAL MEDICAL SERVICES**

Justice Health is administered under the Health Services Act 1987 through the Department of Health.

The cost of medical services provided to offenders for the year ended 30 June 2013 is estimated to be \$100.6 million (2012: \$97.8 million). This amount is not included in the Department's operating result for the year.

## **29 EVENTS AFTER THE REPORTING PERIOD**

No events have occurred between the financial reporting date and the date of these financial statements that require adjustment to, or disclosure in, these financial statements.

**Appendix 1:**  
**30 June 2013 Superannuation Position Basis – AASB 119**

**Note 30**

AGD_CONSOL	SASS 30-Jun-13	SANCS 30-Jun-13	SSS 30-Jun-13	TOTAL 30-Jun-13
<b>Member Numbers</b>				
Contributors	115	177	62	
Deferred benefits	0	0	14	
Pensioners	2	0	180	
Pensions fully commuted	0	0	35	
<b>Superannuation Position for AASB 119 purposes</b>	<b>A\$</b>	<b>A\$</b>	<b>A\$</b>	<b>A\$</b>
Accrued liability	32,578,164	8,119,183	196,070,526	236,767,874
Estimated reserve account balance	(30,813,154)	(7,962,321)	(122,400,616)	(161,176,091)
	1,765,010	156,862	73,669,911	75,591,783
Future Service Liability (Note 1)	(4,729,015)	(2,225,538)	(3,490,651)	(10,445,204)
Surplus in excess of recovery available from schemes	0	0	0	0
Net (asset)/liability to be recognised in statement of financial position	1,765,010	156,862	73,669,911	75,591,783
Prepayment of employee entitlements (refer Note 10)				4,638,925
Provision for superannuation (refer Note 17)				(80,230,708)
				(75,591,783)

**Note 1:**

The Future Service Liability (FSL) does not have to be recognised by an employer. It is only used to determine if an asset ceiling limit should be imposed (AASB 119, para. 58). Under AASB 119, any prepaid superannuation asset recognised cannot exceed the total of any unrecognised past service cost and the present value of any economic benefits that may be available in the form of refunds from the plan or reductions in future contributions to the plan. Where the “surplus in excess of recovery” is zero, no asset ceiling limit is imposed.

## Appendix 2: 30 AASB 119 – Disclosure Items 30 June 2013

### Accounting policy {AASB 119 – paragraph 120A(a) }

Actuarial gains and losses are recognised immediately in other comprehensive income in the year in which they occur.

### Fund information {AASB 119 – paragraph 120A(b) }

The Pooled Fund holds in trust the investments of the closed NSW public sector superannuation schemes:

- State Authorities Superannuation Scheme (SASS)
- State Superannuation Scheme (SSS)
- Police Superannuation Scheme (PSS)
- State Authorities Non-contributory Superannuation Scheme (SANCS).

These schemes are all defined benefit schemes – at least a component of the final benefit is derived from a multiple of member salary and years of membership.

All the Schemes are closed to new members.

### Reconciliation of the present value of the defined benefit obligation {AASB 119 – paragraph 120A(c)}

AGD_CONSOL	SASS	SANCS	SSS
	Financial Year to 30 June 2013	Financial Year to 30 June 2013	Financial Year to 30 June 2013
	A\$	A\$	A\$
<i>Present value of partly funded defined benefit obligation at beginning of the year</i>	32,044,556	8,614,179	209,327,343
Current service cost	1,178,485	345,274	328,262
Interest cost	918,900	243,322	6,289,837
Contributions by Fund participants	555,333	0	652,147
Actuarial (gains)/losses	222,550	(685,912)	(13,401,566)
Benefits paid	(2,341,660)	(397,679)	(7,125,498)
Past service cost	0	0	0
Curtailments	0	0	0
Settlements	0	0	0
Business Combinations	0	0	0
Exchange rate changes	0	0	0
<i>Present value of partly funded defined benefit obligation at end of the year</i>	<b>32,578,164</b>	<b>8,119,183</b>	<b>196,070,526</b>

## Appendix 2 (cont'd)

### Reconciliation of the fair value of Fund assets {AASB 119 – paragraph 120A(e)}

	SASS	SANCS	SSS
	Financial Year to 30 June 2013	Financial Year to 30 June 2013	Financial Year to 30 June 2013
	A\$	A\$	A\$
<i>Fair value of Fund assets at beginning of the year</i>	26,546,412	6,960,231	108,572,865
Expected return on Fund assets	2,144,708	552,266	9,049,839
Actuarial gains/(losses)	3,093,972	599,618	10,381,413
Employer contributions	814,389	247,885	869,849
Contributions by Fund participants	555,333	0	652,147
Benefits paid	(2,341,660)	(397,679)	(7,125,498)
Settlements	0	0	0
Business combinations	0	0	0
Exchange rate changes	0	0	0
<i>Fair value of Fund assets at end of the year</i>	<b>30,813,154</b>	<b>7,962,321</b>	<b>122,400,616</b>

### Reconciliation of the assets and liabilities recognised in statement of financial position {AASB 119 – paragraphs 120A(d) and (f)}

	SASS	SANCS	SSS
	Financial Year to 30 June 2013	Financial Year to 30 June 2013	Financial Year to 30 June 2013
	A\$	A\$	A\$
Present value of partly funded defined benefit obligation at end of year	32,578,164	8,119,183	196,070,526
Fair value of Fund assets at end of year	(30,813,154)	(7,962,321)	(122,400,616)
<i>Subtotal</i>	1,765,010	156,862	73,669,911
Unrecognised past service cost	0	0	0
Unrecognised gain/(loss)	0	0	0
Adjustment for limitation on net asset	0	0	0
<i>Net Liability/(Asset) recognised in statement of financial position at end of year</i>	<b>1,765,010</b>	<b>156,862</b>	<b>73,669,911</b>

## Appendix 2 (cont'd)

### Expense recognised in income statement {AASB 119 – paragraph 46 & 120A(g)}

	SASS	SANCS	SSS
	Financial Year to 30 June 2013	Financial Year to 30 June 2013	Financial Year to 30 June 2013
Components Recognised in Income Statement	A\$	A\$	A\$
Current service cost	1,178,485	345,274	328,262
Interest cost	918,900	243,322	6,289,837
Expected return on Fund assets (net of expenses)	(2,144,708)	(552,266)	(9,049,839)
Actuarial losses/(gains) recognised in year	0	0	0
Past service cost	0	0	0
Movement in adjustment for limitation on net asset	0	0	0
Curtailment or settlement (gain)/loss	0	0	0
<i>Expense/(income) recognised</i>	<b>(47,323)</b>	<b>36,331</b>	<b>(2,431,740)</b>

### Amounts recognised in other comprehensive income {AASB 119 – paragraph 120A(h)}

	SASS	SANCS	SSS
	Financial Year to 30 June 2013	Financial Year to 30 June 2013	Financial Year to 30 June 2013
	A\$	A\$	A\$
Actuarial (gains)/losses	(2,871,422)	(1,285,531)	(23,782,979)
Adjustment for limit on net asset	0	0	0

### Cumulative amount recognised in other comprehensive income {AASB 119 – paragraph 120A(i)}

**Note:** This information will need to be manually calculated by agencies by adding the actuarial gains and losses and adjustment for limit on net assets (if any) above, to previous amounts advised.

### Fund assets {AASB 119 – paragraph 120A(j)}

The percentage invested in each asset class at the balance sheet date:

	30-Jun-13
Australian equities	30.4%
Overseas equities	26.1%
Australian fixed interest securities	6.9%
Overseas fixed interest securities	2.2%
Property	8.3%
Cash	13.1%
Other	13.0%

## Appendix 2 (cont'd)

### Fair value of Fund assets {AASB 119 – paragraph 120A(k)}

All Fund assets are invested by STC at arm's length through independent fund managers.

### Expected rate of return on assets {AASB119 – paragraph 120A(l)}

The expected return on assets assumption is determined by weighting the expected long-term return for each asset class by the target allocation of assets to each class. The returns used for each class are net of investment tax and investment fees.

### Actual Return on Fund Assets {AASB 119 – paragraph 120A(m)}

	SASS	SANCS	SSS
	Financial Year to 30 June 2013	Financial Year to 30 June 2013	Financial Year to 30 June 2013
	A\$	A\$	A\$
Actual return on Fund assets	4,425,958	1,151,884	18,110,621

### Valuation method and principal actuarial assumptions at the balance sheet date {AASB 119 – paragraph 120A(n)}

#### a) Valuation Method

The Projected Unit Credit (PUC) valuation method was used to determine the present value of the defined benefit obligations and the related current service costs. This method sees each period of service as giving rise to an additional unit of benefit entitlement and measures each unit separately to build up the final obligation.

#### b) Economic Assumptions

**30-Jun-13**

#### Salary increase rate (excluding promotional increases)

2013/2014 (SASS, SSS and SANCS)	2.25% (PSS 2.95%)
2014/2015	2.25%
2015/2016 to 2019/2020	2.0% pa
2020 onwards	2.5% pa
Rate of CPI Increase	2.5% pa
Expected rate of return on assets	8.60%
Discount rate	3.80% pa

#### c) Demographic Assumptions

The demographic assumptions at 30 June 2013 are those that were used in the 2012 triennial actuarial valuation. The triennial review report is available from the NSW Treasury website.

### Historical information {AASB119 – paragraph 120A(p)}

**NB. AASB 119 requires an entity to disclose this information for the current and previous four annual reporting periods.**

## Appendix 2 (cont'd)

	SASS	SANCS	SSS
	Financial Year to 30 June 2013	Financial Year to 30 June 2013	Financial Year to 30 June 2013
	A\$	A\$	A\$
Present value of defined benefit obligation	32,578,164	8,119,183	196,070,526
Fair value of Fund assets	(30,813,154)	(7,962,321)	(122,400,616)
(Surplus)/Deficit in Fund	1,765,010	156,862	73,669,911
Experience adjustments – Fund liabilities	222,550	(685,912)	(13,401,566)
Experience adjustments – Fund assets	(3,093,972)	(599,618)	(10,381,413)

**Note:** Agencies will also need to include in their financial report the historic information from previous periods, by referring to previous Superannuation Position Statements.

### Expected contributions {AASB119 – paragraph 120A(q)}

	SASS	SANCS	SSS
	Financial Year to 30 June 2013	Financial Year to 30 June 2013	Financial Year to 30 June 2013
	A\$	A\$	A\$
Expected employer contributions to be paid in the next reporting period	803,920	259,745	851,685

### Funding Arrangements for Employer Contributions

#### a) *Surplus/deficit*

The following is a summary of the 30 June 2013 financial position of the Fund calculated in accordance with AAS 25 “Financial Reporting by Superannuation Plans”:

	SASS	SANCS	SSS
	30-Jun-13	30-Jun-13	30-Jun-13
	A\$	A\$	A\$
Accrued benefits	29,690,779	7,031,186	117,607,272
Net market value of Fund assets	(30,813,154)	(7,962,321)	(122,400,616)
<i>Net (surplus)/deficit</i>	(1,122,375)	(931,135)	(4,793,343)

#### b) *Contribution recommendations*

Recommended contribution rates for the entity are:

SASS	SANCS	SSS
multiple of member contributions	% member salary	multiple of member contributions
#N/A	#N/A	#N/A

## Appendix 2 (cont'd)

### c) *Funding method*

Contribution rates are set after discussions between the employer, STC and NSW Treasury.

### d) *Economic assumptions*

The economic assumptions adopted for the 2012 actuarial review of the Fund are:

#### Weighted-Average Assumptions

Expected rate of return on Fund assets backing current pension liabilities	8.3% pa
Expected rate of return on Fund assets backing other liabilities	7.3% pa
Expected salary increase rate	SASS, SANCS, SSS 2.7% pa (PSS 3.5% pa) for 6 years then 4.0% pa
Expected rate of CPI increase	2.5% pa

### Nature of Asset/Liability

If a surplus exists in the employer's interest in the Fund, the employer may be able to take advantage of it in the form of a reduction in the required contribution rate, depending on the advice of the Fund's actuary.

Where a deficiency exists, the employer is responsible for any difference between the employer's share of Fund assets and the defined benefit obligation.

### End of audited financial statements



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## Appendix 1: Accounts payment performance

### Year ended 30 June 2013

Aged analysis at the end of each quarter

Quarter	Current (i.e. within due date) \$'000	Less than 30 days overdue \$'000	Between 30 and 60 days overdue \$'000	Between 60 and 90 days overdue \$'000	More than 90 days overdue \$'000
<b>All suppliers</b>					
September	70,116	13,763	638	355	247
December	55,266	6,669	934	660	218
March	70,999	8,326	3,025	774	338
June	91,517	5,353	1,247	571	350
<b>Small business suppliers</b>					
September	2,499	151	5	1	26
December	2,169	117	40	2	34
March	2,249	308	12	1	6
June	6,455	222	13	19	54

Accounts due or paid within each quarter

Measure	September	December	March	June
<b>All suppliers</b>				
No of accounts due for payment	62,321	53,419	55,446	63,320
No of accounts paid on time	59,537	51,660	53,061	60,798
Actual % of accounts paid on time (based on no of accounts)	96%	97%	96%	96%
Dollar amount of accounts due for payment	286,642,577	198,216,533	204,679,622	158,411,471
Dollar amount of accounts paid on time	277,466,692	195,052,406	198,712,714	154,810,673
Actual % of accounts paid on time (based on \$)	97%	98%	97%	98%
No of payments for interest on overdue accounts	2	12	7	7
	\$	\$	\$	\$
Interest paid on overdue accounts	52.44	1,771.00	336.00	1,374.00

## Appendix 1 (cont'd)

Accounts due or paid within each quarter (continued)

Measure	September	December	March	June
<b>Small business suppliers</b>				
No of accounts due for payment	5,220	5,670	5,374	6,084
No of accounts paid on time	5,149	5,562	5,019	5,725
Actual % of accounts paid on time (based on no of accounts)	99%	98%	93%	94%
Dollar amount of accounts due for payment	8,413,150.00	5,400,209.00	9,451,283	6,400,965
Dollar amount of accounts paid on time	8,358,189.00	5,213,815.00	8,850,765	5,976,061
Actual % of accounts paid on time (based on \$)	99%	97%	94%	93%
No of payments for interest on overdue accounts	2	12	7	6
	\$	\$	\$	\$
Interest paid on overdue accounts	52.44	1,771.00	336.00	1,374.00

## Payment of Mandatory Interest to Small Business Suppliers

The Department has paid interest during the year to declared small business suppliers as advised above. The main reasons for payment delay are the misplacement of invoices and/or invoices lost in the post.

## Departmental Initiatives to Improve Payment Performance

The Department provides services to the NSW public at multiple locations which are geographically spread throughout the State. The decentralised nature of the Department's business may result in some delayed payments. The Department has undertaken several initiatives to improve payment performance:

- 1) The establishment of a website on the Intranet called "Payment of Accounts and Small Business Suppliers", which provides business centres with the comprehensive following information to enable compliance with the payment of accounts policy:
  - (a) Copies of all NSW Treasury and Departmental circulars on the payment of accounts policy
  - (b) Details of small business suppliers, which are updated monthly
  - (c) Quarterly interest rates payable, as advised by the Office of State Revenue
  - (d) Details of those small business suppliers who have been paid penalty interest
  - (e) Quarterly Departmental payment performance for publication on the website of the Department of Finance and Services.
- 2) Review of the monthly late payment reports with relevant business centre managers.
- 3) Continued increased use of electronic funds transfer as the preferred method of paying creditors.
- 4) Payment of major suppliers by way of consolidated billing, e.g. Australia Post, Corporate Express and electricity suppliers.
- 5) Continued consolidation of processing and payment functions in line with corporate services reform strategies.

## Appendix 2: Carers

### Compliance with the NSW Carers (Recognition) Act 2010

The NSW ***Carers (Recognition) Act 2010*** was introduced to provide recognition of carers as set out in the NSW Carers Charter.

The Department of Attorney General and Justice has developed human resources policies and practices that adhere to the principles of the charter.

#### Educational strategies

In 2012–13, the Department implemented a number of initiatives to raise staff awareness of the *Carers (Recognition) Act 2010* and the NSW Carers Charter in compliance with the Act, including:

- the development of a new carers recognition page on the Department's My HR Intranet, which provides information about the importance of recognising and supporting carers, links to the charter, Act and fact sheets for NSW public sector staff and managers and links to the Department's existing workplace flexibility policies and guidelines
- a message from the Director General to all staff promoting the carers recognition page on the My HR site, and requesting that all staff read and understand the charter and reflect its principles in their core business activities and consider the impact on carers when developing workplace policies and strategies
- designated contact officers within each division who can provide further information and advice about carers
- considering the needs of employees who are carers in the development of the Department's new Equity and Diversity Framework.

#### Consultation and liaison with carers

In 2012–13, the Department developed processes for consulting with carers and the organisations that represent them. These include:

- The NSW Law Reform Commission has implemented an engagement policy that recognises the importance of liaising with all stakeholders on law reform projects, including marginalised, disadvantaged and vulnerable groups. Consistent with this policy, the commission has consulted with groups representing or working with people with disabilities and their carers, including references in the report *People with cognitive and mental health impairments in the criminal justice system and sentencing*.
- Corrective Services NSW Community Corrections has recently reviewed intensive correction order assessment and work assignment policy provisions to ensure that offenders,' including carers, specific circumstances can be taken into account and community work undertaken in any configuration suitable to the offender (e.g. multiple short periods rather than eight-hour days).

## Appendix 2 (cont'd)

### Staff who are carers

The Department has developed a range of human resources policies and guidelines which provide for flexible work arrangements and which directly or indirectly support employees who have carers' responsibilities, including:

- flexible work practices
- managing sick leave and other unplanned absences
- family and community services
- job share
- working from home
- part-time work
- compassionate temporary transfers
- equal employment opportunity.

As part of the Department's One HR program, human resources officers from the divisions will continue to work together to review and revise workplace policies to ensure that the needs of employees who are carers are appropriately considered.

## Appendix 3: Consultants

### Consultant expenditure over \$50,000

Details of business centre, consultant and project description	Consultant category	Expenditure 1 July 2012 to 30 June 2013
Victims Services – Price Waterhouse Coopers – Better court support – Enhancing service delivery	Management services	\$302,264.00
CaTs portfolio – Planit – CaTs portfolio	Information technology	\$244,874.55
CaTs Portfolio – Avoka Technologies – CaTs Portfolio	Information technology	\$212,297.16
Victims Services – Capgemini Australia Pty Ltd – Review of Victims Compensation Scheme	Organisational review	\$149,999.00
Executive – Deloitte Touche Tohmatsu – Review of adult and juvenile inmate transfers	Organisational review	\$139,792.68
Financial Services – Deloitte – Chart of Accounts	Finance and accounts	\$65,000.00
Registry of Births Deaths and Marriages – Thoughtworks Australia Pty Ltd – LifeLink project independent review	Information technology	\$62,900.00
Crime Prevention Division – Judicial Commission of NSW – Forum Sentencing Program Database	Management services	\$55,000.00
Executive – Price Waterhouse Coopers – Stocktake of projects and programs	Organisational review	\$51,247.56
Corrective Services – Richard Paul Irving	Management services	\$214,389.00
Corrective Services – Corporate Risk Solutions P/L	Management services	\$117,406.00
Corrective Services – OPS Centre	Management services	\$78,753.00
Corrective Services – Macksam Consultancy P/L	Management services	\$60,830.00
<b>Total expenditure for consultants over \$50,000</b>		<b>\$1,754,752.95</b>

## Appendix 3 (cont'd)

## Consultant expenditure under \$50,000

Consultancy category	Number	Expenditure 1 July 2012 to 30 June 2013
Management services	82	\$1,177,896.84
Finance and accounts	20	\$187,194.36
Information technology	8	\$99,526.25
Organisational review	4	\$105,243.51
Environmental	2	\$10,000.00
Legal	3	\$13,836.80
Training	9	\$52,250.00
Occupational health and safety	2	\$19,388.00
Research	2	\$19,318.00
<b>Total expenditure for consultants under \$50,000</b>		<b>\$1,684,653.76</b>
<b>Total expenditure for consultants</b>		<b>\$3,439,406.71</b>

## Appendix 4: Consumer response

### Attorney General's Division

Complaint handling systems are an important element of providing quality customer service and identifying areas needing improvement. The division's complaints handling policy, Managing Complaints and Other Feedback, aims to ensure complaints are dealt with fairly and expeditiously and are used to help improve services, policies and client relations.

Complaints are dealt with in the first instance by the business centre involved. If clients are dissatisfied with the outcome, complaints may then be reviewed by a more senior officer or by the Community Relations Unit. The unit also handles complaints made directly to the Attorney General and the Director General.

Information about the division's approach to complaints and feedback can be found on the web page <http://feedback.lawlink.nsw.gov.au>, which also contains an online client feedback form.

Complaints about the division can be made directly to the business centre involved, or by completing the online feedback form, or by contacting:

Director, Community Relations Unit  
Department of Attorney General and Justice  
Locked Bag 5111 Parramatta NSW 2124  
Email: [communityrelations@agd.nsw.gov.au](mailto:communityrelations@agd.nsw.gov.au)

### Improvements as a result of client complaints or suggestions

In response to feedback from clients, the following business centres implemented a number of changes and improvements to their operations and/or practices during 2012–13 in an effort to better meet client needs.

#### Asset Management Branch

- Continued efforts to improve service response times and reduce operational interruptions due to asset failure.
- Introduced a preventative maintenance strategy to reduce issues due to unplanned asset failures.

#### Community Justice Centres

- Provided training to mediators about when it is necessary or appropriate to terminate a mediation session.

#### Court Services

- Implemented a communication protocol to assist the Courts Service Centre to better respond to client enquiries when following up an email or fax sent to a court registry.
- Introduced recording of additional information by court registries about the receipt of faxes and emails and the action taken in JusticeLink.

#### Corrective Services NSW

- Ongoing review of the suggestions and enquiries received through the Corrective Services (CSNSW) website has enabled CSNSW to continue to refine and improve the information provided to ensure it continues to meet the needs of CSNSW stakeholders.

#### Financial Services

- Improved handling of accounts payable email and phone enquiries, and the handling of urgent invoices.



## Appendix 4 (cont'd)

### Land and Environment Court

- Redeveloped the Land and Environment Court website with comprehensive and detailed information on the court, its processes and decisions, as well as practical and helpful information on the main types of cases and step-by-step instructions on commencing, preparing and running these cases. The website also contains resources on various aspects of the Court's jurisdiction, including trees, mining, heritage water and biodiversity.

### LawAccess NSW

- Introduced call recording in order to improve call coaching and monitoring techniques. The availability of this technology also allows calls that are the subject of a complaint to be reviewed (with the permission of the relevant staff member) more efficiently and effectively.

### NSW State Coroner's Court

- The NSW State Coroner's Court website has been updated and now contains a frequently asked questions section. The section answers questions on common topics raised by clients who come into contact with the coroner's jurisdiction.

### NSW Registry of Births Deaths and Marriages (incorporating BDM Call Centre)

- Amended the wording of the registry's birth registration statement.
- Forwarded same-sex birth registration statements and explanatory material to all NSW hospitals.
- Amended commemorative birth certificates so that they are more widely accessible.

### Office of the Sheriff of NSW

- Implemented procedures with NSW Courts Call Centre and Jury Services Branch regarding handling of excusal applications and advice.
- Improved the design of the Jury Summons and Notice of Inclusion.
- Reviewed the jury brochure to include more information for potential jurors.

### Public Guardian

- Commenced creation of easy read versions of practice guidelines.
- Commenced a project that educates the community on how to avoid guardianship, through utilising Part 5 of the *NSW Guardianship Act* (information about medical and dental consent) and supported decision-making.

### Reporting Services Branch

- Continued to improve quality assurance processes relating to transcripts prepared by staff and contractors.

### Supreme Court of NSW

- Published a list of topics that duty registrars can address, and those that a duty registrar cannot address, such as advice on the merits of a case.
- Introduced the weekly publication of processing delays for routine probate applications.
- Progressed the Chief Justice's cost assessment review regarding delays in the cost assessment process.

### Victims Services

- Reviewed the complaints handling guidelines for the Approved Counselling Scheme, which were validated using the professional advisory panel and implemented.

#### Appendix 4 (cont'd)

- Implemented the provisions of the new *Victims Rights and Support Act 2013* which was introduced to provide more effective and faster service to victims.

#### Client complaints received by business centre

Business centre	Service	Policy/ procedure	Cost	Other	Total	Operational matters processed	Definition of operational matters
Administrative Decisions Tribunal	3	0	2	1	20	973	Cases finalised
ADR Directorate and Community Justice Centres	14	7	0	0	21	4,830	Files opened due to receipt of suitable referral
Anti-Discrimination Board	18	4	0	4	26	16,509	Complaints lodged on discrimination grounds, general enquiries regarding discrimination, education services through seminars, on-site and community events
Asset Management Branch	1	1	0	0	2	13,500	Reports of service faults for assets including electrical, plumbing, structural and general fit out alterations to courts and associated facilities. Requests for assistance with property leasing and fleet vehicle management
Bureau of Crime Statistics and Research	0	0	0	0	0	734	Requests for statistical information completed
Court Services (Local and District Court)	68	46	19	5	138	330,425	Total lodgements for crime and civil for District Court, Local Court and Children's Court
Community Relations Unit	1	0	0	0	1	38,352	Department, justice of the peace (JP) and Ministerial correspondence (7,965), JP appointment/reappointments (8,370), phone/email enquiries (20,637), other JP transactions (3,438)
Dust Diseases Tribunal	0	0	0	0	0	635	New claims lodged
Finance and Strategy Branch	3	0	0	0	3	97,699	Invoices paid in the financial year
Information Services Branch	0	0	0	0	0	80,081	Service requests (19,771) and switchboard phone calls (60,310)
Land and Environment Court of NSW	1	0	1	1	3	1,167	New proceedings lodged
LawAccess NSW	32	3	0	21	56	196,175	Callers assisted
NSW State Coroner's Office	2	5	0	27	34	5,954	Matters processed relating to deaths and fires reported to the coroner

#### Appendix 4 (cont'd)

Business centre	Service	Policy/ procedure	Cost	Other	Total	Operational matters processed	Definition of operational matters
<b>Office of the Legal Services Commissioner</b>	2	0	0	0	2	10,863	Written complaints about the legal profession in NSW (2,685) and incoming calls (8,178)
<b>Professional Standards Council</b>	0	0	0	0	0	43	Existing schemes (33), new schemes (3), grant applications (7)
<b>Office of the Public Guardian</b>	33	20	0	7	60	7,814	Clients under management as at 30 June (1,981), requests for information, support and advice (5,833)
<b>Public Defenders Office</b>	0	0	0	0	0	1,004	Completed criminal matters i.e. trials, sentences, appeals, committals and related matters
<b>Registry of Births Deaths and Marriages</b>	200	99	0	420	719	710,270	Applications for products and services and all registrations (births, deaths, marriages, change of name, relationships, changes of sex and wills)
<b>Reporting Services Branch</b>	0	0	0	7	7	30,753	Transcript applications processed
<b>Office of the Sheriff of NSW</b>	52	47	0	9	108	921,137	Executory actions, jurors summonsed, notices of inclusion, jury correspondence sent and received, security hours provided
<b>Supreme Court</b>	0	2	1	4	15	40,714	Cases lodged, including appeal and non-appeal matters in the Court's criminal and civil jurisdictions
<b>Victims Services</b>	9			166	175	10,975	Determined compensation matters processed (4,734), approved counselling sessions (6,241 of which 5,271 were lodged online)

## Appendix 4 (cont'd)

### Juvenile Justice NSW

In 2012–13, there were a total of 90 complaints received by Juvenile Justice NSW.

Seventy-two per cent of these complaints were made directly by a Juvenile Justice NSW client. Eighteen per cent were made by a client's family member or carer. The remainder consisted of complaints made by people or agencies on behalf of a client and by a victim participating in a Youth Justice Conference.

Thirty-four per cent of these complaints were resolved within 48 hours. Forty-three per cent were resolved within three weeks.

Nature of complaints	Number of complaints	Percentage %
Complaint against staff	37	41
Complaint about food/diet in centres	4	4.5
Complaint against rules/point system in centres	8	9
Complaint about appointments and interviews	4	4.5
Complaint about NSW Department of Education and Communities/school attendance	5	5.5
Other, including: police, welfare, background reports, medical care, other clients, confidentiality/privacy, discrimination, transfer between centres	32	35.5
<b>Total</b>	<b>90</b>	<b>100.00</b>

### Community consultation and client feedback

In developing its policies and programs, Juvenile Justice NSW places strong emphasis on consultation with relevant community groups and other stakeholders in the planning of new community-based and centre-based services.

