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Appendices

Appendix 1: Accounts Payment Performance

Attorney General's Division

Quarter	Total Accounts Paid on Time			Total Amount Paid
	Target %	Actual %	\$000	\$000
	September 2010	100.00	99.72	107,358
December 2010	100.00	98.96	96,515	97,529
March 2011	100.00	98.48	129,145	131,138
June 2011	100.00	99.66	142,137	142,616
Aggregate	100.00	99.21	475,155	478,944

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 continually monitors its payment performance to minimise processing delays and ensure prompt payment to creditors by the:

- i) Completion and review of comprehensive quarterly payment performance reports submitted by Business Centres to identify any procedural or recurring issues
- ii) Continued increased use of electronic funds transfer as the preferred method of paying creditors.
- iii) Payment of major suppliers by way of consolidated billing, e.g. Australia Post, Corporate Express and electricity suppliers
- iv) Continued consolidation of processing and payment functions in line with corporate services reform strategies.

The comprehensive quarterly payment performance reports, which are reviewed by Senior Management, identify any recurring issues and recommend appropriate action to improve performance and compliance with Treasury guidelines.

There were no instances of penalty interest for late payment during the year ended 30 June 2011.

Creditors Aged Ledger – Year ended 30 June 2011

Quarter	Current (ie within due date)	Between 30 and 60 days overdue	Between 60 and 90 days overdue	More than 90 days overdue
	\$000	\$000	\$000	\$000
September 2010	0	(24)	(20)	8
December 2010	0	(29)	0	6
March 2011	0	0	0	2
June 2011	0	0	0	1

Appendix 1: Accounts Payment Performance (continued)

Corrective Services NSW

Aged analysis at the end of each quarter

Quarter	Current (ie within due date)	Less than 30 days overdue	Between 30 and 60 days overdue	Between 60 and 90 days overdue	More than 90 days overdue
	\$000	\$000	\$000	\$000	\$000
September 2010	9,028	2,555	2,527	12,610	24
December 2010	13,272	6,709	6,577	6,101	13,059
March 2011	12,676	4,376	4,816	10,137	7,009
June 2011	18,467	2,430	1,563	1,210	2,524

Accounts paid on time within each quarter

Quarter	Total Accounts Paid on Time			Total Amount Paid
	Target %	Actual %	\$000	\$000
September 2010	80	71.8	98,836	137,653
December 2010	80	62.2	57,271	92,061
March 2011	80	46.0	51,046	111,011

Percentage 'Paid on Time' should in effect be 76% should payments to Department of Finance and Services not have been delayed due to cashflow.

Juvenile Justice NSW

Accounts paid on time within each quarter

Quarter	Total Accounts Paid on Time			Total Amount Paid
	Target %	Actual %	\$000	\$000
September 2010	95	87	16,015	18,412
December 2010	95	80	22,125	27,652
March 2011	95	88	21,486	24,533
June 2011	95	90	42,064	46,575

Aged analysis at end of each quarter

Quarter	Current (ie within due date)	More than 30 days overdue	Between 30 and 60 days overdue	Between 60 and 90 days overdue	Less than 90 days overdue	Total
	\$000	\$000	\$000	\$000	\$000	\$000
September 2010	16,015	1,435	667	170	124	18,412
December 2010	22,125	3,430	1,190	751	157	27,652
March 2011	21,486	1,539	739	439	330	24,533
June 2011	42,064	2,486	1,493	346	186	46,575

Appendices

Appendix 2: Consultants

Consultant expenditure over \$50,000

Details of business centre, consultant and project description	Consultancy category	Expenditure 1 July 2010 – 30 June 2011
Attorney General's Division		
Crime Prevention and Community Programs – Judicial Commission of NSW – Forum Sentencing Program Database	Management Services	\$90,750
Total expenditure for consultants over \$50,000		\$90,750
Corrective Services NSW		
NDY Management Pty Ltd	VHS conferencing	\$62,800
Safetyworks Group Pty Ltd	Occupational Health and Safety audits	\$67,529
Richard Paul Irving	Industrial Relations consultancy	\$105,421
Total expenditure for consultants over \$50,000		\$235,750
Juvenile Justice NSW		
Nil return		

Consultant Expenditure under \$50,000

Consultancy category	Expenditure 1 July 2010 –30 June 2011
Attorney General's Division	
Organisational Review	\$90,750
Management Services	\$424,102
Training	\$102,660
Information Technology	\$31,031
Finance and Accounts	\$70,763
Legal	\$27,280
OH&S	\$3,412
Environment	\$22,110
Engineering	\$2,310
Total expenditure for consultants under \$50,000	\$737,106

Appendix 2: Consultants (continued)

Consultant Expenditure under \$50,000 (continued)

Consultancy category	Expenditure 1 July 2010 –30 June 2011
Corrective Services NSW	
Clinical Services	\$32,116
Human Resources	\$17,293
Information Technology	\$5,800
Legal Services	\$40,599
Management Services	\$70,609
OH & Safety Audit	\$19,490
Organisational review	\$31,861
Risk Assessments	\$34,819
Training	\$27,241
Total expenditure for consultants under \$50,000	\$279,832
Juvenile Justice NSW	
Organisational review – 4	\$93,450
Total expenditure for consultants under \$50,000	\$93,450

Appendices

Appendix 3: Consumer Response

Attorney General's Division

Complaint handling systems are an important element of providing quality customer service and identifying areas needing improvement. The Department'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. To accompany the review and expansion of this policy, in 2010/11 a new complaint handling course was developed for departmental staff. In addition, a new departmental online client feedback form was developed and launched in early 2011 to make it easier for clients to submit feedback about the Department's services.

Complaints are dealt with in the first instance by the business centre involved. If clients are dissatisfied with the outcome, they may request a review by a more senior officer. The Community Relations Unit may conduct a further review, and also handles complaints made directly to the Attorney General and Director General. Information about the Department's approach to complaints and feedback can be found on web page <http://feedback.lawlink.nsw.gov.au>

Complaints about the Department can be made directly to the business centre involved 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

Client 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 2010/11 in an effort to better meet client needs.

ADR Directorate and Community Justice Centres

- Instituted a fortnightly newsletter for mediators to discuss current issues, including issues that have arisen in complaints.
- At the end of 2010 all CJC mediators were required to be accredited under the National Mediator Accreditation System with a view to improving the standard of services provided to clients.

Community Justice Centres are also in the process of updating the Mediators' Manual and the updates include issues that have arisen in complaints.

Anti Discrimination Board

- Will be implementing a new telephone system to better serve clients
- Introduced e-lodgement of complaint forms, replacing the traditional mail and fax lodgement.

Asset Management Branch

- Developed a client service charter which will be implemented in the 2011/12 financial year.

Community Relations Unit

- Implemented an online credit card payment option for Justice of the Peace (JP) products.
- Re-designed the JP Certificate of Appointment, to improve client satisfaction.
- Obtained Attorney General's approval of revised *Guidelines on appointment of JPs: assessing eligibility and good character* to increase the Department's discretion to reappoint JPs in certain circumstances.
- Developed and published the first issue of *JP News*, an email newsletter reaching over 74,000 JPs, to improve access to information about their role and functions.

Dust Diseases Tribunal

- Updated precedent information in client letters, maintaining information consistency and standards.

Legal Services Branch

- Recruited and expanded the operation of the Guardian Ad Litem (GAL) Panel and increased the diversity of membership to provide improved services to regional NSW and to indigenous persons.

NSW Trustee and Guardian

- Reviewed and updated NSW TG policy and procedures relating to the management of complaints and other feedback in accordance with DJAG policy.
- Implemented a central complaints register to enhance the recording, analysis and reporting of complaints received.
- Amended policy and procedures relating to the management of property, benefits and communication with internal and external stakeholders.

Office of the Professional Standards Council

- Commenced development of a program to allow on-line application for professional standards schemes.
- Implemented an online application process for the Star Initiative Grants program.

Appendix 3: Consumer Response (continued)

Client improvements as a result of client complaints or suggestions

Public Guardian

- Facilitated staff training in conflict management.
- Promoted better communication and recording of recommendations to Regional Managers.

Registry of Births Deaths and Marriage

- Improved the information on the Registry website.
- Initiated a review of the contents of standard birth certificates.

Sheriffs Office

- Developed targeted training programs for staff with a focus on leadership and management practices and legislative authorities.
- Facilitated a restructure of senior management to drive service delivery and accountability.

Supreme Court

- Reviewed and revised counter operations and the staff rostering system significantly improving average waiting times.

NSW Ombudsman

- The NSW Ombudsman received 12 complaints about the Attorney General's Division in 2010/11. The majority of complaints related to court processes. Five complaints were wholly or in part outside the jurisdiction of the NSW Ombudsman, two complainants were referred back to the Division and the remainder was resolved with advice provided to the complainant.

Appendices

Appendix 3: Consumer Response (continued)

Client Complaints received by Business Centres 2010/11

Business Centre	Period	Service	Policy/ Procedure	Cost	Other	TOTAL	Operational Matters Processed
Administrative Decisions Tribunal	2010/11	1	2		20	23	993
ADR Directorate and Community Justice Centres	2010/11	20	5			25	5,270
Anti-Discrimination Board	2010/11	11	6	1		18	11,484
Asset Management Branch	2010/11	2			3	5	10,000
Registry of Births Deaths & Marriages Call Centre	2010/11	32	2		6	40	317,010
Bureau of Crime Statistics and Research	2010/11					0	736
Court Services (Local and District Court)	2010/11	70	64	14	14	162	416,108
Community Relations Unit	2010/11	13	1	1		15	83,683
Dust Diseases Tribunal	2010/11				1	1	357
Information Services Branch	2010/11	1			1	2	92,183
Land and Environment Court of NSW	2010/11	3		3	33	39	1,208
Law Access NSW	2010/11	35	1		17	53	197,653
Legal Services Branch	2010/11					0	2,170
Legal Profession Admission Board	2010/11	1				1	12,386
Legal Representation Office	2010/11					0	130
NSW Industrial Relations Commission	2010/11	1				1	4,513
NSW State Coroners Office	2010/11	1			26	27	5,448
NSW Trustee and Guardian	2010/11	222	41	3	111	377	38,006
Office of the Legal Services Commissioner	2010/11					0	10,689
Public Guardian	2010/11	16	2		30	48	5,029
Office of the Professional Standards Councils	2010/11					0	58
Public Defenders Office	2010/11					0	907
Registry of Births Deaths and Marriages	2010/11	472	114	4	33	623	765,629
Reporting Services Branch	2010/11					0	32,385
Sheriffs Office	2010/11	36	9		12	57	436,336
Supreme Court	2010/11	15	3		1	19	40,443
Victims Services	2010/11	13			12	25	21,000

NB: The Departments introduction of new consistent protocols for the recording of complaints and feedback in January 2011, may be attributable to the increase in complaints recorded across some Business Centres.

Appendix 3: Consumer Response (continued)

Definition of Operational Matters

Finalised cases/matters filed

Files opened due to receipt of suitable referral

Complaints of discrimination, Enquiries, Training and Seminars

Maintenance requests received on buildings and for support in contracts and procurement, vehicles purchased and disposed of, capital works projects completed

Callers assisted

Requests for statistical information completed

Total lodgements for crime and civil as reported in the 2011 Report on Government Services report for District Court, Local Court and Children's Court. (See also separate entry for Sheriffs)

Department, JP & Ministerial correspondence (5,672), Finalised JP appointment & reappointments (37,848), JP phone/email enquiries/responses (20,891), other JP transactions (6,691)

Matters (Claims) lodged

ISB Service requests (9268), Total switchboard incoming calls (82,915)

New proceedings lodged

Callers assisted

Applications & correspondence regarding exercise of Attorney statutory or common law powers and powers by DG, GIPA applications, litigation matters, MHRT matters

Includes applications, registrations, enrolments and appointments, and admission of lawyers

New client files opened

Matters filed

Deaths reported to the Coroner

11,269 New Wills and Powers of Attorney drafted; 13,767 estates under admin, trusts and power of attorney/ 12,970 clients under management.

Correspondence matters and phone enquiries

2,560 total number of clients managed; 2,459 requests for Information, Community Education Sessions and Private Guardians Support.

Schemes operating and scheme applications being prepared/processed under professional standards legislation. Processing of applications for grants program

Serious criminal cases briefed

All applications received and events registered

Orders for transcripts received and fulfilled

Jurors summoned (198,285), Notices of inclusion (164,368), Service and enforcement matters (73,683).

NB Also 227,641 security hours provided

Total number of court proceedings filed (NB – includes estimate component re Court of Appeal filings)

Client applications

Appendices

Appendix 3: Consumer Response (continued)

Corrective Services NSW

Complaints resolution and complaints data

Corrective Services NSW encourages the resolution of complaints at the local level. Members of the public can direct their complaints to the relevant correctional centre, Community Offender Services district office or head office staff or management. Members of the public may also write to the Minister responsible for Corrective Services or the Commissioner of Corrective Services, and they may lodge complaints via the CSNSW website. Formal avenues through which inmates can make inquiries and/or raise complaints are set out in legislation and CSNSW policies and procedures.

While data is not centrally retained on complaints received locally, it is retained on complaints made by inmates to the Corrective Services Support Line (CSSL) and to Official Visitors appointed by the Minister responsible for Corrective Services. Data also is 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.

Regular reports on the number and types of complaints received were provided to the CSNSW Board of Management and Inspectorate Branch. Complaints about visits were referred to the CSNSW Children and Families of Offenders Steering Committee and informed the work of that Committee.

As a result of complaints received, a number of operational policies were reviewed and where appropriate amended.

Minister and Commissioner

In 2010/11, the Minister and Commissioner received 234 written complaints, largely concerning inmate visits, placement, parole/release, property and unfair treatment. The number and types of complaints received was comparable with the previous year.

Corrective Services Support Line

In 2010/11, the CSSL answered 5,730 telephone calls from inmates in correctional centres, an increase of 19 percent on 2009/10. Of these, 1,776 (30 percent) were recorded as complaints, largely concerning inmate property, medical issues, placement, unfair treatment, and occupational health and safety issues.

Official Visitors

In 2010/11, Official Visitors made 1,421 visits to 46 correctional facilities, with inmates raising 5,871 matters that were recorded as complaints, around 500 more matters than in 2009/10. The categories of complaint most often raised were medical issues, property, food, correctional centre routine, and buy-ups.

NSW Ombudsman

In 2010/11, the NSW Ombudsman wrote to the Commissioner of Corrective Services on 160 occasions concerning 102 separate matters, 52 fewer matters than in 2009/10.

Of the 102 matters, four were under section 16 of the *Ombudsman's Act 1994* (Notice of Formal Investigation); 85 were pursuant to section 13AA of the *Ombudsman's Act 1994* (preliminary investigations); and 13 'other' matters which were inquiries or requests (outside of section 13AA).

The section 16 matters were investigations:

- regarding the administration of segregated custody within CSNSW;
- regarding the Behaviour Management Program at Kariiong Juvenile Correctional Centre to which CSNSW has responded to in detail;
- concerning complaints made by an inmate at the High Risk Management Correctional Centre;
- regarding a use-of-force at Goulburn Correctional Centre resulting in an investigation still ongoing at 30 June 2011.

CSNSW has not been advised of any findings and recommendations arising from the other two investigations.

Of the section 13AA matters the highest categories concerned:

Inmate property	32
Use of force/assault	13
Treatment and care	11

The 13 'other' matters included:

Access to information (under the <i>Government Information (Public Access) Act 2009</i>)	2
Review of legislation	3
Reviewable child death	1

At 30 June 2011, of the 85 matters under section 13AA, 13 matters had not been finalised by CSNSW, and CSNSW had not received a final response from the Ombudsman in regard to 12 matters. Note: the Ombudsman does not provide a final response for all matters.

Of the remaining 60 matters, the NSW Ombudsman indicated that 32 required no further action and 28 required CSNSW to respond directly to the complainant. The NSW Ombudsman also made recommendations or suggestions in regard to six of these matters.

Appendix 3: Consumer Response (continued)

Juvenile Justice

Community consultation and client feedback

Juvenile Justice places strong emphasis on community consultation in developing its policies and programs. We consult 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 youth justice conference 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. 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.

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 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 to notify and report to the 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 Office of the Ombudsman.

The Ombudsman also provides reports to Juvenile Justice on the complaints received from clients.

Complaints

In 2010/11, there were a total of 89 complaints received by Juvenile Justice.

Sixty five per cent of these complaints were made directly by a Juvenile Justice client. Fifteen per cent were made by a client's family member or carer. The remainder consisted of complaints made by staff members, other people or agencies on behalf of a client, or were made or investigated by the NSW Ombudsman.

Eight per cent of these complaints were resolved within 48 hours. Sixty six per cent were resolved within three weeks.

Nature of complaints	Number of complaints	Percentage %
Complaint against staff	57	64
Complaint about food/diet in centres	2	2
Complaint against rules/point system in centres	7	8
Complaint about medical care	8	9
Complaint about transfer between centres	1	1
Complaint about appointments and interviews	1	1
Complaint about confidentiality/privacy	2	2
Complaint about police	3	4
Other (including property, school attendance, supervisor support, background report, complaint referred to PCU)	8	9
Total	89	100

Appendices

Appendix 4: Credit Card Certification

In accordance with the Treasurer's Direction 205.01, it is hereby certified that the use of corporate credit cards, which has been restricted to senior officers, has been in accordance with Premier's Memoranda and Treasurer's Directions.



Laurie Glanfield
Director General

Corrective Services NSW

In accordance with Treasurer's Directions 205.01 it is hereby certified that the use of credit cards, which is restricted, to senior officers, has been in accordance with Premier's Memoranda and Treasurer's Directions.