Feedback about services is encouraged from clients, their families, advocates and community groups. This feedback helps identify and address any service delivery issues that may arise and ensures we provide the best possible service to clients and stakeholders.

There are various ways for young people, stakeholders and staff to provide feedback.

All participants in Youth Justice Conferences (YJCs) are given the opportunity to provide anonymous written feedback to YJC managers about their experiences in pre-conference preparation and in the conference itself. These responses are used to monitor convenor performance in meeting the needs and respecting the rights of all YJC participants.

All community offices and Juvenile Justice centres display posters and leaflets to inform young people of their right to contact the Ombudsman if they have any concerns or complaints about Juvenile Justice NSW. All correspondence and communication with young people informs the young person and their families that, if they have any concerns, they are able to raise these with the manager of the relevant Juvenile Justice community services office.

In Juvenile Justice centres, elected detainee representative committees provide feedback to the manager and initiate suggestions for the improvement of client services and the custodial environment.

## Appendix 4 (cont'd)

Client induction booklets for each centre, written in reader-friendly format and recorded onto audiotape, are distributed to young people on admission to centres. These booklets outline how clients may make complaints and provide service feedback.

An induction video is shown to newly admitted young people. This video outlines complaint and feedback procedures as well as the rights and responsibilities of clients.

Official visitors prepare six-monthly reports to the minister following their liaison with young people in custody, and the agency is required to resolve operational or client problems identified in these reports.

The Children's Visiting Legal Service is funded to advise and represent young people held in Juvenile Justice centres. Solicitors from this service may also act as support persons through whom clients can provide feedback to the Department.

### NSW Ombudsman

Representatives of the NSW Ombudsman undertake regular visits to each Juvenile Justice Centre. The aim of these visits is to bring to the attention of Juvenile Justice NSW any client complaints or issues which require urgent attention and remedial action to be taken.

Section 25 of the *Ombudsman Act 1974* requires Juvenile Justice NSW to notify and report to the NSW Ombudsman all allegations of assault, ill-treatment or neglect of a child. The Arunta telephone system in Juvenile Justice Centres allows detainees to directly contact the NSW Ombudsman's Office. The Ombudsman also provides reports to Juvenile

Justice NSW on the complaints received from clients.

### Corrective Services NSW

Corrective Services NSW (CSNSW) encourages the resolution of complaints at the local level. Members of the public can direct their complaints to the relevant correctional centre, Community Corrections office or to head office staff. Members of the public may also write to the minister responsible for corrective services or the Commissioner of Corrective Services, they may also lodge complaints via the CSNSW website.

Data on complaints received locally is not centrally retained. Data is retained on complaints made by inmates to the Corrective Services Support Line (CSSL) and to official visitors to correctional centres who are appointed by the minister responsible for corrective services. Data is also retained on written complaints received by the minister responsible for corrective services and the Commissioner of Corrective Services from inmates and members of the public, and on complaints from members of the public lodged via the CSNSW website.

### Complaints to minister and commissioner

In 2012–13, a total of 263 written complaints were received by the minister and commissioner. This is 55 more than 2011–12 (208). The highest number of complaints were about inmate visits, unfair treatment, parole/release, placement and property.

### Corrective Services Support Line

In 2012–13, CSSL answered 5779 telephone calls from inmates. This was an increase of 21 per cent on the number received in 2011–12 (4775). Of the calls answered in 2012–13, 1763 (30 per cent) were recorded as complaints. In 2011–12, 36 per cent of the calls were recorded as complaints (1729). The highest number of complaints received was about inmate property, placement, medical issues, money and unfair treatment.

## Appendix 4 (cont'd)

### Official visitors

In 2012–13, official visitors made 1383 visits to 43 correctional facilities. Inmates raised 6,201 matters with official visitors which were recorded as complaints, slightly more than in 2011–12 (5,610). The categories of complaint most often raised were medical issues, property, buy-ups, food and offender services and programs.

In 2012–13, a website was launched for the exclusive use of official visitors. It contains information and documentation to help official visitors understand their role and carry out their duties. The website has the potential for future enhancements which will allow, for example, official visitors to submit reports online.

### Matters raised with the NSW Ombudsman

In 2012–13, the NSW Ombudsman wrote to the Commissioner of Corrective Services on 106 occasions concerning 63 separate matters, 14 fewer matters than in 2011–12. Of the 63 matters, 50 were pursuant to section 13AA of the *Ombudsman's Act 1994* (preliminary investigations). Thirteen other matters were inquiries or requests (outside of section 13AA).

The Ombudsman did not raise any matters in 2012–13 under section 16 of the *Ombudsman's Act 1994* (Notice of Formal Investigation). Of the section 13AA matters, the highest categories concerned inmate property (23), treatment and care (6), use of force/assault (5), classification and placement (3). The 12 other matters included reviewable child death (3) and review of legislation (2).

At 30 June 2013, of the 50 matters under section 13AA, three matters had not been finalised by CSNSW.

The NSW Ombudsman made recommendations or suggestions in regard to several matters, including the extreme high risk restricted designation, inmate correspondence and in relation to the review of Part 2A and 3 of the *Terrorism (Police Powers) Act 2002*.

## Appendix 5: Credit card certification

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In accordance with the Treasurer's Direction 205.01, it is hereby certified that the use of corporate credit cards has been in accordance with government guidelines.



Brendan Thomas  
A/Director General

## Appendix 6: Disability plans

### Disability Strategic Plan

During this reporting period, the structure of the Department of Attorney General and Justice (DAGJ) changed. For the reporting period, the Attorney General's Division, Juvenile Justice and Corrective Services NSW had stand-alone plans. The Department of Attorney General and Justice is developing a new Disability Action Plan. The plan will supersede the agency-specific plans.

### Attorney General's Division

The Attorney General's Division has continued to build on its strengths toward creating an accessible service provision and employment environment through the implementation of its fifth *Disability Strategic Plan 2010–2012*.

#### Level 1: Universal/mainstream services

##### Outcome 1: Service provision

Services and programs are accessible to the disability community because they are provided through inclusive policies and practices, in line with the spirit of the *NSW Disability Services Act 1993* and the *Commonwealth Disability Discrimination Act 1992*.

Performance indicators	Achievements
<b>Access to services</b>	
A baseline of external customers with disabilities' satisfaction is established by June 2010 through the conduct of a client satisfaction survey and it is followed up in December 2012 with a second client satisfaction survey.	A Clients' with Disabilities Satisfaction Survey was conducted in early 2010. Over 60 clients with various and numerous disabilities were individually interviewed on their experiences when using our services from a disability access perspective. This document has served as a catalyst for additional training of staff in Flexible Service Delivery (FSD) and is ensuring we focus on service delivery. A new survey will be conducted in late 2013.
Staff involved in the delivery of services to the general public have an understanding of the service provision requirements of people with disabilities and the Attorney General's FSD principles.	While the above survey demonstrated that many staff understand service provision requirements, the FSD training program was updated and offered to several courthouses. Examples of service provision are: <ul style="list-style-type: none"> <li>• Victims Services tailored FSD training for client service officers conducted by Diversity Services</li> <li>• Legal Practitioners Board provides reasonable adjustments for people with disabilities when taking exams.</li> </ul> Criminal Justice Intervention programs and services (i.e. Forum Sentencing, DVICM, CREDIT, MERIT and Life on Track) are based on person-centred practice which considers the needs of the individual in context. This includes inclusion of disability considerations and required reasonable adjustments requirements as part of their structured assessment processes. In the LawAccess NSW Policy, Procedure and Service Standards Manual, people with disability are identified as priority customers.
Information on service provision in ACCESSlink is available for staff and updated annually.	ACCESSlink, the Department's online guide to serving people with disabilities, has been under review and is being prepared for the OneWeb transition. This has included revision of all content.



## Appendix 6 (cont'd)

Performance indicators	Achievements
<b>Access to services (cont'd)</b>	
Departmental staff are able to access specialist advice in order to obtain adaptive technology to meet client needs.	ACCESSlink is actively promoted to staff through the induction training program. Revised features include links to internal and external disability specific services.
Victims Services provide accessible assistance to people with disabilities.	Including people with disabilities in consultation training was delivered to Victims Services staff in 2013. The booklet <i>Your Rights as a Victim of Crime</i> was revised for victims with cognitive disabilities. Victims Services is also preparing a strategic plan for clients with disability.
<b>Staff training</b>	
All client service courses include practical components from the FSD program.	<p>Administrative Decisions Tribunal Registry staff and a significant number of Justice Policy officers attended a newly designed course on how to conduct an inclusive consultation.</p> <p>All LawAccess NSW staff are provided training in FSD.</p> <p>FSD training was provided on six occasions at five locations across the state.</p> <p>Courses across the training spectrum with DAGJ offer skills based training leading to the provision of FSD:</p> <ul style="list-style-type: none"> <li>• Induction: Workplace Ethics</li> <li>• Client Service: Manage High Risk Situations (working with clients who are affected by drugs and alcohol)</li> <li>• Client-friendly Publications</li> <li>• Client Service Skills</li> <li>• Client Service – Working with people with intellectual disabilities</li> <li>• Client Service – Working with people with mental illness</li> <li>• Disability Awareness</li> <li>• Including People with Disabilities in Consultations</li> <li>• Aboriginal Cultural Respect Program</li> <li>• Dignity and Respect-Appropriate Workplace Behaviour workshops</li> <li>• Performance Management – Performance Management and Diversity</li> <li>• Workplace Discrimination and Harassment – for managers</li> <li>• Discrimination and Harassment – Legal Compliance.</li> </ul>
Departmental staff confidence and competence in providing services for and managing people with disabilities are increased as reflected by the results of a Department-wide FSD staff survey, originally administered in 2008 and re-issued in 2011.	<p>Court staff participate in training throughout the year and registrars are encouraged to incorporate disability and FSD into staff development strategies.</p> <p>FSD training was conducted to over 210 staff from Local and District courts and the Children's Court.</p> <p>The survey will be readministered in late 2013.</p>

## Appendix 6 (cont'd)

### Outcome 2: Access to justice

Improved access to the justice system and human rights for people with disabilities is achieved by reducing the incidence of discrimination.

Performance indicators	Achievements
The legislative policy agenda for people with cognitive disabilities is advanced.	The division has commenced the Senior Officers Committee on People with Cognitive Impairments and Complex Needs in contact with the Criminal Justice System. A significant amount of whole of government work has been undertaken to respond to Section 2 of the National Disability Strategy NSW Implementation Plan on this issue.
Officers preparing legislation develop it in such a way that it promotes non-discriminatory policy, language and practice.	<p>In November 2012, officers from Legislation, Policy and Criminal Law Review (now Justice Policy) attended an intense half-day workshop on consulting with people with disabilities.</p> <p>The Capacity Working Group continues to meet and is considering the legal definition of capacity for civil matters.</p> <p>During the reporting period:</p> <ul style="list-style-type: none"> <li>• The <i>Crimes (Domestic and Personal Violence) Act 2007</i> was amended to enable the guardian of a person under the <i>Guardianship Act 1987</i> to make an application for an apprehended violence order on behalf of that person</li> <li>• uncommenced amendments to the <i>Jury Act 1977</i> were amended to continue the current right of people who care for a person who is sick, infirm or disabled to claim an exemption from serving on a jury.</li> </ul>
Court staff provide and promote an accessible court environment for people with disabilities.	<p>Court staff promote assistive devices and alternative formats for all clients, and information on TTY, hearing loop and alternative formats is published on the Local Court website.</p> <p>Courts work closely with Community Relations Commission and the Chief Magistrate's Office to ensure equitable access to interpreters as well as encouraging courts and the judiciary to provide flexibility in access and procedural requirements where it can be accommodated.</p>
There is an annual increase in the use of reasonable adjustments in courts as evidenced by JusticeLink.	JusticeLink reasonable adjustment data will be available next year.
The human rights of people with decision-making disabilities are protected and promoted through enhanced understanding of the issues of capacity by both various professions and within the community.	<p>Over 12 workshops on the Capacity Toolkit were held this year for professional sectors and community members. Legal practitioners and health care professionals are now talking about capacity issues at conferences and continuing education programs.</p> <p>Over 70,000 Capacity Toolkits have been distributed.</p> <p>The Division has approved a Capacity Reference Group Strategic Plan.</p>

## Appendix 6 (cont'd)

### Outcome 3: Communication

People with disabilities are aware of and can effectively access information services and programs, including court proceedings through the provision of accessible communication strategies and formats.

Performance indicators	Achievements
The Attorney General's Division's internet, intranet and e-commerce services are provided in accessible formats and comply with World Wide Web Consortium (AAA level wherever possible) and Australian Human Rights Commission (AHRC) guidelines.	<p>The Department is working to meet the NSW Government's requirement of all NSW Government websites being WCAG 2.0 AA compliant by 31 December 2014.</p> <p>Court Services has undertaken significant website development with disability access a key consideration, particularly in navigation and content development, as it increases online access to court information (JusticeLink Legal eServices project and One Website project). Courts and Tribunal Services project teams have worked with Vision Australia to provide accessibility assessment of proposed webpages.</p>
Ninety-five per cent of documents on the Attorney General's Division websites (internal and external) are offered in a format in addition to a PDF copy (e.g. HTML, Word, plain text or RTF).	<p>The Department is working to meet the NSW Government's requirement of all NSW Government website's being WCAG 2.0 AA compliant by 31 December 2014. Where possible, content is provided in more than one format.</p> <p>In February 2013, the Bureau of Crime Statistics and Research hosted the first Applied Research in Crime and Justice Conference in Sydney. The four keynote addresses have been made available online as video recordings with captions.</p>
Public information is provided in plain English (avoiding jargon) and uses a non-serif font at least 12 point.	<p>The Communications Unit provides advice to business centres regarding plain English copy writing, accessible publishing formats and alternative formats.</p> <p>Font appearance and size is regulated by the Department's website content management systems. The Department is working to meet the NSW Government's requirement of all NSW Government website's being WCAG 2.0 AA compliant by 31 December 2014.</p>
In all reviews of Departmental documents, it is a priority to ensure information for Aboriginal and multicultural customers with a disability are provided in culturally and linguistically appropriate formats.	<p>The Communications Unit provides advice to business centres regarding plain English copy writing, accessible publishing formats.</p> <p>Diversity Services actively promotes plain English and translations of documents on ACCESSlink and in all training.</p>
An increase in Departmental staff ability to provide information in alternative formats and know where to find assistance when required is evidenced in the staff FSD survey in December 2011.	<p>ACCESSlink provides advice on creating documents in alternative formats. Vision Australia workshops are promoted across the division and attended by relevant staff that prepare publications and web design. The staff survey will be run in December 2013.</p>
An increase in the use of assistive hearing devices in courts is tracked annually.	<p>Courtroom technology has conducted a significant rollout of new infra-red systems permanently installed or located within larger courthouses. We now provide over 65 permanent infra-red systems across the State.</p> <p>For courtrooms without permanent systems, court staff can request the portable system be couriered to them for the matter.</p>

## Appendix 6 (cont'd)

### Outcome 4: Buildings and facilities

#### People with disabilities have equitable access to our buildings and facilities

Performance indicators	Achievements
New facilities comply with AS1428 part 2 and the <i>Disability Discrimination Act</i> as far as possible.	All new works have been designed to comply with part 2 including Coffs Harbour, Newcastle and Armidale which are currently under construction. All refurbishments are designed to comply with part 2 as far as practicable within existing building structure and heritage limitations. Major works completed are Liverpool and Port Macquarie. All the new components of these works comply with part 2 but where they join existing buildings there may be some components that do not comply, such as corridor widths, doors swings and access from basement areas. It should be noted that all new cell complexes include accessible facilities.
Priorities for access improvements of existing buildings are identified and integrated into the Asset Management Branch's (AMB) forward capital works program.	Access improvements have been undertaken at 28 courthouses in 2012–13 throughout the state as part of the AMB forward capital works program. The courthouses include the major <i>Disability Discrimination Act</i> upgrades of Griffith and Katoomba. Upgrades at Wollongong and Wagga Wagga are being planned for 2013–14 to 2014–15. Administrative Decisions Tribunal renovations were undertaken to enhance access compliance.
A capital budget of at least \$250,000 per annum is expended on the Access Improvement Program.	In 2012–13, approximately \$7.7m was spent on access improvements and general compliance upgrades at the above projects.
Disability infrastructure planning is reflected in Total Asset Management (TAM) plans.	In 2008, the Department conducted over 125 audits to feed into the forward TAM planning. As described above, all new facilities comply with building codes of the day, which include DDA and Australian Standard compliance requirements. Specific reference to access is included in the DAGJ TAM.
Information on courthouse access provisions will be available on Lawlink by December 2010.	Due to resource limitations, this project has not progressed and remains an outstanding item to be addressed.
Accessible jury facilities will be provided at all trial courts where juries regularly sit by December 2015.	A roll-out plan is underway. In 2012–13, projects were completed at Downing Centre, Port Macquarie, Griffith and Katoomba. A forward plan to complete access to jury facilities across the state is being prepared for the 2015/16 financial year, pending Treasury approval.
Annual reviews of business continuity plans address issues for people with disabilities.	Business continuity plan guidelines include the need to plan for people with disabilities.

## Appendix 6 (cont'd)

### Outcome 5: Consultation and best practice management

The voice of people with disabilities will be heard and reflected in policies, programs, services and management practices resulting in the Department being acknowledged as a leader in the way we implement our Disability Strategic Plan (DSP).

Performance indicators	Achievements
The Disability Advisory Council is satisfied with the Attorney General's Division's progress in implementing the DSP as indicated by an annual review conducted at their September quarterly meeting.	The Disability Advisory Council has continued to meet quarterly with several new members rotating onto the Council. Council members have been very satisfied with the Department's progress.
The Disability Advisory Council is satisfied with the consultation processes used to ascertain views of the council, disability community, clients and staff on issues affecting people with disabilities.	The Disability Advisory Council is pleased with the consultation processes used by DAGJ.
Every business centre has mechanisms in place to consult people with disabilities and refer to ACCESSlink for advice on how to host and facilitate consultations for people with disabilities.	In July 2013, LawAccess NSW launched its communication strategy – <i>People with Disability 2012–2015</i> . Eleven peak key disability organisations were consulted in the development of the strategy. The strategy includes staff training, promotional activities as well as further accessibility updates of our websites. Diversity Services delivered a course entitled Including People with Disabilities in Consultations. Participants included staff from Administrative Decisions Tribunal, Justice Policy, the Law Reform Commission and Victims Services. The Law Reform Commission undertook specific consultation with peakgroups representing people with disabilities was part of the mental health and cognitive impairment and sentencing references.
Key aspects of the DSP are included in the business centres' Business plans and performance agreements and reported on annually.	Business plan templates require the inclusion of DSP strategies and are reported on annually. SES performance agreements include a requirement to integrate disability related issues within planning and practice.
People with disabilities say they have had an opportunity to complain and have had access to complaints mechanisms.	The Disability Advisory Council was consulted on the division's complaints policy and procedures in late 2010 from a disability perspective. The Community Relations Unit commenced development of information about how to make a complaint for people with a cognitive disability. The information is expected to be finalised and published in 2013–14.
Good news stories from the DSP are promoted within the Attorney General's Division at least six times per annum in <i>Agenda</i> .	<i>Agenda</i> and Infolink included six disability information and good news stories in 2012–13.
The Attorney General's Division is consulted regularly by other government agencies on how to provide services to people with disabilities within a universal or mainstream service environment.	Diversity Services is approached by other government agencies for advice on the development and implementation of the DSP.

## Appendix 6 (cont'd)

### Outcome 6: Employment of people with disabilities

The percentage of employment participation of people with a disability within the Attorney General's Division (AGD) increases.

Performance indicators	Achievements
An increase in the percentage of people with disabilities' employment rates by 20 per cent by 2012 from 2007/08 Annual Report representation (from 6.3 per cent for people with a disability and 1.9 per cent for people with a disability requiring a workplace adjustment).	<p>Based on the Public Service Commission workforce profile, raw Equal Employment Opportunity data (as at June 2013) the percentage of people identifying with a disability requiring reasonable adjustment has increased to 2.5 per cent, which exceeds the target of a 20 per cent increase.</p> <p>This has been achieved through a number of targeted disability recruitment actions and a communication strategy encouraging staff with a disability to identify as a person with a disability.</p> <p>The Department is participating in the Public Service Commission's Disabling the Barriers project. Feedback and advice is being sought from the Department to inform future sector-wide disability employment strategies.</p>
The new Recruitment of People with Disabilities and Reasonable Adjustment Policy and Guidelines are finalised and promoted by August 2010.	<p>Both these documents have been implemented and promoted. Since their launch, a number of targeted disability recruitment actions (both permanent and temporary) have occurred across the division in business centres such as Office of the Sheriff of NSW, Land and Environment Court, Information Services Branch, local courts and the Crown Solicitor's Office.</p> <p>The Reasonable Adjustment Policy has been adopted across the Department.</p> <p>All business centres were encouraged to offer work experience opportunities to school leavers with a disability through the Transition to Work program facilitated by Sydney Employment Development Services. Areas of the division that have offered work experience placements during this financial year include Legal Profession Admissions Board, Victims Services, LawAccess NSW, Office of the Sheriff and local courts.</p> <p>The implementation and promotion of the Reasonable Adjustment Policy and Guidelines has meant adjustments are able to be tracked across the division. It has also meant an increase in the number of recorded adjustments across the division.</p>
Five per cent of all participants of management and leadership programs are people with a disability.	Data as of June 2013 indicates that 5.8 per cent of all staff who have attended management/leadership programs in 2012–13 (up to June) identified as having a disability.
Disability awareness training is delivered twice a year.	Six sessions were delivered throughout 2012–13. There are six sessions to be delivered in 2013. See outcome 1 for information on FSD.
Eighty-five per cent of all staff with a disability have achievement and development plans.	The proportion of staff with a disability that have achievement plans is a comparable proportion as all staff that have achievement plans.
Eighty-five per cent of all staff with a disability achieve five days development per year.	Staff with a disability have participated in development opportunities at the same proportion as all other staff.
Reduce turnover of people with a disability from 16 per cent to below 14.4 per cent, the same level as all other employees, by 2012.	2012–13 annual workforce data shows that 25 people with a disability separated from a total of 277 existing employees with a disability. This indicates that the separation rate is approximately 9.03 per cent, which is lower than the 2007–08 figure of 16 per cent.

## Appendix 6 (cont'd)

### Level 2: Influencing

#### **Outcome 7: Influencing opportunities**

Using government decision-making, programs and operations to influence other agencies and sectors to improve community participation and quality of life for people with a disability.

Performance indicators	Achievements
The division led the Justice Cluster's contribution to the development of the NSW National Disability Strategy Implementation Plan.	
The division actively participated in the NSW National Disability Strategy's Implementation Committee.	
The division secured recognition of the need for a Senior Officers Forum on People with Cognitive Disabilities and Complex Needs in the Criminal Justice System.	

### Level 3: Disability specific services

#### **Outcome 8: Disability specific services**

Providing quality specialist and adapted services where mainstream services are not responsive or adequate to meet the needs of people with a disability.

Performance indicators	Achievements
NSW Trustee and Guardian (NSWTAG)	To be reported on within NSWTAG Annual Report.
Public Guardian	To be reported on within NSWTAG Annual Report.

## Corrective Services NSW Disability Action Plan

In 2012–13, Corrective Services NSW (CSNSW) continued to collaborate with the other divisions of the Department of Attorney General and Justice (DAGJ) to develop the DAGJ *Disability Strategic Plan 2013–15*.

### **CSNSW Employees Disability Services**

- In 2012–13, CSNSW published the Reasonable Adjustments Procedures for Employees with a Disability.
- The disability awareness training was offered at the Brush Farm Corrective Services Academy.
- The NSW Public Service Commission selected 15 CSNSW employees with a disability to participate in the Disabling the Barriers research program. The project will seek to identify systemic barriers to the recruitment, development and retention of employees with a disability in the NSW public sector.
- Twenty CSNSW staff joined the Departmental Staff with Disabilities Network.

## Juvenile Justice NSW Disability Action Plan

Juvenile Justice NSW Disability Action Plan 2007–11 was extended for a further 12 months while Juvenile Justice NSW realigned with the Department's next Disability Strategic Plan 2013–15.

The Chief Executive met with the Disability Advisory Council in mid June 2013 to discuss ways for Juvenile Justice NSW and the council to work together to better support young people with disability. Included in the discussions were the quality assurance process targeting disability in custody and community, new research projects on disability issues including oral competency and Juvenile Justice comprehensive 2013 disability stocktake.

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## Appendix 7: Disclosure of controlled entities and subsidiaries

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### Disclosure of controlled entities

The Department does not have any controlled entities.

### Disclosure of subsidiaries

The Department does not have any subsidiaries.

### Joint venture

Since 2006, the Department has recognised, at the direction of NSW Treasury, an investment in Law Courts Limited, which is an entity controlled by the NSW Government and the Australian Government, and equity accounted for in accordance with AASB 131 Interests in Joint Ventures. Both governments have equal representation on the Board of Directors and in the membership of Law Courts Limited, with all decisions requiring unanimous consent. Law Courts Limited is located at Level 3, Law Courts Building, Queen's Square, Sydney, NSW 2000, and its principal activity is the provision of accommodation for courts, courts registries and support services at a standard that is suitable and available for occupation. The NSW Government's investment comprises 52.5 per cent of the net assets of Law Courts Limited. The joint venture arrangements are currently under review.



## Appendix 8: Employees by category

The following table contains human resources information for the Department of Justice and Attorney General for 2009/10 and the Department of Attorney General and Justice for 2010–11 to 2012–13.

Occupation classification *	2009–10 **	2010–11 ***	2011–12 ****	2012–13 ****
Professionals	1,731.10	1,999.57	1,927.71	1,854.93
Technicians and trade workers	478.44	530.38	480.83	457.04
Community and personal services workers	3,771.61	4,668.68	4,320.75	4,114.13
Clerical and Administrative Workers	3,637.25	3,924.55	3,890.60	3,708.84
Sales workers	12.40	13.60	14.54	16.09
Machinery operators and drivers	44.00	44.34	51.44	45.89
Labourers	3.83	16.10	13.86	13.38

\* Non-casual full-time equivalent at census period based on information provided in the Public Service Commission's CEO Report.

\*\* Data for 2009–10 is for the Department of Justice and Attorney General, and includes data for Attorney General's Division and Corrective Services NSW.

\*\*\* Data for 2010–11 and 2011–12 is for the Department of Attorney General and Justice, and includes data for Attorney General's Division, Corrective Services NSW, Juvenile Justice NSW and Guardianship Tribunal.

\*\*\*\* Data for 2011–12 and 2012–13 is an estimate compiled for the Department by analysing raw information from the annual workforce profile.

## Appendix 9: Environment Reporting

### Energy

In 2012–13, the Department continued to reduce its impact on the environment by reducing energy consumption.

Attorney General Division (AGD) has reduced the total average electricity usage despite an increase of approximately two per cent of occupied space and an increase of seven per cent in staffing numbers. Approximately seven per cent in savings have been delivered since 2009–10.

More than six per cent of all electricity purchased by the AGD derived from renewable energy sources.

Lighting upgrades at two major energy-using sites produced a total saving of over 180,000 kilowatt hours of electricity per year, saving more than \$32,000 per year and over \$200,000 saved over five years.

AGD gas consumption in 2012–13 declined by over 10 per cent from last year's figures. Some conversion of gas heating also was replaced by electrical systems contributing to the reduced gas usage.

The overall total energy consumption for Corrective Services NSW increased by three per cent including fuel and other energy sources. This was due to the inclusion of the Junee and Parklea sites, which were omitted from the 2010/11 reporting period.

There was a seven per cent increase in energy consumption in office buildings during 2011/12. Total greenhouse gas emissions between 2010/11 and 2011/12 have increased by 6.6 per cent. Data is not yet available for 2012–13.

In 2012–13, energy-saving design principles were incorporated into the new 250 bed project at Cessnock Correctional Complex, including efficient lighting, water savings devices, energy efficient appliances and extensive use of insulation.

In 2012–13, a major renewable energy project was approved for the Brush Farm Corrective Services Academy. This will involve installing an 85 kilowatt roof-mounted solar power system in 2013–14 and offset 19 per cent of expenditure and 24 per cent of electricity consumption on the academy site.

The total energy use for Juvenile Justice detention facilities has remained fairly stable since 2009–10, despite redevelopment projects resulting in increases to overall floor area.

A combined 87.38 kilowatt peak of solar panels were installed at Juvenile Justice centres during 2012–13 through the assistance of grants. The energy produced from these will assist in offsetting peak electricity consumption.

During 2012–13 Juvenile Justice became a signatory to the Cityswitch Green Office program, demonstrating an ongoing commitment to reducing the environmental impact of its office operations.

### Waste

In 2012–13 the Attorney General Division (AGD) looked to achieve a reduction in waste, however there has been a slight increase this year as we endeavour to reduce the contamination of waste and recycling.

In keeping with the Government's WRAPP requirements for construction and demolition materials, 99.1 per cent of the 196 tonnes of construction materials were recycled. The division also recycled a total of 859 used toner cartridges, with 0.67 tonnes was diverted from landfill.

## Appendix 9 (cont'd)

Corrective Services NSW used various strategies to increase reusable resources at correctional centres, including:

- establishing worm farms in many correctional centres – the worms are fed food and paper scraps, with the resultant fertiliser used for garden and vegetable beds
- sending food scraps to the Emu Plains poultry farm, with the eggs laid being used by inmates in lifestyle programs
- using chicken coop manure on vegetable gardens
- compressing and baling all cardboard and paper products, which are then sold by the tonne
- selling compressed plastics by the tonne and recycling aluminium foil trays and cans
- excess grass from Emu Plains Correctional Centre is converted into hay for the centre's dairy herd.

During 2012–13 the Juvenile Justice Division continued its recycling program at central office, consistently achieving an 80 per cent rate of recycling in spot audit results.

Over the past two years Juvenile Justice detention centres have run a number of programs assisting in waste diversion, including food scraps for chicken feed and reuse of discarded materials to establish vegetable gardens.

### Water

In 2012–13, the AGD reduced its water by approximately 4 per cent. This is attributed to less usage during construction and implementing leak detection processes, such as data analysis which helped to discover major leaks for example, at Newtown and Young which helped to avert over 900 kilolitres per quarter of water being wasted.

## Appendix 9 (cont'd)

CSNSW have remote monitoring devices installed to water meters in all metropolitan centres which allows daily management of water usage and the instant detection of leaks and water misuse. Planning is currently underway to extend the water savings lessons learnt through the water savings action plan to centres where water usage is high.

Compared with a FY2009–10 baseline, water consumption also been decreasing across Juvenile Justice facilities.

Further water efficiency measures were introduced as part of redevelopment and refit works in 2012–12, with timed showers and water efficient fittings continued to be rolled out at detention facilities.

### Fleet

During the 2012–13, AGD reduced its fleet by 41 vehicles with further reductions in the number of fleet vehicles are planned during 2013/14.

In 2012–13 AGD has exceeded government targets with regards to fleet vehicles in the following areas:

- of the fuel purchased in 2012–13, 58.69 per cent was E10 fuel, placing the division well above the government target of 20 per cent E10 use
- an EPS target of 13.64 for the government passenger fleet was achieved and is in line with the mandated target of 13.5 set in October 2009

## Appendix 9 (cont'd)

- the light commercial pool achieved an overall score of 11.06 EPS for 2012–13, exceeding the government target of 9.0
- further plans to implement SmartPool in other locations will assist in sharing Fleet resources efficiently across the Department, as well as analysis of utilisation rates to maximise efficiency.

In 2012–13, Corrective Services NSW:

- achieved EPS scores of 12.87 for passenger vehicles and 9.11 for light commercial
- decreased its fleet size decreased by 127 vehicles to 850 exceeding the projected target by 57 vehicles
- moved towards greater use of E10 fuel (from 60.2 per cent to 90.95 per cent from the previous year)
- reduced the number of hybrid vehicles from 17 in 2011–12 to 10 in 2012–13.

In 2012–13, the Juvenile Justice Division:

- achieved an EPS target of 14.1 for passenger vehicles, exceeding the government target of 13.5
- is on track to reducing fleet size by 17 vehicles by end of 2013 calendar year, as part of the fleet efficiency review
- currently includes three hybrid vehicles in its fleet with E10 used by 79 per cent of vehicles.

## Appendix 10: Equal opportunity report

The Department aims to attract people from various equal opportunity backgrounds (EEO) to assist the Department to better understand and meet the needs of its clients and reflect the community we serve. This will also assist to promote the Department as an employer of choice. People from EEO groups are an under-utilised segment of the overall labour market and their attraction and retention is for social equity and productivity.

The Department is working towards integrating EEO strategies across all divisions and adopting common initiatives.

**Table 1. Trends in the representation of EEO groups<sup>3</sup>**

EEO group	% of Total Staff <sup>4</sup>				
	Benchmark or target	2010 <sup>*</sup>	2011 <sup>**</sup>	2012 <sup>***</sup>	2013 <sup>***</sup>
Women	50%	49%	49%	50%	50%
Aboriginal people and Torres Strait Islanders	2.6% <sup>5</sup>	4%	4.8%	4.8%	4.9%
People whose first language is not English	19%	16%	15.7%	15.7%	16.1%
People with a disability	N/A <sup>6</sup>	6%	6.2%	6.2%	6.3%
People with a disability requiring work-related adjustment <sup>7</sup>	1.1% (2011) 1.3% (2012) 1.5% (2013)	1.8%	3.3%	2.1%	2.1%

**Note:** Information for the above table is provided by the Workforce Information Unit, NSW Public Service Commission.

<sup>\*</sup> For 2010, the Department of Justice and Attorney General consisted of only Attorney General's Division and Corrective Services NSW.

<sup>\*\*</sup> For 2011 onwards, the Department of Attorney General and Justice includes Attorney General's Division, Corrective Services NSW, Juvenile Justice NSW and the Guardianship Tribunal.

<sup>3</sup>Based on staff numbers as at 30 June 2013.

<sup>4</sup>Excludes casual staff.

<sup>5</sup>Minimum target by 2015.

<sup>6</sup> Per cent employment levels are reported but a benchmark level has not been set.

<sup>7</sup>Minimum annual incremental target.

## Appendix 10 (cont'd)

**Table 2. Trends in the distribution of EEO groups<sup>8</sup>**

EEO group	Distribution index <sup>9</sup>				
	Benchmark or target	2010 <sup>*</sup>	2011 <sup>**</sup>	2012 <sup>***</sup>	2013 <sup>***</sup>
Women	100	96	98	98	98
Aboriginal people and Torres Strait Islanders	100	94	92	91	91
People whose first language is not English	100	94	96	95	95
People with a disability	100	101	101	99	98
People with a disability requiring work-related adjustment	100	105	97	99	97

**Note:** Information for the above table is provided by the Workforce Information Unit, NSW Public Service Commission.

<sup>\*</sup> For 2010 the Department of Justice and Attorney General consisted of only Attorney General's Division and Corrective Services NSW.

<sup>\*\*</sup> For 2011 onwards, the Department of Attorney General and Justice includes Attorney General's Division, Corrective Services NSW, Juvenile Justice NSW and the Guardianship Tribunal.

## Commentary on initiatives to eliminate discrimination in employment and promote EEO

The Department continued to implement a number of initiatives to improve outcomes for EEO groups. There was continued successful implementation of a range of EEO activities from the EEO Management Plan 2009–12:

### 4. The Aboriginal and Torres Strait Islander Employment Strategy of the former Attorney General's Division. Achievements include:

- The Aboriginal Employment Strategy has seen the Aboriginal staff level grow from 1.9 per cent in 2006 to four per cent in March 2013. This figure excludes casual employees and judicial officers.
- Aboriginal employment targets have been incorporated into business plans and business centre workforce planning activities.
- The former Attorney General's Division has two staff dedicated to promoting Aboriginal employment and the Aboriginal Employment Strategy.
- The Aboriginal School-based Trainee Program is continuing across city and regional locations. Currently, there are 14 trainees participating in the program in 2013.
- The Indigenous Cadetship Program continues to employ two cadets in 2013.
- Requiring conveners or recruitment panels to undertake the Aboriginal Cultural Respect Program.
- The Aboriginal Staff Network supports employees in all locations and provides a forum for sharing ideas and information.

<sup>8</sup> 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. The distribution index is not calculated where EEO group or non-EEO group numbers are less than 20.

<sup>9</sup> Excludes casual staff.

## Appendix 10 (cont'd)

### 5. The Disability Employment, Development and Retention Strategy in the former Attorney General's Division. Achievements include:

- Continued implementation of a Reasonable Adjustments policy and guidelines.
- Continued implementation of Employing People with a Disability Guidelines, including the delivery of a manager's forum to promote disability employment initiatives.
- Employment of students with a disability under the Stepping Into program at the Crown Solicitor's Office.
- Successful International Day for Disability with celebrations at the Parramatta Justice Precinct.
- Continued growth of the Staff with a Disability Network.
- Disability awareness training delivered a number of times in 2012–13.
- Recruitment of a number of disability targeted positions across the Department.
- Partnering with Disability Services Providers (DSPs) to provide job seekers with a disability work experience placements throughout the Department.

### 6. A range of initiatives for staff from a culturally and linguistically diverse (CALD) background in the former Attorney General's Division. Achievements include:

- Continued implementation of the Community Language Allowance Scheme (CLAS).
- Continued growth of Diversity Network, including the implementation of an action plan for 2013 and number of training events for network members.
- Targeted mentoring opportunities for cultural diversity network members.
- Continued feedback provided from the Diversity Network to human resources (HR) on a range HR policies.

### 7. A range of initiatives for women. Achievements include:

- International Women's Day celebrations held at both the city and Parramatta.
- Training sessions delivered specifically for women including Springboard program and Developing Women for Management program.

### 8. Implementing a range of initiatives for youth. Achievements include:

- Continued growth of the Youth Network.
- Number of events hosted by members of the Youth Network including seminars and Breakfast with the Director General.
- Targeted mentoring and training opportunities for Youth Network members.

### 9. Other EEO initiatives. Achievements include:

#### Former Attorney General's Division

- Provision of quarterly EEO statistics to business centre managers through workforce profiles.
- Greater analysis of EEO group responses in the exit survey report.
- Continued promotion of the Vacation Care Program.

## Appendix 10 (cont'd)

- Celebrated and promoted National Aborigines and Islanders Day Observance Committee (NAIDOC) Week activities.
- Respect Campaign continued to reinforce the importance of dignity and respect in the workplace. The campaign has an innovative and positive focus that aims to improve and promote positive workplace behaviour. It is an innovative campaign that provides practical guidance and tools for managers and staff to improve workplace behaviours and teamwork.

### Corrective Services NSW

- Established and promoted appropriate EEO staff support networks (e.g. staff attended the Embracing Diversity training day and International Women's Day Forum organised by the Department's Cultural Diversity and Women's networks).
- Continued implementation of the Grievance Resolution Policy and Guidelines and Grievance Resolution Procedure (88 formal grievances were submitted and processed under the procedure during 2012–13).
- The *Reasonable Adjustments Procedures for Employees with a Disability* was published and implemented.

Continued delivery of cultural inclusiveness and disability awareness training courses to employees at the Brush Farm Corrective Services Academy (BFCSA) and a range of activities to celebrate key cultural dates, including NAIDOC Week, Harmony Day and International Women's Day.

Continued implementation of initiatives under the *Corrective Services Aboriginal and Torres Strait Islander Employment and Career Strategy*, including a new Aboriginal Cultural Awareness e-learning module, accessible to all staff, was developed and launched by the Aboriginal Support and Planning Unit (ASPU).

- Continued support for Aboriginal and Torres Strait Islander cadets under the NSW public sector Indigenous Cadetship Program.
- Two mentoring workshops were by BFCSA for ASPU officers and other employees to provide them with the necessary skills to support and mentor Aboriginal and Torres Strait Islander employees.
- Exceeding the 2.6 per cent NSW Public Sector target for the employment of Aboriginal and Torres Strait Islanders.
- The NSW Public Service Commission selected a number of Corrective Services NSW employees with a disability and human resources managers to participate in the Disabling the Barriers research project. The aim of the project is to identify systemic barriers to the recruitment and retention of employees with a disability in the NSW public sector. The feedback provided by staff is being used in the development of the NSW Government's new *Disability Employment Strategy*.

### Other priorities for 2013–14 include:

- Corrective Services will complete and launch a new EEO data collection e-form, which will automate the process of collecting staff EEO information, improve data accuracy and increase response rates. The e-form will also provide the opportunity to:
  - re-survey all employees to identify changes in status (such as acquired disability and those requiring reasonable adjustments at work)
  - collect EEO information from employees who have previously not submitted forms
  - capture new CALD information, such as country of birth and second language, for the first time.



## Appendix 10 (cont'd)

### Juvenile Justice NSW

- Continued to promote the *Aboriginal and Torres Strait Islander Recruitment and Retention Strategy 2011–15*. The strategy articulates the objectives and actions required by the Juvenile Justice NSW to achieve successes in the recruitment, development and retention of Aboriginal and Torres Strait Islander staff.
- In 2012–13, Juvenile Justice NSW continued to implement the following policies and programs:
  - Supervision Policy, Guidelines and Toolkit
  - Dignity and Respect Policy and Guidelines
  - EEO Management Plan
  - Induction Training Assessment Program (ITAP)
  - Disability Action Plan
  - Community Language Allowance Scheme (CLAS)
  - Psychologist Reclassification Committee
  - Dignity and Respect Policy and Code of Conduct are embedded in the Juvenile Justice staff induction program including mandatory components
  - Indigenous Cadetship Program.

### Major planned EEO activities for 2013–14

The Department is working towards integrating EEO strategies across all divisions and offices and adopting common initiatives. Under the One HR program, strategies that have been identified for development and implementation in the next financial year include:

- Equity and Diversity Framework 2013–15.
- Aboriginal Employment Strategy 2013–16.
- Disability Strategic Plan 2013–15.
- Dignity and Respect Policy.
- Responding effectively to the proposed changes to the NSW Anti-Discrimination Act 1977 and relevant provisions of the new Government Sector Employment Bill 2013, which will have an impact on existing equity and diversity policies, strategies and programs.
- Continued promotion and implementation of Department-wide staff networks.

## Appendix 11: Exceptional employee salary movements

In 2012–13, there were no exceptional employee salary movements. Employees of the Department are covered by the Crown Employees (Public Sector – Salaries 2008) Award. The award provided for a 2.5 per cent salary increase from the first full pay period on or after 1 July 2012, for the following classifications within the Department:

- clerks
- parole officers
- tipstaves
- Departmental professional officers
- librarians
- legal officers
- senior officers
- court officers
- Sheriff's officers
- clerical officers
- probation officers
- correctional officers
- sound reporters

### Judicial officers

Section 13 of the *Statutory and Other Offices Remuneration Act 1975* requires the Statutory and Other Offices Remuneration Tribunal (SOORT), each year, to make a determination of the remuneration to be paid to judicial officers on and from 1 October in that year.

The SOORT determination is usually released after the decision of the Commonwealth Remuneration Tribunal (CRT), which determined increases in remuneration for federal judicial officers of three per cent in mid 2012. Following this, the SOORT made a determination to increase the remuneration paid to Supreme Court Judges (and legislatively related judicial officers) by three per cent and for other judicial officers by 2.5 per cent, from 1 October 2012.

## Appendix 12: Funds granted to community organisations

### Victims Services grants

Program	Recipient	Amount	Project purpose	Target clients
People with Complex Needs who are the Victims of Crime: building evidence for responsive support	University of NSW	\$56,612.70	Explore the experience of crime victimisation of a cohort of individuals with complex needs in NSW	Community
Victims of Crime and their Participation in the Court Process – Young Male Victims	The Australian Institute of Criminology	\$19,980.00	Examine the experiences of young male victims of violent crime, particularly where a lack of available support services specifically targeted toward young males, or a low participation rate of young male victims where support services do exist	Community
Impact of the Media Reporting on Victims of Crime	Colmar Brunton Research	\$56,027.00	Qualitative research with stakeholder groups, to investigate the impact of media reporting on victims of crime	Community
Information referral and support	Victims of Crime Assistance League (VOCAL)	\$403,305.68	Funding provided to VOCAL for the purposes of to victims of crime in the Hunter region	Community
<b>TOTAL Victims Services grants:</b>		<b>\$535,925.38</b>	<b>(excl. GST)</b>	

### Crime Prevention grants

Program	Recipient	Amount	Project purpose	Target clients
Addressing Car Theft	Bankstown City Council	\$60,988.00	Reduce car theft through the provision of engine immobilisers and a community education campaign	Community
Targeting Malicious Damage	Bathurst Regional Council	\$70,890.00	Reduce malicious damage to property through a public awareness strategy, lighting and safety audits, and the 'Give Back Program'	Community, business
Burglar Beware/Safer by Design	Coonamble Shire Council	\$66,000.00	Reduce residential burglary through access control measures and an awareness campaign	Community
Car Security Project	Liverpool City Council	\$49,994.00	Reduce thefts from motor vehicles through CPTED audits on fencing, lighting, safety signs and an education campaign	Community
Stay Safe and Safe Bars	Manly Council	\$54,942.00	Reduce alcohol-related assault (non DV) through a community education and engagement strategy	Community, business
Theft from Motor Vehicles Project	Port Macquarie–Hastings Council	\$11,500.00	Reduce thefts from motor vehicles through a community awareness strategy	Community
Operation Car Safe 2	Canterbury City Council	\$54,668.00	Reduce motor vehicle theft through community awareness and distribution of immobiliser vouchers	Community
Engaging Youth to Reduce Malicious Damage	Cessnock City Council	\$44,000.00	Reduce malicious damage through CPTED strategies including installation of lighting, crime resistant street furniture, vandal proof shade structure	Community, business

## Appendix 12 (cont'd)

Program	Recipient	Amount	Project purpose	Target clients
Alcohol Related Assault (non DV)	Shoalhaven City Council	\$50,000.00	Reduce non-DV alcohol-related assault through an education campaign for staff of licensed premises, an awareness campaign regarding legislation, and a safety audit of Nowra CBD	Community, business
Safer Public Places	Shellharbour City Council	\$48,321.00	Reduce malicious damage to property through CPTED recommendations for lighting, fencing and landscaping improvements	Community, business
Steal From Person	Strathfield Council	\$50,000.00	Reduce steal from person offences through community engagement, education and awareness, improved signage, and the use of the CPTED strategies	Community, business
Moree Street Lighting Project	Moree Plains Shire Council	\$50,000.00	Reduce thefts from motor vehicles through improved lighting in identified hotspots and a communication campaign	Community
Safer Spaces Warrawong (Malicious Damage)	Wollongong City Council	\$49,500.00	Reduce malicious damage offences through community consultation, engagement and education, and implementation of CPTED principles	Community, business
Safe Nights Byron (non-DV assault)	Byron Shire Council	\$50,000.00	Reduce alcohol-related assault through improved late night transport, and an education/communication strategy	Community business
Break and Enter Dwelling	Campbelltown City Council	\$50,000.00	Reduce break and enter dwelling offences through access control measures, CPTED improvements and a media campaign	Community
Break and Enter Dwelling	Albury City Council	\$44,000.00	Reduce break and enter dwelling offices through a community awareness campaign, and working with BandE victims on safety audits	Community
<b>TOTAL for Crime Prevention grants:</b>		<b>\$804,803.00</b>	<b>(excl. GST)</b>	

## Safe Aboriginal Youth (SAY) Patrols grants

Program	Recipient	Amount	Project purpose	Target clients
Safe Aboriginal Youth (SAY) Patrols Bourke, Eastern Suburbs, Kempsey, Newcastle	Police and Community Youth Clubs	\$346,759.00	Provide safe transport and outreach service for young people on the streets at night in Bourke, La Perouse, Kempsey, Newcastle	Community
Safe Aboriginal Youth (SAY) Patrols Dubbo	Dubbo Neighbourhood Centre Inc	\$68,628.00	Provide safe transport and outreach service for young people on the streets at night in Dubbo area	Community
Safe Aboriginal Youth (SAY) Patrols Armidale	Armidale Youth Assist Inc	\$78,278.00	Provide safe transport and outreach service for young people on the streets at night in Armidale area	Community

## Appendix 12 (cont'd)

Program	Recipient	Amount	Project purpose	Target clients
Safe Aboriginal Youth (SAY) Patrols Dareton	Mallee Family Care	\$66,324.00	Provide safe transport and outreach service for young people on the streets at night in Dareton area	Community
Safe Aboriginal Youth (SAY) Patrols Greater Taree	Greater Taree City Council	\$102,753.00	Provide safe transport and outreach service for young people on the streets at night in Greater Taree area	Community
Safe Aboriginal Youth (SAY) Patrols Shoalhaven	Shoalhaven Community Development Ltd	\$78,279.00	Provide safe transport and outreach service for young people on the streets at night in Shoalhaven area	Community
Safe Aboriginal Youth (SAY) Patrols Wilcannia	Maari Ma Health	\$56,865.00	Provide safe transport and outreach service for young people on the streets at night in Wilcannia area	Community
<b>TOTAL SAY Patrols Grants:</b>		<b>\$797,886.00</b>	<b>(excl. GST)</b>	

## Graffiti Reduction Management Strategy – CPTED Graffiti Hotspot Program grants

Program	Recipient	Amount	Project purpose	Target clients
Volunteer Graffiti Removal Program Wyong (Mannering Park)	Mannering Park Land Care and Tidy Towns Group Inc	\$4,680.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Shoalhaven	Shoalhaven City Council	\$4,980.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Ryde	The Rotary Club of Ryde	\$5,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Newcastle	Newcastle City Council	\$5,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Maitland	Rotary Club of Rutherford –Telarah Inc	\$5,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Tolland Housing Estate, Wagga Wagga	Department of Family and Community Services – Housing NSW	\$10,786.00	Reduce the incidence of malicious damage – graffiti	Community
Volunteer Graffiti Removal Program Blue Mountains	Katoomba Chamber of Commerce and Community Inc	\$5,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Hills Shire	The Rotary Club of Rouse Hill Inc	\$5,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Lindfield and Killara	Rotary Club of Lindfield Inc	\$5,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Blue Mountains and Mid Mountains	Hazelbrook Association	\$2,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Wallsend	Rotary Club of Wallsend – Maryland Inc	\$5,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
CPTED Graffiti Hotspot program Warringah	Warringah Council	\$131,000.00	Reduce the incidence of malicious damage – graffiti	Community, business

## Appendix 12 (cont'd)

Program	Recipient	Amount	Project purpose	Target clients
CPTED Graffiti Hotspot program Albury	Albury City Council	\$57,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Woolloomooloo	Walla Mulla Family and Community Support Ltd	\$5,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
CPTED Graffiti Hotspot program Rhodes (Canada Bay)	City of Canada Bay Council	\$22,500.00	Reduce the incidence of malicious damage – graffiti	Community, business
CPTED Graffiti Hotspot program Bligh Park (Hawkesbury)	Hawkesbury City Council	\$120,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
CPTED Graffiti Hotspot program Rydalmere (Parramatta)	Parramatta City Council	\$100,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Blacktown	Blacktown City Council	\$2,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Lower Mountains	Lower Mountains Neighbourhood Centre	\$2,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
Volunteer Graffiti Removal Program Turramurra	Rotary Club of Turramurra	\$3,653.00	Promotion of NSW Government Volunteer Graffiti Removal Program	Community, business
Graffiti Removal Day	Rotary Down Under Inc.	\$131,182.00	Encourage people to volunteer their time and get involved in the removal and prevention of graffiti	Community, business
CPTED Graffiti Hotspot program Ryde	City of Ryde Council	\$100,000.00	Reduce the incidence of malicious damage – graffiti	Community, business
<b>TOTAL for CPTED/Graffiti grants:</b>		<b>\$731,781.00</b>	<b>(excl. GST)</b>	

## Domestic Violence Intervention Court Model (DVICM) grants

Program	Recipient	Amount	Project purpose	Target clients
Wagga Wagga Domestic and Family Violence Intervention Service (DAFVIS)	Sisters Housing Enterprises Inc	\$378,622.00	Provide domestic and family violence victims' services in the Wagga Wagga area	Community
Campbelltown DAFVIS	Macarthur Legal Centre Inc	\$654,879.00	Provide domestic and family violence victims' services in the Campbelltown area	Community
Men's Domestic and Family Violence Behaviour Change group programs	Baptist Community Services NSW and ACT	\$29,600.00	Provide training sessions for providers of men's domestic violence behaviour change programs	Community
NSW Domestic Violence Justice Strategy (DVJS)	NSW Police Force	\$241,912.00	Implement NSW Police Force strategies and projects under the DVJS	Community
<b>TOTAL for DVICM grants:</b>		<b>\$1,305,013.00</b>	<b>(excl. GST)</b>	

## Appendix 12 (cont'd)

### Youth on Track grants

Program	Recipient	Amount	Project purpose	Target clients
Youth on Track	UnitingCare Children Young People and Families	\$181,000.00	Ascertain effectiveness of early intervention on 10 to 17-year olds considered at risk of criminal behaviour	Community, business
Youth on Track	NSW Police Force	\$105,129.00	Conduct screening to identify young people for referral to the Youth on Track program	Community, business
<b>TOTAL for Youth On Track grants:</b>		<b>\$286,129.00</b>		<b>(excl. GST)</b>
<b>GRAND TOTAL:</b>		<b>\$3,925,612.00</b>		<b>(excl. GST)</b>

### Juvenile Justice Community Funding Program: transition to the Joint Support Program

During 2012–13 Juvenile Justice replaced the Community Funding Program (CFP), with the Joint Support Program JSP, an evidence-based funding model designed to allow for more flexible, tailored responses to meet the complex needs of young people under the supervision of Juvenile Justice.

Contracts for non-government agencies under the CFP expired on 30 June 2013. Consultation with funded community organisations about the changes to the program was undertaken and information about the new model provided during the year.

The JSP tender was managed as three separate tenders in each Juvenile Justice region: northern, western and metropolitan and closed on 28 February 2013. New services were funded under the JSP in July 2013.

Juvenile Justice identified the need to revise the CFP to:

- ensure that the program is consistent with the current evidence-based approaches to working with juvenile offenders
- align with the principles outlined in the Department of Attorney General and Justice Framework for Managing Grants
- be consistent with the strategic direction and framework for the engagement of community service providers
- take into account contemporary funding processes and red tape reduction initiatives.

The resulting JSP model was developed by a committee of senior officers in Juvenile Justice in consultation with other government agencies. The new JSP model has:

- a coordinated approach to service delivery and case management that consists of a single case plan and assessment
- focused service delivery for young people with medium and high risk of re-offending
- introduced specific service types with standard service specifications
- a new pricing mechanism, with standardised unit costs and performance measures
- an internal resource allocation methodology
- an evidence-based rationale for regional service planning

## Appendix 12 (cont'd)

- improved accountability through identification and reporting of targeted outcomes for individual young people
- introduced a three-year funding agreement.

In 2012–13, Juvenile Justice provided funding through the CFP to more than 30 community organisations focusing on the following program areas:

- Post Release Support Program
- Local Offender Program
- Accommodation Support
- Employment and Skilling programs
- Alcohol and Other Drug programs.

## Other funded programs

### Rural Residential Rehabilitation Services

The Rural Residential Rehabilitation Services in Dubbo and Coffs Harbour that are funded through Juvenile Justice provide a comprehensive treatment program for 13 to 18-year-old adolescents with alcohol and other drug problems who are clients of Juvenile Justice or are at risk of becoming clients. The program caters for up to 8 adolescents in residence at any one time at each location.

### Legal

Legal assistance to young people in custody is provided by the Visiting Children's Legal Service. Legal Aid provides information and education on young peoples' legal rights and responsibilities and ensures that all young people in Juvenile Justice centres have access to appropriate and timely legal advice, support and representation.

### National Partnership Agreement on Homelessness projects

Juvenile Justice currently administers homelessness accommodation support funding for young people with complex needs in three locations: south western Sydney, the North Coast and Riverina-Murray.

The projects target Juvenile Justice young people aged 13 to 18 years who have a history of homelessness and a number of complex needs which may include mental health and/or disabilities, alcohol and other drug use and disengagement from the school system.

### Bail Assistance Line

The Bail Assistance Line assists young people in Western Sydney and the Hunter/Newcastle region who would otherwise be held on remand in custody. In particular it addresses issues related to bail refusal which is related to accommodation. Referrals are primarily received from NSW Police.

The selected non-government organisations in the service areas provide bail-related services such as transport, accommodation and case support for both Indigenous and non-Indigenous young people.