Ron Woodham
Commissioner

Juvenile Justice NSW

It is certified that credit card use by officers of Juvenile Justice was in accordance with government guidelines.



John Hubby
Chief Executive

Appendix 5: Disability 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
Access to services	
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. More than 60 clients with various and numerous disabilities were individually interviewed on their experiences when using our services from a disability access perspective. This document is now guiding our training of staff to improve service provision to people with disabilities.
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 Division's Flexible Service Delivery (FSD) Principles.	While the above survey demonstrated that many staff understand service provision requirements, the Flexible Service Delivery training program was updated and offered to several front line business centres such as Victim's Services, Sheriff's Officers, Community Relations Unit, and several courthouses. Examples of service provision are: <ul style="list-style-type: none"> • The Administrative Decisions Tribunal has a formal notification process for clients requiring reasonable adjustments. • TTYs are available at many court registries and business centre offices. • Legal Practitioners Board provides reasonable adjustments for people with disabilities when taking exams.
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 One Website transition. This has included revision of all content. It is actively promoted to staff through the induction training program.
Departmental staff are able to access specialist advice in order to obtain adaptive technology to meet client needs.	Portable infrared hearing assistance devices are made available to any person attending court hearings through a central booking system or at a local level in larger courthouses. The number of requests from the central booking centre has continued to increase by 16%. All refurbished courtrooms at the Supreme and District Courts are equipped with infrared hearing assistance devices to enable persons with hearing impairments to hear court proceedings.
Victim's Services provide accessible assistance to people with disabilities.	Flexible Service Delivery training was delivered to Victim's Services staff and learnings from the training has been applied to their service delivery strategies for people with disability.

Appendices

Appendix 5: Disability Plans (continued)

Level 1 – Universal/mainstream services

Outcome 1 – Service provision

Performance Indicators	Achievements
Staff Training	
All client service courses include practical components from the Flexible Service Delivery Training Program.	<p>Local Court staff attended workshops on serving people with intellectual disabilities.</p> <p>100% of the Administrative Decisions Tribunal registry has attended Flexible Service Delivery training.</p> <p>All LawAccess staff are provided Flexible Service Delivery training courses across the training spectrum with DJAG offer skills based training leading to the provision of Flexible Services Delivery:</p> <ul style="list-style-type: none"> • Induction: Workplace Ethics • Client Service: Manage High Risk Situations (working with clients who are affected by drugs and alcohol) • Client Service – Domestic Violence Awareness • Client-friendly Publications • Client Service Skills • Client Service – Working with People with Intellectual Disabilities • Aboriginal Cultural Awareness • Anti-discrimination Awareness Session • Performance Management – Performance Management and Diversity • Workplace Discrimination and Harassment – for Managers • Discrimination and Harassment – Legal Compliance
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 Flexible Service Delivery staff survey, originally administered in 2008 and re-issued in 2011.	Flexible Service Delivery training was offered to Victim's Services, Community Relations Unit, and several courts. The survey will be re-administered in late 2011.

Appendix 5: Disability Plans (continued)

Level 1 – Universal/mainstream services

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.	Extensive collaborative work is underway with the Ageing, Disability and Home Care's whole of government Senior Officers Group (SOG) on People with Intellectual Disabilities and the Criminal Justice System and the Department's implementation of the SOG's Services Policies and Protocols.
Officers preparing legislation develop it in such a way that it promotes non-discriminatory policy, language and practice.	Staff from the Legislation, Policy and Criminal Law Review Division attended an intense half-day workshop on disability issues and their implications on the development of policy and legislation in late June 2010. This work has led to numerous discussions around legislation and its implications for people with disabilities.
Court staff provide and promote an accessible court environment for people with disabilities.	Various courts and tribunals are providing an increased number of reasonable adjustments within courts.
There is an annual increase in the use of reasonable adjustments in courts as evidenced by JusticeLink.	Justicelink reasonable adjustment data will be available in 2011/12 as a baseline.
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.	The Capacity Toolkit is promoted through workshops and train the trainer programs to professional sectors and community members. Legal practitioners and health care professionals are more aware of capacity issues as evidenced by the numerous workshops run for the sector. The Toolkit's Factsheet has been translated into five community languages and is distributed at community events and workshops.

Appendices

Appendix 5: Disability Plans (continued)

Level 1 – Universal/mainstream services

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 W3C ¹ (AAA Level wherever possible) and Australian Human Rights Commission (AHRC) guidelines.	The Department's One Website project is designed to comply with W3C guidelines at the highest level possible. Consultations with the Disability Advisory Council and the Australian Human Rights Commission and successful user testing of these platforms have been conducted.
95% 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, txt or rtf).	Making our websites more accessible to people with a disability is a key consideration, particularly in navigation and content development, as we move forward with online access to court information (Justicelink Legal eServices project and One Website project)
Public information is provided in plain English, avoids jargon and uses a non-serif font at least 12 point.	The Department's updated Style Guide reinforces these access requirements as the Department's standard. The Administrative Decisions Tribunal provides information in plain English and can be provided in alternate formats.
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.	Communications Unit provides business centres advice on plain English and access issues. As needed the unit consults with Diversity Services for additional advice on materials for Aboriginal and multicultural customers with a disability.
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 Flexible Service Delivery survey in Dec 2011.	ACCESSlink provides advice on creating documents in alternative formats. Vision Australia workshops are promoted across the division and attended by relevant staff who prepare publications and web design.
An increase in the use of assistive hearing devices in Courts is tracked annually.	There was an increase of six requests for the portable infrared system over the year. These were couriered to courthouses across the state. There were several new infrared systems permanently installed or located within larger courthouses and they are used regularly.

1 World Wide Web Consortium.

Appendix 5: Disability Plans (continued)

Level 1 – Universal/mainstream services

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 Armidale Courthouse. All refurbishments are designed to comply with part 2 as far as practicable within existing building limitations. Major works include the John Maddison Tower, Sutherland, Queens Square and Taree. 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 like corridor widths and door swings.
Priorities for access improvements of existing buildings are identified and integrated into the Asset Management Branch's Access Improvement Program.	Access improvements have been completed at Lismore, Sutherland, Deniliquin, Toronto, Blacktown, Mt Druitt, Batemans Bay, Narromine, the Land and Environment Court and Queens Square.
A capital budget of at least \$250,000 per annum is expended on the Access Improvement Program.	More than \$800,000 was spent on access improvements in 2010/11 at the above projects. Deniliquin and Narromine were both specific projects to address access issues and these two projects were valued at \$250,000.
Disability infrastructure planning is reflected in Total Asset Management (TAM) plans.	In 2008, the Department conducted more than 125 audits to feed into forward TAM planning. As described above, all new facilities comply with building codes of the day, which include DDA and Australian Standard compliance requirements. This now also includes new Commonwealth legislation, which came into effect on 1 July 2011.
Information on courthouse access provisions will be available on LawLink by December 2010.	This project is behind schedule. Specific resources are being committed in the 2011/12 financial year in a joint project with Diversity Services to address this information gap.
Accessible jury facilities will be provided at all trial courts where juries regularly sit by December 2015.	A roll out plan is underway. In 2010/11, projects were completed at Lismore and commenced at Queens Square, Taree and Queanbeyan. Port Macquarie is being planned for the 2011/12 program along with improvements in the Downing Centre.
Annual reviews of Business Continuity Plans address issues for people with disabilities.	Disability access is integrated within Business Continuity Plans.

Appendices

Appendix 5: Disability Plans (continued)

Level 1 – Universal/mainstream services

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 of Justice and Attorney General acknowledged as a leader in the way we implement our Disability Strategic Plan.

Performance Indicators	Achievements
The Disability Advisory Council is satisfied with the Attorney General's Division's progress in implementing the Disability Strategic Plan (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 DJAG. In December 2010 the Council reviewed the Department's complaints procedures from a disability perspective and was very satisfied it was accessible.
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.	The Department's Staff with Disabilities Network are consulted regarding new human resources policies and procedures. The LawAccess NSW Customer Satisfaction Survey includes specific measures around people with disability related needs and carers.
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 in late 2010, In December 2010 the Council reviewed the Department's complaints procedures from a disability perspective and was very satisfied it was accessible. It was particularly pleased with the access provisions for people with vision impairment.
Good news stories from the DSP are promoted within the Attorney General's Division at least six times per annum in Agenda.	Agenda and InfoLink included 19 disability information and good news stories in 2010/11.
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 5: Disability Plans (continued)

Level 1 – Universal/mainstream services

Outcome 6 – Employment of people with disabilities

The percent of employment participation of people with a disability within the Attorney General's Division increases.

Performance Indicators	Achievements
An increase in the percentage of people with disabilities' employment rates by 20% by 2012 from 2007/08 Annual Report representation (from 6.3% for people with a disability and 1.9% for people with a disability requiring a workplace adjustment).	Strategy and targets were originally communicated to Business Centre Managers in February 2010. Data will be analysed from the 2010/11 Annual Workforce profile to determine if rates have increased. This information will be ready for analysis in approximately August/September 2011.
The new Recruitment of People with Disabilities and Reasonable Adjustment Policy and Guidelines are finalised and promoted by August 2010.	<p>Policy and guidelines approved in July 2010. Policy and guidelines also placed on InfoLink site. Policy and Guidelines promoted at International Day celebrations. There have been 11 formal applications for Reasonable Adjustment since the creation of the new guidelines.</p> <p>A survey of reasonable adjustments provided by managers was undertaken and a high level of adjustments was reported. These are often done informally at the local level. A high number of adjustments reported were equipment, changes to work arrangements and work area design.</p> <p>The Employing People with a Disability Guidelines were approved in May 2011 and communicated as a Department Circular in June 2011.</p>
5% of all participants of management and leadership programs are people with a disability.	Data as of May 2011 indicates that approximately 3.2% of all staff who have attended management/leadership programs in 2010/11 identified as having a disability. This is below the 4.94% of staff with disability and may be indicative of the distribution of staff with disability in the management feeder levels.
Disability Awareness Training is delivered twice a year.	<p>Three sessions of this program were delivered in 2010.</p> <p>There are five sessions scheduled to be delivered in 2011.</p>
85% of all staff with a disability have achievement and development plans.	Staff with a disability that have achievement plans are at the same level as all staff that have achievement plans. Managers are responsible for staff achievement planning
85% of all staff with a disability achieve five days development per year.	<p>Data as of May 2011 indicates that approximately 82% of all staff with a disability have been involved in some form of development for 2010/11. This is below the 94% recorded for all staff.</p> <p>The target is for all staff to achieve a minimum of 5 days development. Managers are responsible for developing training plans and achievement of development targets.</p>
Reduce turnover of people with a disability from 16% to below 14.4%, the same level as all other employees, by 2012.	2009/10 annual workforce data shows that 14 people with a disability separated, from a total of 228 existing employees with a disability. This indicates that the separation rate is approximately 6.14%, which is significantly lower than the 2007/08 figure of 16%. The turnover rate for people with a disability is lower than the turnover rate for all staff.

Appendices

Appendix 5: Disability Plans (continued)

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
Performance indicators are under consideration by justice sector agencies and will be reported on in 2011/12.	

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	
NSWTG Client newsletter will be reviewed by June 2010.	Completed and ongoing improvements to make the newsletter more readable for client base.
Enhancements to NSWTG client communication strategies identified and implemented by December 2010.	Completed and ongoing improvements to client communications.
Regional visits will be increased by 25% during 2010 pending full regionalisation of financial management services.	Underway.
Audit of disability access in all NSWTG offices completed by June 2010.	Completed.
Identified disability access upgrades completed by March 2011.	Physical access upgrades complete.
Review of complaints and complaints processes completed by December 2010.	Review complete and as anticipated the process and recording of complaints has resulted in the number of complaints registered rising.
Quarterly audits will be conducted of complaints and reviews of decision to ensure internal procedures are applied and any systemic issues identified and addressed.	Quarterly reports have commenced to the NSWTG Executive.

Appendix 5: Disability Plans (continued)

Level 3 – Disability specific services

Outcome 8 – Disability specific services

Performance Indicators	Achievements
Public Guardian	
A minimum of four community education sessions will be held specifically for culturally and linguistically diverse communities (CALD) communities raising awareness of disability and guardianship issues during the 2010/11 financial year.	<p>In late 2010 we translated Public Guardian <i>Answers</i> booklet into Traditional Chinese, available in print and on PG website.</p> <ul style="list-style-type: none"> In January 2011 we revised our series of CALD fact sheets on Enduring Guardianship, available in print and on our website. Seniors Week Project: promoting enduring guardianship in CALD communities March 2011 targeting Chinese, Italian and Greek populations. We conducted a CALD radio campaign. All Chinese newspaper and most Chinese radio stations wanted the material translated. SBS Radio and Chinese Radio 2AC accepted the scripts. One session to 45 Vietnamese community workers, in conjunction with Diversity Services. One session to Mandarin speaking Seniors, and one to Australian Chinese Community Association community care staff.
50% of publications will have been reviewed using plain language and accessibility guidelines by June 2010, with the remaining publications reviewed by June 2011.	<ul style="list-style-type: none"> The Public Guardian has reviewed and republished its series of fact sheets, the <i>Answers</i> booklet for clients, the <i>Information for Family and Friends</i> and the <i>Substitute Consent: What the Law Says</i> A5 booklets. The <i>Answers</i> A5 booklet for clients has been transcribed into audio format A poster and postcard has been produced to explain 'Person Responsible' Two Public Guardian communications staff have been trained in Easy Read for people with low literacy and are currently working on producing Easy Read publications. Gathered feedback from the Plain English Foundation regarding key reports and templates used by the Public Guardian. Please note that all staff will receive tailored plain language training by the Plain English Foundation in 2011/12.
The Public Guardian will publish the results of stakeholder consultation in the 2010/11 annual report.	<p>The Public Guardian was involved in a range of stakeholder consultations.</p> <p>In 2010 Michelle Browning from Public Guardian was awarded a Churchill Fellowship to investigate supported decision making as an emerging guardianship practice. This resulted in extensive consultation in Canada and the United Kingdom.</p> <p>In 2010/11 the Public Guardian consulted at both a national and state level about the issues surrounding the provision of mental health services.</p> <p>Consultation regarding Public Guardian submission to the NSW Law Reform Commission inquiry into people with cognitive and mental health impairments in the criminal justice system.</p> <p>The Public Guardian routinely consults people under guardianship and their families, friends and advocates.</p>
Feedback about the effectiveness of community education sessions in raising awareness about guardianship issues will be used to develop community education strategies in the 2010/11 financial year.	<p>74 community education sessions were conducted and evaluated in 2010/11. The evaluation of these sessions strongly indicated the audiences found the information provided was useful and delivered appropriately. The evaluation form used was revised, piloted and now currently used in our community education sessions.</p>

Appendices

Appendix 5: Disability Plans (continued)

Corrective Services NSW Disability Action Plan

In 2010/11, 1.8 percent of Corrective Services NSW employees were people with a disability requiring work-related adjustment, exceeding the NSW Public Sector target of 1.5 percent. CSNSW continued to develop inclusive and non-discriminatory human resources policies and programs. CSNSW has an Equity and Diversity Plan 2011–14, with strategies for improving employment and career development opportunities for people with a disability, including targeted recruitment activities and establishing a new staff support network for employees with a disability. In 2010/11, under the Ready, Willing and Able Program of the NSW Government, CSNSW worked with a number of disability employment agencies to provide employment opportunities for people with a disability requiring reasonable work-related adjustments. In addition, Brush Farm Corrective Services Academy continued to deliver the Disability Awareness one-day workshop to provide employees with the skills to work effectively with people with a disability. CSNSW also contributed to the Department of Attorney General and Justice Reasonable Adjustment Policy for employees with a disability, published in July 2010.

Juvenile Justice NSW Disability Action Plan

Juvenile Justice's Disability Action Plan 2007–11 is monitored annually to ensure that targets are achieved. In 2010/11, 100 percent of young offenders were screened by a Justice Health nurse within 24 hours of their coming into a juvenile justice centre. Those who are screened and require a referral to a counsellor achieve that within three days. The Annual Meeting of the Justice Disability Advisory Council was held in early June 2011. Among the items discussed was the outcome of the *2009 Young People in Custody Health Survey* which shows a high percentage of young offenders in custody with mental health issues in and an intellectual disability. This raises issues of delivering services that are appropriate to young offenders with this range of disabilities. Juvenile Justice will continue to work closely with the Ageing, Disability and Home Care to better identify and provide appropriate services to young people with disabilities. Annual sponsorship of the 'Don't DIS my ABILITY' campaign continued.

Appendix 6: Disclosure of Controlled Entities and Subsidiaries

The Department does not have any controlled entities or 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% of the net assets of Law Courts Limited.

Appendix 7: Employees by Category

The following table contains human resources information for the Department of Attorney General and Justice for 2010/11 and the former Department of Justice and Attorney General for 2009/10. Data for previous years can be found in each agency's annual report (Attorney General's Department, Department of Corrective Services, Department of Juvenile Justice).

Occupation Classification ¹	2009/10 ²	2010/11 ³
Managers	1,065.86	1169.93
Professionals	1,731.10	1999.57
Technicians and Trades Workers	478.44	530.38
Community and Personal Services Workers	3,771.61	4668.68
Clerical and Administrative Workers	3,637.25	3924.55
Sales Workers	12.40	13.60
Machinery Operators and Drivers	44.00	44.34
Labourers	3.83	16.10

1 Non-casual FTE at census period based on information provided in the Department of Premier and Cabinet's CEO Report.

2 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.

3 Data for 2010/11 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 2010/11 has been calculated manually as the CEO Report was not available at the time of printing.

The information below relates to Corrective Services NSW only.

Average Number of Employees by Category	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Custody of Inmates and Detainees						
Operational staff, correctional centres and courts	43,17.63	4,405.60	4,668.37	4,537.39	4,729.74	4,823.10
Those involved in the custody or care of inmates and periodic detainees. Includes Governors and all custodial staff, industries staff, court security and transport, inmate development, psychological services and welfare staff. <i>Includes casual Court Correctional Officers, teachers and sessional specialists.</i>						
Administrative, management and other staff	1,033.52	1,176.99	1,269.23	1,334.11	1,315.95	1,295.30
Includes all support staff in correctional centres, head office, regional offices, Corrective Services Industries and the Corrective Services Academy.						
Intensive Community Supervision						
Operational staff	36.85	25.92	13.68	6.53	43.00	101.20
Those involved in direct supervision of offenders sentenced to home detention.						
Administrative, management and other staff	10.00	7.73	3	16.71	25.01	33.40
All staff who are not involved in the direct supervision of offenders sentenced to home detention.						

Appendices

Appendix 7: Employees by Category (continued)

Average Number of Employees by Category	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Community Supervision						
Operational staff	578.87	633.27	652.92	781.87	740.66	724.50
Those involved in direct supervision of offenders, including probation and parole officers.						
Administrative, management and other staff	209.16	150.76	155.20	183.23	171.14	177.70
All staff who are not involved in the direct supervision of offenders, including all support staff in Community Offender Services head office and district offices.						
Total	6,186.03	6,400.27	6,762.41	6,859.84	7,025.5	7,155.20

Note: Staff numbers are shown as full-time equivalents (FTE). For example, two part-time clerical officers each working 17.5 hours per week equate to one full time clerical officer's award hours of 35 hours per week and are shown as 1.00 FTE.

Appendix 8: Exceptional Employee Salary Movements

There were no exceptional employee salary movements in the 2010/11 financial year. Employees of the Department are covered by the Crown Employees (Public Sector – Salaries 2008) Award. The Award provided for a 4% salary increase from the first full pay period on or after 1 July 2010, for the following classifications within the Department: Clerks; Court Officers; Parole Officers; Sheriff's Officers; Tipstaves; Clerical Officers; Departmental Professional Officers; Probation Officers; Librarians; Correctional Officers; Legal Officers; Sound Reporters; Senior Officers.

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 following the decision of the Commonwealth Remuneration Tribunal (CRT), which determines increases in remuneration for Federal Judges and Magistrates. In line with the decision of the CRT, the SOORT made a determination to increase the remuneration paid to all judicial officers by 4.1% on and from 1 October 2010.

The SOORT determined a general increase of 4% to Chief Executive Service and Senior Executive Service remuneration packages on and from 1 October 2010, based on satisfactory performance.

Appendix 9: Equal Employment Opportunity Report

Trends in the representation of EEO Groups¹

EEO Group	Benchmark or target	% of Total Staff ²	
		2010**	2011***
Women	50%	49%	49%
Aboriginal people & Torres Strait Islanders	2.6% ³	4%	4.8%
People whose first language was not English	19%	16%	15.7%
People with a disability	N/A ⁴	6%	6.2%
People with a disability requiring work-related adjustment ⁵	1.1% (2011) 1.3% (2012) 1.5% (2013)	1.8%	3.3%

Trends in the distribution of EEO Groups⁶

EEO Group	Benchmark or target	Distribution Index ⁷	
		2010**	2011***
Women	100	96	98
Aboriginal people & Torres Strait Islanders	100	94	92
People whose first language was not English	100	94	96
People with a disability	100	101	101
People with a disability requiring work-related adjustment	100	105	97

Note: Information for the above tables is provided by the Workforce Profile Unit, Public Sector Workforce Branch, Department of Premier and Cabinet.

** Data is for Department of Justice and Attorney General consisting of Attorney General's Division and Corrective Services NSW.

*** Data is for the Department of Attorney General and Justice consisting of the Attorney General's Division, Corrective Services NSW, Juvenile Justice NSW and the Guardianship Tribunal.

1 Based on staff numbers as at 30 June.

2 Excludes casual staff.

3 Minimum target by 2015.

4 Per cent employment levels are reported but a benchmark level has not been set.

5 Minimum annual incremental target.

6 A distribution index of 100 indicates that the centre of 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. An index more than 100 indicates that the EEO group is less concentrated at the lower salary levels.

7 Excludes casual staff.

Appendices

Appendix 9: Equal Employment Opportunity Report (continued)

Attorney General's Division

Throughout 2010/11, the Attorney General's Division has continued to successfully implement a range of EEO activities from the EEO Management Plan 2009-2012. They include:

1. Implementation of the Aboriginal and Torres Strait Islander Employment Strategy. Achievements include:
 - Employment of seven new school based trainees
 - Employment of two indigenous cadets
 - NAIDOC day celebrations across the Department
 - Implementation of a new Aboriginal Cultural Respect Program delivered across the Division
 - Promotion of Aboriginal employment opportunities through uniquely designed pamphlets
 - Support for and promotion of Aboriginal Staff Network activities
 - Increase in Aboriginal targeted positions across a range of Business Centres.
2. Implementation of the Disability Employment, Development & Retention Strategy. Achievements include:
 - Implementation of a Reasonable Adjustments Policy and Reasonable Adjustment Guidelines
 - Implementation of Employing People With A Disability Guidelines
 - Employment of students with a disability under the Stepping Into program
 - Successful International Day for Disability Celebrations at the Parramatta Justice Precinct
 - Continued growth of the Staff with a Disability Network, including an action plan for 2011
 - Disability Awareness training delivered a number of times in 2010/11.
3. Implementation of a range of initiatives for staff from a culturally and linguistically diverse background (CALD). Achievements include:
 - Development of revised Community Language Allowance Scheme Guidelines and promotion of the Community Language Allowance Scheme. There was an increase to 127 recipients.
 - Continued growth of Diversity Network, including the implementation of an action plan for 2011
 - Successful delivery of a development training session for staff from CALD background
 - Continued feedback provided from the Diversity Network to Human Resources on a range HR policy.
4. Implementing a range of initiatives for women. Achievements include:
 - Women's network action plan for 2011
 - 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.
5. The Division implemented a range of other EEO initiatives including:
 - Provision of quarterly EEO statistics to Business Centre Managers through workforce profiles
 - Greater analysis of EEO group responses in the exit survey report
 - Successful coordination of Equity and Diversity Alliance Day 2011 for all staff networks where 2011 action plans were developed and participants were provided with networking and personal development skills
 - Revised Vacation Care Policy
 - Respect Campaign 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.

Activities planned for 2011/12

The Division will continue to implement strategies under the EEO Management Plan including:

- Development and implementation of a new Aboriginal and Torres Strait Islander Employment Strategy
- Continued implementation of the Disability Employment, Development and Retention Strategy, including increasing disability employment representation
- Aim to achieve Ready Willing and Able employment strategy targets through targeted recruitment for people with a disability
- Increase collaboration of equity and diversity events with Corrective Services NSW and Juvenile Justice NSW and other agencies within the Attorney General and Justice cluster
- Staff survey to assess staff views on a range of management and human resource issues including employment opportunities and workplace respect

Appendix 9: Equal Employment Opportunity Report (continued)

- Continued support of staff networks to allow staff from diverse backgrounds to provide input into Departmental practices and workplace arrangements as well as providing a supportive network amongst members
- Continued facilitation and evaluation of leadership and management development programs specifically to address workforce diversity, equity and good working relationships
- Develop and promote a new youth network
- 2011 Respect Day events will be held in with the support of the Right to Dignity at Work Steering Committee, the Human Resources Branch and Communications Unit
- Continue to build on the success of the Equity and Diversity Alliance and facilitate action-planning sessions with each of the staff networks

Corrective Services NSW

In 2010/11, the Corrective Services NSW Equal Employment Opportunity (EEO) Policy and Guidelines was approved by the Board of Management and published. The new policy affirms the commitment of CSNSW to the principles of equity and diversity across all areas of employment, strengthens definitions of discrimination bullying and harassment, and outlines the rights and responsibilities of employees and managers. In April 2011, CSNSW also published its 'Transgender Employees – Managing Workplace Issues' and 'Aboriginal Cultural Protocols and Practices' policies. It also began a comprehensive review of policies and practices related to bullying, harassment and grievance management.

In 2010/11, 4.7 per cent of CSNSW employees were Aboriginal or Torres Strait Islanders, exceeding the NSW Public Sector target of 2.6 percent. In June 2011, CSNSW published its Aboriginal and Torres Strait Islander Employment and Career Strategy, to maintain and improve upon the existing recruitment and retention rates of Aboriginals and Torres Strait Islanders through targeted recruitment activities, career development actions and cross-cultural awareness training. CSNSW offered nine NSW Public Sector Indigenous Cadetships in the areas of psychology, teaching and probation and parole. A pilot mentoring program to support the cadets is currently underway and will be evaluated and adapted for roll-out to all Aboriginal and Torres Strait Islander employees. A targeted recruitment drive, in partnership with a local Aboriginal employment service, for the South Coast Correctional Centre at Nowra, resulted in the employment of 17 Aboriginal and Torres Strait Islander staff. A similar targeted recruitment drive has been completed for the planned re-opening of the Yetta Dhinnakkal facility at Brewarrina.

CSNSW continued to show its commitment to diversity and cultural inclusiveness by organising a number of well attended events to celebrate key cultural dates, such as Harmony Day, NAIDOC Week, International Women's Day and a very successful Breast Cancer Awareness fundraiser.

Major planned equal employment opportunity outcomes for 2011/12

In 2011/12, Corrective Services NSW will publish and implement its Equity and Diversity Plan 2011–2014, including a number of important new initiatives:

- establishing a management group to monitor progress of the plan and contribute to its implementation;
- establishing staff support networks for EEO groups;
- developing a mentoring program for Aboriginal and Torres Strait Islander employees;
- developing a Women's Employment and Career Strategy;
- building strategic partnerships with government and non-government organisations to promote employment opportunities for EEO groups;
- developing and implementing new policies and practices on bullying and harassment prevention.

Corrective Services NSW has introduced an Equity and Diversity Excellence Award to recognise the achievements of employees in promoting equity and diversity in the workplace.

A new web-based EEO Data Collection form will be launched to streamline and automate the process of collecting and recording EEO data. CSNSW will re-survey staff to capture any changes in circumstances, particularly in relation to disability. For the first time, additional questions regarding an employee's 'country of birth' and 'language first spoken as a child' will be included to identify cultural and linguistic diversity trends within CSNSW.

Other EEO initiatives will include:

- analysing workforce profile data to identify any emerging trends and differences for EEO groups in the areas of recruitment, separation and salary level;
- employ a number of people with a disability, under the Ready, Willing and Able Program, through strategic partnerships with disability employment agencies;
- considering reserving a number of its future JumpSTART cadetships for people with a disability and for Aboriginals and Torres Strait Islanders;
- reviewing career development, training and cultural awareness courses for equity and diversity content and continue to promote uptake by EEO groups.

Appendices

Appendix 9: Equal Employment Opportunity Report (continued)

Juvenile Justice NSW

Initiatives to eliminate discrimination in employment and promote equal employment opportunity

During 2010/11 the agency launched its revised Code of Conduct. The Code of Conduct promotes the agency's values of ethical and honest behaviour; professionalism and responsibility; fairness and equity; learning and innovation; and collaboration. The Code of Conduct forms the framework for standards of behaviour and links to, and is supported by, the agency's policies, procedures and guidelines.

Juvenile Justice also launched the *Aboriginal and Torres Strait Islander Recruitment and Retention Strategy 2011–2015*. The strategy articulates the objectives and actions required by the agency to achieve successes in the recruitment, development and retention of Aboriginal and Torres Strait Islander staff.

Five key objectives form the basis of the Strategy:

1. Recruit Aboriginal and Torres Strait Islander staff to fill designated Aboriginal and Torres Strait Islander Identified positions as well as Non-Identified positions in a timely manner.
2. Ensure that selection panels for all Identified positions are sensitive to the cultural needs of Aboriginal and Torres Strait Islander applicants, and contain Aboriginal and Torres Strait Islander representation.
3. Valuing and retaining Aboriginal and Torres Strait Islander employees.
4. Provide appropriate training and assessment options for Aboriginal and Torres Strait Islander staff to increase skill development.
5. Apply career development strategies in order to retain Aboriginal and Torres Strait Islander staff and enhance access to achievable career pathways.

During 2010/2011 the agency continued to implement the following policies and programs:

- Supervision Policy, Guidelines and Toolkit;
- Dignity and Respect Policy and Guidelines;
- EEO Management Plan;
- the Induction Training Assessment Program (ITAP);
- the Disability Action Plan;
- the Community Language Allowance Scheme (CLAS);
- the Psychologist Reclassification Committee; and
- the Indigenous Cadetship Program.

The Supervision Policy, Guidelines and Toolkit promote EEO through skill recognition and development of staff and provides support and guidance to staff.

The Dignity and Respect Policy and Guidelines aim to support a workplace free of bullying and harassment, in which grievances are dealt with effectively, confidentially and in a timely manner.

The EEO Management Plan aims to promote equity for all staff, and demonstrates Juvenile Justices' ongoing commitment to the principles of EEO, containing strategies and imperatives for the equal employment of women; Aboriginal and/or Torres Strait Islander people; people whose first language was not English, people from racial, ethnic and ethno-religious minority groups; and people with a disability.

ITAP continues to provide a structured induction for new Youth Officers in Juvenile Justice. The Program simplifies the application and induction process for Youth Officers and aims to employ the best people for the job including continued assessment of staff.

Juvenile Justice continued strategies contained in the Disability Action Plan to identify and respond appropriately to the needs of young offenders with disabilities to reduce the likelihood of their re-offending and their further entrenchment in the criminal justice system.

In 2010/11, 22 staff received the Community Language Allowance Scheme (CLAS) allowance. As at 30 June 2011, there were three CLAS applicants for the 2011/12.

The Psychologist Reclassification Committee met and considered applications to reclassify psychologists to Specialist, Senior or Senior Specialist Psychologist. This committee provides career development and recognition of valuable Psychological staff and enhances the continued quality service to young people.

The Indigenous Cadetship Program promotes a positive career path for indigenous students within the agency.

Major activities and outcomes planned for 2011/12

The 'Ready Willing and Able' program will be employed in the agency to increase the number of staff with a disability.

The agency will continue to monitor and implement the Supervision Policy, Guidelines and Toolkit; Dignity and Respect Policy and Guidelines; EEO Management Plan; and the Disability Action Plan.

The Induction Training Assessment Program will be reviewed to ensure best practice and appropriate training for new staff.

The agency will monitor the progress towards the objectives of the Aboriginal and Torres Strait Islander Recruitment and Retention Strategy.

Appendix 9: Equal Employment Opportunity Report (continued)

The agency will be implementing the Indigenous Cadetship Program and continue to support Indigenous Cadets in providing a positive career path for Indigenous students.

The Psychologists Reclassification Committee will meet to consider reclassification applications to promote the retention of experienced Psychologists and improve the quality of service to departmental clients.

The Community Language Allowance Scheme (CLAS) will be advertised and successful applicants will receive the allowance. Better service will be provided to young persons from culturally and linguistically diverse communities.