The service helps the young person to meet their bail conditions to avoid entering custody unnecessarily. Options may include assistance in locating a responsible adult, coordination of transport or accommodation placement and support.



## Appendix 12 (cont'd)

### Juvenile Justice funds granted to community organisations

Program	Organisation	Amount
Accommodation Support	Albury Wodonga Youth Emergency	\$244,260
	Bridge Housing Limited	\$5,777
	CatholicCare Sydney	\$430,044
	Marist Youth Care Ltd	\$152,950
	Mission Australia	\$76,413
	Regional Youth Support Services Inc	\$138,888
	Southern Youth and Family Services	\$123,592
<b>Accommodation Support total</b>		<b>\$1,171,924</b>
Alcohol and Other Drugs	The Ted Noffs Foundation	\$117,478
<b>Alcohol and Other Drugs total</b>		<b>\$117,478</b>
Employment programs	Western College Incorporated	\$77,200
	Albury Wodonga Youth Emergency	\$77,200
	Mission Australia	\$122,942
<b>Employment programs total</b>		<b>\$277,342</b>
Local Offender program	Great Lakes Community Resources	\$56,993
	Inverell Shire Council	\$51,968
	On Track Community Programs Inc	\$50,347
	Pathfinders	\$61,044
	PCYC Coffs Harbour	\$64,665
	PCYC Lake Illawarra	\$909
Local Offender program (cont'd)	PCYC Kempsey	\$77,736
	Police and Community Youth Clubs	\$10,000
	Relationships Australia NSW	\$104,892
	Centacare Wilcannia–Forbes	\$77,200
	Centacare NSW	\$10,000
	Community College Northern Inland	\$23,254
<b>Local Offender Program total</b>		<b>\$589,007</b>

## Appendix 12 (cont'd)

Program	Organisation	Amount
Post Release Support Program	Mission Australia	\$582,953
	Access Community Group Ltd	\$96,206
	Anglicare NSW	\$239,436
	Marist Youth Care Ltd	\$165,112
	Pathfinders	\$136,431
	Weave Youth Family Community Inc.	\$101,060
	Barnardos Australia	\$195,147
<b>Post Release Support Program total</b>		<b>\$1,516,345</b>
<b>Total Community Funding Program</b>		<b>\$3,672,096</b>
Residential Rural Rehabilitation Services	Mission Australia	\$2,441,496
<b>Residential Rural Rehabilitation Services total</b>		<b>\$2,441,496</b>
National Partnership on Homelessness Project	YP Space Mid–North Coast Inc	\$502,000
	Mission Australia	\$244,090
	CatholicCare Sydney	\$194,000
	Hume Community Housing	\$4,318
<b>National Partnership on Homelessness Project total</b>		<b>\$944,408</b>
Bail Assistance Line Program	CatholicCare Sydney	\$627,196
	Southern Youth and Family Services	\$38,104
	Life without Barriers	\$95,428
	Mission Australia	\$19,818
<b>Bail Assistance Line Program Total</b>		<b>\$780,545</b>
Other program grants	Shine for Kids Cooperative Ltd	\$155,760
	Australian Children's Music Foundation	\$30,000
	Karitane	\$46,578
	Tribal Warrior	\$30,000
<b>Other program grants total</b>		<b>\$262,338</b>
Research grants	Monash University	\$98,500
	Australian Institute of Health and Welfare	\$119,512
<b>Research grants total</b>		<b>\$218,012</b>
Legal support for young offenders	Legal Aid NSW	\$188,825
<b>Legal support for young offenders total</b>		<b>\$188,825</b>
Chaplaincy Services	Payments for religious services	\$399,375
<b>Total Religious Services for Young Offenders</b>		<b>\$399,375</b>

## Appendix 12 (cont'd)

Program	Organisation	Amount
Australian Juvenile Justice Administrators	Payments to AJJA	\$133,897
<b>Australian Juvenile Justice Administrators total</b>		<b>\$133,897</b>
Rental homelessness Services	Payments for rent	\$70,514
<b>Rent payments total</b>		<b>\$70,514</b>
Miscellaneous	Adjustments	-\$11,373
	Consultancy services for JSP	\$2,437
<b>Miscellaneous total</b>		<b>-\$8,936</b>
<b>GRAND TOTAL:</b>		<b>\$9,102,570</b>

## Corrective Services NSW Community Funding Program

The Corrective Services SNSW Community Funding Program (CFP) allocates funding to community-based non-profit organisations that provide support services to offenders, former inmates and their families. The CFP is a key element in delivering the CSNSW Throughcare Strategy, comprising three streams:

- inmate support
- transitional support
- children and families support.

## Appendix 12 (cont'd)

In 2012–13, the following agencies were allocated CFP funding totalling \$3,261,451:

Project stream	Funded organisation	Amount
Inmate support	Prisoners Aid Association (provides property and financial services to inmates)	\$395,690
Transitional support	Namatjira Haven (operates a residential-based rehabilitation project for male Aboriginal offenders with alcohol and other drug dependence in NSW north coast region)	\$294,563
	Guthrie House (provides supported accommodation services for female offenders on release or as an alternative to incarceration)	\$343,979
	Glebe House (provides supported accommodation services for recently released male offenders)	\$206,388
	New Horizons Enterprises Ltd (operates a supported accommodation project in the Sydney metropolitan area for male offenders with a mental illness)	\$122,539
	Community Restorative Centre (provides transitional and family support services, including transport to correctional centres)	\$115,867
	Yula–Punaal Education and Healing Centre (provides pre- and post-release services for Aboriginal women)	\$90,966
	Community Restorative Centre	\$227,824
Family and children support	Judge Rainbow Memorial Fund	\$375,299
	SHINE for Kids (supports children and families of offenders)	\$781,489
	Community Restorative Centre	\$116,711
	Community Restorative Centre	\$57,933
Community Restorative Centre		\$132,203
<b>Total CFP funds</b>		<b>\$3,261,451</b>

## CSNSW Homelessness Action Plan Projects Funding

Project	Funded organisation	Amount
Targeted Housing and Support Service	Community Restorative Centre	\$891,660
Bail Support Pathways Program	Richmondpra	\$132,801
Sustaining Tenancies Far West	Community Restorative Centre	\$191,847
<b>TOTAL</b>		<b>\$1,216,308</b>

## Appendix 13: Government Information (Public Access) Act 2009

In May 2013 Justice Legal was formed as a business area within the Attorney General's Department. Justice Legal combines the legal and information access and privacy units within Corrective Services NSW, Juvenile Justice NSW and Attorney General's. Justice Legal considers all applications for information held by the Attorney General's Department (including Corrective Services NSW and Juvenile Justice NSW).

The statistics for the 2012–13 reporting year have been combined to include all applications received by Corrective Services NSW, Juvenile Justice NSW and Attorney Generals'. This also includes applications received by the Serious Offenders Review Council (SORC) and the State Parole Authority (SPA).

### Attorney General's Division

#### Obligations under the GIPA Act

##### 1. Review of proactive release program – Clause 7(a)

Under section 7 of the GIPA Act, agencies must review their programs for the release of government information to identify the kind of information that can be made publicly available. This review must be undertaken at least once every 12 months.

The review of the Department's proactive release program is coordinated and implemented by Justice Legal (formerly Legal Services Branch). The creation of Justice Legal in May 2013 has meant that the proactive release program across Corrective Services NSW and Juvenile Justice (which was previously reported on separately) has to be included as part of the Department-wide review. This will be an area of focus for Justice Legal in the following reporting year.

A compliance sheet and questionnaire was distributed to business areas across the Department to identify programs in place for the proactive release of information. Business areas were requested to consider information that was repeatedly being requested by the public and to identify initiatives or developments that would be of interest to the public.

Some new approaches to the release of information include:

- Adopting a privacy and information management policy that makes transparent how information is collected from individuals by the **Law Reform Commission – Sentencing Council**.

During the reporting period, business centres within this Agency reviewed their programs of proactive release based on the demand for information and the type of information that was being published. This review disclosed that:

- Legal topics are chosen and added to the LawAssist website by **LawAccess NSW** based on customer demand for data. This is extracted from the Customer Referral Management (CRM system)
- **Diversity Services** identifies community events/workshops on a monthly basis at which information they produce may be distributed to the public

## Appendix 13 (cont'd)

As a result of reviews undertaken by business areas within DAGJ, the following information was proactively released:

Guidelines	Practice notes/guides
Fact sheets	Rulings
Research papers	Handbooks
Handbooks	Submissions
Discussion papers	Reports/updates
Newsletters	Consultation papers

### 2. Number of access applications received – Clause 7(b)

During the reporting period, our agency received a total of **706 formal access applications** (including withdrawn applications but not invalid applications).

#### Guidance Note

*Clause 7(c) refers to the total number of applications received, not decisions made about those applications. It does not cover informal requests.*

### 3. Number of refused applications for Schedule 1 information – Clause 7(c)

During the reporting period, our agency refused (either wholly or partly) a total of 33 formal access applications because the information requested was information referred to in Schedule 1 to the GIPA Act. Of those applications, six were refused in full, and 27 were refused in part.

#### Guidance Note

*Clause 7(b) refers to the total number of applications received, not decisions made about those applications. It does not cover informal requests.*

## Appendix 13 (cont'd)

### 4. Statistical information about access applications – Clause 7(d) and Schedule 2

#### Guidance Note

The tables in Schedule 2, and the information required to be included in the tables, are prescribed by the GIPA Regulation. Therefore, agencies must complete the tables exactly as they appear in the GIPA Regulation. **Agencies cannot change the tables, or add or delete any categories.**

The tables cover information about applications, and the outcome of those applications, from different angles.

Table A: Decisions made during the reporting year by type of applicant and outcome

Table B: Decisions made during the reporting year by type of application and outcome

Table C: Details about invalid applications

Table D: Decisions to refuse access to Schedule 1 information

Table E: Public interest considerations against disclosure relevant to decisions to refuse access

Table F: Timeliness of decisions made during the reporting year

Table G: Outcomes of reviews finalised during the reporting year

Table H: Numbers of reviews applied for during the reporting year by type of review applicant

#### Agencies should remember the following points about the Schedule 2 tables:

- Every field in each of the eight tables needs to be filled out, even if no applications were received or no decisions were made during the reporting period. In this case, a '0' or 'n/a' should be used.
- The tables only capture information about formal access applications. **Agencies should not include information about informal requests in the Schedule 2 tables.**
- Tables A, B, D, E and F refer to decisions made in the reporting year about access applications. Those decisions can be about applications received in the previous reporting year, but decided in the current reporting year.
- Agencies can make more than one decision in relation to a single access application. Therefore, the numbers of decisions recorded in tables A, B, D and E may be different from the total number of applications received by the agency during the reporting year.
- Tables D and E refer to the public interest considerations relevant to decisions to refuse an access application.
- Tables G and H are only about applications for review of access decisions. They are not about numbers of, or decisions made about, the original access applications.
- Agencies should ensure that access applications are not double counted across reporting periods.

## Appendix 13 (cont'd)

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	9	3	3	4	0	3	0	1
Members of Parliament	1	3	0	0	0	3	0	0
Private sector business	152	2	0	6	0	0	0	1
Not for profit organisations or community groups	5	3	1	3	0	0	0	1
Members of the public (application by legal representative)	30	255	2	12	0	3	0	6
Members of the public (other)	41	85	6	5	1	2	0	5

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	51	330	4	15	1	2	0	8
Access applications (other than personal information applications)	183	18	5	15	0	9	0	6
Access applications that are partly personal information applications and partly other	2	4	4	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.



## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	125
Application is for excluded information of the agency (section 43 of the Act)	10
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	135
Invalid applications that subsequently became valid applications	90

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used <sup>*</sup>
Overriding secrecy laws	0
Cabinet information	4
Executive Council information	2
Contempt	1
Legal professional privilege	5
Excluded information	2
Documents affecting law enforcement and public safety	16
Transport safety	0
Adoption	0
Care and protection of children	1
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

<sup>\*</sup> More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	45
Law enforcement and security	19
Individual rights, judicial processes and natural justice	285
Business interests of agencies and other persons	4
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	637
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>637</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	6	1	7
Review by Information Commissioner*	1	1	2
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	1	0	1
<b>Total</b>	<b>8</b>	<b>2</b>	<b>10</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	9
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	1

## Appendix 13 (cont'd)

### NSW Ministers

A Minister's office is classed as a separate agency under the GIPA Act and under s125(2) of the Act is required to comply with GIPA reporting requirements. The statistics for formal applications received by these agencies are provided below. These statistics cover the period from 1 July 2012 to 30 June 2013. They were provided to the NSW Department of Attorney General and Justice (DAGJ) and collated for publication in the DAGJ Annual Report as required by s125(3) of the GIPA Act.

Premier, Minister for Western Sydney	Entries recorded
Attorney General, Minister for Justice	Entries recorded
Minister for Planning and Infrastructure, Minister Assisting the Premier on Infrastructure NSW	Entries recorded
Minister for Police and Emergency Services, Minister for the Hunter, Vice-President of the Executive Council	Entries recorded
Minister for Resources and Energy, Special Minister of State, Minister for the Central Coast	Entries recorded
Minister for Primary Industries and Small Business	Entries recorded
Minister for the Environment, Minister for Heritage	Entries recorded
Minister for Family and Community Services, Minister for Women	Entries recorded
Minister for Roads and Ports	Entries recorded
Deputy Premier, Minister for Trade and Investment, Minister for Regional Infrastructure and Services	Nil return
Minister for Education	Nil return
Minister for Transport	Nil return
Minister for Tourism, Major Events, Hospitality and Racing, Minister for the Arts	Nil return
Treasurer, Minister for Industrial Relations	Nil return
Minister for Finance and Services, Minister for the Illawarra	Nil return
Minister for Local Government, Minister for North Coast	Nil return
Minister for Health, Minister for Medical Research	Nil return
Minister for Citizenship and Communities, Minister for Aboriginal Affairs	Nil return
Minister for Sports and Recreation	Nil return
Minister for Mental Health, Minister for Healthy Lifestyles, Minister for Western New South Wales	Nil return
Minister for Fair Trading	Nil return
Minister for Ageing, Minister for Disability Services	Nil return

## Appendix 13 (cont'd)

### Premier, Minister for Western Sydney

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	1	0	1	0	0	0	1
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	1	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	2	0	0	0	1
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	1
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>3</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	N/A	N/A	N/A
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Attorney General, Minister for Justice

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	1	0	1	0	0	0	0
Members of Parliament	2	1	0	2	0	2	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	1	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	1	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	1	0	0
Access applications (other than personal information applications)	2	2	0	3	0	2	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	1
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	7
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>7</b>



## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Planning and Infrastructure, Minister Assisting the Premier on Infrastructure NSW

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	1	0	0	0	0	0	1
Private sector business	0	1	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	2	0	0	0	0
Members of the public (application by legal representative)	0	0	1	0	0	0	0	0
Members of the public (other)	0	0	0	1	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	1	2	0	0	0	1
Access applications that are partly personal information applications and partly other	0	1	0	1	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	4
Decided after 35 days (by agreement with applicant)	2
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>6</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	1	1
<b>Total</b>	0	1	1

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

Minister for Police and Emergency Services, Minister for the Hunter, Vice-President of the Executive Council

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	1	0	0	1	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	0	0	1	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used <sup>*</sup>
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Deputy Premier, Minister for Trade and Investment, Minister for Regional Infrastructure and Services

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.



## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Education

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Resources and Energy, Special Minister of State, Minister for the Central Coast

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	1	0	0	0	0
Members of Parliament	0	0	0	2	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	3	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>3</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0



## Appendix 13 (cont'd)

### Minister for Transport

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Tourism, Major Events, Hospitality and Racing, Minister for the Arts

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Treasurer, Minister for Industrial Relations

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>



## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Finance and Services, Minister for the Illawarra

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Primary Industries and Small Business

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	1	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	1
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	1
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Local Government, Minister for North Coast

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.



## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used <sup>*</sup>
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

<sup>\*</sup> More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for the Environment, Minister for Heritage

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	1	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	1	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	0	0	1	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>2</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Health, Minister for Medical Research

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0



## Appendix 13 (cont'd)

### Minister for Family and Community Services, Minister for Women

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	1	0	0	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## Appendix 13 (cont'd)

### Minister for Roads and Ports

**Table A: Number of applications by type of applicant and outcome \***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	1	0	0	0	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	1	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

## Appendix 13 (cont'd)

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	1
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Total number of invalid applications received	1
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**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used <sup>*</sup>
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

<sup>\*</sup> More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

## Appendix 13 (cont'd)

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	0	0	0

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

## **Appendix 14: Industrial relations policies and practices**

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In 2012–13, there were no new industrial relations policies or practices implemented in the Attorney General's Division or Juvenile Justice NSW.

In 2012–13, the Corrective Services NSW (CSNSW) Industrial Relations Unit provided strategic advice and support to implement significant organisational reform including the closure of Metropolitan Special Program Centre (MSPC Area 1) at Long Bay and the creation of Community Corrections. Ongoing consultation and communication with staff and their industrial representatives ensured minimal industrial action.

## Appendix 15: Insurance activities

Major insurance risks for the Department are the security of its staff, property and other assets and the risk of work-related injuries, which may result in workers' compensation insurance claims. Accordingly, the Department has full workers' compensation, motor vehicle accident, property, liability and miscellaneous insurance cover provided by the Treasury Managed Fund (TMF). The TMF is a government-wide self-insurance scheme that provides a systematic and coordinated approach to the practice of risk management. Under this scheme, benchmarking was introduced to gauge risk management performance with insurance premiums determined by a combination of benchmarks and the Department's claims' experience.

A comprehensive insurance program covers workers' compensation, public liability, motor vehicle, property and miscellaneous liability.

QBE Insurance manages the Department's workers' compensation insurance and GIO General Ltd manages the Department's other insurances. To reduce the number and value of workers' compensation insurance claims, the Department monitors its claims experience on an ongoing basis, with a focus on occupational health and safety and claims management.

Risk management policies and procedures are also continually being reviewed, with the aim of enhancing the Department's risk management profile, thereby reducing future premiums.

### Motor vehicle accident claims

Year	No of claims	Frequency of accidents per 100 vehicles	Total cost of accident (\$)	Average cost (\$)
2008–09	455	82	1,394,664	3,065
2009–10	444	69	1,322,998	2,980
2010–11	400	74	1,154,697	2,887
2011–12	376	61	1,109,389	2,951
2012–13	344	67	1,040,823	3,026

### Public Liability claims

The estimated outstanding value of potential claims against the current public liability policy (subject to TMF actuarial assessment) is \$4,248,260.

### Property claims

Year	No of claims	Total costs of accidents (\$)	Average cost (\$)
2008–09	88	2,499,688	28,406
2009–10	80	1,211,989	15,150
2010–11	71	2,353,265	33,145
2011–12	91	1,393,370	15,312
2012–13	127	1,861,659	14,659

### Miscellaneous claims

Year	No of claims	Total costs of accidents (\$)	Average cost (\$)
2008–09	14	339,340	24,239
2009–10	6	283,776	47,296
2010–11	8	114,169	14,271
2011–12	9	100,851	11,206
2013–14	7	37,942	5,420

**Note:** Juvenile Justice NSW has no miscellaneous claims for the above financial years.



## Appendix 16: Intensive Correction Order Management Committee – Annual Report 2012–13

### Statement of purpose

The Intensive Correction Orders (ICO) Management Committee was formed to oversee the administration and governance of ICOs and to promote consistency and fairness in the operational application of ICOs.

### Background

An ICO is a community-based sentencing option and is available for offenders sentenced to imprisonment to be served by way of intensive supervision in the community for up to two years.

Offenders serving an ICO are required to engage in programs to address factors which contributed to their offending behaviour, in addition to performing a minimum of 32 hours of community work per month. Furthermore, offenders subject to an ICO are required to adhere to stringent conditions which are designed to monitor and modify their offending behaviour.

Such conditions include, but are not limited to, electronic monitoring, drug and alcohol testing, curfews and unannounced home visits performed by officers of Corrective Services NSW (CSNSW).

As of January 2013, Community Corrections of CSNSW assumed responsibility for the management of ICOs from the Community Compliance and Monitoring Group (CCMG) of the Security and Intelligence Division. In addition to the monitoring and ongoing case management of offenders subject to ICOs, Community Corrections complete assessments of eligible offenders' suitability to serve their sentence by way of an ICO.

### Organisational reference

- 1) The Sentence Administration Branch via the ICO Secretariat provides administrative and secretarial support to the ICO Management Committee which includes the preparation of agendas and liaison with Community Corrections and State Parole Authority in regard to revocations and other determinations. The ICO Secretariat also has responsibility for eligibility assessments, the registration of assessment requests from the courts, the initial data entry and verification of ICOs following sentencing and the follow-up of anomalies and outstanding documents with the courts.
- 2) Community Corrections conducts ICO suitability assessments and is responsible for the supervision and case management of offenders sentenced to an ICO. Community Corrections is also responsible for determining if an application is to be made to the Sentencing Court to extend an existing ICO.
- 3) The committee is responsible for overseeing the administration and governance of ICOs to promote consistency and fairness in the operational application of ICOs. It provides advice and makes recommendations to the Commissioner of Corrective Services in connection with the case management of offenders.
- 4) The Commissioner of Corrective Services has the authority to exempt an offender from the work component of an ICO, to issue a formal warning or impose more stringent application of ICO conditions with respect to breaches. The Commissioner may submit an application for revocation of the ICO to the State Parole Authority with respect to serious breaches.
- 5) The State Parole Authority may, on its own motion or on the application of the Commissioner, deal with an offender's breach of ICO by:
  - (a) imposing any sanction the Commissioner could impose
  - (b) imposing a period of up to seven days home detention on the offender
  - (c) revoking the ICO.

## Appendix 16 (cont'd)

- 6) The Supreme Court has the power to review a revocation order made by the State Parole Authority on appeal by the offender. The Supreme Court will only consider a review of revocation if it is not an abuse of process and there is sufficient evidence to support the application.

### Overview of achievements

In the 12-month period from 1 July 2012 to 30 June 2013, the management of ICOs in the community was undertaken by the CCMG, followed by Community Corrections.

The ICO Management Committee has a number of achievements:

- there were 2524 assessment requests received
- there were a total of 1492 ICOs issued, and of these, 23 had a charge marked as Federal
- working in partnership with the CCMG and Community Corrections in the management of 948 offenders sentenced to 1492 ICOs across the State
- case management and monitoring of ICO offenders expanded statewide and are now available at every Community Corrections office
- no location restrictions on the availability of ICOs
- the Community Impact Assessment (CIA) has been included as part of the assessment and case planning process
- use of electronic monitoring and curfews at the direction of the Management Committee or the State Parole Authority in the context of submission of a breach report
- seeking 112 exemptions from the mandatory work component of the order, where illness or personal circumstances warrant, consideration of interstate or 13 overseas travel applications
- maintaining contact with the courts and the Attorney General's Division in the identification and resolution of problems and issues in a timely manner.

### Intensive Correction Order Management Committee

The Intensive Correction Orders Management Committee is established under section 92 of the *Crimes (Administration of Sentences) Act 1999*.

The Committee is a formal committee charged with the responsibility of being delegates of the Commissioner. The Commissioner is required to establish a management committee to oversee the administration of ICOs, pursuant to Schedule 3 of the *Crimes (Administration of Sentences) Act 1999*.

The Committee is to consist of no less than five members as determined by the Commissioner from time to time. The Committee comprised six senior executive staff of CSNSW. The approved positions include:

Chairperson	Deputy Commissioner, Offender Management and Operations
Deputy Chair	Assistant Commissioner, Community Offender Management
Alternate Chair	Assistant Commissioner, Office of Commissioner and Human Resources
Member	Assistant Commissioner, Offender Services and Programs
Member	Executive Director, Statewide Administration of Sentences and Orders
Member	General Manager, Strategic Planning and Reporting

The Director, CCMG is required to attend meetings as an advisor to the Committee. Note this position does not have voting rights and attendance does not count towards a quorum.

The ICOMC meet fortnightly, and must have a quorum of four members in order to meet. Extraordinary meetings may be called from time to time to consider urgent matters.

## Appendix 16 (cont'd)

### Purpose of the ICO Management Committee

The ICO Management Committee is formed to:

- Ensure that sanctions imposed by CSNSW relating to ICO are applied consistently and fairly across NSW.
- Ensure that matters are referred to the NSW State Parole Authority for either variation, revocation, or suspension of an ICO, as a last resort.
- Oversee the administration and governance of ICOs in NSW. In particular, the ICO Management Committee will promote consistency in matters referred to the State Parole Authority.

### Functions of the ICO Management Committee

The ICO Management Committee has the following functions:

- to provide advice and make recommendations to the Commissioner in connection with the case management of offenders who are subject to ICOs
- such other functions with respect to offenders who are subject to ICOs as the Commissioner may direct from time to time
- such other functions as may be conferred on the ICO Management Committee by or under the Crimes (Administration of Sentences) Act 1999.

It should be noted that the Commissioner is not bound by a recommendation of the ICO Management Committee.

### Statistics 2012–13

- Total number of court assessment requests for ICO received: 2,524.
- There were 2,442 assessments completed:
  - five were assessed as ineligible
  - 857 were assessed as suitable
  - 1,168 were assessed as unsuitable
  - 412 were assessed as other.
- Total orders issued by Courts: 1,492.
- Total offenders sentenced to an ICO: 948.

Number of Committee meetings in 2012–13: 27 scheduled, 27 unscheduled and seven matters referred directly to the State Parole Authority.

Total number of cases\* considered by Management Committee: 728.

**Note:** The Management Committee may consider the same individual on more than one occasion and each consideration has been identified as a case. Each case considered by the Committee has been counted separately.

- Committee decisions:
  - revocation recommendation to State Parole Authority: 223
  - Committee letter of warning issued: 62
  - stood over: 161
  - no further action: 99
  - referred to CCMG/Community Corrections for local management action: 63
  - director's letter of warning: two
  - overseas travel: 13.

### **Appendix 16 (cont'd)**

- The Management Committee Submission to Commissioner:
  - exemption from compulsory work component: 112
  - interstate travel: nil.

The State Parole Authority revoked 201 of the 223 matters referred and recommended for revocation.

## **Appendix 17: Internal audit and risk management**

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Internal audit and risk management operated across the Department. A statement of compliance with the Internal Audit and Risk Management Policy for the NSW Public Sector is published in this Annual Report and includes information on ministerially approved departure from the policy.

Separate Audit and Risk Committees operated for several Divisions, as ministerially approved. However, during the period a single Audit and Risk Committee was established for the Department. Treasury approved Principal Department led shared arrangements with the Legal Profession Admission Board. Those committees met regularly in accordance with the policy. Separate internal audit programmes operated for some Divisions. Internal audit programmes were risk based and were delivered using a mix of internal and outsourced services.

Risk management processes were consistent with relevant standards. Work commenced to consolidate some governance aspects of the risk management system.

## Appendix 17 (cont'd)

I, Brendan Thomas am of the opinion that the Department of Attorney General and Justice has internal audit and risk management processes in operation that are, excluding the exceptions described below, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 Internal Audit and Risk Management Policy.

I am of the opinion that the internal audit and risk management processes for Department depart from the following core requirements set out in Treasury Circular NSW TC 09/08 and that (a) the circumstances giving rise to these departures have been determined by the Portfolio Minister and (b) the Department has implemented the following practicable alternative measures that will achieve a level of assurance equivalent to the requirement:

Ministerially Determined Departure	Reason for Departure and Description of Practicable Alternative Measures Implemented
Separate arrangement may be maintained for the Attorney General's Division, Corrective Services NSW and Juvenile Justice NSW to achieve outcomes equivalent to the core requirements of the Internal Audit and Risk Management Policy for the NSW Public Sector.	<p>Enable the policy outcomes to be achieved until consolidated arrangements can be established.</p> <p>Separate arrangements are in place for the Attorney General's Division, Corrective Services NSW and Juvenile Justice including separate Audit and Risk Committees, Chief Audit Executives and Internal Audit Functions, and risk management processes.</p>

Since the Ministerial Determination, the Department has now established a single Audit and Risk Committee. Details of the respective committees are shown below.

These processes, including the practicable alternative measures implemented, provide a level of assurance that enables the senior management of the Department to understand, manage and satisfactorily control risk exposures.