Appendices

Appendix 10: Funds Granted to Community Organisations

Attorney General's Division

Crime Prevention Grants

Program	Recipient	Amount	Project purpose	Target clients
The Rocks Patron Safe Strategy	Sydney Harbour Foreshore Authority	\$68,940	Provide security at The Rocks secure taxi rank and George Street Bus Stop	Community, Business
SafeGrowth and City Crime	University of Sydney	\$1,819	Seminar on crime in cities	Community, Business
Red Dust Healing Program	Spread Out and Stick Together Pty Ltd	\$26,700	Provide Aboriginal men with understandings of identity, self evaluation, family relationships and violent behaviour	Indigenous men and families
Break and Enter Strategy Testing (B.E.S.T.) project	Clarence Valley Council	\$50,000	Testing effectiveness of discount vouchers for home security items against providing and installing home security hardware	Community
Tackling Violence Program	Dept of Premier and Cabinet	\$108,500	Reduce domestic violence through partnership with Australian Rugby League	Community
Car Security Project	Ashfield Council	\$50,000	Reduce motor vehicle theft and theft from motor vehicles	Community, Businesses
Look After Your Mates	Orange City Council	\$50,000	Reduce non-domestic assault	Community, Businesses
Keeping Safe and Thinking Smart project	Strathfield Council	\$49,135	Reduce robbery/steal from person	Community, Businesses
Alcohol Related Assault Reduction project	Wagga Wagga City Council	\$45,410	Reduce alcohol-related assault	Community, Businesses
Break and Enter Reduction project	Great Lakes Council	\$23,000	Reduce break and enter (dwelling)	Community
Don't Steal from My Automobile project	Kogarah City Council	\$29,315	Reduce theft from motor vehicles	Community, Businesses
Home Safe project	Holroyd City Council	\$61,166	Reduce break and enter (dwelling)	Community
Develop Domestic Violence DVD	Judicial Commission of NSW	\$75,000	Inform justice professionals about judicial process regarding domestic violence matters	Community
Design Out Crime Research Centre (DOCRC)	University of Technology Sydney	\$450,000	Funding for DOCRC to undertake research	Community, Businesses
Home and Business Safety project	Coonamble Shire Council	\$50,000	Reduce break and enter (dwelling), and reduce break and enter (non-dwelling)	Community, Businesses
Malicious Damage – Hot Spot audit and CPTED Implementation project	Great Lakes Council	\$8,455	Reduce malicious damage hotspots and implement CPTED recommendations	Community, Businesses
Graffiti Action Day	Keep Australia Beautiful (NSW)	\$127,892	Promotion of community approach to tackling graffiti crime	Community, Businesses
Total Crime Prevention Grants		\$1,275,332		

Appendix 10: Funds Granted to Community Organisations (continued)

Graffiti Reduction Management Strategy – CPTED Graffiti Hotspot program Grants

Program	Recipient	Amount	Project purpose	Target clients
CPTED Graffiti Hotspot program – Gosford	Gosford City Council	\$98,500	Reduce the incidence of malicious damage – graffiti: protective coating, community signage and lighting	Community, Businesses
CPTED Graffiti Hotspot program – Lake Macquarie	Lake Macquarie City Council	\$84,600	Reduce the incidence of malicious damage – graffiti: landscaping treatment and building remedial treatment	Community, Businesses
CPTED Graffiti Hotspot program – Newcastle	Newcastle City Council	\$149,137	Reduce the incidence of malicious damage – graffiti: landscaping and screening treatment	Community, Businesses
CPTED Graffiti Hotspot program – Wollongong	Wollongong City Council	\$78,295	Reduce the incidence of malicious damage – graffiti: landscaping treatment	Community, Businesses
CPTED Graffiti Hotspot program – Sutherland	Sutherland Shire Council	\$120,998	Reduce the incidence of malicious damage – graffiti: landscape works/ screening, lighting and surface treatments	Community, Businesses
CPTED Graffiti Hotspot program – Blue Mountains	Blue Mountains City Council	\$130,301	Reduce the incidence of malicious damage – graffiti: glazing/protective film for bus shelters/civic localities	Community, Businesses
CPTED Graffiti Hotspot program – Penrith	Penrith City Council	\$103,833	Reduce the incidence of malicious damage – graffiti: landscaping treatment	Community, Businesses
CPTED Graffiti Hotspot program – Blacktown	Blacktown City Council	\$111,500	Reduce the incidence of malicious damage – graffiti: community art mosaic project and landscaping screening	Community, Businesses
CPTED Graffiti Hotspot program – Campbelltown	Campbelltown City Council	\$57,240	Reduce the incidence of malicious damage – graffiti: landscaping screening	Community, Businesses
CPTED Graffiti Hotspot program – Sydney	City of Sydney	\$47,744	Reduce the incidence of malicious damage – graffiti: landscaping treatment	Community, Businesses
Total CPTED/Graffiti Grants		\$982,148		

Appendices

Appendix 10: Funds Granted to Community Organisations (continued)

Domestic Violence Intervention Court Model (DVICM) Grants

Program	Recipient	Amount	Project purpose	Target clients
Wagga Wagga Domestic and Family Violence Intervention Service	Sisters Housing Enterprises Inc-DAFVIS	\$386,562	Provide Domestic and Family Violence victims' services in the Wagga Wagga area	Community
Campbelltown Domestic and Family Violence Intervention Service	Macarthur Legal Centre Inc	\$299,762	Provide Domestic and Family Violence victims' services in the Campbelltown area	Community
Campbelltown Domestic and Family Violence Intervention Service	Macarthur Legal Centre	\$328,907	Provide Domestic and Family violence victims' services in the Campbelltown area	Community
DVICM Capacity Building – CALD Pamper Days project	Macarthur Legal Centre	\$5,417	Promote DVICM program in the CALD community	Community
DVICM Capacity Building – ATSI community project	Relationships Australia	\$9,304	Promote DVICM program and provide educational opportunities for ATSI people	Community
DVICM Capacity Building – Path to Empowerment for Multicultural Women project	Sisters Housing Enterprises Inc-DAFVIS	\$3,308	Promote DVICM program for Multicultural Women	Community
DVICM Capacity Building – ATSI Womens Support project	Macarthur Legal Centre	\$11,575	Provide information regarding DV support services to ATSI Women	Community
DVICM Capacity Building – Building Stronger Relationships in the CALD community	Sisters Housing Enterprises Inc-DAFVIS	\$4,800	Develop and deliver culturally appropriate programs to CALD community members	Community
Total DVICM		\$1,049,635		

Appendix 10: Funds Granted to Community Organisations (continued)

Safe Aboriginal Youth (SAY) Patrols Grants

Program	Recipient	Amount	Project purpose	Target clients
SAY Patrols program – La Perouse and Bourke	PCYC NSW Ltd	\$92,810	Provide safe transport and outreach service for young people on the streets at night in La Perouse and Bourke areas	Community
SAY Patrols program – Greater Taree	Greater Taree City Council	\$42,222	Provide safe transport and outreach service for young people on the streets at night in Greater Taree area	Community
SAY Patrols program – Dareton	Mallee Family Care	\$37,180	Provide safe transport and outreach service for young people on the streets at night in Dareton area	Community
SAY Patrols program – Wilcannia	Maari Ma Health	\$54,021	Provide safe transport and outreach service for young people on the streets at night in Wilcannia area	Community
SAY Patrols program – Armidale	Armidale Youth Assist Inc	\$39,139	Provide safe transport and outreach service for young people on the streets at night in Armidale area	Community
SAY Patrols program – Dubbo	Dubbo Neighbourhood Centre Inc	\$25,157	Provide safe transport and outreach service for young people on the streets at night in Dubbo area	Community
SAY Patrols program – Shoalhaven	Shoalhaven Community Development Ltd	\$39,139	Provide safe transport and outreach service for young people on the streets at night in Shoalhaven area	Community
SAY Patrols program – La Perouse, Bourke, Kempsey, Newcastle	PCYC NSW Ltd	\$127,623	Provide safe transport and outreach service for young people on the streets at night in La Perouse, Bourke, Kempsey and Newcastle areas	Community
Total SAY Patrols grants		\$457,291		
Attorney General's Division Grand Total		\$3,764,406		

Appendices

Appendix 10: Funds Granted to Community Organisations (continued)

Corrective Services NSW

Community Funding Program

Project Stream	Funded Organisation	Amount
Inmate Support	Link-Up NSW Aboriginal Corporation	\$82,668
	Prisoners Aid Association	\$323,662
Transitional Support	Namatjira Haven	\$294,563
	Guthrie House	\$343,979
	Glebe House	\$206,388
	New Horizons	\$122,539
	Community Restorative Centre	\$115,867
	Yula-Punaal (formerly Yulawirri Nurai Indigenous Association)	\$90,966
	Community Restorative Centre	\$227,824
Family and Children of Offenders Support Stream	Judge Rainbow Memorial Fund	\$375,299
	SHINE for Kids	\$781,489
	Community Restorative Centre	\$116,711
	Community Restorative Centre	\$57,933
	Community Restorative Centre	\$132,203
Total CFP funds required		\$3,272,091

Appendix 10: Funds Granted to Community Organisations (continued)

Victims of Violent Crime Grants

Organisation	Funding (exc. GST)
People With a Disability Australia	\$15,000.00
Spirit Dreaming Australia	\$14,650.00
St Vincent De Paul Society – Marian Villa Women’s Refuge	\$6,415.00
Inner City Legal Centre	\$14,800.00
Baptist Community Services	\$6,960.00
Orange Domestic Violence Action Group	\$3000.00
Victims of Crime Assistance League NSW inc. (VOCAL)	\$3313.50
South East Women and Children’s Services – HWATC	\$8750.00
Jewish House Limited	\$15,000.00
South East Women and Children’s Services – BWR	\$11,925.00
Bonnie Women’s Refuge	\$15,000.00
Lithgow Community Projects Inc.	\$8000.00
South East Women and Children’s Services – MTH	\$14,850.00
Adults Surviving Child Abuse (ACSA)	\$14,900.00
NSW Women’s Refuge Movement Inc.	\$8500.00
Blue Mountains Women’s Health Resource Centre	\$14,968.00
Manly Warringah Women’s Resource Centre	\$14,567.00
Rosie’s Place	\$14,852.00
Central Tablelands Housing Association	\$15,000.00
Heal for Life Foundation	\$15,000.00
The Deli Women and Children’s Centre	\$2991.30
Disability Advocacy NSW	\$15,000.00
Linden Place	\$15,000.00
Corrective Services NSW Grand Total	\$268,441.80

In 2010/11, Corrective Services also provided the Enough is Enough Anti-Violence Movement funding of \$107,057 to offer its “R” Program in NSW correctional centres.

Appendices

Appendix 10: Funds Granted to Community Organisations (continued)

Juvenile Justice NSW

Program	Organisation	Amount
Accommodation Support	Albury/Wodonga Youth Emergency Services (STAYSAFE)	\$230,800
Providing stable and secure accommodation services for young offenders	CatholicCare JTAP Services	\$249,316
	CatholicCare: Juniperina Shared Access Trial (JSAT)	\$120,427
	Centacare Newcastle (IMPACT)	\$108,801
	Marist Youth Care	\$149,700
	Mission Australia	\$5,218
	Mission Australia – Triple Care Farm	\$72,202
	Port Stephens Family Support	\$3,744
	Regional Youth Support Services	\$130,330
	Shoalhaven Youth Accommodation	\$4,995
	Southern Youth And Family Services Assoc Inc. (RAILS)	\$144,970
	The Ted Noffs Foundation	\$9,000
Alcohol and Other Drugs	Ted Noffs Foundation	\$110,238
Alcohol and Other Drugs	Ted Noffs Foundation	\$1,837,684
Funding for residential AOD facilities		
Alcohol and Other Drugs	Mission Australia	\$588,984
Funding for residential AOD facilities		
Employment Programs	Albury Wodonga Youth Emergency Services	\$72,946
Funding to engage young offenders in employment and to establish links to employers	Salvation Army Youthlink	\$30,468
	Waverley Action Youth Services	\$21,168
	Whitelion	\$243,558
	Western College Inc, Dubbo	\$72,946
Homelessness Project	Mission Australia	\$492,000
Support young offenders find accommodation	YP Space MNC	\$461,000
Legal Support for Young Offenders	Legal Aid NSW	\$183,649

Appendix 10: Funds Granted to Community Organisations (continued)

Program	Organisation	Amount
Local Offender Programs including Post Release Programs	Access Community Training Corrimal	\$90,335
	Anglican Diocese of Sydney (Anglicare NSW)	\$138,009
Funding for programs to support young people in the community or custody to engage them in education or community activities and to support them after release to address the underlying causes of their offending	Anglicare Youth and Family Services Canberra & Goulburn (Wagga)	\$87,274
	Barnardos Australia	\$183,122
	CatholicCare	\$101,746
	Centacare Diocese – Bourke Youth Service	\$72,946
	Coffs Harbour PCYC (Youth on the Go)	\$60,680
	Kempsey PCYC	\$72,946
	Marist Youth Services Inc	\$154,936
	Mission Australia	\$664,695
	North Coast Institute of TAFE – Kempsey	\$81,586
	Pathfinders – Out for Good – Armidale Youth Refuge Inc.	\$138,980
	Relationships Australia	\$64,326
	Shire Wide Youth Services	\$121,000
	Trustees of the Christian Brothers	\$61,366
	Weave Youth Family Community	\$94,837
Research	Australian Institute of Health	\$123,274
	Charles Sturt University	\$50,000

Appendices

Appendix 10: Funds Granted to Community Organisations (continued)

Program	Organisation	Amount
Vocational Programs	ACE North Coast Inc	\$8,918
Education and other programs to support young people and address the underlying causes of their offending behaviour	BCS Life Care	\$8,182
	Bondi community street project	\$23,543
	Catholic Family Welfare Services	\$10,000
	Community Business Development	\$35,654
	Community College Northern Inland	\$43,994
	Drug Arm Australasia	\$4,873
	Dunn and Lewis Youth Development	\$4,500
	Eternity Aid	\$58,090
	Great Lakes Community Resources	\$53,481
	Gurehlgam Corporation Ltd	\$3,636
	Hand Brake Turn	\$8,182
	Healthy Cities Illawarra	\$3,000
	Jobs Australia	\$8,745
	Life Without Barriers	\$1,366
	Mallee Family Care Inc	\$14,000
	Mid Richmond Neighbourhood Centre	\$9,000
	Mission Australia	\$17,792
	Miyay Birray Youth Service Inc	\$3,250
	Ngulingah Local Aboriginal Land Council	\$3,636
	Nimbin Community Development	\$9,082
	PCYC Armidale	\$5,455
	PCYC Kempsey	\$7,273
	PCYC Lake Illawarra	\$4,545
	PCYC Sutherland	\$4,000
	Regional Youth Support Services Inc	\$7,273
	SHINE for Kids Co-operative Ltd	\$9,091
	St Edwards College	\$9,000
	St Therese's Community Catholic	\$4,064
	Streetwork Inc.	\$9,082
	Tenterfield Social Development	\$6,364
Tharawal Aboriginal Corporation	\$2,000	
The Australian Children's Music Foundation	\$40,000	
VIBE Australia Pty Ltd	\$9,091	
Woodville Community Services	\$1,000	
Youth off the Streets Ltd	\$70,000	
Juvenile Justice NSW Grand Total		\$8,227,364

Appendix 11: Government Information (Public Access) Act 2009

Attorney General's Division

The 2010/11 financial year saw the commencement of the *Government Information (Public Access) Act 2009* (the GIPA Act). The GIPA Act comes under the ministerial responsibility of the Attorney General. This agency has prepared its business centres for the change in approach in dealing with requests for information. The provision of information by informal means is encouraged. Information is made available by the requirement to post mandatory open access information on this agency's website and through the proactive release of information at the business centre level.

As part of its review under section 7(3) of the GIPA Act, this agency has drafted a procedure document titled 'Release of information under the GIPA Act'. These procedures provide a framework for business centres for the informal and proactive release of information. Business centres within the Attorney General's Division have been requested to adopt or remodel these procedures to suit their business by mid October 2011. A review of the practices within business centres will be conducted during the next reporting year.

During the reporting year, 51 formal applications were received by this division. Two applications were withdrawn by applicants. Thirty-two applications were processed as valid applications under the GIPA Act. Seventeen applications were treated as invalid applications, because they either did not comply with formal requirements under the GIPA Act, or they were for excluded information, namely, court documents.

This is a significant increase of approximately 40% from the last reporting year since there was no requirement under the *Freedom of Information Act 1989*, to report on invalid applications, however provides a more accurate depiction of the requests made of this agency.

In instances where information was partially released, the most common conclusive presumption of overriding public interest against disclosure matter relied on to withhold information from release was legal professional privilege. The most common public interest consideration against disclosure relied on when applying the public interest test was the matter of individual rights, judicial process and natural justice. This is consistent with the most common exemptions relied on in the 2009/10 reporting year. In total, this agency received nine applications which were partly refused because the applications requested the disclosure of information referred to in Schedule 1 of the GIPA Act.

There was a reduction in the number of deemed refusal applications during the reporting year. A factor for the reduction is the provision in the GIPA Act to extend the period of time within which an application may be decided by agreement with the applicant.

An analysis of applications also revealed an increase in the number of internal reviews. This may be attributed to the three avenues of review that are available to aggrieved applicants following a decision by an agency. Although two internal reviews are noted in the statistics, there are three additional reviews that have been lodged either with the Office of the Information Commissioner or the Administrative Decisions Tribunal that have yet to be finalised.

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Statistics

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	6	4	0	0	0	2	0	1
Members of Parliament	0	0	0	1	0	0	0	1
Private sector business	1	0	0	0	0	1	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)	2	3	1	0	0	1	0	0
Members of the public (other)	0	6	4	1	1	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)	9	14	5	2	1	4	–	2
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).

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	6
Application is for excluded information of the agency (section 43 of the Act)	11
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	17
Invalid applications that subsequently became valid applications	8

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	4
Executive Council information	0
Contempt	0
Legal professional privilege	6
Excluded information	1
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 Act

	Number of occasions when application not successful
Responsible and effective government	2
Law enforcement and security	0
Individual rights, judicial processes and natural justice	7
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

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	25
Decided after 35 days (by agreement with applicant)	6
Not decided within time (deemed refusal)	1
Total	32

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	1	1	2
Review by Information Commissioner*	1	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
Total	2	1	2

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	2
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Appendix 11: Government Information (Public Access) Act 2009 (continued)

NSW Ministers

A Minister's office is classed as a separate agency under the GIPA Act and accordingly is required to comply with GIPA reporting requirements. The statistics for formal applications received by these agencies are provided below. It should be noted that these statistics are from the date the Minister's were sworn in, namely 28 March 2011 for the Premier & Minister for Western Sydney and Deputy Premier, Minister for Trade & Investment, Minister for Regional Infrastructure and Services and 3 April 2011 for the remaining Cabinet ministers. These statistics are provided to the NSW Department of Attorney General and Justice and collated for publication in the annual report for this agency.

Premier & Minister for Western Sydney	Entries recorded
Office of the Attorney General and Minister for Justice	Entries recorded
Minister for Planning and Infrastructure	Entries recorded
Minister for Police and Emergency Services, Minister for the Hunter and Vice President of the executive Council	Entries recorded
Deputy Premier, Minister for Trade & Investment, Minister for Regional Infrastructure and Services	Nil return
Minister for Education	Nil return
Minister for Roads and Ports	Nil return
Minister for Resources & Energy, Special Minister of State and Minister for the Central Coast	Nil return
Minister for Transport	Nil return
Minister for Tourism, Major Events, Hospitality and Racing, Minister for the Arts	Nil return
Treasurer	Nil return
Minister for Finance and Services, Minister for the Illawarra	Nil return
Minister for Primary Industries and Small Business	Nil return
Minister for Ageing, Minister for Disability Services	Nil return
Minister for Local Government, Minister for the North Coast	Nil return
Minister for Family and Community Services, Minister for Women	Nil return
Minister for Fair Trading	Nil return
Minister for Mental Health, Minister for Healthy Lifestyles, Minister for Western New South Wales	Nil return
Minister for the Environment, Minister for Heritage	Nil return
Minister for Citizenship and Communities and Minister for Aboriginal Affairs	Nil return
Minister for Sport and Recreation	Nil return

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

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	1	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	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).

Appendix 11: Government Information (Public Access) Act 2009 (continued)

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 to 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.

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of 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
Total	2

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
Total	0	0	0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

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 11: Government Information (Public Access) Act 2009 (continued)

Attorney General and 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	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

* *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).

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Appendix 11: Government Information (Public Access) Act 2009 (continued)

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 to 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.

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of 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
Total	0

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
Review by Information Commissioner*			0
Internal review following recommendation under section 93 of Act			0
Review by ADT			0
Total			0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

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

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Minister for Planning and Infrastructure

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	1	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).

Appendix 11: Government Information (Public Access) Act 2009 (continued)

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 to 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.

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of 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
Total	2

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
Total	0	0	0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

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 11: Government Information (Public Access) Act 2009 (continued)

Minister for Police and Emergency 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	1	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	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

* *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).

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

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 to 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.

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of Act

	Number of occasions when application not successful
Responsible and effective government	1
Law enforcement and security	1
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
Total	2

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
Total	0	0	0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

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

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Corrective Services NSW

In 2010/11 Corrective Services NSW (CSNSW) received 369 applications for access to Government information under the GIPA Act. In 2009/10, CSNSW received 348 applications for documents under the former *Freedom of Information Act 1989*. Of the 369 applications received in 2010/11:

- 326 applications were decided (including 1 deemed refusal);
- 22 applications were withdrawn;
- 4 applications were transferred to other agencies;
- 16 applications were not finalised by the close of the financial year;
- 1 application was awaiting advice regarding a section 60(4) scope letter.

Applicants sought access to information in relation to CSNSW statistics; correctional management; and staff disciplinary matters, however, most applications received in 2010/11 were in relation to the files of offenders and ex-offenders. As in previous years, a significant number of applications were received from Legal Aid NSW on behalf of offenders. In 2010/11, 76 such applications were received compared with 110 applications in 2009/10.

Access to information in 2010/11 compared with 2009/10

Of the 326 finalised applications:

- 15 percent of applicants (49) gained access to all requested records, compared with 16 percent in 2009/10*;
- 70 percent of applicants (231) gained access to some of the requested records, compared with 75 percent in 2009/10.

The remaining 46 applications (15 percent) involved one or more decisions where information was refused, already available, and/or not held by CSNSW.

* A major contributing reason, for the relatively low percentage of applicants being granted access to all requested records, is that applicants were often denied access to personal information about other people (third-parties).

Timeliness

Of the 326 finalised applications:

- 98 percent of the applications (322) were decided within the statutory timeframe (20 days plus any extension of the processing period up to 35 days);
- 1 percent of the applications (3) were decided after the 35 days' maximum statutory timeframe (by agreement with the applicant);
- 1 application was not decided within the statutory timeframe (a deemed refusal).

Authorised Proactive Release of Government Information

In accordance with section 7 of the *Government Information (Public Access) Act 2009* (GIPA Act), a review was conducted of the Corrective Services NSW (CSNSW) program for the release of Government information held by CSNSW that should in the public interest be made publicly available and that can be made publicly available without imposing unreasonable additional costs on the agency. As part of that review, members of the Board of Management of CSNSW were asked to identify the kinds of Government information held within their areas of responsibility that could be proactively released.

The following information was proactively released, pursuant to section 7 of the GIPA Act, on the CSNSW Internet site in the 2010/2011 financial year:

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Statistical reports

Extensive details about the new Intensive Correction Orders

Applications for access to government information under the *Government Information (Public Access) Act 2009* (Act)

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	5	4	1	7	0	5	0	0
Members of Parliament	2	0	0	0	0	2	0	0
Private sector business	3	0	0	0	0	0	0	1
Not for profit organisations or community groups	1	1	0	1	0	0	0	0
Members of the public (application by legal representative)	18	139	0	6	3	2	0	11
Members of the public (other)	20	87	1	17	17	2	1	10

* 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*	36	224	1	22	20	2	1	19
Access applications (other than personal information applications)	12	5	1	9	0	9	0	3
Access applications that are partly personal information applications and partly other	1	2	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).

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	109
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	109
Invalid applications that subsequently became valid applications	66

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act

	Number of times consideration used*
Overriding secrecy laws	3
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	3
Excluded information	1
Documents affecting law enforcement and public safety	18
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.

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of Act

	Number of occasions when application not successful
Responsible and effective government	40
Law enforcement and security	25
Individual rights, judicial processes and natural justice	222
Business interests of agencies and other persons	3
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)	322
Decided after 35 days (by agreement with applicant)	3
Not decided within time (deemed refusal)	1*
Total	326

* Not counted in any other table.

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	1	2	3
Review by Information Commissioner*	1	0	1
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	1	1	2
Total	3	3	6

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	6
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Appendices

Appendix 11: Government Information (Public Access) Act 2009 (continued)

Juvenile Justice NSW

Juvenile Justice has implemented the *Government Information (Public Access) Act 2009* (GIPAA) in accordance with the statutory requirements for disclosure. During the year there were two applications (one from a parliamentarian for operational details and the other from a community organisation wanting some statistics) and eight consultations with other agencies concerning papers held by Juvenile Justice; access was granted in full to all. The matters were dealt with within the 20 day statutory limit. There were no reviews requested.

Appendix 12: Industrial Relations Policies and Practices

Attorney General's Division

During 2010/11, the Department and the Public Service Association continued to consult on a range of industrial relations matters through various consultative committees. The Department's Consultative Committee arrangements provide a two-tiered mechanism directed towards the development of a relationship of mutual trust between the parties.

The Peak Consultative Committee (PCC) comprises the Department's Director General, Director, Human Resources, Assistant Director Employee Relations, Employee Relations Officer (Secretary) and representatives of the PSA. The Peak Consultative Committee met on a quarterly basis to discuss general industrial relations matters. Matters impacting on individual Business Centres are dealt with through local consultative committees who meet to discuss and review local issues. If these committees are unable to resolve issues they are referred to the PCC for further discussion.

No major industrial action or lost time occurred related to agency specific issues.

Corrective Services NSW

Corrective Services NSW has a workplace consultative framework that provides for corporate and workplace consultation. At a corporate level, five consultative forums cover the major vocational branches and unions, including the Prison Officers Vocational Branch, Commissioned Officers Vocational Branch, Non-Custodial Vocational Branch, Community Offender Services Vocational Branch and the NSW Teacher's Federation. The groups meet regularly throughout the year. Additionally, consultative meetings are regularly held at workplaces to address local issues.

In 2010/11, 14 disputes were filed with the Industrial Relations Commission, all of which were resolved through conciliation. One matter, which commenced in 2009/10, concerning the employment of casual correctional officers was arbitrated. The Court clearly set out the employment framework for casual staff under the provisions of the Public Sector Employment and Management Act 2002. CSNSW reviewed all the employment arrangements for all casual correctional officers and adjusted those arrangements as necessary to ensure compliance with the legislation.

Juvenile Justice NSW

Juvenile Justice was involved in numerous industrial and employment relations matters in the 2010/11 financial year.

The majority of the work involved the implementation of the *Crown Employees (Department of Human Services [Juvenile Justice] – 38 Hour Week Operational Staff 2010) Award*, unfair dismissal appeals and disciplinary appeals.

The Joint Consultative Committee met quarterly and discussed matters ranging from transition of functions to shared corporate services, occupational health and safety issues, and operational matters for both community and custodial services.

Appendix 13: Insurance Activities

Attorney General's Division

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.

QBE Insurance manages the Department's workers' compensation insurance and GIO General Ltd manages the Department's other insurances. In respect of workers' compensation for 2010/11, there is an increase in the Department's deposit premium of eight percent compared with the previous year. This increase is due to the higher benchmark premium, which is funded by Treasury, offset by a decrease in experience premium attributed to lower cost of claims. 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 continually being reviewed, with the aim of enhancing the Department's risk management profile, thereby reducing future premiums.

There is a decrease in the 2010/11 motor vehicle deposit premium of twenty two percent due to the steady decline in the number of motor vehicle claims submitted to TMF over the past few years. This is a direct result of the improved policies and procedures introduced by the fleet team in managing claims.

The deposit premium for 2010/11 property insurance has decreased by thirteen percent due to the department's continuous improvement in property claims management.

There is a slight increase in the 2010/11 public liability deposit premium of one percent mainly due to the higher benchmark premium funded by Treasury and a decrease in miscellaneous insurance deposit premium of six percent due to the lower cost of claims.

The Benchmark Premium for Motor Vehicle represents a comparison with external fleet experience.

For Liability, Property and Miscellaneous cover there is no comparison with external factors. The Benchmark Premium is used as a funding mechanism for Budget Agencies.

Appendices

Appendix 13: Insurance Activities (continued)

Motor Vehicle Accident Claims

Year	No of Accidents	Frequency of Accidents per 100 Vehicles	Costs per Accident \$	Costs Average \$
2006/07	74	18	224,309	3,031
2007/08	96	28	330,273	3,440
2008/09	87	23	277,717	3,192
2009/10	80	20	197,836	2,473
2010/11	100	32	264,049	2,640

Public Liability Claims

The estimated outstanding value of potential claims against the current public liability policy (subject to Treasury Managed Fund actuarial reassessment) is \$1,853,254 current reserve balance and \$2,874,483 net incurred balance.

Crown Solicitor's Office has confirmed that there are nil solvency claims outstanding (claim relating prior to 1 July 1989).

Property Claims

Year	No of Claims	Costs per Accident \$	Costs Average \$
2006/07	10	69,390	6,939
2007/08	22	275,144	12,507
2008/09	13	150,254	11,558
2009/10	3	6,199	2,066
2010/11	4	488,779	122,195

Miscellaneous Claims

Year	No of Claims	Costs per Accident \$	Costs Average \$
2006/07	4	182,971	45,743
2007/08	7	9,430	1,347
2008/09	12	338,616	28,218
2009/10	6	283,776	47,296
2010/11	6	109,392	18,232

Appendix 13: Insurance Activities (continued)

Corrective Services NSW

Motor Vehicle Accident Claims

Year	No of Accidents	Frequency of Accidents per 100 Vehicles	Costs per Accident \$	Costs Average \$
2008/09	252	23	778,072	3,088
2009/10	249	25	941,353	3,780
2010/11	195	19	665,015	3,410

Public Liability Claims

The estimated outstanding value of potential claims against the current public liability policy (subject to Treasury Managed Fund actuarial reassessment) is \$2,278,262.

Property Claims

Year	No of Claims	Costs per Accident \$
2008/09	52	2,477,022
2009/10	48	1,179,562
2010/11	51	1,688,284

Miscellaneous Claims

This policy provides personal accident coverage for persons who assist the Department but are not by definition entitled to workers compensation and for persons performing community service orders.

Year	No of Claims	Costs per Accident \$
2008/09	0	0
2009/10	0	0
2010/11	1	1,117

Appendices

Appendix 13: Insurance Activities (continued)

Juvenile Justice NSW

Responsibility for effective risk management rests with the Executive Committee with oversight provided through the independent Audit and Risk Committee, which was established in compliance with the NSW Treasury Internal Audit and Risk Management Policy (TPP09-05). A Chief Audit Executive reports to this committee and oversees the operation of the internal audit function. A separate Fraud and Corruption Prevention Committee provides regular reports to the Executive Committee.

The risk management framework continues to be updated to be consistent with Standard AS/NZ ISO 31000: 2009 Risk Management – Principles and guidelines.

The Enterprise Risk Management Manual was produced during the year and describes the Agency's framework for managing a range of risks across the extent of its business activities.

The risk management policy was updated to strengthen the commitment of the Agency to enterprise risk management and the risk register was also updated which includes strategic, safety, operational, financial/ governance, and information risks.

An Executive Safety Committee continued to oversee the operation and performance of the agency's safety management system. Financial risks continued to be managed by the Finance Committee.

A comprehensive insurance program covers workers' compensation, public liability, motor vehicle, property and miscellaneous liability.

Motor Vehicle Accident Claims

Year	No of Accidents	Frequency of Accidents per 100 Vehicles	Costs per Accident \$	Costs Average \$
2007/08	94	29	395,810	4,210
2008/09	113	35	359,345	3,180
2009/10	79	24	230,490	2,917
2010/11	71	22	258,154	3,635

Property Claims

Year	No of Claims	Costs per Accident \$	Costs Average \$
2007/08	56	105,933	1,891
2008/09	30	31,340	1,044
2009/10	27	128,458	4,757
2010/11	21	115,747	5,511

Public Liability

The estimated outstanding value of potential claims against the current public liability policy (subject to Treasury Managed Fund actuarial reassessment) is \$100,000.

Miscellaneous Claims

Year	No of Claims	Costs Average \$
2009/10	5	18,820
2010/11	1	Estimate received

Appendix 14: Internal Audit and Risk Management

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.

Risk management included processes that were consistent with relevant standards. Risks were regularly reviewed and monitored. Internal audit programmes were risk based, appropriately resourced, and were delivered using a mix of internal and outsourced services. Separate Audit and Risk Committees and internal audit programmes operated for the Attorney General's Division, Corrective Services NSW, Juvenile Justice Branch and NSW Trustee and Guardian.

Internal Audit and Risk Management Statement for the 2010/11 Financial Year for the Department of Attorney General and Justice

I, Laurie Glanfield 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 the Department depart from the core requirements set out in the Treasury Circular 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 and Corrective Services NSW to achieve outcomes equivalent to the core requirements of the <i>Internal Audit and Risk Management Policy for the NSW Public Sector</i> .	<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 and Corrective Services NSW, including separate Audit and Risk Committees, Chief Audit Executives and Internal Audit Functions, and risk management processes.</p>

Juvenile Justice NSW had separate arrangements in operation in 2010/11 while part of the Department of Human Services. Separate arrangements for Juvenile Justice NSW continued when it became part of the Department of Attorney General and Justice in April 2011. A ministerial determination will be sought if the Department of Attorney General and Justice maintains separate arrangements for Juvenile Justice NSW in 2011/12.

I am of the opinion that the Audit and Risk Committees for the Department are constituted and operate in accordance with the independence and governance requirements of the Treasury Circular. The Chairs and Members of the Audit and Risk Committees are:

Attorney General's Division:

- Dr Elizabeth Coombs, independent Chair (30 November 2012)
- Ian Neale, independent Member (30 November 2013)
- Paul Crombie, independent Member (23 March 2014).
- Michael Baldi, non-independent Member (30 November 2013)
- Lida Kaban, non-independent Member (2 September 2014)

Corrective Services NSW:

- Paul Crombie, independent Chair (17 March 2014)
- Ian Neale, independent Member (23 March 2014)
- Peter Peters, non-independent Member (31 March 2014)

Juvenile Justice NSW (formally within the Department of Human Services):

- Joan Wilcox, independent Chair (31 December 2011)
- Arthur Butler, independent Member (29 September 2011)
- Valda Ruisis, non-independent Member (15 March 2013)


Appendices

Internal Audit and Risk Management (continued)

The delivery of the Internal Audit Function across the Department is a mix of in-house and outsourced services. These several delivery models were maintained having regard to the size, complexity, risk profile and operational distribution of the Department and the viability, cost and capacity of alternative arrangements.

The audit and risk processes in operation provide a level of assurance that enables the senior management of the Department to understand, manage and satisfactorily control risk exposures.

As required by the policy, I have submitted an Attestation Statement outlining compliance with and exceptions to the policy to the Treasury.



Laurie Glanfield
Director General

Appendix 15: Land Disposal

Attorney General's Division

The Division owns or operates a range of property assets including heritage courthouses, shopfronts, office fit-outs and call centres. The Department disposed of one property in 2010/11. Access to documents relating to the disposal of the property can be obtained under the *Government Information (Public Access) Act 2009*.

Property	Reason for disposal	Sale price	Purchased by
Former Bowral Courthouse	Court no longer sits at Bowral	\$1,045,000	Private purchaser

Corrective Services NSW

Corrective Services NSW owns or operates a range of property assets including heritage courthouses, shopfronts, office fit-outs and call centres. Corrective Services disposed of five properties in 2010/11 listed below. Access to documents relating to the disposal of the above properties can be obtained by under the *Freedom of Information Act 1989*.

Property	Reason for disposal	Sale price	Purchased by
Austral Street, Malabar	No longer used	\$1.2 million	Private purchaser
3 Civic Place, Katoomba	Vested with State Property Authority	N/A	N/A
1250 Anzac Parade, Malabar	Compulsory acquisition	\$1	Transferred to Department of Health
Portion of Cessnock Correctional Centre	Surplus to requirements. Disposal cancelled	N/A	Leased to Oaks Golf Club
Part of Wellington Correctional Centre	Road upgrade – transfer to be effected in 2011/12 gratis	N/A	Transfer to Wellington Council

Juvenile Justice NSW

Land disposal

No individual land disposals were made in 2010/11.

Appendix 16: Leave Liabilities

Leave liabilities as at 30 June 2011 includes Attorney General's Division, Corrective Services NSW and Juvenile Justice NSW.