I am of the opinion that the Audit and Risk Committee for the Department is now constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSWTC 09/08. The Chair and Members of the Audit and Risk Committee are:

- Independent Chair, Brian Suttor, May 2013, May 2017
- Independent Member 1, Paul Crombie, May 2013, May 2017
- Independent Member 2, Ian Neale, May 2013, May 2016
- Independent Member 3, Joan Wilcox, May 2013, May 2017
- Independent Member 4, Arthur Butler, May 2013, May 2016

The members of the preceding separate Audit and Risk Committees were:

Attorney General's Division:

- Independent Chair, Brian Suttor, November 2011, May 2013
- Independent Member 1, Paul Crombie, March 2010, May 2013
- Independent Member 2, Ian Neale, September 2009, May 2013
- Non-independent Member 1, LidaKaban, September 2010, May 2014

## Appendix 17 (cont'd)

### Corrective Services NSW:

- Independent Chair, Paul Crombie, March 2010, May 2013
- Independent Member 1, Ian Neale, March 2010, May 2013
- Non-independent Member 2, Peter Peters, March 2010, retired January 2013
- Non-independent Member, James Koulouris, January 2013, May 2013

### Juvenile Justice NSW:

- Independent Chair, Joan Wilcox, June 2008, May 2013
- Independent Member, Arthur Butler, September 2009, May 2013
- Non-independent Member, Valda Ruis, March 2010, March 2013

As required by the policy, I have submitted an Attestation Statement outlining compliance with exceptions with the policy to the Treasury on behalf of the Treasurer.



Brendan Thomas  
A/Director General

## Appendix 18: Land disposal

The Department owns or operates a range of property assets including heritage courthouses, correctional facilities, shop fronts, office fit-outs and call centres.

The Department disposed of four properties in 2012–13. Access to documents relating to the disposal of the properties can be obtained under the *Government Information (Public Access) Act 2009*.

Property	Reason for disposal	Sale price	Purchased by
11 Euramie Street, Coonamble	Surplus to requirements	\$90,000	Private purchaser
23 Bassett Drive, Bathurst	Surplus to requirements	\$235,000	Private purchaser
5 Garnett Street, Dubbo	Surplus to requirements	\$257,000	Private purchaser
51 Warrawong Street, Wagga Wagga	Surplus to requirements	\$210,000	Private purchaser



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**Appendix 19: Leave liabilities**

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**Leave liabilities as at 30 June 2013**

Recreation leave	\$122,213,795
Long service leave	\$319,847,909

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## Appendix 20: Legislation and legal change

### Legislation allocated to the Attorney General

<i>Administrative Decisions Tribunal Act 1997 No 76</i>	<i>Commercial Arbitration Act 2010 No 61</i>
<i>Anglican Church of Australia (Bodies Corporate) Act 1938 No 15</i>	<i>Common Carriers Act 1902 No 48</i>
<i>Animals Act 1977 No 25</i>	<i>Commonwealth Bank (Interpretation) Act 1953 No 29</i>
<i>Anti-Discrimination Act 1977 No 48 (except Part 9A, the Premier)</i>	<i>Commonwealth Places (Administration of Laws) Act 1970 No 80</i>
<i>Antiochian Orthodox Church Property Trust Act 1993 No 20</i>	<i>Commonwealth Powers (De Facto Relationships) Act 2003 No 49</i>
<i>Application of Laws (Coastal Sea) Act 1980 No 146</i>	<i>Commonwealth Powers (Family Law–Children) Act 1986 No 182</i>
<i>Australian Mutual Provident Society Act 1988 No 47</i>	<i>Community Justice Centres Act 1983 No 127</i>
<i>Australian Mutual Provident Society (Demutualisation and Reconstruction) Act 1997 No 56</i>	<i>Community Protection Act 1994 No 77</i>
<i>Bail Act 1978 No 161</i>	<i>Compensation Court Repeal Act 2002 No 23</i>
<i>Benevolent Society (Reconstitution) Act 1998 No 153</i>	<i>Compensation to Relatives Act 1897 No 31</i>
<i>Births, Deaths and Marriages Registration Act 1995 No 62</i>	<i>Confiscation of Proceeds of Crime Act 1989 No 90</i>
<i>Charitable Trusts Act 1993 No 10</i>	<i>Constitutional Powers (Coastal Waters) Act 1979 No 138</i>
<i>Child Protection (Offenders Prohibition Orders) Act 2004 No 46 (jointly with the Minister for Police and Emergency Services)</i>	<i>Co-operative Schemes (Administrative Actions) Act 2001 No 45</i>
<i>Children (Criminal Proceedings) Act 1987 No 55</i>	<i>Coptic Orthodox Church (NSW) Property Trust Act 1990 No 67</i>
<i>Children (Protection and Parental Responsibility) Act 1997 No 78</i>	<i>Coroners Act 2009 No 41</i>
<i>Children's Court Act 1987 No 53</i>	<i>Corporations (Administrative Actions) Act 2001 No 33</i>
<i>Choice of Law (Limitation Periods) Act 1993 No 94</i>	<i>Corporations (Ancillary Provisions) Act 2001 No 32</i>
<i>Christian Israelite Church Property Trust Act 2007 No 41</i>	<i>Corporations (Commonwealth Powers) Act 2001 No 1</i>
<i>Churches of Christ in New South Wales Incorporation Act 1947 No 2</i>	<i>Corporations (New South Wales) Act 1990 No 83</i>
<i>Churches of Christ, Scientist, Incorporation Act 1962 No 21</i>	<i>Costs in Criminal Cases Act 1967 No 13</i>
<i>Civil Liability Act 2002 No 22</i>	<i>Council of Law Reporting Act 1969 No 59</i>
<i>Civil Procedure Act 2005 No 28</i>	<i>Court Information Act 2010 No 24</i>
<i>Classification (Publications, Films and Computer Games) Enforcement Act 1995 No 63</i>	<i>Court Security Act 2005 No 1</i>
<i>Court Suppression and Non-publication Orders Act 2010 No 106</i>	<i>Dormant Funds Act 1942 No 25</i>
<i>Crimes (Administration of Sentences) Act 1999 No 93, section 183 (2) (a) (remainder, the Minister for Justice)</i>	<i>Drug Court Act 1998 No 150</i>
<i>Crimes (Appeal and Review) Act 2001 No 120</i>	<i>Drug Misuse and Trafficking Act 1985 No 226 (except part, the Minister for Police and Emergency Services, and part, jointly the Minister for Health and the Minister for Healthy Lifestyles)</i>
<i>Crimes at Sea Act 1998 No 173</i>	<i>Dust Diseases Tribunal Act 1989 No 63</i>

## Appendix 20 (cont'd)

<i>Crimes (Criminal Organisations Control) Act 2012 No 9</i>	<i>Electronic Transactions Act 2000 No 8</i>
<i>Crimes (Domestic and Personal Violence) Act 2007 No 80</i>	<i>Employees Liability Act 1991 No 4</i>
<i>Crimes (Forensic Procedures) Act 2000 No 59</i>	<i>Evidence Act 1995 No 25</i>
<i>Crimes Prevention Act 1916 No 80</i>	<i>Evidence (Audio and Audio Visual Links) Act 1998 No 105</i>
<i>Crimes (Sentencing Procedure) Act 1999 No 92</i>	<i>Evidence on Commission Act 1995 No 26</i>
<i>Crimes (Serious Sex Offenders) Act 2006 No 7</i>	<i>Factors (Mercantile Agents) Act 1923 No 2</i>
<i>Criminal Appeal Act 1912 No 16</i>	<i>Federal Courts (State Jurisdiction) Act 1999 No 22</i>
<i>Criminal Procedure Act 1986 No 209</i>	<i>Felons (Civil Proceedings) Act 1981 No 84</i>
<i>Criminal Records Act 1991 No 8</i>	<i>Fines Act 1996 No 99, Part 2, Divisions 1 and 2, section 13, section 120 (in so far as it relates to registrars of the courts and the Sheriff) and section 123 (remainder, the Minister for Finance and Services)</i>
<i>Crown Advocate Act 1979 No 59</i>	<i>Forfeiture Act 1995 No 65</i>
<i>Crown Proceedings Act 1988 No 70</i>	<i>Frustrated Contracts Act 1978 No 105</i>
<i>Crown Prosecutors Act 1986 No 208</i>	<i>Government Information (Information Commissioner) Act 2009 No 53</i>
<i>Defamation Act 2005 No 77</i>	<i>Health Practitioner Regulation (Adoption of National Law) Act 2009 No 86, section 4 in so far as it applies section 165B of the Health Practitioner Regulation National Law (NSW) as a law of New South Wales, and the Health Practitioner Regulation National Law (NSW), section 165B (remainder, the Minister for Health)</i>
<i>Director of Public Prosecutions Act 1986 No 207</i>	<i>Holy Apostolic Catholic Assyrian Church of the East Property Trust Act 1992 No 10</i>
<i>Discharged Servicemen's Badges Act 1964 No 49</i>	<i>Imperial Acts Application Act 1969 No 30</i>
<i>District Court Act 1973 No 9</i>	<i>Inclosed Lands Protection Act 1901 No 33</i>
<i>Domicile Act 1979 No 118</i>	<i>Industrial Relations Act 1996 No 17, sections 147, 148 (except in relation to the appointment of Commissioners), 149, 150, 151, 152, 153, 154, 156 (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, the Minister for Industrial Relations)</i>
<i>Inebriates Act 1912 No 24</i>	<i>Law Reform (Miscellaneous Provisions) Act 1965 No 32</i>
<i>Infants' Custody and Settlements Act 1899 No 39</i>	<i>Law Reform (Vicarious Liability) Act 1983 No 38</i>
<i>Insurance Act 1902 No 49</i>	<i>Limitation Act 1969 No 31</i>
<i>Insurance (Application of Laws) Act 1986 No 13</i>	<i>Local Court Act 2007 No 93</i>
<i>James Hardie (Civil Liability) Act 2005 No 106</i>	<i>Lutheran Church of Australia (New South Wales District) Property Trust Act 1982 No 101</i>
<i>James Hardie (Civil Penalty Compensation Release) Act 2005 No 107</i>	<i>Marketable Securities Act 1970 No 72</i>
<i>James Hardie Former Subsidiaries (Winding up and Administration) Act 2005 No 105</i>	<i>Married Persons (Equality of Status) Act 1996 No 96</i>

## Appendix 20 (cont'd)

<i>Judges' Pensions Act 1953 No 41</i>	<i>Mining Act 1992 No 29, section 293 (remainder, the Minister for Resources and Energy)</i>
<i>Judicial Office (Papua New Guinea) Act 1979 No 177</i>	<i>Minors (Property and Contracts) Act 1970 No 60</i>
<i>Judicial Officers Act 1986 No 100</i>	<i>Moratorium Act 1932 No 57</i>
<i>Jurisdiction of Courts (Cross-vesting) Act 1987 No 125</i>	<i>Native Title (New South Wales) Act 1994 No 45</i>
<i>Jurisdiction of Courts (Foreign Land) Act 1989 No 190</i>	<i>NSW Trustee and Guardian Act 2009 No 49</i>
<i>Jury Act 1977 No 18</i>	<i>Oaths Act 1900 No 20</i>
<i>Justices of the Peace Act 2002 No 27</i>	<i>Parliamentary Papers (Supplementary Provisions) Act 1975 No 49</i>
<i>Land and Environment Court Act 1979 No 204</i>	<i>Partnership Act 1892 55 Vic No 12 (except, in so far as it relates to the functions of the Registrar of the register of limited partnerships and incorporated limited partnerships and to the setting of fees to be charged for maintaining that register, jointly with the Minister for Finance and Services and the Minister for Fair Trading)</i>
<i>Law and Justice Foundation Act 2000 No 97</i>	<i>Personal Property Securities (Commonwealth Powers) Act 2009 No 35 (except Division 2 of Part 2 of Schedule 1 and clause 24 of Schedule 1, jointly with the Minister for Finance and Services and the Minister for Fair Trading)</i>
<i>Law Enforcement (Powers and Responsibilities) Act 2002 No 103</i>	<i>Piracy Punishment Act 1902 No 69</i>
<i>Law Reform Commission Act 1967 No 39</i>	<i>Police (Special Provisions) Act 1901 No 5 (except part, the Minister for Police and Emergency Services)</i>
<i>Law Reform (Law and Equity) Act 1972 No 28</i>	<i>Parliamentary Papers (Supplementary Provisions) Act 1975 No 49</i>
<i>Law Reform (Miscellaneous Provisions) Act 1944 No 28</i>	<i>Partnership Act 1892 55 Vic No 12 (except, in so far as it relates to the functions of the Registrar of the register of limited partnerships and incorporated limited partnerships and to the setting of fees to be charged for maintaining that register, jointly with the Minister for Finance and Services and the Minister for Fair Trading)</i>
<i>Law Reform (Miscellaneous Provisions) Act 1946 No 33</i>	<i>Personal Property Securities (Commonwealth Powers) Act 2009 No 35 (except Division 2 of Part 2 of Schedule 1 and clause 24 of Schedule 1, jointly with the Minister for Finance and Services and the Minister for Fair Trading)</i>
<i>Legal Aid Commission Act 1979 No 78</i>	<i>Piracy Punishment Act 1902 No 69</i>
<i>Legal Profession Act 2004 No 112</i>	<i>Police (Special Provisions) Act 1901 No 5 (except part, the Minister for Police and Emergency Services)</i>
<i>Lie Detectors Act 1983 No 62</i>	<i>Presbyterian Church of Australia Act 1971 No 42</i>
<i>Pre-Trial Diversion of Offenders Act 1985 No 15346</i>	<i>Status of Children Act 1996 No 76</i>
<i>Printing and Newspapers Act 1973 No 46</i>	<i>Stewards' Foundation of Christian Brethren Act 1989 No 172</i>
<i>Privacy and Personal Information Protection Act 1998 No 133</i>	<i>Succession Act 2006 No 80</i>
<i>Probate and Administration Act 1898 No 13</i>	<i>Suitors' Fund Act 1951 No 3</i>
<i>Professional Standards Act 1994 No 81</i>	<i>Summary Offences Act 1988 No 25</i>
<i>Property (Relationships) Act 1984 No 147</i>	<i>Sunday (Service of Process) Act 1984 No 45</i>
<i>Public Defenders Act 1995 No 28</i>	<i>Supreme Court Act 1970 No 52</i>

## Appendix 20 (cont'd)

<i>Public Notaries Act 1997 No 98</i>	<i>Surrogacy Act 2010 No 102</i>
<i>Recovery of Imposts Act 1963 No 21</i>	<i>Surveillance Devices Act 2007 No 64</i>
<i>Relationships Register Act 2010 No 19</i>	<i>Telecommunications (Interception and Access) (New South Wales) Act 1987 No 290</i>
<i>Reorganised Church of Jesus Christ of Latter Day Saints Trust Property Act 1959 No 13</i>	<i>Terrorism (Commonwealth Powers) Act 2002 No 114</i>
<i>Restraints of Trade Act 1976 No 67</i>	<i>Terrorism (Police Powers) Act 2002 No 115</i>
<i>Restricted Premises Act 1943 No 6</i>	<i>Trees (Disputes Between Neighbours) Act 2006 No 126</i>
<i>Roman Catholic Church Communities' Lands Act 1942 No 23</i>	<i>Trustee Act 1925 No 14</i>
<i>Roman Catholic Church Trust Property Act 1936 No 24</i>	<i>Trustee Companies Act 1964 No 6</i>
<i>Royal Blind Society (Merger) Act 2005 No 87</i>	<i>Unauthorised Documents Act 1922 No 6</i>
<i>Royal Institute for Deaf and Blind Children Act 1998 No 6</i>	<i>Uncollected Goods Act 1995 No 68</i>
<i>Russian Orthodox Church (NSW) Property Trust Act 1991 No 91</i>	<i>Uniting Church in Australia Act 1977 No 47</i>
<i>Sale of Goods Act 1923 No 1</i>	<i>Vexatious Proceedings Act 2008 No 80</i>
<i>Sale of Goods (Vienna Convention) Act 1986 No 119</i>	<i>Victims Rights Act 1996 No 114</i>
<i>Scout Association of Australia (New South Wales Branch) Incorporation Act 1928 No 26</i>	<i>Victims Support and Rehabilitation Act 1996 No 115</i>
<i>Sea-Carriage Documents Act 1997 No 92</i>	<i>Westpac Banking Corporation (Transfer of Incorporation) Act 2000 No 71</i>
<i>Sheriff Act 2005 No 6</i>	<i>Witnesses Examination Act 1900 No 34</i>
<i>Solicitor General Act 1969 No 80</i>	<i>Workplace Injury Management and Workers Compensation Act 1998 No 86, sections 368, 369 and 373 and Schedule 5 (remainder, the Minister for Finance and Services)</i>
<i>Standard Time Act 1987 No 149</i>	<i>Workplace Surveillance Act 2005 No 47</i>
	<i>Young Offenders Act 1997 No 54 (except parts, the Minister for Justice) (except parts, the Minister for Justice)</i>

## Legislation allocated to the Minister for Justice

<i>Child Welfare (Commonwealth Agreement Ratification) Act 1941 No 11</i>	<i>Crimes (Interstate Transfer of Community Based Sentences) Act 2004 No 72</i>
<i>Child Welfare (Commonwealth Agreement Ratification) Act 1962 No 28</i>	<i>Inspector of Custodial Services Act 2012 No 55</i>
<i>Children (Community Service Orders) Act 1987 No 56</i>	<i>International Transfer of Prisoners (New South Wales) Act 1997 No 144</i>
<i>Children (Detention Centres) Act 1987 No 57</i>	<i>Parole Orders (Transfer) Act 1983 No 190</i>
<i>Children (Interstate Transfer of Offenders) Act 1988 No 85</i>	<i>Prisoners (Interstate Transfer) Act 1982 No 104</i>
<i>Crimes (Administration of Sentences) Act 1999 No 93 (except part, the Attorney General)</i>	<i>Young Offenders Act 1997 No 54, sections 49, 60 and 61, and Schedule 1 (remainder, the Attorney General)</i>

## Appendix 20 (cont'd)

### Changes to Acts administered by the Attorney General 2012–13

<i>Bail Act 2013</i>	<i>Crimes Amendment (Cheating at Gambling) Act 2012</i>
<i>Bail Amendment (Enforcement Conditions) Act 2012</i>	<i>Crimes Legislation Amendment Act 2012</i>
<i>Baptist Churches of New South Wales Property Trust Amendment Act 2013</i>	<i>Criminal Procedure (Mandatory Defence Pre Trial Disclosure) Amendment Act 2013</i>
<i>Civil and Administrative Tribunal Act 2013</i>	<i>Criminal Procedure Amendment (Court Costs Levy) Act 2013</i>
<i>Classification (Publications, Films and Computer Games) Enforcement Amendment (R 18+ Computer Games) Act 2012</i>	<i>Director of Public Prosecutions Amendment (Disclosures) Act 2012</i>
<i>Courts and Other Legislation Amendment Act 2012</i>	<i>Evidence Amendment (Evidence of Silence) Act 2013</i>
<i>Courts and Other Legislation Further Amendment Act 2013</i>	<i>Graffiti Legislation Amendment Act 2012</i>
<i>Courts and Other Miscellaneous Legislation Amendment Bill 2013</i>	<i>Inspector of Custodial Services Act 2012</i>
<i>Crimes (Criminal Organisations Control) Amendment Act 2013</i>	<i>Law Enforcement (Powers and Responsibilities) Amendment (Kings Cross and Railway Drug Detection) Act 2012</i>
<i>Crimes (Domestic and Personal Violence) Amendment (Information Sharing) Act 2013</i>	<i>Local Court Amendment (Company Title Home Unit Disputes) Act 2013</i>
<i>Crimes (Sentencing Procedure) Amendment (Provisional Sentencing of Children) Act 2013</i>	<i>Succession Amendment (International Wills) Act 2012</i>
<i>Crimes (Serious Sex Offenders) Amendment Act 2013</i>	<i>Victims Rights and Support Act 2013</i>

### Changes to Acts administered by the Minister for Justice 2012–13

<i>Children (Community Service Orders) Act 1987 amended by the Courts and Other Legislation Further Amendment Act 2013</i>	<i>Crimes (Administration of Sentences) Legislation Amendment (Interstate Transfer) Act 2012</i>
<i>Children (Detention Centres) Act 1987 amended by the Courts and Other Legislation Further Amendment Act 2013 and the Road Transport Legislation (Repeal and Amendment) Act 2013</i>	

### Changes in subordinate legislation administered by the Attorney General

<i>Administrative Decisions Tribunal Amendment (Fees) Regulation 2013</i>	<i>Evidence (Audio and Audio Visual Links) Amendment (Bail Matters) Regulation 2012</i>
<i>Births, Deaths and Marriages Registration Amendment (Fees) Regulation 2012</i>	<i>Evidence (Audio and Audio Visual Links) Further Amendment (Bail Matters) Regulation 2012</i>
<i>Births, Deaths and Marriages Registration Amendment (Fees) Regulation 2013</i>	<i>Judges' Pensions Regulation 2012</i>
<i>Civil Procedure Amendment (Fees) Regulation 2013</i>	<i>Judicial Officers Regulation 2012</i>
<i>Civil Procedure Amendment (Local Court Special Jurisdiction) Regulation 2013</i>	<i>Legal Profession Amendment (Fixed Costs) Regulation 2013</i>
<i>Civil Procedure Amendment (Notice Fees) Regulation 2012</i>	<i>Oaths Amendment (Police Identification Cards) Regulation 2012</i>
<i>Civil Procedure Further Amendment (Fees) Regulation 2012</i>	<i>Partnership Regulation 2012</i>
<i>Civil Procedure Regulation 2012</i>	<i>Privacy and Personal Information Protection Amendment (CCTV) Regulation 2013</i>
<i>Court Security Amendment (Exemption) Regulation 2013</i>	<i>Relationships Register Amendment (Fees) Regulation 2013</i>
<i>Court Security Amendment (Surrender of Property) Regulation 2012</i>	<i>Relationships Register Amendment (Interstate Registered Relationships) Regulation 2012</i>

## Appendix 20 (cont'd)

<i>Criminal Procedure Amendment (Court Costs Levy) Regulation 2013</i>	<i>Roman Catholic Church Communities' Lands Amendment (Personal Ordinariate of Our Lady of the Southern Cross) Proclamation 2012</i>
<i>Criminal Procedure Amendment (Fees and Court Costs Levy) Regulation 2013</i>	<i>Roman Catholic Church Communities' Lands Regulation 2012</i>
<i>Criminal Records Amendment (Law Enforcement Agency) Regulation 2013</i>	<i>Succession Amendment (Will Deposit Fee) Regulation 2013</i>
<i>Director of Public Prosecutions Amendment (Disclosure Certificate) Regulation 2012</i>	<i>Victims Support and Rehabilitation Amendment Rule 2012</i>
<i>Drug Court Amendment (Court Expansion) Regulation 2012</i>	<i>Workplace Surveillance Regulation 2012</i>
<i>Dust Diseases Tribunal Amendment (Fees) Regulation 2012</i>	<i>Young Offenders Amendment (Youth on Track) Regulation 2013</i>
<i>Dust Diseases Tribunal Amendment (Fees) Regulation 2013</i>	

## Changes in subordinate legislation administered by the Minister for Justice

<i>Children (Detention Centres) Amendment (Chaplains) Regulation 2012</i>	<i>Crimes (Administration of Sentences) Amendment Regulation 2013</i>
<i>Crimes (Administration of Sentences) Amendment Regulation 2012</i>	

## Significant judicial decisions

### *Patients within correctional facilities*

It was alleged that an inmate who was confined to bed 16 of Long Bay Prison Hospital from 1 July 2002 to 16 July 2002 was unlawfully imprisoned on account that it was not a hospital within the meaning of the *Mental Health (Criminal Procedure) Act 1990*. On 30 April 2010 judgement was given for the plaintiff in the amount of \$80,000. The state filed an appeal and on 26 February 2013 the appeal was dismissed by the full bench of the Court of Appeal. On 26 March 2013 an application for special leave to the High Court was filed by the state and the matter is awaiting a hearing date. If the application is dismissed this matter will have significant implications in relation to the placement of forensic patients within correctional centres and generally in relation to the need to comply strictly with any mandate authorising detention.

## Appendix 21: Major works in progress

### Information and Communication Technology

The Information and Communication Technology Major Capital Works Program for 2012–13 was \$15,360,000. In 2012–13, \$5m (\$11m over two years) has been allocated to essential ICT works under the Justice Infrastructure Renewal Program (JIRP) addressing ageing infrastructure and systems with the Department. JIRP is proceeding to schedule and has delivered:

- \$1.7m – the first stage of the program of upgrading desktop software to Windows 7 and Office 2010 at the Attorney General's Division including establishment of the core operating environment and roll-out to Crown solicitors and pilot sites.
- \$2.3m – for the consolidation of core infrastructure, including the integration of Corrective Services NSW, Juvenile Justice NSW and Attorney General's Division networks, directory services and platform systems.
- \$1m – to commence the consolidation of information management systems and applications for the Department including mobile applications, websites and collaboration platforms.

Corrective Services NSW completed the final year of its ICT Remediation Enhancement and Architecture Lifecycle (REAL) Program. The program for 2012–13 was \$8.86m and includes:

- \$1.18m for the Offender Integrated Management System (OIMS) Lifecycle to complete delivery of visits, buy-ups (kiosks) and joined up justice capability.
- \$3.86m for the finalisation of essential infrastructure upgrades including the development of a refreshed desktop operating environment for Windows 7 and correctional centre Local Area Networks (LAN).
- \$820,000 to deliver enhancements to the information management tools including business intelligence, records management and search capabilities.

There is \$3m intended for the upgrade of the Corrective Services NSW ERP which will be diverted to the broader Justice Shared Corporate Services ERP project.

Juvenile Justice NSW also completed a significant part of the final stage of its Client Information Management System (CIMS) upgrade with \$1.5m in 2012–13 (\$7m over three years). The CIMS was upgraded to provide easier access, improve usability, streamline processes, improve reporting and implement a number of modules, behaviour module including: misbehaviour, detainee risk management plan and incentive scheme, automating the calculation of clients' critical dates, a programs and assessment framework, incidents upgrade, classification upgrade, separation module, register of participating organisations module and client ID management and automation of critical information received from JusticeLink.

### For 2013–14

There has been \$6m allocated to finalise the ICT works under JIRP addressing ageing infrastructure and systems with the Department. The breakdown is:

- \$1m allocated to complete the program of upgrading desktop software to Windows 7 and Office 2010.
- \$3m to consolidate DAGJ ICT infrastructure as part of the whole of government data centre.
- \$2m to consolidate DAGJ frontline business applications.
- \$1m to further consolidate DAGJ information management systems including Intranet, Internet platforms, electronic document management and business intelligence platforms.



## Appendix 21 (cont'd)

Juvenile Justice NSW will have completed a significant part of the final stage of its CIMS upgrade with \$500,000 of work to be completed by December 2013.

### Crime Prevention and Community Programs

Project	Estimated total cost (\$m)	Cost up to 30 June 2013 (\$m)	Expected completion date	Cost overruns
LifeLink	17.264	11.458	Feb 2014	Budget of \$5.864m over. In April 2013, the Director General approved an increase in the project budget of \$5.864m over two years. This increase includes increased vendor costs (following renegotiation of the contract), changes arising from legislative and business process change and additional overhead costs due to the delay in delivery (from April 2012). The project is fully funded by the registry.