Recreation leave	\$122,646,941
Long service leave	\$295,620,327

Appendix 17: Legislation and Legal Change

Legislation allocated to the Attorney General

<i>Administration (Validating) Act 1900 No 38</i>	<i>Classification (Publications, Films and Computer Games) Enforcement Act 1995 No 63</i>
<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>Bible Society NSW (Corporate Conversion) Act 2008 No 91</i>	<i>Confiscation of Proceeds of Crime Act 1989 No 90</i>
<i>Births, Deaths and Marriages Registration Act 1995 No 62</i>	<i>Constitutional Powers (Coastal Waters) Act 1979 No 138</i>
<i>Burns Philip Trustee Company Limited Act 1990 No 82</i>	<i>Co-operative Schemes (Administrative Actions) Act 2001 No 45</i>
<i>Charitable Trusts Act 1993 No 10</i>	<i>Coptic Orthodox Church (NSW) Property Trust Act 1990 No 67</i>
<i>Child Protection (Offenders Prohibition Orders) Act 2004 No 46 (jointly with the Minister for Police and Emergency Services)</i>	<i>Coroners Act 2009 No 41</i>
<i>Children (Criminal Proceedings) Act 1987 No 55</i>	<i>Corporations (Administrative Actions) Act 2001 No 33</i>
<i>Children (Protection and Parental Responsibility) Act 1997 No 78</i>	<i>Corporations (Ancillary Provisions) Act 2001 No 32</i>
<i>Children's Court Act 1987 No 53</i>	<i>Corporations (Commonwealth Powers) Act 2001 No 1</i>
<i>Choice of Law (Limitation Periods) Act 1993 No 94</i>	<i>Corporations (New South Wales) Act 1990 No 83</i>
<i>Christian Israelite Church Property Trust Act 2007 No 41</i>	<i>Costs in Criminal Cases Act 1967 No 13</i>
<i>Churches of Christ in New South Wales Incorporation Act 1947 No 2</i>	<i>Council of Law Reporting Act 1969 No 59</i>
<i>Churches of Christ, Scientist, Incorporation Act 1962 No 21</i>	<i>Court Information Act 2010 No 24</i>
<i>Civil Liability Act 2002 No 22</i>	<i>Court Security Act 2005 No 1</i>
<i>Civil Procedure Act 2005 No 28</i>	<i>Court Suppression and Non-publication Orders Act 2010 No 106</i>

Appendices

Appendix 17: Legislation and Legal Change (continued)

Crimes Act 1900 No 40

Crimes (Administration of Sentences) Act 1999 No 93, section 183 (2) (a) (remainder, the Minister for Justice)

Crimes (Appeal and Review) Act 2001 No 120

Crimes at Sea Act 1998 No 173

Crimes (Criminal Organisations Control) Act 2009 No 6

Crimes (Domestic and Personal Violence) Act 2007 No 80

Crimes (Forensic Procedures) Act 2000 No 59

Crimes Prevention Act 1916 No 80

Crimes (Sentencing Procedure) Act 1999 No 92

Crimes (Serious Sex Offenders) Act 2006 No 7

Criminal Appeal Act 1912 No 16

Criminal Case Conferencing Trial Act 2008 No 10

Criminal Procedure Act 1986 No 209

Criminal Records Act 1991 No 8

Crown Advocate Act 1979 No 59

Crown Proceedings Act 1988 No 70

Crown Prosecutors Act 1986 No 208

Damage by Aircraft Act 1952 No 46

Defamation Act 2005 No 77

Director of Public Prosecutions Act 1986 No 207

Discharged Servicemen's Badges Act 1964 No 49

District Court Act 1973 No 9

Domicile Act 1979 No 118

Dormant Funds Act 1942 No 25

Drug Court Act 1998 No 150

Drug Misuse and Trafficking Act 1985 No 226 (except part, the Minister for Police and Emergency Services, and part, jointly the Minister for Health and the Minister for Healthy Lifestyles)

Dust Diseases Tribunal Act 1989 No 63

Electronic Transactions Act 2000 No 8

Employees Liability Act 1991 No 4

Evidence Act 1995 No 25

Evidence (Audio and Audio Visual Links) Act 1998 No 105

Evidence on Commission Act 1995 No 26

Factors (Mercantile Agents) Act 1923 No 2

Federal Courts (State Jurisdiction) Act 1999 No 22

Felons (Civil Proceedings) Act 1981 No 84

Financial Transaction Reports Act 1992 No 99

Fines Act 1996 No 99, Part 2, Divisions 1 and 2, 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)

Forfeiture Act 1995 No 65

Frustrated Contracts Act 1978 No 105

Government Information (Information Commissioner Act 2009 No 53

Government Information (Public Access) Act 2009 No 52

Graffiti Control Act 2008 No 100 (except Part 4, jointly with the Minister for Local Government)

Greek Orthodox Archdiocese of Australia Consolidated Trust Act 1994 No 65

Guardianship Act 1987 No 257

Guardianship of Infants Act 1916 No 41

Habitual Criminals Act 1957 No 19

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)

Holy Apostolic Catholic Assyrian Church of the East Property Trust Act 1992 No 10

Imperial Acts Application Act 1969 No 30

Inclosed Lands Protection Act 1901 No 33

Industrial Relations Act 1996 No 17, sections 147, 148 (except in relation to the appointment of Commissioners), 149, 150, 151, 152, 153, 154, 156 (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 Finance and Services)

Inebriates Act 1912 No 24

Infants' Custody and Settlements Act 1899 No 39

Insurance Act 1902 No 49

Insurance (Application of Laws) Act 1986 No 13

James Hardie (Civil Liability) Act 2005 No 106

James Hardie (Civil Penalty Compensation Release) Act 2005 No 107

James Hardie Former Subsidiaries (Winding up and Administration) Act 2005 No 105

Appendix 17: Legislation and Legal Change (continued)

- James Hardie Former Subsidiaries (Winding up and Administration) Act 2005 No 105*
- Judges' Pensions Act 1953 No 41*
- Judicial Office (Papua New Guinea) Act 1979 No 177*
- Judicial Officers Act 1986 No 100*
- Jurisdiction of Courts (Cross-vesting) Act 1987 No 125*
- Jurisdiction of Courts (Foreign Land) Act 1989 No 190*
- Jury Act 1977 No 18*
- Justices of the Peace Act 2002 No 27*
- Land and Environment Court Act 1979 No 204*
- Law and Justice Foundation Act 2000 No 97*
- Law Courts Limited Act 1977 No 10*
- Law Enforcement (Powers and Responsibilities) Act 2002 No 103*
- Law Reform Commission Act 1967 No 39*
- Law Reform (Law and Equity) Act 1972 No 28*
- Law Reform (Marital Consortium) Act 1984 No 38*
- Law Reform (Miscellaneous Provisions) Act 1944 No 28*
- Law Reform (Miscellaneous Provisions) Act 1946 No 33*
- Law Reform (Miscellaneous Provisions) Act 1965 No 32*
- Law Reform (Vicarious Liability) Act 1983 No 38*
- Legal Aid Commission Act 1979 No 78*
- Legal Profession Act 2004 No 112*
- Lie Detectors Act 1983 No 62*
- Limitation Act 1969 No 31*
- Local Court Act 2007 No 93*
- Lutheran Church of Australia (New South Wales District) Property Trust Act 1982 No 101*
- Maintenance, Champerty and Barratry Abolition Act 1993 No 88*
- Marketable Securities Act 1970 No 72*
- Married Persons (Equality of Status) Act 1996 No 96*
- Mental Health (Forensic Provisions) Act 1990 No 10 (except Part 5, jointly the Minister for Health and the Minister for Mental Health)*
- Methodist Church of Samoa in Australia Property Trust Act 1998 No 96*
- Mining Act 1992 No 29, section 293 (remainder, the Minister for Resources and Energy)*
- Minors (Property and Contracts) Act 1970 No 60*
- Moratorium Act 1932 No 57*
- Notice of Action and Other Privileges Abolition Act 1977 No 19*
- NSW Trustee and Guardian Act 2009 No 49*
- Oaths Act 1900 No 20*
- Parliamentary Papers (Supplementary Provisions) Act 1975 No 49*
- 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)*
- Personal Property Securities (Commonwealth Powers) Act 2009 No 35*
- Piracy Punishment Act 1902 No 69*
- Police (Special Provisions) Act 1901 No 5 (except part, the Minister for Police and Emergency Services)*
- Presbyterian Church of Australia Act 1971 No 42*
- Pre-Trial Diversion of Offenders Act 1985 No 153*
- Printing and Newspapers Act 1973 No 46*
- Privacy and Personal Information Protection Act 1998 No 133*
- Probate and Administration Act 1898 No 13*
- Professional Standards Act 1994 No 81*
- Property (Relationships) Act 1984 No 147*
- Public Defenders Act 1995 No 28*
- Public Notaries Act 1997 No 98*
- Recovery of Imposts Act 1963 No 21*
- Relationships Register Act 2010 No 19*
- Reorganised Church of Jesus Christ of Latter Day Saints Trust Property Act 1959 No 13*
- Restraints of Trade Act 1976 No 67*
- Restricted Premises Act 1943 No 6*
- Roman Catholic Church Communities' Lands Act 1942 No 23*
- Roman Catholic Church Trust Property Act 1936 No 24*
- Royal Blind Society (Corporate Conversion) Act 2003 No 64*
- Royal Blind Society (Merger) Act 2005 No 87*
- Royal Institute for Deaf and Blind Children Act 1998 No 6*
- Russian Orthodox Church (NSW) Property Trust Act 1991 No 91*

Appendices

Appendix 17: Legislation and Legal Change (continued)

Sale of Goods Act 1923 No 1

Sale of Goods (Vienna Convention) Act 1986 No 119

Scout Association of Australia (New South Wales Branch) Incorporation Act 1928 No 26

Sea-Carriage Documents Act 1997 No 92

Sheriff Act 2005 No 6

Solicitor General Act 1969 No 80

Sporting Venues (Offenders Banning Orders) Act 2005 No 67

Standard Time Act 1987 No 149

Status of Children Act 1996 No 76

Stewards' Foundation of Christian Brethren Act 1989 No 172

Succession Act 2006 No 80

Suitors' Fund Act 1951 No 3

Summary Offences Act 1988 No 25

Sunday (Service of Process) Act 1984 No 45

Supreme Court Act 1970 No 52

Surrogacy Act 2010 No 102

Surveillance Devices Act 2007 No 64

Telecommunications (Interception and Access) (New South Wales) Act 1987 No 290

Terrorism (Commonwealth Powers) Act 2002 No 114

Terrorism (Police Powers) Act 2002 No 115

Trees (Disputes Between Neighbours) Act 2006 No 126

Trustee Act 1925 No 14

Trustee Companies Act 1964 No 6

Trustees Delegation of Powers Act 1915 No 31

Unauthorised Documents Act 1922 No 6

Uncollected Goods Act 1995 No 68

Uniting Church in Australia Act 1977 No 47

Vexatious Proceedings Act 2008 No 80

Victims Rights Act 1996 No 114

Victims Support and Rehabilitation Act 1996 No 115

Westpac Banking Corporation (Transfer of Incorporation) Act 2000 No 71

Witnesses Examination Act 1900 No 34

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)

Workplace Surveillance Act 2005 No 47

Young Offenders Act 1997 No 54 (except parts, the Minister for Justice)

Legislation allocated to the Minister for Justice

Child Welfare (Commonwealth Agreement Ratification) Act 1941 No 11

Child Welfare (Commonwealth Agreement Ratification) Act 1962 No 28

Children (Community Service Orders) Act 1987 No 56

Children (Detention Centres) Act 1987 No 57

Children (Interstate Transfer of Offenders) Act 1988 No 85

Crimes (Administration of Sentences) Act 1999 No 93 (except part, the Attorney General)

Crimes (Interstate Transfer of Community Based Sentences) Act 2004 No 72

International Transfer of Prisoners (New South Wales) Act 1997 No 144

Parole Orders (Transfer) Act 1983 No 190

Prisoners (Interstate Transfer) Act 1982 No 104

Young Offenders Act 1997 No 54, sections 49, 60 and 61, and Schedule 1 (remainder, the Attorney General)

Legal Change

The information below relates to changes to legislation allocated to the Attorney General.

Classification (Publications, Films and Computer Games) Enforcement Amendment Act 2010

Community Justice Centres Amendment Act 2010

Courts and Crimes Legislation Amendment Act 2010

Courts and Crimes Legislation Further Amendment Act 2010

Court Suppression and Non-Publication Orders Act 2010

Crimes Amendment (Terrorism) Act 2010

Crimes (Sentencing Procedure) Amendment Act 2010

Crimes (Serious Sex Offenders) Amendment Act 2010

Electronic Transactions Amendment Act 2010

Evidence Amendment Act 2010

Privacy and Government Information Legislation Amendment Act 2010

Surrogacy Act 2010

Terrorism (Police Powers) Amendment Act 2010

Appendix 17: Legislation and Legal Change (continued)

Court and Other Legislation Amendment Act 2011

Court Security Amendment Act 2011

Crimes Amendment (Murder of Police Officers) Act 2011

Evidence Amendment (Journalist Privilege) Act 2011

Law Enforcement Powers and Responsibilities Amendment (Move on Direction) Act 2011

Miscellaneous Acts Amendment (Directors Liability) Act 2011

Significant judicial decisions

Please refer to the Policy and Legal chapter of this report.

Corrective Services NSW

1. *Crimes (Sentencing Legislation) Amendment (Intensive Correction Orders) Act 2010*

This Act amended the *Crimes (Sentencing Procedure) Act 1999*, the *Crimes (Administration of Sentences) Act 1999* and other laws and commenced on 1 October 2010. The Act introduced Intensive Correction Orders as a community-based sentencing option in New South Wales and abolished Periodic Detention Orders. As a result, Periodic Detention Orders ceased as a sentencing option from 1 October 2010. Periodic Detention Orders imposed prior to that date are required to be served. The Act was based on recommendations contained in the New South Wales Sentencing Council's report *Review of Periodic Detention* published in December 2007.

2. *Crimes (Sentencing Procedure) Regulation 2010*

This Regulation replaced the *Crimes (Sentencing Procedure) Regulation 2005*, and commenced on 1 September 2010. Whilst the majority of the Regulation re-made the former 2005 Regulation, Part 3 of the Regulation deals with sentencing procedures for intensive correction orders, including assessment reports which must be prepared by Probation and Parole Officers.

3. *Crimes (Sentencing Procedure) Amendment Act 2010*

This Act, which received assent on 7 December 2010, introduced a provision into the *Crimes (Administration of Sentences) Act 1999* that if an offender serving a sentence of 3 years or more, with a non-parole period, has provided post-sentence assistance to law enforcement authorities that was not taken into account or considered by the sentencing court, the State Parole Authority must have regard to the nature and extent of the assistance and the degree to which the offender's willingness to provide such assistance reflects the offender's progress to rehabilitation, when deciding whether to release the offender on parole. The Act also introduced a requirement that a sentence imposed for escape from a correctional centre is to be served cumulatively upon, and following, sentences for other offences imposed simultaneously. Another

amendment makes it clear that applications for Extended Supervision Orders and Continuing Detention Orders may be made in respect of sex offenders who are serving sentences of imprisonment for serious sex offence(s) and other offences concurrently or consecutively, irrespective of which sentence was imposed first.

4. *Crimes (Serious Sex Offenders) Amendment Act 2010*

This Act, which received assent on 10 December 2010, amended the *Crimes (Serious Sex Offenders) Act 2006* to provide that an Extended Supervision Order issued under that Act is to be extended to account for any time that the order is suspended because the offender is in custody; and to provide that a condition of an Extended Supervision Order can require an offender to permit a CSNSW officer to have access to any computer or related equipment at the offender's residential address or in the offender's possession. The amendments also provide for registered victims of an offender to be notified of applications for Continuing Detention Orders and Extended Supervision Orders and to be given an opportunity to make a statement setting out the person's views about the proposed order and any conditions to which the order may be subject. The statement may be placed before the Supreme Court for consideration. In addition, the amendments provide that when determining an application for a Continuing Detention Order or an Extended Supervision Order, the Supreme Court must have regard to any report prepared by CSNSW as to the extent to which the offender can reasonably and practicably be managed in the community.

Significant judicial decisions

Nil significant judicial decisions have been reported.

Juvenile Justice NSW

Principal Legislation

Juvenile Justice is responsible for administering the following Acts:

- The *Young Offenders Act 1997* (Part 5 and Schedule 1), which sets out the responsibilities of the department in the administration of youth justice conferences;
- The *Children (Community Service Orders) Act 1987*, which details the responsibility of the department in supervising juvenile offenders placed on community service orders;
- The *Children (Detention Centres) Act 1987*, which governs the administration of juvenile justice centres and the care and supervision of juvenile detainees; and
- The *Children (Interstate Transfer of Offenders) Act 1988*, which specifies the requirements for the transfer of young offenders from or to NSW, and for the transfer of young offenders through NSW from one State to another.

Appendices

Appendix 17: Legislation and Legal Change (continued)

Changes in Legislation

The following Regulations were remade on 1 September 2010:

Children (Detention Centres) Regulation 2010

Children (Community Service Orders) Regulation 2010

Children (Interstate Transfer of Offenders) Regulation 2010

Details of significant amendments to these Regulations are as follows:

Children (Detention Centres) Regulation 2010:

- Amendments to ensure consistency of detainee uniforms across detention centres;
- Gives Juvenile Justice officers greater power to enforce a requirement that visitors leave all property in secure lockers prior to visiting detainees and provides a potential consequence if they fail to comply;
- Visitors who are banned from visiting a detention centre now have a right to have their banning order reviewed by the Director General (or delegate);
- Provides a more detailed list of instruments of restraint to provide clearer guidance to Juvenile Justice officers on lawful and appropriate instruments;
- Permits Juvenile Justice officers to use dogs to assist in the detection of prohibited drugs in detention centres and permits a reasonable use of force by Juvenile Justice officers in relation to protecting a drug dog from attack or harm whilst being used in a lawful search in a detention centre.

Children (Community Service Orders) Regulation 2010

Clause 10 of the Regulation was amended to provide details of appropriate worksites where young people may perform their community service orders.

The Crimes (Sentencing Legislation) Amendment (Intensive Correction Orders) Act 2010 amended section 24 of the *Children (Detention Centres) Act 1987*. This allows certain suitable young people subject to control orders to be granted conditional discharge in order to serve the period of detention by way of an "intensive correction order", including appropriate supervision.

Significant Judicial Decisions

Cahill (Public Service Association NSW) v State of NSW (Department of Juvenile Justice and Department of Education and Training) (No.3) [2009] NSWIRComm 97

In 2006 the Public Service Association NSW commenced a prosecution under the *Occupational Health and Safety Act 2000* against the State of New South Wales, specifically the Department of Education and Training (DET) and the former Department of Juvenile Justice. The prosecution arose from incidents involving teachers' aides and a teacher, working with detainees at the Putland School situated within Cobham Juvenile Justice Centre in March 2004. A small number of detainees misbehaved, verbally abused, and subjected some staff to minor physical assaults.

Three charges commenced related to matters including: failing to ensure the health safety and welfare of employees; not ensuring the systems of work and working environment of the employees were safe and without risks to health; and allowing there to be a psychologically unsafe place of work.

Juvenile Justice was convicted of two joint offences (along with DET). DET was convicted of the same two joint offences and one other offence under the *OHS Act*. Sentence proceedings were heard in June 2009 and the Court handed down fines in respect of three offences. The convictions and sentences were confirmed in respect of two occupational health and safety offences, involving Juvenile Justice and the DET following an appeal to the Full Bench of the Industrial Court of NSW, judgment was delivered on 1 April 2011. The State of NSW appeal in respect of one offence was successful and the conviction and sentence in respect of the third alleged offence against DET, relating to a risk of psychological harm to staff, was quashed. The relevant fines imposed by the Industrial Court in respect of Juvenile Justice and DET were \$200,000 and \$160,000. These fines were paid jointly by Juvenile Justice and DET, each paying fifty percent of the total fines.

Since 2004 Juvenile Justice has continued to improve safety and security in schools located in Juvenile Justice Centres. There have been improved communications systems and duress alarms installed in schools. There has also been enhanced and refined information provided to staff about the classification of detainees, and identified risk factors.

There is now more comprehensive liaison and improved information exchange between Juvenile Justice and DET in relation to detainee management and safety. There is also ongoing instruction and training to staff.

Appendix 18: Major Works in Progress

Project	Estimated Total Cost \$m	Cost up to 30 June 2011 \$m	Completion date	Cost overruns
Attorney General's Division				
Forum Sentencing facilities	1.07	150,000	Jun 2014	Nil
Remote Witness Facilities	12.687	11.379	Jun 2011	Nil
Court Upgrade program (including Justicelink)	259.789	123.714	Jun 2015	Nil
Newcastle Courthouse	94.130	3.700	Jun 2014	Nil
Joined Up Justice	9.900	4.434	Dec 2012	Nil
Legal e-Services	10.086	5.484	Jun 2012	Nil
Corrective Services NSW				
1000 Inmate Beds	296.355	218.810	Jun 2013 (expected)	Nil
Information Technology Infrastructure	47.567	25.542	Jun 2013 (expected)	Nil
Inmate Escort Vehicles	9.230	4.870	Jun 2014 (expected)	Nil
Juvenile Justice NSW				
Front Line Accommodation	7.240	5.241	2012/13	Nil
Riverina Juvenile Justice Centre Redevelopment	29.388	8.067	2012/13	Nil
Cobham Juvenile Justice Centre Redevelopment	40.255	7.024	2012/13	Nil
Client Information Management Service Upgrade	7.041	2.728	2012/13	Nil

Appendices

Appendix 19: Multicultural Policies and Services Program

Attorney General's Division

The Attorney General's Division) has continued to implement its commitment to multicultural polices 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 and demonstrate plans to address relevant issues faced by their clients.	The Court Intervention Unit and Community Justice Centres are exploring partnerships with Culturally and Linguistically Diverse (CALD) communities such as the various African and Pacific communities to enhance services that address issues facing their clients.
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.	Diversity Services is working with various business centres such as Community Justice Centres, Victim's Services, Crime Prevention Division, Community Relations Unit and Local Courts to assist in their implementation of the Culturally Diverse Communities Access Plan.
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 Department's executive.
Diversity Services submits MPSP reports to Community Relations Commission (CRC) and within 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 19: Multicultural Policies and Services Program (continued)

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.	Advice to a whole of government working group on the sensitive issue of individual identification was informed by research and community consultation.
The voice of clients is evident in the Department's decisions.	The Division broadened its engagement with numerous multicultural communities during the year through the introduction of two new Community Liaison Officers. The DVD <i>The Law and You: Legal Information for African Communities in NSW</i> was launched to 150 African community elders and leaders and promoted across the state to service providers and justice sector agencies.
All client feedback that is handled by the CRU is sent to the relevant business centre for their information and response advice.	Community Relations Unit (CRU) has reviewed its client feedback policies and procedures. Business centres are integral to the CRU responses to clients and therefore have access to issues as they arise.
The Attorney General's Division enhances its understanding of multicultural communities' issues through its culturally diverse staff.	The Division has several internal events, which are designed to encourage culturally diverse staff to feel proud and confident in sharing and informing policies and practices.

Activity area 'B' Capacity building and resourcing

Outcome 3 – Leadership

CEO 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 are perceived as champions of cultural diversity in 2012 as reported in the bi-annual employee survey.	Internal agency publications included 17 articles promoting cultural diversity and included support by senior management. The next employee survey will be conducted in 2011/2012.
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.

Appendices

Appendix 19: Multicultural Policies and Services Program (continued)

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. The Division has over 130 staff in receipt of the Community Language Allowance Scheme, which means that clients from various backgrounds can access basic language assistance.</p> <p>18.4 % of staff of the Attorney General's Division have identified as being from a racial, ethnic or ethno-religious group which is a minority in Australian society.</p>
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. Network representatives are members of the Equity and Diversity Alliance, which oversees the development and implementation of the Equal Employment Opportunity 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>The Cultural Diversity Staff Network has the opportunity to present ideas and suggestions to management.</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 5 days development per year. Specific development activities are also provided through the Cultural Diversity Staff Network.</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 in a range of development programs, from induction to leadership development.</p>

Appendix 19: Multicultural Policies and Services Program (continued)

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.	This consultation strategy has been developed and includes extensive engagement with three diverse multicultural communities through 2011 and will focus on additional refugee communities in 2012.
The Attorney General's Division's services respond to feedback from the community and are delivered in a culturally competent manner.	A DVD was developed and launched in late 2010 for African community members entitled 'The Law and You, Legal Information for African Communities in NSW'. This DVD was prepared in seven African community languages. Multicultural mediators and advisors are employed by the Community Justice Centres to ensure mediations are offered in a culturally competent manner. They have also consulted with various communities to discuss cultural differences in ADR.
Business Centres who survey former clients will track issues of access relating to cultural diversity and respond to them.	In LawAccess people from a multicultural background are identified as 'priority customers' as per the <i>LawAccess NSW Policy, Procedure and Service Standards Manual</i> . Continued implementation of <i>Communications Strategy – People from CALD Communities</i> . All strategies were developed in consultation with relevant communities and stakeholders. LawAccess NSW <i>Customer Satisfaction Survey</i> includes specific measures around birthplace of and language spoken by customers.
The clients from culturally diverse communities who use Victim's Services increases.	Victim's Services is preparing a service delivery strategy to enhance service provision to people from multicultural communities.
The use and provision of interpreting and translation services increase.	The amount of interpreting and translation provided to clients by the division has increased in the last financial year by 9.46%. The number of CRC interpreters provided to the Department totalled 13,552. We are now also tracking translation expenditures separately and will use our 2010/11 as a baseline.

Outcome 6 – Communication

A range of communication formats and channels are used to inform people from culturally and linguistically diverse 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.	Expenditure on interpreters and translations has increased by 9.46% across the Division in the last financial year.
There is an increase in the number of audiovisual link sessions provided by the Community Relations Commission in the provision of interpreters.	Data on audiovisual links provided through Community Relations Commission was not available.

Appendices

Appendix 19: Multicultural Policies and Services Program (continued)

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 attendance at each legal education and consultation session held with the African, Chinese and Pacific communities reflects the value of the workshops and communities' appreciation for the information provided. The Division offered 25 community sessions over the financial year.
Ability to sustain participation of Sudanese Law Students for the Blacktown Local Court Support program.	The Division is working with the University of Western Sydney to ensure the continuation of the Blacktown Sudanese Local Court Support Program.

In 2011/12 the Division will focus its efforts on:

- working across the Department, including Corrective Services NSW and Juvenile Justice to share the feedback from various multicultural communities on our services and programs to ensure they are responsive and accessible to the broadest number of community members;
- working with community leaders to encourage participation in identification and response to justice issues through the leadership skills held amongst the communities' leaders;
- meeting with the identified communities for 2011/12 such as the African, Pacific and Chinese 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;
- facilitating forums on domestic violence with specific culturally diverse communities; and
- ensuring the engagement process between multicultural 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 (African, Iraqis, Afghani, Chinese, and Pacific Communities as based on interpreter and census data).

Appendix 19: Multicultural Policies and Services Program (continued)

Corrective Services NSW

Cultural and Linguistic Diversity

In 2010/11, Corrective Services NSW (CSNSW) submitted its inaugural Cultural and Linguistic Diversity Report to the Community Relations Commission. The report highlighted CSNSW's achievements for 2010 in the areas of Planning and Evaluation, Capacity Building and Resources and Programs and Services. The Community Relations Commission assessed CSNSW's overall performance for 2010 at range 2, within the ranges 1 to 3 identified within the Multicultural Planning Framework. The Commission complimented CSNSW for improving access to language services and information in community languages for people from culturally and linguistically diverse (CALD) backgrounds and for increasing the level of accountability of funded services.

Staff cultural training

In 2010/11, Brush Farm Corrective Services Academy held seven, full-day sessions of Cultural Inclusiveness training. The course was attended by 85 staff. It is part of a unit of competency for Work Effectively with Diversity. A total of 421 new recruits completed the Cultural Awareness module as part of their integrated induction training.

Communication

In 2010/11, Corrective Services NSW invested \$192,646 in on-site and telephone interpreter services. In addition, the number of bi and multi-lingual staff on the Community Language Allowance Scheme increased by 6.23 percent to 80, providing language assistance in 33 community languages.

In partnership with Housing NSW, CSNSW staff reviewed and updated the Questions and Answers about Social Housing booklet. CSNSW staff also reviewed and updated the Visiting a Correctional Centre booklet and the Controlled Telephone System. All documents were translated into Arabic, Chinese, Spanish and Vietnamese at a cost of \$19,360. The documents were made available to offenders in custody.

Community partnership

In 2010/11, the Transitions Project was re-instituted. This partnership between CSNSW and the Drug and Alcohol Multicultural Education Centre provides intensive case management for up to six months for post release support for Vietnamese offenders.

Community engagement

In 2010/11, CSNSW attended a number of community forums between the former Department of Justice and Attorney General (DJAG) and the African and Pacific Islander communities. CSNSW's Client Service Officers continued to work collaboratively with their local CALD communities to address contemporary issues and to identify emerging issues.

Juvenile Justice NSW

Multicultural policies and plans

Juvenile Justice worked during the year with the Community Relations Commission on developing a new Multicultural Action Plan for the period 2011-2013. Until April 2011, the intention was to incorporate this new plan into the overall Multicultural Action Plan for the Department of Human Services. With the change of Administrative Orders in April 2011, further work was needed to bring the document into line with the Department of the Attorney General & Justice. This work continues.

Juvenile Justice has begun to document the depth of contact with multicultural groups through our field staff working with young offenders who are on community orders or who are leaving custody. The re-integration back into the local community is an important aspect of preventing recidivism.

Juvenile Justice is working with other agencies in the justice cluster to integrate and coordinate activities with various multicultural groups to ensure that multicultural groups understand the NSW judicial system and the role of Juvenile Justice.

Appendices

Appendix 20: Occupational Health and Safety

Attorney General's Division

In the 2010-2011 financial year Health and Safety Services took a focus on review and continual improvement by conducting a self-audit. The audit identified areas for process improvements and the need for review and revitalisation of current practises and processes.

A Workplace Health and Safety Management System (WHSMS) was designed to ensure a planned and coordinated approach to managing health and safety risks in the workplace. The system is a set of policies, plans and actions to systematically manage workplace health and safety and injury management and is designed in accordance with Australian Standard 4804 (2001).

To underpin the WHSMS a Workplace Health and Safety and Injury Management Framework has been developed. It includes policies and procedures for preventing injuries and illness, as far as possible, and for managing the prompt return to work of injured employees wherever practicable. The framework focuses on Department's high-risk areas as well as ensuring a balance with health and wellbeing.

The framework consist of four program areas:

- Workplace Health and Safety Awareness
- Workplace Ergonomic
- Well for Life
- Injury Management

The WHSMS and Framework will be rolled out in the new financial year after consultation and communication.

Additionally, Health and Safety Services took a focus on injury management; thoroughly reviewing workers compensation claims to ensure appropriate support, management and action.

This focus coincided with new arrangements for workers compensation in the NSW Public Service introduced by NSW Treasury (on behalf of the NSW Government); with QBE Insurance (Australia) Ltd being appointed as the new workers compensation provider for the Department of Attorney General and Justice, replacing Allianz Australia Ltd, effective 1 April 2011.

New processes have been implemented, existing processes reviewed and a focus on continual improvement through the delivery of services and support to injured workers.

There were 166 new workers compensation claims lodged during the reporting period; this is a 16% decrease on the 2009/2010 financial year. As at 30 June 2011, the Department had 181 claims open which is an 11% decrease on the 2009/2010 financial year.

Statistics

Incident Type	Number of Occurrences
Hazard	102
Illness	51
Injury	332
Near Miss	17
Security	25
Violence	9

Cause of Incident	Number of Occurrences
Biological	18
Body Stress	143
Being hit by an Object	38
Chemicals and other substances	24
Heat, Radiation, Electricity	19
Hitting Objects	35
Mental Stress	49
Slips/Trips/Falls	144
Sound and Pressure	14
Vehicle accident	27
Security/Violence	9
Plant and Maintenance	16
Total	536

Appendix 20: Occupational Health and Safety (continued)

Corrective Services NSW

Injury Management – Claims Information

	2008/09*	2009/10*	2010/11
Claim costs	\$13,419,084	\$12,337,328	\$7,466,456
Claim numbers	838	851	761
Staff numbers	6,859.84	7,025.50	7155.20
Average costs per claim	\$16,013	\$14,497	\$9,811

* The number of claims for previous years has been adjusted to reflect only workers compensation claims. Reports in previous years showed "notification only" submissions which did not progress to workers compensation claims. As a result of these adjustments the number of claims decreased.
 In addition, annual number of claims and cost per claim can alter as additional medical/wages costs are incurred and back claims can be made in the years following the incident, while the claim is counted in the year the injury occurred.

Injuries and prosecutions under the *Occupations Health and Safety Act 2000*

In 2010/11, Corrective Services NSW (CSNSW) received a total of 761 new claims for work-related injuries. No prosecutions against CSNSW were made for 2010/11.

During 2010/11, 31 improvement notices were issued by WorkCover. CSNSW complied with all notices within the required time period.

Juvenile Justice NSW

	2007/08	2008/09	2009/10	2010/11
Claims reported	201	212	209	172
Incurred cost	\$1,597,617	\$1,658,414	\$1,928,773	\$1,555,133
Average incurred cost	\$7,948	\$7,822	\$9,229	\$9,041

Data Source: Treasury Managed Fund – SICorp Standard Report Suite "claims by financial year reported". Data correct as at July 31 2011.

Juvenile Justice has continued to create and maintain a risk-based safety culture through the operation and development of an enterprise risk management framework and good governance, with particular emphasis on preventative risk management in our custodial environment. Part of the assurance program within this framework includes Safety Management System Audits, which continued to occur during the year to monitor the performance of the agency's Safety Management System. The audits provide a proactive opportunity for workplaces to address areas identified for system improvement and to manage risk thus reducing workers compensation claims.

In 2010/11 the most common work related injuries were 'body stressing' (25 percent), 'being hit by moving objects' (23 percent), 'falls, trips and slips of a person' (17 percent) and 'mental stress' (12 percent). An effective relationship was maintained with workers' compensation insurer Employees Mutual Limited (EML) up to 31 March 2011.

QBE Australia took over as workers compensation insurers from 1 April 2011.

Subsequent to April the Injury Management team focussed on solidifying processes in collaboration with QBE to ensure the effective service delivery of Workers' Compensation claims management.

Converge International is engaged to deliver confidential, voluntary and free support services to all employees and their immediate families. This service is available 24 hours per day, seven days per week.