### Asset Management Services

Project	Estimated total cost (\$m)	Cost up to 30 June 2013 (\$m)	Expected completion date	Cost overruns
Wagga Wagga Courthouse Redevelopment	18.0	0.629	Jun 2015	\$1m due to client initiated design changes put forward by the Director General and Assistant Director General to accommodate additional business and operational needs for the region. This included IT changes, interrelationship between differing operations changes and additional accommodation requirements.
Coffs Harbour Courthouse Redevelopment	74.507	12.284	Feb 2015	\$3m due to the cost of the land increased due to error in the valuation which added an additional cost – \$2m. The other \$1m is just general design increase in transfer of the works from State Property to DAGJ and also additional connectivity with the NSW Police Force.
Wollongong Courthouse Redevelopment	15.0	0.889	Aug 2015	Nil
Downing Centre/John Maddison Tower	6.70	4.1	Feb 2014	Nil
Armidale	15.7	13.4	Dec 2013	Nil
Newcastle Courthouse Redevelopment	93.505	24.263	Nov 2014	Nil

### Courts and Tribunal Services

Project	Estimated total cost (\$m)	Cost up to 30 June 2013 (\$m)	Expected completion date	Cost overruns
Legal e-Services	10.086	10.086	Nov 2012	Nil
Joined Up Justice	9.0	3.196	Jun 2014	Nil
Jury Management System	4.2	1.214	Jun 2014	Nil

## Appendix 21 (cont'd)

### Corrective Services NSW

Project	Estimated total cost (\$m)	Cost up to 30 June 2013 (\$m)	Expected completion date	Cost overruns
1000 Inmate Beds	296.3	287.2	Jun 2013	Nil
Reducing Recidivism (Intensive Learning Centres)	3.9	1.4	Jun 2014	Nil
Information Technology Infrastructure	47.56	44.36	Jun 2013	Nil
Inmate Escort Vehicle	9.23	7.05	Jun 2014	Nil

### Juvenile Justice NSW

Project	Estimated total cost (\$m)	Cost up to 30 June 2013 (\$m)	Expected completion date	Cost overruns
Client Information Management System Upgrade	7.041	6.455	Dec 2013	Nil
Cobham Juvenile Justice Centre Upgrade	40.255	39.095	Jun 2014	Nil
Front Line Offices – Refurbishment	7.240	5.652	Jun 2013	Nil
Redevelopment of Riverina Juvenile Justice Centre	29.388	28.771	Dec 2013	Nil

## Appendix 22: Multicultural policies and services program

During this reporting period the structure of the Department of Attorney General and Justice changed. For the reporting period, the Attorney General's Division, Juvenile Justice NSW and Corrective Services NSW had stand-alone plans. The Department of Attorney General and Justice is developing a new Multicultural Action Plan. The plan will supersede the agency-specific plans.

### Attorney General's Division

The Attorney General's Division has continued to implement its commitment to multicultural policies and services by pursuing the strategies contained in its Culturally Diverse Communities' Access Plan, its response to the state's Multicultural Policy and Services Program (MPSP) framework.

#### Activity area A: Planning and evaluation

##### Outcome 1: Planning

Multicultural policy goals are integrated into the overall corporate and business planning, as well as the review mechanisms of the agency.

Performance indicators	Achievements
Business centre business plans are responsive to the demographic data of their clients from multicultural and linguistically diverse communities (CALD) and demonstrate plans to address relevant issues faced by their clients.	<p>Various business centres are using interpreter data and ABS data to determine service provision and translation decisions reflected in their business plans.</p> <p>Diversity Services is using Department of Immigration and Citizenship, CRC Interpreter and ABS data to confirm need to extend the tenure of the Iraqi Community Liaison Officer.</p> <p>The Crime Prevention and Community Programs Division is implementing partnerships with CALD communities to enhance services that address issues facing their clients. The Department has implemented its <i>Justice Pacific Communities Action Plan</i>, looking to improve services for Pacific communities and build their capacity.</p> <p>The LawAccess NSW Business Plan includes business initiatives, targets and milestones focusing on the Culturally Diverse Communities Access Plan.</p> <p>Victims Services data: profile of CALD victims of crime – a review of available internal Victim's Services data on CALD clients has been undertaken to assist in building a profile of the characteristics and needs of CALD victims of crime.</p>
Diversity Services conducts an evaluation of the Culturally Diverse Communities' Access Plan and works with business centres to enhance their efforts based on reviews of business plans and available external and internally generated data.	<p>Diversity Services is working with various Business centres such as LawAccess NSW, Victims Services, Crime Prevention Division, Community Relations Unit (CRU) and local courts to assist in their implementation of the Culturally Diverse Communities Access Plan.</p> <p>New ABS data has been provided on the Department's intranet for business Centre access and planning purposes.</p>
The Attorney General's Division develops internal monitoring systems to evaluate the Culturally Diverse Communities' Access Plan.	The Culturally Diverse Communities' Access Plan is evaluated annually and several of the performance indicators are reported on quarterly to the Executive through standard business reporting.
Diversity Services submits MPSP reports to Community Relations Commission (CRC) and within the Department's Annual Reports.	Diversity Services annually submits the Division's MPSP reports to CRC and includes its achievements within the Department's Annual Report.

## Appendix 22 (cont'd)

### Outcome 2: Consultation and feedback

Policy development and service delivery is informed by agency expertise and by client feedback and complaints, and participation on advisory committees and consultations.

Performance indicators	Achievements
Policy and service delivery reflect information and expertise acquired through research and community consultation.	<p>Through a thorough review information including of interpreter data and migration patterns etc, the Iraqi Communities Liaison Officer's role was extended for 12 months. The focused engagement program will continue.</p> <p>Through a partnership with the Council of Pacific Communities, the Department worked toward the finalisation and implementation of its Justice and Pacific Communities Action Plan to inform service delivery and program decisions.</p> <p>Work is also proceeding with African communities to inform service delivery.</p> <p>Justice Policy has continued to consult with a range of multicultural groups in relation to work on penalty notices and identity legislation.</p> <p>LawAccess NSW managers regularly attend the CRC's Multicultural Coordinators Forum and events and actively work with CALD communities through outreach visits that focus on reaching communities in both metropolitan and regional locations.</p> <p>The Victims of Crime Interagency Forum includes consultation with the CRC.</p> <p>In May 2013, the Communications Unit expanded the reach of National Law Week and coordinated three community legal information days in Western Sydney in order to reach broader community diversity.</p> <p>Government and non-government service providers from the legal and justice sectors provided information to the culturally diverse communities in Parramatta, Campbelltown and Dubbo.</p>
The voice of clients is evident in the Department's decisions.	The Department met regularly with the Pacific, African and Iraqi communities this year. These consultations ensured the voice of the communities was heard at Executive levels and at various policy levels across the division.
All client feedback that is handled by the CRU is sent to the relevant business centre for their information and response advice.	CRU has reviewed its client feedback policies and procedures. Business centres are directly consulted on the CRU responses and therefore have access to issues from the communities as they arise.
The Attorney General's Division enhances its understanding of multicultural communities' issues through its culturally diverse staff.	<p>The division has sponsored several internal events which are designed to encourage culturally diverse staff to feel proud and confident in sharing and informing policies and practices. This included Harmony Day, Refugee Week and Respect Day events.</p> <p>The Department consistently updates and promotes its Community Language Allowance Scheme staff to assist with working with clients and ensuring translations are accurate.</p>

## Appendix 22 (cont'd)

### Activity area B capacity building and resourcing

#### Outcome 3: Leadership

Chief Executive Officer and senior management actively promote and are accountable for the implementation of the Principles of Multiculturalism within the agency and wider community.

Performance indicators	Achievements
Senior management is perceived as champions of cultural diversity as reported in the biannual employee survey of 2012.	Internal agency publications included nine articles promoting cultural diversity and included support by senior management. Staff from culturally diverse communities were satisfied with the support by the Department. Management actively support the participation of staff in events such as Respect Day and Harmony Day.
Cultural diversity objectives and strategies are reflected in all performance agreements and business plans.	Business plans require Culturally Diverse Communities' Access Plan strategies and are reported on annually through the annual reporting process. Senior Executive Service performance agreements include a requirement to integrate multicultural related issues within planning and practice.

#### Outcome 4: Human resources

The capacity of the agency is enhanced by the employment of people with linguistic and cultural expertise and we pride ourselves in the capacity of our employees from culturally diverse communities and the cultural competencies of all staff.

Performance indicators	Achievements
Staff profile reflects cultural diversity of the community to ensure services are culturally sensitive and enhance client service.	<p>The division employs a significant number of CALD staff, particularly in the Sydney metro region where the majority of CALD clients are located. Based on the Public Service Commission workforce profile, raw EEO data (as at June 2013) the percentage of staff from culturally diverse backgrounds is 18 per cent.</p> <p>In 2012–13, the division had 143 staff in receipt of the Community Language Allowance Scheme, which means that clients from various backgrounds can access basic language assistance.</p> <p>The most recent LawAccess NSW workforce profile (quarter 3, 2012–13) shows the representations of both culturally diverse and non-English speaking background staff to be 18.1 per cent and 17.5 per cent respectively.</p> <p>Twenty-nine per cent of Victims Services' frontline staff are from multicultural communities and 26 per cent from a non-English speaking background.</p>

## Appendix 22 (cont'd)

Performance indicators	Achievements
Staff from various multicultural communities are encouraged to contribute to the cultural competence of their business centre and specific workplace.	<p>Staff from multicultural communities are encouraged to participate in a range of development activities. The division supports the Cultural Diversity Staff Network and its various development activities. Network members are encouraged to present ideas and suggestions to management through its representation on the Equity and Diversity Alliance – an alliance which oversees the development and implementation of the Equal EEO Management Plan and provides input into human resources policies and practices.</p> <p>The Respect Program provides a framework of teamwork activities that promotes respect for diversity and embracing diversity in teamwork and staff input.</p> <p>Sixteen Victims Services staff, covering 20 different languages, are identified on the Victims Services internal phone book as being able to assist non-English speaking background clients.</p>
Staff from various multicultural communities are supported in their career development to enhance cultural competency at all levels of the organisation.	<p>The division encourages CALD staff to be involved in a range of career development activities. Managers are required to ensure that all staff are afforded a minimum of 30 hours of development per year. Specific development activities, including targeted mentoring and conferences for CALD staff are also provided through the staff Cultural Diversity Network. Diversity Services staff were integral to the leadership team of the Cultural Diversity Network.</p> <p>LawAccess NSW presented at the DAGJ Cultural Diversity Network – Embracing Diversity Day.</p>
Staff and management at all levels are supported in the development of their cultural competence, to enhance multicultural skills at all levels of the organisation.	<p>Staff and management are provided development opportunities to enhance their knowledge of cultural diversity and develop cultural competency. The division celebrates Harmony Day and encourages all staff to be involved through a range of workplace activities.</p> <p>People Development run a number of training courses that aim to educate and promote cultural awareness in the workplace. Cultural diversity and competency are embedded into a range of development programs, from induction to leadership development.</p> <p>In 2013, a new program Enhancing Cultural Competence for front-line staff was developed and piloted and will be delivered across the Department in 2013 and 2014.</p> <p>Victims Services offered staff specialist training in working with victims of domestic violence from CALD communities.</p>

## Activity area C programs and services

### Outcome 5: Access and equity

Barriers to the accessibility of services for people from culturally, linguistically and religiously diverse backgrounds are identified, and program and services are developed to address them.

Performance indicators	Achievements
The Attorney General's Division develops and implements a community consultation program to influence policy and program delivery.	The Department's <i>Community Engagement Strategy</i> includes extensive information on initiatives with three multicultural communities: African, Pacific and Iraqi communities in 2012–13. In April 2013, LawAccess NSW launched its general <i>Communications Strategy 2013–15</i> . Focus area 4 of the strategy focuses on building upon the success of its previously implemented communications strategy – <i>CALD Communities</i>

## Appendix 22 (cont'd)

Performance indicators	Achievements
The Attorney General's Division's services respond to feedback from the community and are delivered in a culturally competent manner.	<p>Through a partnership with the Council of Pacific Communities, the Department worked toward the finalisation and implementation of its Justice and Pacific Communities Action Plan to inform service delivery and program decisions.</p> <p>African communities continued to meet as a Justice African Learning Circle to upskill Elders and leaders.</p> <p>Iraqi communities were offered an extensive number of workshops on topics of interest, such as wills and trusts and LawAccess NSW.</p> <p>The Victims Services Better Court Support review has included particular stakeholders to ensure that gaps in court support services to CALD communities are identified.</p> <p>All Community Relations Unit correspondence officers and managers attended an intensive two-day workshop on plain English writing.</p> <p>In the LawAccess NSW Policy, Procedure and Service Standards Manual, people from CALD backgrounds are identified as priority customers.</p> <p>LawAccess NSW continues to promote its services to CALD communities with the use of translated hard and soft resources (33 languages).</p> <p>LawAccess NSW continues to provide a free, confidential telephone interpreter service to the public. In 2012–13, LawAccess NSW assisted 1,162 customers with information and legal advice through the Telephone Interpreter Service (TIS) and seven customers via Australian Multilingual Services.<sup>10</sup></p> <p>Criminal Justice Intervention programs and services (i.e. Forum Sentencing, DVICM, CREDIT, MERIT and Life on Track) are based on person-centred practice which considers the needs of the individual in context. This includes consideration of cultural and/or religious requirements as part of their structured assessment processes.</p> <p>In May 2013, the Department coordinated three community legal information days in NSW during National Law Week. Government and non-government service providers from the legal and justice sectors provided information to the culturally diverse communities in Parramatta, Campbelltown and Dubbo at the three events.</p> <p>A Justice System Information Day was run in June 2013 for non-government settlement workers to enhance their understanding of the NSW justice system and to provide them with valuable resources for their clients.</p> <p>The Communications Unit provides advice to the Department's business centres regarding plain English copy writing, accessible publishing formats and alternative formats, including publishing for print and electronic formats in languages other than English.</p>
Business centres who survey former clients will track issues of access relating to cultural diversity and respond to them.	The LawAccess NSW Customer Satisfaction Survey includes specific measures around birthplace of and language spoken by customers. In 2013, 22 per cent of LawAccess NSW customers stated they were born overseas. Of the 22 per cent of customers that were born overseas, 31.4 per cent spoke a language other than English at home.
The clients from culturally diverse communities who use Victims Services increases.	Victims Services has begun to implement its service delivery strategy to enhance service provision to people from multicultural communities.

<sup>10</sup>Due to a fire rendering TIS unavailable for several weeks in September 2012, LawAccess NSW used an alternative service to assist customers during that time.

## Appendix 22 (cont'd)

Performance indicators	Achievements
The use and provision of interpreting and translation services increase.	<p>The number of Community Relations Commission (CRC) interpreter sessions provided to the Department increased from 12,325 in 2011–12 to 12,991 in 2012–13.</p> <p>Courts work closely with CRC and the Chief Magistrate's office to ensure equitable access to interpreters as well as encouraging courts and the judiciary to provide flexibility in access and procedural requirements where it can be accommodated.</p> <p>The block bookings are organised at a local courts level across the metropolitan area based on need.</p> <p>Courts are now booking all interpreters directly through the CRC database, LanguageLink. This provides immediate notification to CRC and allows earlier intervention and change when difficulties in providing a requested interpreter arise.</p> <p>Court Services has incorporated contact details for TIS on published fact sheets and brochures.</p> <p>Court Services works closely with partner agencies such as Legal Aid NSW to translate legal fact sheets into community languages. Resources such as <i>Information for defendants in AVO matters</i> have been translated into 15 community languages.</p> <p>In February 2013, the Registry of Births Deaths and Marriages provided online explanatory information in community languages (Arabic, Spanish, Chinese and Vietnamese) on the change of name process.</p> <p>The Community Relations Unit published a factsheet about justices of the peace (JPs) in 11 community languages and presented to several community groups about the role and function of JPs.</p>

### Outcome 6: Communication

A range of communication formats and channels are used to inform people from culturally and linguistically diverse (CALD) backgrounds about agency programs, services and activities.

Performance indicators	Achievements
Amount of money spent on interpreters and translations across the Attorney General's Division increases.	<p>Expenditure on interpreters decreased by 2.6 per cent across the division in the last financial year. This could be due to more efficient booking through LanguageLink.</p> <p>The amount of funds spent on interpreters decreased in the last financial year by 2.6 per cent.</p> <p>The amount of funds spent on translations significantly decreased last year, as there was a large push for translation production the year before.</p> <p>The Community Relations Unit developed an internal resource to facilitate telephone referrals to JPs who speak a particular language other than English. An improved online search for JPs is in development to enable web-based searching for JPs by language spoken.</p>
There is an increase in the number of audiovisual link sessions provided by the Community Relations Commission (CRC) in the provision of interpreters.	<p>Audiovisual link sessions between CRC and courts have increased. In 2010–11 there were 121 interpreting sessions. In 2011–12, 105 sessions and in 2012–13, 157 sessions.</p>



## Appendix 22 (cont'd)

### Outcome 7: Social and economic development

Programs and services are in place to develop and use the skills of a culturally diverse population for the social and economic benefit of the state.

Performance indicators	Achievements
Community leaders and members who attend consultations and training sessions respond positively to activity and report enhanced understanding and skill development after sessions are conducted.	The expanded requests and attendance at each legal education and consultation session held with the African, Iraqi and Pacific communities reflects the value of the workshops and communities' appreciation for the information provided. The division offered 86 community sessions over the financial year. A replacement Iraqi Communities Liaison Officer was recruited and he commenced work in June 2013. Satisfaction levels at consultations and training sessions are 98 per cent.
Ability to sustain participation of Sudanese law students for the Blacktown Local Court Support program.	The division approached Community Legal Centres to ensure the continuation of the Blacktown Sudanese Local Court Support Program and broaden the base to other multicultural communities and in other local courts, however, due to several insurmountable issues, this was unsuccessful.

### In 2013–14, the Department of Attorney General and Justice will focus its efforts on:

- Developing a new multicultural policies and services program for the whole Department. It will capitalise on the skills and experience across the Department and ensure that services and programs to ensure they are responsive and accessible to the broadest number of community members.
- Meeting with the identified African, Pacific and Iraqi communities to offer community legal education workshops communities through forums offered by guest speakers, educators and training programs from the division and broader justice sector.
- Working with community leaders to encourage participation in identification and response to justice issues through the leadership skills held amongst the communities' leaders.
- Facilitating forums on domestic violence with specific culturally diverse communities.
- Ensuring the engagement process between culturally diverse communities and the Department are mutually beneficial and further the joint understanding of the issues facing the communities.

Communities to be focused on over the next three years will be emerging communities such as African, Iraqi, Afghani and Pacific communities. These decisions will be made based on interpreter requests, offender and victim data, and migration and census data.

The Department will expand its focus to include issues facing people from culturally diverse communities in regional areas, through a regional engagement process.

## Corrective Services NSW

### Capacity building and resources

In 2013, staff across Corrective Services NSW (CSNSW) celebrated Harmony Day with the theme Many Stories One Australia.

Harmony Day at Corrective Services Head Office was an open mike affair for CSNSW staff, including Commissioner Peter Severin, who shared their stories of living in Australia. The 2013 theme 'Many Stories One Australia' was celebrated with a banquet of food after a Welcome to Country by Charles 'Chicka' Madden and a didgeridoo performance by Troy Mehrton from Cessnock Correctional Complex.

## Appendix 22 (cont'd)

### Staff cultural training

In 2012–13, Brush Farm Corrective Services Academy (BFCSA) offered a range of training courses to increase staff cultural competency.

A total of 120 staff attended *Cultural Inclusiveness and Cultural Awareness* training, which is aimed at new recruits. This figure represents a 55 per cent reduction from the previous year, which is primarily due to a significant decrease in staff recruitment.

Cultural awareness however was increased by a two-day training course, *Understanding of Islam and Muslims*, at BFCSA. It was attended by 88 staff from across the Department of Attorney General and Justice. Twenty-five (28.4 per cent) of the participants were CSNSW employees.

### Programs and services

In 2012–13, offenders in custody and in the community participated in range of education, and vocational training and compendium programs.

There were 2048, individual CALD inmates enrolled in one or more education and Vocational Education Training programs delivered in correctional centres. This represents 25 per cent of all enrolments in these programs.

CSNSW captures the participation and completion rates of CALD offenders in compendium programs such as alcohol, drugs and addictions, aggressive and violence, community engagement, readiness and young adult offender programs. This process allows CSNSW to monitor trends in the participation and completion rates among CALD offenders overtime and to compare them across the general offender population.

In 2012–13, the completion rate of compendium programs in corrections among CALD offenders was 77 per cent. This represents an increase by 10 per cent from the previous reporting year. In Community Corrections, the rate of CALD offenders completing the compendium programs was 55 per cent.

### Staff resource – problem gambling

In 2012–13, copies of *What's Gambling Really Costing You?* DVD were distributed to staff across CSNSW. The DVD was also made available to offenders in custody and those reporting to Community Corrections. The DVD is part of the NSW Government's CALD Problem Gambling Awareness Campaign. The DVD has been produced in Arabic, Chinese, Greek, Italian and Vietnamese and is designed to help tackle problem gambling across multicultural communities by breaking through cultural barriers to address the issue of gambling.

### Language services

In 2012–13, the total cost of CSNSW expenditure on interpreter and translator services was \$176, 506.05. This is an increase of 29 per cent on the previous year.

In 2012–13, the number of instances of interpreter services was 2,820, which is an increase of 35.5 per cent on the previous year. Interpreter services included telephone, automated telephone, pre booked and onsite services. Of all interpreter services, 87.2 per cent were provided by the Translator and Interpreter Services (TIS) of the Department of Immigration and Citizenship.

In 2012–13, there were 73 recipients of the Community Language Allowance Scheme (CLAS) in Community and Custodial Corrections. These officers are able to offer language services to inmates and the public in 36 community languages.

In 2012–13, CSNSW attempted to expand its language services by targeting bilingual staff from emerging communities, particularly those who are fluent in Dinka and Dari for nomination to the CLAS. Despite general enquiries about the scheme, no application for nomination was made.

## Appendix 22 (cont'd)

### Equity and Diversity Excellence Award

In 2012–13, Commissioner Peter Severin presented the inaugural CSNSW Equity and Diversity Award to the Drug and Alcohol Multicultural Education Centre (DAMEC) for its significant contribution to Vietnamese offenders in custody and the community and CSNSW core business.

Since 2008, DAMEC and CSNSW have offered the Vietnamese Transition Project (VTP) to assist offenders with alcohol or other drug problems. The project provides intensive case management, post-release support, assessment, referral and mentoring support to Vietnamese offenders for up to six months after their release from custody.

### Policy review

In 2012–13, Section 12 of the Custodial Procedures Manual *Officers carrying a Kirpan for religious purposes* was updated. Procedures were amended so that the religious and cultural requirements of Sikh officers to wear a Kirpan could be met without compromising the safety and security of a correctional centre.

In 2012–13, CSNSW continued to work in partnership with JewishCare to provide kosher food parcels three times a year to 20 Jewish inmates in correctional centres. This service enabled Jewish inmates to meet their religious obligations during Passover, Chanukah and Rosh Hashanah.

## Juvenile Justice NSW

### Multicultural Action Plan

Juvenile Justice NSW extended its Multicultural Action Plan (MAP) by a further 12 months to work with the Department of Attorney General and Justice on developing the next joint MAP 2013–15. The Deputy Chief Executive Operations and Juvenile Justice staff met with Iraqi Community Elders and leaders and the NSW Justice and Pacific Communities Steering Committee to discuss progress on strategies to support young people in the juvenile justice system from those communities.

Juvenile Justice NSW has also been working with the justice cluster to integrate and coordinate activities with various multicultural groups to develop their understanding of the NSW judicial system and the role of Juvenile Justice NSW. This included a Justice Cluster Information Day targeted at 50 community workers from Migrant Resource Centres, Settlement Services International and a number of settlement agencies in the Sydney Metro area on 24 June 2013.

## Appendix 23: Occupational health and safety

### Work health and safety and injury management

The Department of Attorney General and Justice (DAGJ) is committed to providing a safe and healthy work environment and supporting staff who have been injured while at work.

In 2012–13, all divisions of the Department worked together to address the legislative requirements of the new *Work Health and Safety Act 2011*. In addition to meeting the legislative requirements for the Work Health and Safety Act 2011, a common Work Health and Safety Management System Framework has been developed for the Department.

The framework aims to minimise and reduce the incidence of occupational injuries and illnesses and integrate safe working practices into all areas of the Department.

It has been designed to complement existing work health and safety management systems (WHSMS) within the Department. It also provide flexibility to allow for localised procedures to facilitate specialised services within specific areas of the Department.

The new legislative framework has also provided an opportunity to amalgamate Corrective Services NSW and Corrective Services Industries (CSI) safety management systems on a range of new safety procedures being developed.

### Work Health and Safety Management Systems areas of focus for 2012–13

#### Corrective Services NSW Work Health and Safety

In 2012–13, the Work Health and Safety Unit reviewed relevant policies and procedures under the (new) *Work Health and Safety Act 2011*. Training under the new legislative framework has been developed. Twenty three in-house training courses were conducted including WHS consultation arrangements, Health and Safety Representative Training, WHS Risk Assessment, CSI Safety procedures and WHS Site Inspections for Intensive Correction Order Supervisors.

In 2012–13, the Safety Team supported local managers to implement safe systems of work that comply with WHS legislative requirements.

As part of this, the Safety Team:

- undertook 12 reviews to ensure the workplace was complying with Corrective Services WHS management system requirements
- conducted 26 risk assessments, 25 work station assessments and eight working from home assessments at locations throughout the state
- reviewed 24 notifiable incidents (WHS legislation requires specified incidents to be reported to WorkCover NSW)
- conducted risk assessments to support implementation of organisational reforms
- participated in cross agency committees and projects including the Tobacco Working Group with the Justice Health and Forensic Mental Health Network, the Justice agencies WHS forum with other divisions of the Department of Attorney General and Justice, NSW Police Force and the Safety Risk and Injury Management Coalition.

In 2012–13, the Work Health and Safety Unit rolled out the Smoke-free Buildings Pilot at Lithgow Correctional Centre and the maximum security section at Cessnock Correctional Centre. The pilot is a joint Corrective Services NSW/Justice Health and Forensic Mental Health Network initiative to reduce the exposure of staff and inmates to environmental tobacco smoke.

## Appendix 23 (cont'd)

As part of the pilot, inmates have been banned from smoking in their cells. Indoor inmate common areas were already smoke-free before the trial started. The evaluation report will be finalised and forwarded to the Director General of the Department of Attorney General and Justice, Commissioner of Corrective Services NSW and Chief Executive of Justice Health in 2013–14.

In 2012–13, 2,265 employee related incidents were reported. These ranged from falls, slips and trips to exposure to bodily fluid. Inmate incident data is not captured in the WHS incident reporting system but changes to the system will ensure that it can capture both employee and inmate workplace incidents. While staff are encouraged to provide incident reports for near misses, returns are not widely provided with only 12 submitted in 2012–13. These figures under-represent actual occurrences of near misses.

### Juvenile Justice NSW Work Health and Safety

In 2012–13, the Safety Group implemented a Contractor Management Framework designed to manage WHS risks associated with contractors.

As part of the Fit4Work Health and Wellness Framework, Juvenile Justice NSW, continues to utilise pre-employment medical assessments for youth officers to ensure they are able to safely fulfil the physical requirements of the role.

### Attorney General's Division

A continued focus on early intervention strategies during 2012–13 has seen an increase in the number of employees with non-work related health conditions, injuries or illnesses receiving support and assistance in the workplace. Individual health plans are developed for such employees documenting support and adjustment requirements, as well as regular progress updates over a six month period. This strategy has assisted in reducing the number of workers compensation claims being lodged for psychological reasons, providing employees with greater support and management of their conditions in the workplace.

Another significant area of focus for 2012–13 are the quarterly business centre meetings, where Health and Safety Services meet with business centre managers on a quarterly basis to discuss current WHS performance and opportunities for improvement. As part of these quarterly business centre meetings, WHS and injury management risk management reports are provided which includes:

- summary of WHS incidents reported for the financial year to date
- summary of managing risk matters
- WHS training
- summary of workers compensation claims (includes indicators to identify performance of new claims, claims closed and days lost to injury).

In addition, Health and Safety Services has been working on support tools and process to ensure compliance with the new legislation. Compliance measurement tools have been made available via the My HR intranet for business centres and a self audit tool is currently under development.

To further support the business centres meet their legislative obligations, the Health and Safety Services Team coordinated several projects with business centres depending on their specific areas of risk. This included a consultation review where each business centre was to determine their ongoing WHS arrangements in consultation with staff.

In 2012–13, 466 employee related incidents were reported. These reports include incident reports for hazards, near misses and injury/illnesses. The high risk areas identified through the data were relating to slips/trips/falls, body stress and mental stress incidents.

## Appendix 23 (cont'd)

### Employee Assistance Program

In 2012–13, the Staff Support Team at Corrective Services NSW coordinated the letting of a Department wide Employee Assistance Program (EAP) contract. The new contract will cover staff within all divisions of the Department as well as Legal Aid NSW, the Office of the Director of Public Prosecutions and the Information and Privacy Commission NSW at a lower charge rate than current overall costs. The tendering process has been completed and negotiations are currently taking place with the preferred supplier to explore final costing arrangements.

### Injury Management

In 2012–13, the Juvenile Justice Safety Group coordinated a project that involved accessing, reviewing and analysing injury management data across the Department to identify high risk areas to assist with strategy development. The key deliverables included a detailed analysis of agency workers compensation experience and current trends to identify areas of focus and future strategic responses. The data consistently provided the high risk areas across the Department as relating to body stress and mental stress injuries, while the underlying causes of the areas of risk were different depending on the different work conducted within each division or office.

Following this analysis, injury management staff across the Department have been reviewing and developing a common approach to injury management practices where possible and practicable.

As at 30 June 2013, the Department had an average of 6.69 claims per 100 employees, seeing a decrease in the number of claims lodged due to proactive safety management.

#### Average claims lodged per 100 employees

Financial year	2012–13	2011–12	2010–11	2009–10	Target
Attorney General's Division*	2.62	5.21	4.87	5.72	4.44
Corrective Services NSW	8.85	11.82	10.96	11.87	11.29
Juvenile Justice NSW	8.61	10.72	11.49	13.93	12.26
<b>Total</b>	<b>6.69</b>	<b>9.25</b>	<b>9.11</b>	<b>10.51</b>	<b>9.33</b>

\* AG includes policies from NSW Trustee and Guardian, Information and Privacy Commission, Attorney General's Division, Dust Diseases Tribunal and Office of Public Guardian.

As at 30 June 2012, DAGJ had an average of 9.25 claims per 100 employees. Each division of DAGJ has a lower 2012–13 ratio of average claims lodged per 100 employees than previous years as well as achieving a ratio lower than their target. This illustrates a positive trend and recognises the Department's proactive management of WHS policies and procedures.

Focusing on the areas of high risk as at 30 June 2013 (as stated above relating to body stress and mental stress injuries), the Department has an average of 2.01 claims lodged for body stress relating injuries per 100 employees and an average 0.75 claims lodged for mental stress injuries per 100 employees. Both high risk areas have lower 2012–13 ratios than previous financial years.

#### Average claims lodged per 100 employees for body stress injuries

Financial year	2012–13	2011–12	2010–11	2009–10	Target
Attorney General's Division*	0.93	1.57	1.46	1.62	1.24
Corrective Services NSW	2.66	3.58	2.54	3.20	2.70
Juvenile Justice NSW	2.44	4.09	2.91	3.45	2.87
<b>Total</b>	<b>2.01</b>	<b>3.08</b>	<b>2.30</b>	<b>2.76</b>	<b>2.27</b>

\* AG includes policies from NSW Trustee and Guardian, Information and Privacy Commission, Attorney General's Division, Dust Diseases Tribunal and Office of Public Guardian.

## Appendix 23 (cont'd)

### Average claims lodged per 100 employees for mental stress injuries

Financial year	2012–13	2011/12	2010/11	2009/10	Target
Attorney General's Division*	0.51	0.61	0.71	0.91	0.67
Corrective Services NSW	1.16	1.23	1.26	1.27	1.06
Juvenile Justice NSW	0.57	1.27	1.28	1.53	1.12
<b>Total</b>	<b>0.75</b>	<b>1.04</b>	<b>1.08</b>	<b>1.24</b>	<b>0.95</b>

\* AG includes policies from NSW Trustee and Guardian, Information and Privacy Commission, Attorney General's Division, Dust Diseases Tribunal and Office of Public Guardian.

- CSNSW Injury Management team has continued to focus on open and active claims that have resulted in a surplus on the Treasury Managed Fund Workers Compensation insurance premium. In 2012–13, a surplus on the premium calculation resulted in CSNSW receiving a refund.
- Since the 2005–06 Juvenile Justice NSW has had a surplus on the Treasury Managed Fund Workers Compensation insurance premium. This has been achieved through effective injury management and a reduction in the number of claims. The number of claims per year has been reducing since 2010/11.
- The Attorney General's Division and all other offices and divisions has focused its attention on two main areas for 2012–13:
  - high risk areas of mental stress and body stress with the development of a psychological claims management model and an ergonomic claims management model in conjunction with the insurer QBE
  - detailed claims where a focused approach has brought the hindsight adjustment issued in May of 2013 to a credit of approximately \$1.7 million. The previous five years hindsight adjustments have always been debits.

### Health promotion and staff support

In 2012–13, all divisions of the Department started work on a wellbeing program to be rolled out across the Department. The wellbeing program is designed to provide a healthier, more balanced work environment, increase staff morale and thus create a more engaged and productive workforce. The program provides the opportunity for staff to make positive lifestyle choices and increases awareness of health issues that affect the wider community while maintaining a consistent approach across the various health and safety teams with health promotion. It is foreseen that the program will be finalised and rolled out in 2014.

CSNSW Safety and Staff Support Unit continued to provide support to staff through the organisational change process including the downsizing of Grafton Correctional Centre, closure of Area 1 at the Metropolitan Special Programs Centre at Long Bay and the creation of Community Corrections. The staff support team conducted a number of activities as part of the Healthy Workforce program:

- coordinated Mental Health Month activities at 51 worksites consistent with the theme Celebrate, Connect, Grow
- published the weekly healthy news online containing health tips and information for staff
- provided 30 staff with support to quit smoking including assessments, counselling and subsidised access to nicotine replacement therapy
- introduced the Fitness Passport which provides staff with discounted access to participating fitness facilities in their local community.

## Appendix 23 (cont'd)

The Injury Prevention Team within the Health and Safety Services Unit in the Attorney General's Division continued to offer programs under the Well for Life program. The Well for Life Program was launched in the former Attorney General's Department (AGD) in July 2006, aiming to improve the overall health and wellbeing of AGD employees through the implementation of health promotion interventions, information and resources. In 2009, AGD won the Treasury Managed Fund (TMF) Risk Management WHS Innovation Award for the Well for Life program.

Some of the initiatives rolled out during 2012–13 include:

### Spring into Summer campaign

The Spring into Summer annual campaign is run over the months of October, November and December and is designed to provide a healthier, more balanced work environment, increase staff morale and thus create a more engaged and productive work force. It is to encourage staff to be more active and conscious of their lifestyle choices and aware of health issues that affect the wider community. Every year, Health and Safety Services promote mental health as the main focus for the Spring into Summer campaign with Mental Health Month falling in October.

The 2012–13 Spring into Summer Campaign theme Mind ur Mind Healthy Minds@Work aims to raise awareness of the importance of mental health and wellbeing not only in the wider community but also within the Department as part of our WHSMS.

### Well for Life website

Activities promoted through the Well for Life website include:

- monthly recipes
- health tips
- health promotion activities such as Heart Foundation, National Healthy Bones Week
- introduced the Fitness Passport which provides staff with discounted access to participating fitness facilities in their local community across NSW.

### Forward years

The Department is continuing to monitor claims and develop effective strategies to continually improve WHS and injury management across the Department such as:

- the WHS Department framework
- quarterly meetings with the Executive in relation to workplace and Injury management issues
- compliance and management tools provided to Executive
- Employee Assistance Program
- workers' compensation data review.



## Appendix 24: Overseas visits

Officer	Destination	Purpose	Dates of trip
Laurie Glanfield Director General	New Zealand	Asia Pacific Courts Conference 2013 to deliver a presentation on the International Framework for Court Excellence	6–10 March 2013
Jackie Wallace Director of Legal Strategy Policy	New Zealand	Asia Pacific Courts Conference 2013	6–8 March 2013
Elizabeth Coombs Privacy Commissioner	New Zealand	39th Asia Pacific Privacy Authorities forum and the APEC Privacy Enforcement Workshop	15–18 July 2013
Julianne Evans Director, LawAccess NSW*	Netherlands	International Legal Aid Group Conference to deliver a presentation on behalf of LawAccess	12–14 June 2013
Michael Talbot Assistant Director General, Courts and Tribunal Services	New Zealand	Australasian Court Administrators Group (ACAG) Meeting	20–22 March 2013
Johnstone HH, Judge, President of the Children's Court of NSW	New Zealand	Australasian Institute of Judicial Administration (AIJA) Conference	8–10 March 2013
Peter Severin, Commissioner of Corrective Services	Mexico	International Corrections and Prisons Association Annual Conference	25 October– 4 November 2012
Mark Wilson, Chief Superintendent, Security	Mexico	International Corrections and Prisons Association Annual Conference	26 October– 4 November 2012
Peter Severin, Commissioner of Corrective Services	New Zealand	Corrective Services Administrators Council Working Group	28–30 November 2012
Peter Severin, Commissioner of Corrective Services	New Zealand	Expert Advisory Panel on Staff Safety Workshop (NZ Corrections) meeting	29 April–1 May 2013
Tony Hodgetts, General Manager, Corrective Services	New Zealand	Provide expert assistance to a new NZ Corrections investigation	17–22 June 2013
Steve Mark NSW Legal Services Commissioner, Office of the Legal Services Commissioner*	Dublin Ireland	Regulatory Reform for a 21 <sup>st</sup> Century Legal Profession Conference	4–5 July 2012
Tahlia Gordon, Research and Projects Manager, Office of the Legal Services Commissioner*	Dublin Ireland	Regulatory Reform for a 21 <sup>st</sup> Century Legal Profession Conference	4–5 July 2012
Steve Mark, NSW Legal Services Commissioner, Office of the Legal Services Commissioner	London United Kingdom	Meetings with the Legal Services Board, the Solicitors Regulation Authority and the Law Society of England and Wales	9 July 2012
Tahlia Gordon, Research and Projects Manager, Office of the Legal Services Commissioner	London United Kingdom	Meetings with the Legal Services Board, the Solicitors Regulation Authority and the Law Society of England and Wales	9 July 2012
Steve Mark NSW Legal Services Commissioner, Office of the Legal Services Commissioner*	Manchester United Kingdom	Legal Education and Training Review Symposium	10 July 2012
Tahlia Gordon, Research and Projects Manager, Office of the Legal Services Commissioner	Manchester United Kingdom	Legal Education and Training Review Symposium	10 July 2012

## Appendix 24 (cont'd)

Officer	Destination	Purpose	Dates of trip
Steve Mark NSW Legal Services Commissioner, Office of the Legal Services Commissioner	Banff Canada	5th International Legal Ethics Conference	13–14 July 2012
Tahlia Gordon, Research and Projects Manager, Office of the Legal Services Commissioner	Banff Canada	5th International Legal Ethics Conference	13–14 July 2012
Steve Mark NSW Legal Services Commissioner, Office of the Legal Services Commissioner	Toronto Canada	Meeting with the Convocation and Board of the Law Society of Upper Canada	16 July 2012
Tahlia Gordon, Research and Projects Manager, Office of the Legal Services Commissioner	Toronto Canada	Meeting with the Convocation and Board of the Law Society of Upper Canada	16 July 2012
Steve Mark NSW Legal Services Commissioner, Office of the Legal Services Commissioner	Los Angeles United States	Meeting with the Los Angeles County Bar Association's Professional Responsibility and Ethics Committee	17 July 2012
Tahlia Gordon, Research and Projects Manager, Office of the Legal Services Commissioner	Los Angeles United States	Meeting with the Los Angeles County Bar Association's Professional Responsibility and Ethics Committee	17 July 2012
Natasha Rohr Acting Director, ADR Directorate and Community Justice Centres	Toronto and Ottawa Canada	Meeting with Ontario Mandatory Mediation Program representatives	11–25 June 2013
Liz Davies, Coordinator Family and Friends of Missing Persons Unit	Portsmouth United Kingdom	Presentation at 1st International Conference on Missing Children and Adults, <i>Working Across Borders</i>	17–21 June 2013
Kristy Minns, Senior Project Officer, Crime Prevention Division	California, Colorado and New York United States London United Kingdom	Awarded a Churchill fellowship to study the effectiveness of male perpetrators behaviour change programs	1 June–7 July 2013
The Hon. Justice Brian Preston, Chief Judge, SC Land and Environment Court	Auckland New Zealand	Presentation at AIJA Conference, <i>The pursuit of excellence and innovation in courts and tribunals</i>	7–9 March 2013
The Hon. Justice Brian Preston, Chief Judge, SC Land and Environment Court	Awaji Island Japan	Presentation at International Symposium: Towards an Effective Guarantee of the Green Access Japan's Achievements and Critical Points from a Global Perspective	30–31 March 2013

\* Costs of these visits were met by the officers themselves or external organisations. In all other cases, costs were met by the Department.

## Appendix 25: Privacy and personal information protection

The Department of Attorney General and Justice (DAGJ) has reporting obligations under the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002*. The statistics for privacy internal reviews include Corrective Services NSW, Juvenile Justice NSW and the former Attorney General's Division.

During 2012–13 six requests for privacy internal reviews were received. Two requests concerned the conduct of the Department and the NSW Trustee and Guardian in connection with a workplace review. The workplace review was conducted by a consultancy service. It was alleged that the information that was collected during the review was used to commence a disciplinary investigation in relation to the applicant. It was alleged that this conduct was in breach of provisions relating to the collection, provision of access, amendment, use and disclosure of personal information set out in the *Privacy and Personal Information Protection Act 1998*. The NSW Trustee and Guardian is a separate agency for the purposes of the PPIP Act even though the staff of the NSW Trustee and Guardian are employed by DAGJ. A finding was made that the NSW Trustee and Guardian was responsible for the collection of information by the consultant. No breach of the Act by DAGJ was found in relation to the disciplinary investigation. There was no evidence that the DAGJ disclosed the findings of the workplace review to NSW Trustee and Guardian. Rather, it was the NSW Trustee and Guardian that provided a report to the DAGJ. The provision of this information to the Director General for the purposes of a disciplinary investigation was not an external transfer of information such that section 18 of the Act applied.

The third request involved a complaint about the conduct of the Employee Relations Unit (ERU) of the Department in sending a letter from the Acting Director, Human Resources to the individual at their workplace. The letter contained the determination of a grievance they had made. The letter, although marked private and confidential, had been opened before being delivered to the staff member. The review found that the matter was finely balanced but concluded that the Department breached section 12(c) of the Act. An important factor in the decision was that a similar incident involving the same person had previously been brought to the attention of Human Resources.

In another matter, an applicant complained that following the receipt of an incorrect death certificate, the Registry of Births Deaths and Marriages mailed her late husband's death certificate to the incorrect person. Further, following the receipt of a death certificate for her late husband with the incorrect cause of death, it is alleged the Registry of Births Deaths and Marriages mailed this incorrect death certificate to another individual. Following the review, it was found that the registry did not send her late husband's death certificate to a third party. Accordingly, there had been no disclosure of her late husband's personal information. However, the registry confirmed that the individual was sent a death certificate for another individual. As part of this internal review, the registry was asked to undertake a review of the systems in place and provide possible recommendations for improvements in service delivery.

A request for review was also made concerning certain incidents at a courthouse, however, following preliminary inquiries, it was held that the allegations related to the exercise of the judicial functions of a court and so were not affected by the Act and did not involve the person's personal information.

In the final matter, the Privacy Commissioner requested that the Department undertake an internal review of a complaint concerning the Registry of Births Deaths and Marriages. A person had asked for a copy of a birth certificate and marriage certificate, but received the marriage certificate of another person and did not receive a birth certificate. The registry confirmed that an error occurred when producing the requested marriage certificates due to the age of the documents requested. Attempts were made by the registry to contact the third party whose information was released to the individual, however, this proved unsuccessful.

## Appendix 26: Public interest disclosures

Number of public officials who have made a public interest disclosure to the public authority	4
Number of public interest disclosures received by the public authority in total and the number of public interest disclosures received by the public authority relating to the following:	4
• Corrupt conduct	3
• Maladministration	0
• Serious and substantial waste of public money or local government money	0
• Government information contraventions	0
• Local government pecuniary interest contraventions	0
Number of public interest disclosures finalised by the public authority	1
Does the public authority have a public interest disclosure policy in place?	Yes
Action the head of the public authority has taken to ensure that his or her staff awareness responsibilities under section 6E(1)(b) of the Act have been met	Training provided to new staff during induction, links on intranet site.

## Appendix 27: Senior Executive Service

Level	2011–12 Female	2012–13 Female	2011–12 Male	2012–13 Male	2011–12 Vacant	2012–13 Vacant	2011–12 Total	2012–13 Total
SES Level 8			1	1			1	1
SES Level 7			1	1			1	1
SES Level 6			2	1			2	1
SES Level 5	1	1	5	6			6	7
SES Level 4	5	6	8	4	2	1	15	11
SES Level 3	3	6	4	5	1		8	11
SES Level 2	11	6	6	5			17	11
SES Level 1	1		1	1			2	1
<b>Total</b>	<b>21</b>	<b>19</b>	<b>28</b>	<b>24</b>	<b>3</b>	<b>1</b>	<b>52</b>	<b>44</b>

## Appendix 28: Senior Executive performance statements

### Statement of Performance

Name:	Laurie Glanfield
Position:	Director General, Department of Attorney General and Justice
Senior Executive Service:	Level 8
Total remuneration package:	\$476,200
Contract period:	2009 to 2014

In 2012–13, Mr Glanfield has provided leadership in the implementation of significant reforms across the Department of Attorney General and Justice (the Department) and the Attorney General and Justice Cluster (the Cluster), including organisation change, legislative reform, program development and technological improvement.

### Major achievements 2012–13

In 2012–13 Mr Glanfield:

- Implemented significant organisational reform across the Department and the Cluster including:
  - effectively driving the government reform agenda in the area of Corporate Shared Services
  - the Justice Shared Corporate Services model for the Department and the Cluster continues to be implemented, including the identification of best practice systems, processes and areas of excellence being replicated across the Department and the Cluster
  - a Corporate Services Division within the Department has been established, with new leadership roles created including Chief Human Resources Officer, Chief Procurement Officer, Chief Financial Officer, Chief Information Officer and Chief Asset Management Officer
  - an online HR portal has been created improving access to core HR policies and tools for all employees across the Department
  - reforms across the Department and Cluster that led to meeting and exceeding savings and budget targets
  - establishing a new organisational structure and strategic framework for the Department, outlining our shared vision and broad strategic directions for the next two years
  - overseeing the implementation of the final approved Hamburger Review recommendations in Corrective Services NSW
  - driving internal structural changes in Corrective Services NSW such as the creation of Community Corrections and Corrections Intelligence Group
  - launching the new Justice and Emergency Services Intranet (JESI), the one central information hub for all staff working across the Cluster – that's around 40,000 staff in stations, facilities, courthouses and departments across the state.
- Oversaw the strong leadership role played by the Department in the development of policy and legislation within the broader justice portfolio which saw:
  - significant law reform through the passage of 24 laws, including laws relating to a new *Bail Act*, the establishment of the NSW Civil and Administrative Tribunal, modifying the right to silence and providing for mandatory defence pre-trial disclosure, providing for the continuing detention and supervision of high risk violent offenders and introducing an R18+ classification for computer games

## Appendix 28 (cont'd)

- the production of three major references recommending law reforms in the following areas: jury directions in criminal cases, security for costs and associated costs orders and people with mental health and cognitive impairment: criminal responsibility and consequences
- continued implementation and expansion of the work and development order scheme which now involves over 1000 organisations.
- Delivered on NSW 2021 goal Prevent and reduce the level of re-offending by:
  - overseeing the development of an effective strategy for reducing juvenile re-offending through improved early intervention and post-release support known as Youth on Track
  - establishing a second drug court in metropolitan Sydney
  - completing stage two of the establishment of the Metropolitan Drug Facility at the John Morony Correctional Centre by providing a further 62 beds for males (a total of 124 places)
  - encouraging the greater use of non-custodial punishment for less serious offenders by completing the roll-out of Intensive Correctional Orders – a new community based sentencing option which was given to over 930 offenders
  - achieving increased completion rates for key treatment and intervention programs.
- Contribution to NSW 2021 goal Prevent and reduce the level of crime by:
  - finalising a new domestic violence justice strategy to be implemented across NSW to make victims safer, hold perpetrators accountable and prevent re-offending
  - establishing a new model for bail law that requires police and the courts to assess the risk posed by an accused person when deciding whether to release or detain them
  - continuing to implement crime prevention initiatives in collaboration with government agencies and non-government organisations to reduce the sale of stolen goods, the incidence of crime on and around public transport facilities, stealing from motor vehicles, retail theft and crime in public housing
  - continuing to provide funding, resources and expert advice to Local Government to develop crime prevention plans and implement crime prevention strategies:
    - For example in 2012–13 over \$800,000 of funding was allocated to 16 local councils for the implementation of local strategies to prevent motor vehicle theft, residential break and enter, malicious damage and non-domestic violence related assault.
    - Over \$500,000 of funding was allocated to seven local councils for the implementation of the CPTED Graffiti Hotspot Program.
  - reforming graffiti laws including graffiti cleanup as part of community service orders for people convicted of graffiti offences.
- Delivered on NSW 2021 goal Improve community confidence in the justice system by:
  - overseeing the expansion of the NSW justice system's video-conferencing network. Video-conferencing facilities now operate in 384 courts, correctional centres and other justice agency sites
  - improving service delivering through the expansion of the NSW Courts Call Centre and the continued provision of on-line court services
  - overseeing the improvements to the way the justice sector responds to victims, including the introduction of the *Victims Rights and Support Act 2013*, the establishment of a Commissioner of Victims Rights and the launch of a step-by-step DVD guide to the justice process to increase understanding of the court process for victims of crime and help them prepare to give evidence
  - establishing Life on Track, a new non-government agency delivered person-centred case management service that identifies adult defendants at high risk of further contact with the criminal justice system and assists them onto a law abiding path
  - overseeing the provision of legal information through LawAccess NSW services including 19,542 legal advice sessions and 169,351 legal information sessions

## Appendix 28 (cont'd)

- setting up the role of an independent Inspector of Custodial Services to oversee the operations of Corrective Services NSW correctional facilities
- supporting improved performance in the courts as demonstrated in the Productivity Commission's Report on Government Services 2013:
  - The NSW Local, District and Coroner's courts ranked first in Australia for timely finalisation of criminal matters.
  - For civil matters, the NSW Supreme, District and Local Courts ranked among the best performing courts in the country. Additionally, all NSW courts achieved overall clearance rates above 100 per cent.
  - The NSW Supreme Court continued to reduce the percentage of civil appeal cases older than 12 and 24 months. The Coroner's Court continued to reduce the percentage of matters older than 12 months, ranking first amongst other jurisdictions.
  - Continued to deliver cost benefits, for example the NSW Supreme Court continued to rank second for the lowest cost per finalisation in the country, and the Coroner's Court achieved the lowest cost per matter compared to other jurisdictions.
- Provided leadership in building a professional and ethical workforce in a safe, supportive and sustainable environment by:
  - promoting a safe working environment for all staff-demonstrated by the decrease in time lost and a decrease in the number of claims across the Department
  - providing leadership in the commitment to Aboriginal and Torres Strait Islander staff beyond the 2.6 per cent sector target of staff who are Aboriginal employees across the Department, with a strong result of 4 per cent
  - continuing to promote environmental strategies to enhance environmental sustainability such as:
    - Using renewable energy – more than 6 per cent of all electricity purchased by the Department comes from renewable energy sources. We also incorporated energy saving design principles into new projects including efficient lighting, water savings devices, energy efficient appliances and insulation.
    - Fleet – the Department's fleet was reduced by 185 vehicles, from 1523 to 1338 vehicles – and 58.69 per cent of the fuel purchased in 2012–13 was E10 fuel, exceeding government targets.
    - Continuing the focus on recycling – the Department recycled a total of 859 used toner cartridges, diverting 0.67 tonnes from landfill.
- Mr Glanfield also has significant achievements in the broader reforms in the legal sector nationally and internationally including:
  - Continuing to be involved in the promotion of court excellence through quality management. Mr Glanfield chaired the Executive Group of the International Consortium for Court Excellence. Representing significant international experience in the application of court quality management models, the consortium developed an International Framework for Court Excellence.
  - Continuing to provide leadership in high level interagency and interjurisdictional committees such as the Justice Executives Group, the National Justice CEOs' Committee, the Criminology Research Council, the Australasian Institute of Judicial Administration Council and the Standing Council on Law and Justice.
  - Overseeing and participating in the independent judicial appointment panel process for judges and magistrates.
  - Playing a key role in the Council of Australian Government national legal profession reform project.



## Appendix 28 (cont'd)

### Statement of Performance

Name:	Peter Severin
Position:	Commissioner, Corrective Services NSW
Senior Executive Service:	Level 7
Total remuneration package:	\$436,200
Contract period:	4 September 2012 to 3 September 2017

### Summary of Commissioner's role and achievements

Commissioner Severin is responsible for the largest correctional system in Australia. In 2012–13, the highest inmate population was 10,071 while a monthly average of 16,420 offenders were supervised and managed in the community.

In 2012–13, Commissioner Severin led Corrective Services NSW through significant organisational challenges, both financial and operational.

### Major achievements include:

- establishment of a new, strengthened leadership structure
- introduction of robust, transparent and accountable governance
- finalisation of implementing approved Hamburger Review recommendations
- creation of Community Corrections through the amalgamation of Community Offender Services and the Community Compliance and Monitoring Group
- introduction of a new risk-based Community Corrections service model
- consolidation of custodial operational capacity
- opening of the newly constructed 250 bed maximum security section at Cessnock Correctional Centre
- Integration of Community and Custodial Corrections intelligence functions to form the Corrections Intelligence Group
- enhanced inmate education through:
  - the establishment of an Intensive Learning Centre (ILC) at the South Coast Correctional Centre and the expansion of the ILC program to Wellington and Lithgow Correctional Centres
  - expansion of TAFE teaching hours to increase vocational qualifications for inmates in high risk work licences and general construction training.
- establishment of the Intensive Drug and Alcohol Treatment Program at the John Morony Correctional Centre
- development of a program pathway to manage older/frail inmates with complex needs including an assessment and referral process and proposed accommodation locations according to status and risk
- establishment of a satellite Mental Health Unit at Cessnock Correctional Centre to provide services to mentally ill inmates outside the metropolitan area
- installation of GPS vehicle tracking into all inmate escort vehicles
- finalisation of procurement process for Phone Jamming Project
- amalgamation of the State Emergency Unit, Hostage Response Group, K9 Units and the Tactical Training Unit to form the Security Operations Group (SOG)
- commencement of operating a new high tech saw mill operation at Glen Innes Correctional Centre.

## Appendix 28 (cont'd)

### Statement of Performance

Name:	Brian Kelly
Position:	Assistant Commissioner Custodial Corrections, Corrective Services NSW
Senior Executive Service:	Level 5
Total remuneration package:	\$277,500
Contract period:	7 January 2013 to 6 January 2015

Mr Kelly was appointed to the position of Assistant Commissioner Custodial Corrections in January 2013. In this role, Mr Kelly leads staff to deliver safe, secure and humane custodial services that maximise opportunities for offender engagement in programs and services designed to reduce re-offending. Mr Kelly has focused on improving the efficiency and effectiveness of custodial services through the refinement of performance management systems and by fostering innovation by correctional centre managers who are now operating under a more autonomous model.

#### Major achievements include:

- commissioning the newly constructed 250 bed maximum security section at Cessnock Correctional Centre
- downsizing of area 1 of the Metropolitan Special Programs Centre
- optimising bed utilisation to reduce occupancy of court/police cells and to manage an increasing inmate population
- implementation of approved recommendations from the Hamburger Review including the clustering of correctional centres and revision to regional structures
- finalising recruitment to key executive positions and establishing regular forums with general managers to communicate key strategic initiatives
- implementation of stages 1 and 2 of the Intensive Drug Assessment Program and Treatment centre at John Morony Correctional Centre
- construction by the statewide Infrastructure Group of the South Coast SHINE for Kids Child and Family Centre and the Intensive Learning Centre
- oversighting the completion of gate house upgrades at the Metropolitan Reception and Remand Centre, Goulburn, South Coast and Wellington Correctional Centres in line with ICAC recommendations and Corrective Services NSW standards
- significant reduction in escapes leading to the achievement of an escape rate equivalent to the lowest on record.

## Appendix 28 (cont'd)

### Statement of Performance

Name:	Luke Grant
Position:	Assistant Commissioner Strategic Policy and Planning, Corrective Services NSW
Senior Executive Service:	Level 5
Total remuneration package:	\$260,500
Contract period:	1 February 2013 to 31 January 2018

Mr Grant was appointed to the newly established position of Assistant Commissioner Strategic Policy and Planning on 1 February 2013. In his first months in the role, he has focused on aligning the functions and activities of Corrective Services with NSW Government and Justice Policy through the facilitation of integrated business planning processes and clearly articulated performance indicators.

#### Major achievements include:

- completion of the Corrective Services NSW business plans aligned with the performance agreements of all senior Corrective Services NSW executives and with Departmental and government priorities
- progressing Offender Information Management System (OIMS) changes to facilitate the electronic transfer of sentence information from JusticeLink
- establishment of the Visitor Information Volunteer Scheme (VIVS) at the Metropolitan Remand and Reception Centre (MRRC) in collaboration with Prison Fellowship Australia, a scheme in which volunteers are helping thousands of people navigate the daunting experience of visiting friends or family members in prison
- completing the pilot of Smoke-free Buildings at Lithgow and Cessnock (maximum) Correctional Centres in conjunction with Justice Health and Forensic Mental Health Network to reduce the exposure of staff and inmates to environmental tobacco smoke
- detailed cost and saving analyses for organisational reforms stemming from the Knowledge Consulting Group Review and other related reviews
- comprehensive submissions to the Law Reform Commission's bail and sentencing reviews
- drafting of national model legislation providing for the implementation of the United Nations *Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment* on behalf of all Australian jurisdictions
- service partnership agreement with the Eden Local Aboriginal Land Council for the restoration of the Bundian Way, a traditional Aboriginal trading route on the NSW South Coast, providing work, educational and training activities for offenders on external leave programs
- completion of efficiency review of the Community Offender Support Program.

**Appendix 28 (cont'd)****Statement of Performance**

Name:	Russell Cox
Position:	Deputy Commissioner, Corrective Services NSW
Senior Executive Service:	Level 5
Total remuneration package:	\$253,500
Contract period:	25 June 2012 to 31 August 2013

Mr Cox was temporarily appointed to the position of Deputy Commissioner Corporate Services in June 2012 to support the provision of corporate services to Corrective Services NSW during the establishment of a centralised corporate services function within the Department of Attorney General and Justice. From December 2012, Mr Cox has managed the preparation of a long-term infrastructure strategy to guide decision-making for a structured, well integrated prison network focused on improved efficiency, system flexibility and strategic outcomes.

**Major achievements include:**

- negotiating new contractual arrangements for the provision of security services at a number of locations
- implementing a revised budget allocation methodology recognising each correctional centre's operational profile
- chair of the Workforce Scheduling System Steering Committee
- supporting the implementation of approved recommendations from the Hamburger Review
- contract manager for the outsourced management of Parklea and Junee correctional centres
- managing the preparation of a long-term infrastructure strategy for Corrective Services NSW making a series of recommendations to improve the efficiency of the prison network.

**Statement of Performance**

Name:	Phillip Clark
Position:	Executive Director Justice Shared Corporate Services
Senior Executive Service:	Level 5
Total remuneration package:	\$253,501
Contract period:	18 July 2013 to 19 February 2017

Mr Philip Clark is responsible for implementing and driving shared corporate services reform as a key priority across the Attorney General and Justice Cluster. The Cluster has been granted the mandate to create shared corporate services arrangements that truly enhance the delivery of frontline services while delivering support services that are efficient and consistent in quality.

**Major achievements include:**

- Under Mr Clark's leadership during the past 12 months, the formal detailed business case for Cluster shared corporate services reform was completed and endorsed. Most recently, in April 2013, the business case received Expenditure Review Committee (ERC) endorsement and was granted funding from the ICT Reinvestment Pool. The business case included:
  - a current state analysis of corporate and shared services arrangements across all justice agencies
  - full articulation of the Centres of Excellence approach to shared corporate services reform incorporating rigorous governance, consultative and operational arrangements supported by a detailed funding model including costs and benefits.

## Appendix 28 (cont'd)

- implementation of a Cluster-wide Corporate Services governance framework led by a Cluster Corporate Services Executive Committee that will drive the Justice Shared Corporate Services (JSCS) Program and is already enhancing the Cluster's ability to respond cohesively to central agencies
- establishment of the JSCS Program team that is proactively assisting in and supporting Program mobilisation and governance arrangements across the Justice Cluster
- Clusterwide mobilisation of functional leadership teams comprised of justice agency corporate services functional heads to work collaboratively to define new corporate service strategies and oversee the implementation of agreed new ways of working across the Cluster in line with the business case vision, strategy and approach
- design and early implementation of an overarching change and engagement framework that reflects the objectives of the JSCS Program, facilitates active engagement and promotes capability development in change, project and program management and continuous improvement.

## Statement of Performance

Name:	Valda Ruis
Position:	Acting Chief Executive, Juvenile Justice NSW
Senior Executive Service:	Level 5
Total remuneration package:	\$253,501
Contract period:	2 May 2013 to 30 June 2013

## Major achievements include:

- initiating and leading broad consultation with community, government and non-government stakeholders to inform policy development aimed at reducing the numbers of young people in custody, the identification of the most effective programs aimed at reducing recidivism and the over-representation of Aboriginal and Torres Strait Islanders in custody
- completing and launching key strategic plans to address the over-representation of Aboriginal and Torres Strait Islander young people in the Juvenile Justice system, including the:
  - Aboriginal and Torres Strait Islander Mentoring Strategy
  - Aboriginal and Torres Strait Islander Cultural Respect Framework
  - Aboriginal and Torres Strait Islander Good Practice Guide
  - State-wide Aboriginal Action Plans.
- implementing the Community Funding Unit's Joint Support Program to ensure service providers address young offenders' criminogenic risks
- providing education to the community through a series of seminars in partnership with the University of Sydney in relation to strategic Juvenile Justice matters
- undertaking speaking engagements at national Juvenile Justice NSW summits
- representing NSW on the Australian Juvenile Justice Administrators (AJJA) body and contributing to the AJJA national conference in May 2013 continuing the support and smooth transition for detainees in the Waratah Pre-release Unit when transitioning from custody to community
- continuing the roll-out of Changing Habits and Reaching Targets (CHART), a what works case management approach for Juvenile Justice NSW clients
- commencing a review of community practice, updating case management and intervention processes to align with the most recent evidence of international best practice
- overseeing Cobham and Riverina redevelopment capital programs which remain on track and on budget

## Appendix 28 (cont'd)

- meeting all recurrent and capital budget requirements including efficiency savings
- overseeing the ongoing development of Juvenile Justice's participation in the corporate and shared services strategies of both the Department of Attorney General and Justice and the Department of Family and Community Services through Juvenile Justice's relationship with BusinessLink.

### Statement of Performance

Name: Steve Mark  
 Position: NSW Legal Services Commissioner  
 Senior Executive Service: Level 5  
 Total remuneration package: \$292,450  
 Contract period: 2010 to 2013

#### Major achievements include:

- promoted the use of mediations for consumer disputes to enable more timely and effective resolution of disputes and ensure greater savings for both government and public. A total of 1209 mediations undertaken in 2012–13
- provide timely resolution and advice on complaints concerning the legal profession
- continued to foster efficient and effective service delivery through co-regulatory affiliations and increased partnerships with like Department of Attorney General and Justice services
- foster efficient and effective service delivery to stakeholders through targeted satisfaction surveys to ensure stakeholder needs are being met
- conducted 79 educational seminars promoting awareness of rights and responsibilities within the justice system via universities, professional bodies and other community organisations
- piloted a web-based management assessment system. The system will ensure the delivery of accessible, high quality information, enhanced decision-making and better flow of communication to Department partners, the legal profession, co-regulators and interstate regulators, and will go live 2013–14.

### Statement of Performance

Name: Ian Knight  
 Position: Crown Solicitor  
 Senior Executive Service: Level 6  
 Total remuneration package: \$328,650  
 Contract period: 2009 to 2014

#### Major achievements include:

Ian Knight, as Crown Solicitor, chairs the Executive Committee of the Crown Solicitor's Office (CSO), is responsible for the legal work performed on his behalf in the CSO and leads the Government and Commercial Law Practice Group. During the year, he served as a member of the Department's Executive Committee.

In 2012–13, the CSO successfully delivered against the Business Plan in terms of expenditure, achieving an operating surplus of approximately \$1.72 million. The CSO's survey results showed that 84 per cent of clients rated the CSO's overall performance as above average or excellent. Although the Crown Solicitor enjoyed significant success in tendering for legal work open to competition (untied), an increase in total revenue for untied work was not achieved in the financial year.

## Appendix 28 (cont'd)

In 2012–13, the CSO continued to assist a review of its operations established by the NSW Legal Services Review.

Projects driven by the Crown Solicitor during the year included improving staff capabilities in applying a project management approach to managing legal matters and aligning the participation of senior solicitor supervisors in legal work with the expectations of clients.

The Crown Solicitor prepared or supervised numerous legal advices to the government, government agencies and independent statutory office holders on a range of important issues.

The Crown Solicitor also provided assistance to the Special Commission of Inquiry concerning the investigation of certain child sexual abuse allegations in the Hunter region.

The Crown Solicitor attended the Australasian Crown Solicitors' Conference in Darwin.

## Statement of Performance

Name:	Imelda Dodds
Position:	CEO, NSW Trustee and Guardian
Senior Executive Service:	Level 5
Total remuneration package:	\$292,450
Contract period:	2010 to 2015

Ms Imelda Dodds is responsible for the management and performance of the NSW Trustee and Guardian (NSWTAG).

### Major achievements include:

Ms Dodds provided leadership to the NSWTAG through its fourth year of operation as an organisation.

Ms Dodds successfully achieved the following key activities and milestones:

- completed the preliminary phase of the new client data management system project
- new office opened at Wagga Wagga to improve access to services for the south west region of the state
- participated in the Assisted Decision-making project with the Office of the Public Guardian and Ageing Disability and Homecare
- a new Client Consultation Framework for direct financial management clients piloted to improve the quality of decisions and consider the impact on all areas of clients' lives
- refurbished offices in Broken Hill, Bankstown and Port Macquarie to prepare for dual service delivery
- sponsored the development of an Aboriginal Wills Handbook, written by Professor Prue Vines which provides templates and guidelines on drafting wills to reflect imperatives for Aboriginal people
- actively promoted NSWTAG and the need for pre-planning instruments in the key campaigns of Good Will Week, Seniors Week and Law Week.

Ms Dodds represented the Department on the NSW Government Working Party on the NSW Ageing Strategy and NSW Government Working Party on Boarding House Reform.

Ms Dodds chairs the interagency forum Planning for Later Life. Through the Planning for Later Life Forum, NSWTAG has maintained their leadership in the Planning Ahead Tools website.

## Appendix 28 (cont'd)

### Statement of Performance

Name:	Michael Talbot
Position:	Assistant Director General, Courts and Tribunal Services
Senior Executive Service:	Level 5
Total remuneration package:	\$292,450
Contract period:	2007 to 2015

Mr Michael Talbot is responsible for the management and performance of courts and tribunals in NSW which achieved good performance against national benchmarks, with Local, Children's and District courts leading the nation in timely finalisation of criminal matters.

#### Major achievements include:

During 2012–13, Mr Talbot led a series of reforms to further improve the efficiency of and access to the justice system.

These reforms include the following:

- establishment of a second metro Sydney drug court
- completion of a major stage of the Legal eServices project, designed to provide online access to court processes to the legal profession and citizens
- commencement of the Joined Up Justice: Police project, which will enhance the electronic exchange of data and to reform of business processes to improve the efficiency, timelines and accuracy of the criminal justice system
- extended operation of the NSW Courts Call Centre, which manages over 50,000 calls per month
- a number of reviews to improve business processes that operate across various justice sector agencies.

Mr Talbot has also overseen and supported:

- implementation of Multi-Court Remote Monitoring at the Sydney West Trial Court
- upgrade of the Jury Management System, which will streamline a number of traditional manual and paper-based processes, while also meeting legislative and technical requirements
- expansion of Alternative Dispute Resolution and mediation in the justice sector.

Mr Talbot has played a key role in supporting the Department's Indigenous employment program. He has contributed to the strategic direction of the Department – in particular to developing digital service channel strategies – and in broader programs of reform aimed at developing teamwork, ethical standards, diversity and the health and safety of our people.



## Appendix 29: Research

### NSW Bureau of Crime Statistics and Research

Subject	Description
CREDIT Program	Does CREDIT reduce the risk of re-offending? Intensive correction orders vs. other penalties: offender profiles
Drug driving	Penalties and reconviction risk among offenders convicted of drug driving
Youth Justice Conferencing versus the Children's Court	A comparison of cost effectiveness
NSW prison population	Why is the NSW prison population falling?
Blacktown Traffic Offender Program	Risk of reconviction among offenders who commence the Blacktown Traffic Offender Program
Criminal offences involving firearms	Criminal offences involving firearms in New South Wales, 1995–2011
Public Confidence in the NSW Criminal Justice System	2012 update
Court alternatives for young persons in NSW	Police use of court alternatives for young persons in NSW
The impact of the <i>NSW Young Offenders Act</i>	The impact of the <i>NSW Young Offenders Act (1997)</i> on the likelihood of a custodial order
Temporal trends and characteristics of intimidation	Change in the characteristics of intimidation and investigation into whether the characteristics of intimidation related to domestic violence have changed over time
Non-fatal shootings in NSW	Research report analysing the pattern of non-fatal shootings in NSW including trends, spatial distribution and other characteristics
Long-term trends in property	An update of long-term trends in property and violent crime in NSW: 1990–2012
Violence against women	A longitudinal analysis on the association between personal stress, financial stress, social support and women's experiences of physical violence
Sentencing outcomes	Sentencing outcomes for those assessed for intensive correction order suitability
NSW Recorded Crime Statistics 2012	NSW Recorded Crime Statistics 2012
NSW Criminal Courts Statistics 2012	NSW Criminal Courts Statistics 2012
NSW Recorded Crime Statistics	June 2012 quarterly report
NSW Recorded Crime Statistics	March 2013 quarterly report
NSW Recorded Crime Statistics	September 2012 quarterly report
NSW Residential Break and Enter Offender Research	Methods of target selection and implications for policy
Crime prevention and local government	Effective crime prevention interventions for implementation by local government. AIC Reports, Research and Public Policy Series 120

### Crime Prevention

Subject	Description
NSW Residential Break and Enter	Offender Research: Methods of target selection and implications for policy Methods of target selection and implications for policy
Card Fraud in NSW	A survey of findings
Copper Theft in NSW	A survey of findings
Public Housing	Public Housing and Crime Prevention
Forum Sentencing	The Process and Dynamics of Restorative Justice: Research on Forum Sentencing

## Appendix 29 (cont'd)

### Juvenile Justice NSW

Subject	Description
The stages of psychosis in the prison population	This study is being undertaken by A/Professor Kimberlie Dean University of New South Wales. The aim of this project is to establish the prevalence of ultra high risk, first episode psychosis and established psychosis within the population of incarcerated young people. The study will examine the relationship between different stages of psychosis and offending.
Evaluation of the Bail Assistance Line	This study is being undertaken by Associate Professor Thomas Crofts, University of Sydney. The aim of the study is to ascertain if the Bail Assistance Line has achieved the objectives for which it was created. Findings from the project should inform decisions regarding expansion or alternative models of delivery for the Bail Assistance Line.
Exploring the subjectivities of the transitions between offending and desistance	This study is being undertaken by AncaStanculescu, PhD Student University of Western Sydney. The aim of the study is to explore the transitional stage between desistance and offending. The project will explore prospective strategies to sustain desistance within the Australia context.
Assessment of Empathy in Young Offenders and Reporting to Court	This study is being undertaken by Masters student Anneliese Cooney with Macquarie University. The study aims to explore the knowledge that Juvenile Justice officers (JJO) hold regarding empathy in young offenders. The study also examines the JJO understanding of the purpose and necessity of assessing and reporting empathy in background reports.
Oral Language Skills in Incarcerated Young Offenders	This study is being undertaken by Dr Pamela Snow of Monash University. The study aims to describe the incidence and profile of oral language impairment in incarcerated young people. The study also aims to describe the incidence and profile in two specific groups, that is, incarcerated indigenous young male offenders and incarcerated young female offenders.
Treasury Evaluation of FACS Community Justice Program (CJP)	This study is being undertaken by AniaWilczynski, NSW Treasury. The project will evaluate process, outcome and cost benefits of the CJP. The outcome evaluation will be to identify if participation in CJP has resulted in lower rates of re-offending, and lower rates of harm to participants and others.
Residential Break and Enter	This project is being undertaken by the Department of Attorney General and Justice. The study will provide a report to the NSW Residential Break and Enter Working Group with recommendations on preventing residential break and enter offences. The project aims to confirm previous market research regarding stolen goods, and to identify deterrents and attractors for the offenders in choosing targets.
Young People Exiting Juvenile Justice Custody – homelessness evaluation	This project was undertaken by Westwood Spice as part of an extended evaluation of support provided under the NSW Homelessness Action Plan for people exiting institutions. The study aims to assess the effectiveness of the program in reducing homelessness for young people on the North Coast, exiting Juvenile Justice Centres.
A case study of the life and learning outcomes of ACMF's music program	This project is being conducted by Professor Barrett from University of Queensland, to evaluate the ACMF Music program. The project also seeks to: identify extra-musical outcomes of participation, explore positive impacts of the program, and determine the degree to which participation in the ACMF music program can influence recidivism rates in juvenile offender populations.

## Appendix 29 (cont'd)

Subject	Description
Detainee Behaviour Intervention Framework (DBIF) Evaluation	This project was undertaken by Ann Dadich from the University of Western Sydney. The first phase of the project aims to understand the organisational contexts in which the DBIF is implemented. Overall, the entire project will seek to understand the elements of the DBIF that effectively contribute to better management of detainees.
Stand as One – SHINE for kids mentoring	Dr Danielle Tracey from the University of Western Sydney is evaluating the effectiveness of the SHINE for Kids Stand as One mentoring program. The project also seeks to understand the experience of young people and mentors involved in the program through the transition from custody to community.
Case Management in NSW Juvenile Justice: Client Perspectives	This project is being conducted by PhD student, Shelley Turner, with Monash University. The research aims to examine and describe clients' understanding and experiences of case management in the Juvenile Justice system to contribute to and improve effective case management theory and practice.
Effective methods of challenging pro-criminal attitudes and behaviour of juvenile offenders	This project is being conducted by PhD student, Phillipa Evans, with Monash University. The project explores the specific skills workers employ in confronting anti-social attitudes in juvenile offenders in the context of a supervision relationship. This research will further explore which styles of challenging are more effective with different client groups.
Collaborative Family Work in Youth Justice: A model for reducing recidivism in young offenders	This project is being conducted by Dr Chris Trotter from Monash University. The project is evaluating the effects of collaborative family work (Act Now, Together Strong program) on juvenile offenders and their families.
An analysis of supervision skills used by Juvenile Justice workers	Dr Chris Trotter from Monash University is evaluating the use of pro-social modelling techniques by Juvenile Justice officers and counsellors during supervision sessions with young people serving community-based orders.
Key Pathways into sexual offending	The aims of the study are to identify the key pathways into offending for a subset of conduct disordered children and adolescents who sexually offend. Dr Gathercole has been unable to identify any other studies of this type for adolescents in Australia.

## Appendix 30: Websites

Administrative Decisions Tribunal <a href="http://www.adt.lawlink.nsw.gov.au">www.adt.lawlink.nsw.gov.au</a>	Information and Privacy Commission <a href="http://www.ipc.nsw.gov.au">www.ipc.nsw.gov.au</a>
Anti-Discrimination Board <a href="http://www.antidiscrimination.lawlink.nsw.gov.au">www.antidiscrimination.lawlink.nsw.gov.au</a>	Justice Legal <a href="http://www.lsb.lawlink.nsw.gov.au">www.lsb.lawlink.nsw.gov.au</a>
Bureau of Crime Statistics and Research <a href="http://www.bocsar.nsw.gov.au">www.bocsar.nsw.gov.au</a>	Justice of the peace <a href="http://www.jp.nsw.gov.au">www.jp.nsw.gov.au</a>
Department of Attorney General and Justice – corporate website <a href="http://www.agd.nsw.gov.au">www.agd.nsw.gov.au</a>	Juvenile Justice NSW <a href="http://www.djj.nsw.gov.au">www.djj.nsw.gov.au</a>
NSW Caselaw <a href="http://www.caselaw.nsw.gov.au">www.caselaw.nsw.gov.au</a>	Land and Environmental Court <a href="http://www.lec.lawlink.nsw.gov.au">www.lec.lawlink.nsw.gov.au</a>
Children's Court <a href="http://www.childrenscourt.lawlink.nsw.gov.au">www.childrenscourt.lawlink.nsw.gov.au</a>	LawAccess NSW <a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a>
Community Justice Centres <a href="http://www.cjc.nsw.gov.au/">www.cjc.nsw.gov.au/</a>	Law Assist <a href="http://www.lawassist.lawaccess.nsw.gov.au">www.lawassist.lawaccess.nsw.gov.au</a>
Community Relations Unit <a href="http://www.communityrelations.lawlink.nsw.gov.au">www.communityrelations.lawlink.nsw.gov.au</a>	Law Courts Library <a href="http://www.lawcourtslibrary.lawlink.nsw.gov.au">www.lawcourtslibrary.lawlink.nsw.gov.au</a>
Coroner's Court <a href="http://www.coroners.lawlink.nsw.gov.au">www.coroners.lawlink.nsw.gov.au</a>	Law Reform Commission <a href="http://www.lawreform.lawlink.nsw.gov.au">www.lawreform.lawlink.nsw.gov.au</a>
Corrective Services NSW <a href="http://www.correctiveservices.nsw.gov.au">www.correctiveservices.nsw.gov.au</a>	Legal Profession Admission Board <a href="http://www.lpab.lawlink.nsw.gov.au">www.lpab.lawlink.nsw.gov.au</a>
Court and Tribunal Services <a href="http://www.courts.lawlink.nsw.gov.au">www.courts.lawlink.nsw.gov.au</a>	Law Prompt <a href="http://www.lawprompt.lawaccess.nsw.gov.au">www.lawprompt.lawaccess.nsw.gov.au</a>
Copyright Unit <a href="http://www.lawlink.nsw.gov.au">www.lawlink.nsw.gov.au</a> (select Lawlink Agencies from the menu)	Legal Representation Office <a href="http://www.lro.lawlink.nsw.gov.au">www.lro.lawlink.nsw.gov.au</a>
Crime Prevention Division <a href="http://www.crimeprevention.nsw.gov.au">www.crimeprevention.nsw.gov.au</a>	Legal Services Coordination <a href="http://www.lsc.lawlink.nsw.gov.au">www.lsc.lawlink.nsw.gov.au</a>
Crown Solicitors office <a href="http://www.cso.nsw.gov.au">www.cso.nsw.gov.au</a>	Legislation Policy and Criminal Law Review Division <a href="http://www.lpclrd.lawlink.nsw.gov.au">www.lpclrd.lawlink.nsw.gov.au</a>
District Court <a href="http://www.districtcourt.lawlink.nsw.gov.au">www.districtcourt.lawlink.nsw.gov.au</a>	Local Court <a href="http://www.localcourt.lawlink.nsw.gov.au">www.localcourt.lawlink.nsw.gov.au</a>
Diversity Services <a href="http://www.diversityservices.lawlink.nsw.gov.au">www.diversityservices.lawlink.nsw.gov.au</a>	Magistrates Early Referral into Treatment Program (MERIT) <a href="http://www.merit.lawlink.nsw.gov.au">www.merit.lawlink.nsw.gov.au</a>
DNA Review Panel <a href="http://www.dnarp.lawlink.nsw.gov.au">www.dnarp.lawlink.nsw.gov.au</a>	NSW Trustee and Guardian <a href="http://www.tag.nsw.gov.au">www.tag.nsw.gov.au</a>
Drug Court <a href="http://www.drugcourt.lawlink.nsw.gov.au">www.drugcourt.lawlink.nsw.gov.au</a>	NSW Civil and Administrative Tribunal <a href="http://www.tribunals.lawlink.nsw.gov.au">www.tribunals.lawlink.nsw.gov.au</a>
Dust Diseases Tribunal <a href="http://www.dustdiseasestribunal.lawlink.nsw.gov.au">www.dustdiseasestribunal.lawlink.nsw.gov.au</a>	Office of the Legal Services Commissioner <a href="http://www.olsc.nsw.gov.au">www.olsc.nsw.gov.au</a>
Domestic Violence programs <a href="http://www.domesticviolence.lawlink.nsw.gov.au">www.domesticviolence.lawlink.nsw.gov.au</a>	Online Registry <a href="http://www.onlineregistry.lawlink.nsw.gov.au">www.onlineregistry.lawlink.nsw.gov.au</a>
Family and Friends of Missing Persons Unit <a href="http://www.missingpersons.lawlink.nsw.gov.au">www.missingpersons.lawlink.nsw.gov.au</a>	Professional Standards Council <a href="http://www.psc.gov.au">www.psc.gov.au</a>
Forum Sentencing <a href="http://www.lawlink.nsw.gov.au/forum_sentencing">www.lawlink.nsw.gov.au/forum_sentencing</a>	Public Defenders Office <a href="http://www.publicdefenders.lawlink.nsw.gov.au">www.publicdefenders.lawlink.nsw.gov.au</a>
Guardians Ad Litem (GALs) <a href="http://www.gal.nsw.gov.au">www.gal.nsw.gov.au</a>	Public Guardian <a href="http://www.publicguardian.lawlink.nsw.gov.au">www.publicguardian.lawlink.nsw.gov.au</a>
Guardianship Tribunal <a href="http://www.gt.nsw.gov.au">www.gt.nsw.gov.au</a>	Registry of Births Deaths and Marriages <a href="http://www.bdm.nsw.gov.au">www.bdm.nsw.gov.au</a>

## Appendix 30 (cont'd)

Help for victims of sexual assault <a href="http://www.sexualassault.nsw.gov.au">www.sexualassault.nsw.gov.au</a>	Sentencing Council of NSW <a href="http://www.sentencingcouncil.lawlink.nsw.gov.au">www.sentencingcouncil.lawlink.nsw.gov.au</a>
Industrial Relations Commission <a href="http://www.lawlink.nsw.gov.au/irc">www.lawlink.nsw.gov.au/irc</a>	Special Commission of Inquiry into Electricity Transactions <a href="http://www.sciet.lawlink.nsw.gov.au">www.sciet.lawlink.nsw.gov.au</a>
Special Commission of Inquiry into matters relating to the Police investigation of certain child sexual abuse allegations in the Catholic Diocese of Maitland–Newcastle <a href="http://www.lawlink.nsw.gov.au/lawlink/Special_Projects/Il_splprojects.nsf/pages/sisa_index">www.lawlink.nsw.gov.au/lawlink/Special_Projects/Il_splprojects.nsf/pages/sisa_index</a>	Supreme Court <a href="http://www.supremecourt.lawlink.nsw.gov.au">www.supremecourt.lawlink.nsw.gov.au</a>
Special Commission of Inquiry into Medical Research and Compensation Foundation <a href="http://www.mrcfinquiry.lawlink.nsw.gov.au">www.mrcfinquiry.lawlink.nsw.gov.au</a>	Uniform Civil Procedure Rules <a href="http://www.lawlink.nsw.gov.au/ucpr">www.lawlink.nsw.gov.au/ucpr</a>
Special Commission on Inquiry into Sydney Ferries <a href="http://www.ferriesinquiry.lawlink.nsw.gov.au">www.ferriesinquiry.lawlink.nsw.gov.au</a>	Victims of Crime Clearinghouse <a href="http://www.victimsclearinghouse.nsw.gov.au">www.victimsclearinghouse.nsw.gov.au</a>
Special Commission of Inquiry into the NSW Crime Commission <a href="http://www.scicc.lawlink.nsw.gov.au">www.scicc.lawlink.nsw.gov.au</a>	Victims Services <a href="http://www.lawlink.nsw.gov.au/vs">www.lawlink.nsw.gov.au/vs</a>
Standing Council on Law and Justice <a href="http://www.sclj.gov.au">www.sclj.gov.au</a>	Youth on Track <a href="http://www.youthontrack.lawlink.nsw.gov.au">www.youthontrack.lawlink.nsw.gov.au</a>

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Parramatta NSW 2150

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Website: [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)

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Sydney NSW 2001

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Monday to Friday

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services offered by individual business centres  
and justice services.

### Corrective Services NSW

Head Office  
Henry Deane Building  
20 Lee Street  
Sydney NSW 2000

Postal address  
GPO Box 31  
Sydney NSW 2001

Telephone 02 8346 1333  
Facsimile 02 8346 1205  
Website: [www.correctiveservices.nsw.gov.au](http://www.correctiveservices.nsw.gov.au)

Hours of operation  
8.30am–5.00pm  
Monday to Friday

### Juvenile Justice NSW

Street address  
477 Pitt Street  
Sydney NSW 2000

Postal address  
PO Box K399  
Haymarket NSW 1240

Telephone 02 9219 9400  
Facsimile 02 9219 9500

Website: [www.djj.nsw.gov.au](http://www.djj.nsw.gov.au)  
Email: [juvenilejustice@djj.nsw.gov.au](mailto:juvenilejustice@djj.nsw.gov.au)

Hours of operation  
8.30am–5.00pm  
Monday to Friday

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