Appendices

Appendix 21: Overseas Visits

Attorney General's Division

Officer	Place	Purpose	Dates of trip
Cate Follent Assistant Crown Solicitor Crown Solicitor's Office*	Auckland, New Zealand	Asia-Pacific Coroners Society Conference	22 – 25 November 2010
Jessica Murty Senior Solicitor Crown Solicitors Office*	Auckland, New Zealand	Asia-Pacific Coroners Society Conference	22 – 25 November 2010
Peter Aitken Solicitor Advocate Crown Solicitors Office*	Auckland, New Zealand	Asia-Pacific Coroners Society Conference	22 – 25 November 2010
Naomi Malhotra Senior Solicitor Crown Solicitors Office*	Auckland, New Zealand	Asia-Pacific Coroners Society Conference	22 – 25 November 2010
Rebecca Graham Senior Solicitor Crown Solicitors Office*	Auckland, New Zealand	Asia-Pacific Coroners Society Conference	22 – 25 November 2010
Michael Talbot Assistant Director General	New Zealand	Study tour to New Zealand Ministry of Justice to investigate Judicial Resource Scheduling Initiatives	3 – 4 February 2011
Laurie Glanfield Director General	Singapore	Asia-Pacific Courts Conference 2010	2 – 8 October 2010
	New Zealand	Study tour to New Zealand Ministry of Justice to investigate Judicial Resource Scheduling Initiatives	3 – 4 February 2011
	New Zealand	Standing Committees of Attorneys Generals; National Justice Chief Executive Officers Group; National Coronial Information System Committee; National Criminal Courts Statistics Unit Board of Management; Meeting with Chief District Court Judge of New Zealand about the International Framework for Court Excellence.	3 – 5 March 2011
Magistrate Jerram State Coroner	New Zealand	Australasian Coroners Conference 2010	15 – 17 November 2010
Magistrate Dillon Deputy State Coroner	New Zealand	Australasian Coroners Conference 2010	15 – 17 November 2010
Magistrate Mitchell Deputy State Coroner	New Zealand	Australasian Coroners Conference 2010	15 – 17 November 2010
Justice BJ Preston Chief Judge Land and Environment Court	Singapore	Asia-Pacific Courts Conference 2010	2 – 7 October 2010
Greg Walker Director Reporting Services Branch	Auckland, New Zealand	Court Transcription Services National Working Group Annual Conference	21 – 22 March 2011

Appendix 21: Overseas Visits (continued)

Officer	Place	Purpose	Dates of trip
Troy Trgetaric Assistant Director Operations Reporting Services Branch	Auckland, New Zealand	Court Transcription Services National Working Group Annual Conference	21 – 22 March 2011
Mandy Young Director Victims Services	London, United Kingdom	10 th World Conference on Injury Prevention and Safety Promotion Conference	21 – 24 September 2010
Steve Marks Legal Services Commissioner Office of the Legal Services Commissioner**	San Francisco, United States	Annual American Bar Association Meeting, the 20/20 Ethics Commission of the American Bar Association and the Council of Bar Presidents	4 – 6 August 2010
Tahlia Gordon Research and Projects Co-ordinator Office of the Legal Services Commissioner**	San Francisco, United States	Annual American Bar Association Meeting, the 20/20 Ethics Commission of the American Bar Association and the Council of Bar Presidents	4 – 6 August 2010

Corrective Services NSW

Names	Place	Purpose	Dates of trip
Joanne Jousif Senior Project Officer Statewide Administration of Sentences and Orders	Jakarta, Indonesia	Indonesian Directorate-General of Corrections Project	11 July – 10 October 2010
	London, United Kingdom	Conference of Counter Terrorism	18 – 20 July 2011
	Jakarta, Indonesia	Indonesian Directorate-General of Corrections Project	5 – 6 February 2011
Peter Latimer Manager of Security Compulsory Drug Treatment Correctional Centre	Jakarta, Indonesia	Indonesian Directorate-General of Corrections Project	11 July – 10 October 2010
Kim Blinkhorn General Manager Inspectorate	United Kingdom	Senior Executive Succession Program	12 – 30 July 2010
John O Shea Manager of Security Lithgow Correctional Centre	Jakarta, Indonesia	Indonesian Directorate-General of Corrections Project	30 September – 5 December 2010
Ross Feenan Manager Offender Assessment Unit	Jakarta, Indonesia	Indonesian Directorate-General of Corrections Project	30 September 2010 – 5 February 2011
John Flockton Clinical Director High Risk Management Correctional Centre	Jakarta, Indonesia	Indonesian Directorate-General of Corrections Project	12 – 27 March 2011
Chelsey Dewson Clinical Director High Risk Management Correctional Centre	Huddersfield UK	Supervision session in Investigative Psychology	27 June – 15 July 2011

Appendices

Appendix 21: Overseas Visits (continued)

Names	Place	Purpose	Dates of trip
Rosemary Caruana Assistant Commissioner Offender Services Management	Singapore	International Corrections and Prisons Association Conference	11 – 16 September 2011
Gary McCahon General Manager Statewide Emergency Unit	Tokyo, Japan	31ST Asian and Pacific Conference of Correctional Administrators (APCCA) 2011	4 – 15 October 2011

Juvenile Justice NSW

Officer	Place	Purpose	Dates of trip
Peter Harvey Executive Director Human Resources	New Zealand	Australia & New Zealand School of Government (ANZOG)	4 – 9 July 2010

* Air travel costs were met by the officers themselves.

** Expenses were largely met by external organisations including the Australian National University, the Law Society of England and Wales and the American Bar Association.

Appendix 22: Privacy and Personal Information Protection

Attorney General's Division

The Attorney General's Division continues to manage its obligations under the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002*. Work is currently underway to update the Privacy Management Plan.

During 2010/2011 three privacy internal reviews were received. The first related to an alleged breach by the Registry of Births Deaths and Marriages and concerns making an online historical index of registrable events available to the public on the Registry's website. This review is not yet finalised.

The second internal review concerned the disclosure of personal information by the Registry of Births Deaths and Marriages relating to a deceased person. No further action was taken as disclosure was permitted under the *Birth, Deaths and Marriages Registration Act 1995*.

The third internal review concerned the collection of information, which was collected from another public sector agency. This agency was forwarding information in relation to an application made by the person under a Premier's Memorandum. This matter was settled.

Two internal reviews reported on in the previous year continued during this reporting year. In the first internal review, concerning an alleged breach by a Court Registrar, mediation was unsuccessful. The matter was set for

hearing at the Administrative Decisions Tribunal (ADT) on a preliminary point. The ADT determined that the information was not held by this Agency. The matter is currently on appeal.

In the second internal review the applicant alleged that a breach of privacy occurred when court staff opened a letter addressed to court, which the applicant requested to be returned. The ADT agreed that no action was to be taken. The applicant filed an appeal to the Supreme Court but later withdrew the application.

Corrective Services NSW

Internal Reviews

This financial year Corrective Services NSW (CSNSW) received no applications for internal review under the *Privacy and Personal Information Protection Act 1998* (PPIP Act).

Requests

This financial year CSNSW received no requests under section 14 of the PPIP Act. One request was received under section 15 of the PPIP Act, however, it was withdrawn.

Section 45 Complaints

This financial year CSNSW received no complaints pursuant to section 45 of the PPIP Act.

Appendix 22: Privacy and Personal Information Protection (continued)

Privacy Management Plan, Policies and Practices

CSNSW has a privacy management plan, which is reviewed on an ongoing basis. CSNSW has a number of policies and written practices available to staff, which provide advice on how to handle personal information held by CSNSW in accordance with the PPIP Act and the *Health Records and Information Privacy Act 2002*. The Information Access & Privacy Unit has an Internet and Intranet site, which provides information on privacy issues.

Juvenile Justice NSW

Applications for personal information by Juvenile Justice clients (past and present) were processed under the *Privacy & Personal Information Protection Act 1998* (PPIPA) during 2010-2011. This was due to internal arrangements within the Department of Human Services to allow Juvenile Justice clients to access their personal information without charge. Overall, there were 27 such applications: one application was withdrawn and the rest were granted access in full. Of the 26 active applications; 17 were lodged through solicitors; and, nine were lodged by the applicants. There were no reviews.

Types of documents held

Juvenile Justice holds records dating from 1991 when the Department of Juvenile Justice was formed. Records of juvenile offenders prior to that time may be accessed through the Department of Family and Community Services. Additionally applications for the medical, psychological and psychiatric records of juvenile offenders must be accessed through Justice Health.

The Juvenile Justice maintains the following categories of files:

Client files

Two types of client files are maintained:

- Detainee Files (D files) records all matters relating to clients who are serving sentences in juvenile justice centres or who have been placed in a juvenile justice centre pending an appearance at court.
- Community Files (C files) contain records of the agency's community supervision of juvenile offenders referred by the courts.

Administrative files

These files contain records relating to the day-to-day administration of the agency including financial and accounting records, property records, agendas and minutes of meetings, correspondence, etc.

Policy and procedural documents

The agency maintains policy and procedure documents, including operational manuals for both custodial and community services.

Computerised records

Juvenile Justice maintains computerised client records of clients, personnel, purchasing and financial management. Additionally, the agency maintains computerised records of finalised juvenile court matters. This information is used on a daily basis by the courts and law enforcement agencies as well as for statistical analysis and planning purposes.

Public Relations and information documents

The Corporate Communications Unit has a selection of information pamphlets and brochures publicising the agency's services.

Appendix 23: Senior Executive Service

Level	Female	Male	Vacant	Total
SES Level 8		1		1
SES Level 7		1		1
SES Level 6		2		2
SES Level 5	1	4		5
SES Level 4	5	9	1	15
SES Level 3	3	3	4	10
SES Level 2	11	8	2	21
SES Level 1	1	2*		3
Total	21	30	7	58

* Note: This table contains the number of SES Officers in the Attorney General's Division, Corrective Services NSW and Juvenile Justice NSW. This includes the Director Children's Court Clinic includes the Director Childrens Court Clinic, which transfers to the Sydney Children's Hospital Network effective 1 July 2011.

Appendices

Appendix 24: 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	\$441,070
Contract period	2009-2014

In 2010/11, Mr Glanfield has provided leadership in the implementation of reforms across the Department, including legislative, technological, organisational and cultural change.

Major achievements 2010/11

In 2010/11, Mr Glanfield:

- Conducted a number of consultative forums with various communities such as the Chinese, Sudanese and Pacific communities.
- Oversaw and participated in the independent judicial appointment panel process for judges and magistrates.
- Played a key role in the COAG national legal profession reform project (as a member of the Reform Taskforce)
- Continued to drive key priorities in the NSW State Plan: reducing re-offending, reducing anti-social behaviour and improving customer satisfaction with Government services.
 - Expansion of the NSW Drug Court to Toronto in the Hunter region.
 - Expansion of the Forum Sentencing Program to Newcastle, Gosford, Parramatta, Bankstown, Downing Centre and Coffs Harbour.
 - Establishment of an Alcohol Magistrates Early Referral Into Treatment (MERIT) program for offenders with alcohol problems in nine courts: Wollongong; Manly; Coffs Harbour; Orange; Dubbo; Bathurst; Broken Hill; Wellington and Wilcannia.
- Continued to support innovative and effective crime prevention projects and research such as:
 - New graffiti management activities including an innovative graffiti hotspot reduction program
 - Establishment of crime prevention projects in 15 local government areas
 - Innovative approaches to reduce crime such the development of designs to reduce supermarket theft, break and enter strategies in Holroyd and the Clarence Valley, and the development of designs for Housing NSW to reduce crime in Hamilton South, Lethbridge Park And Wagga Wagga
- Continued to improve services to victims of crime. There was a 30% increase in calls to the Victims Access Line since its implementation in April 2010, and further enhancements were implemented to ensure victims are receiving a high quality service. In 2010/11 there was an increase of 13.7% in compensation claims processed. This was due the implementation of revenue strategies (increasing revenue by 44.5%) and legislative and internal streamlining strategies.
- Supported improved performance in the Courts, with the NSW Local, District and Children's Courts ranked first in Australia for timely finalisation of criminal matters in the *Productivity Commissions Report on Government Services 2011*.
 - The NSW Supreme Court reduced the percentage of criminal cases older than 12 months, the District Court reduced its criminal non-appeal backlog for the fifth year in a row, and the Local Court (Magistrates court) and Children's Court both reduced their backlogs of criminal cases older than 6 months, despite a 1% increase in criminal lodgements in the Local Court and a 10% increase in the Children's Court.
 - Regarding cost, both the NSW Supreme Court and District Court continued to rank second for the lowest cost per finalisation in the country, while the Local Court improved one place and is now ranked fourth.
- Continued to implement changes focused on increased service delivery to drive improved customer focus and satisfaction such as the establishment of the NSW Courts Service Centre, delivery of the civil court document online lodgement service as part of the Legal eServices and an online searchable court list.
- Continued to advance technological change and improve service delivery through the ongoing development and rollout of JusticeLink enhancements. This includes the introduction of a TTY (a textphone or telephone typewriter) phone number to assist Local Court clients with hearing or speech impairments, and the introduction of a new fees upload tool which reduces costs and time taken to update changes.

Appendix 24: Senior Executive Performance Statements (continued)

Major achievements 2010/11 (continued)

- Oversaw the implementation of two new Alternative Dispute Resolution programs in the care jurisdiction of the Children's Court following recommendations in the 2008 report Special Commission of Inquiry into Child Protection Services in NSW.
- Oversaw the strong leadership role played by the Department in the development of policy and legislation within the broader justice portfolio.
 - Advanced significant law reform through the passage of 19 laws, including laws relating to the recovery of criminal assets, victims compensation and journalist privilege.
 - Successful implementation and evaluation of the Work and Development Order scheme.
 - Publication of 39 reports and papers on topics such as bail, juvenile offending, family violence, and cheating at gambling.
 - Increased the availability of Public Defenders in regional NSW.
- Continued to manage the Vanuatu Legal Sector Strengthening Project (VLSSP) on behalf of AUSAID until the successful completion of Phase 3 in June 2011. The VLSSP has built a sustainable administrative and legal capacity within each of the Public Legal Offices of Vanuatu.
- Continued to implement strategies that enhance environmental sustainability with a particular focus on promoting recycled paper and paper sourced from sustainable forests. The Department continued to focus on fleet environmental performance with over 54% of fuel purchased now being E10 and 28 hybrid vehicles in the fleet, representing approximately 10% of the total number of vehicles. Trials also commenced with the use of various LED lighting systems in our courts to determine their effectiveness and efficiency.
- Promoted a safe working environment for all staff. The Respect campaign, now in its fifth year included the implementation of the Aboriginal Cultural Respect Program in 2010/11, and further work to ensure a high standard of workplace behaviour that supports a positive working environment and culture.
- Provided leadership in the Department's commitment to increasing Aboriginal and Torres Strait Islander (ATSI) staff with 4% of the Department's staff (including casuals but excluding Judges and Magistrates) being Aboriginal employees.

Mr Glanfield has continued to be involved in the promotion of court excellence through quality management and chairs 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. Mr Glanfield presented at the Subordinate Courts of Singapore's Asia Pacific Courts Conference in October 2010 and has assisted and presented to other jurisdictions in Australia and New Zealand on the Framework.

Mr Glanfield also continued to provide leadership in high-level interagency and inter-jurisdictional 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 Committee of Attorneys General.

Appendices

Appendix 24: Senior Executive Performance Statements (continued)

Statement of Performance

Name	Ian Knight
Position	Crown Solicitor
Senior Executive Service	Level 6
Total remuneration package	\$312,850
Contract period	2009 – 2014

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 Law Practice Group.

The 2010-2011 year was a very successful one for the CSO. The Office achieved an operating surplus of \$5.045 million, an above target client satisfaction rating of 86 per cent, (good to excellent) and its average billable hours target.

During the year the CSO also assisted in a review of its operations established by the Legal Services Review.

Client service standards and guidelines for the supervision of legal work were revised to assist in the delivery of high quality legal services. Work was completed to enable the Crown Solicitor to survey clients as to his performance in randomly selected completed matters. Additionally security was upgraded to the CSO's premises, benefiting service delivery and the safety and well being of staff.

The Crown Solicitor provided numerous legal advices to the Government and government agencies on a range of important issues, including the prorogation of the Parliament and other issues relating to the NSW general election of March 2011.

Significant matters in which the Crown Solicitor provided representation included the Sydney Airport duty litigation, the Special Commission of Inquiry into Electricity Transactions, complaints to the Judicial Commission regarding Magistrates Betts and Maloney and inquests into the deaths of Mary Wallace, Trudie Adams and Jai Morcom.

Appendix 24: Senior Executive Performance Statements (continued)

Statement of Performance

Name	Imelda Dodds
Position	CEO of NSW Trustee and Guardian
Senior Executive Service	Level 5
Total remuneration package	\$278,350
Contract period	2010 – 2015

Imelda Dodds is responsible for the management and performance of the NSW Trustee and Guardian.

Major achievements 2010/11

Ms Dodds led NSW Trustee and Guardian (NSWTG) through its second year of operation as a combined organisation. NSWTG consolidated and achieved a great deal in a tight monetary environment accentuated by rising costs, which directly impacted on the NSWTG clients and upon the fiscal position of the state public service.

Ms Dodds successfully achieved the following key activities and milestones during the past year:

- developed a new vision and mission statement to guide NSWTG in its dealing with clients and development of future plans
- moved towards implementing a new investment approach, closing the Interest Suspense Account and converting assets from former Common Funds
- implemented the new service delivery model
- commenced offering financial management services at five offices that previously delivered trustee services only: Lismore, Chatswood, Gosford, Sydney Central and Newcastle. Another three offices will offer dual services early in the new financial year.
- retained solid relationship with Joint Consultative Committee, comprised of the Public Services Association and NSWTG management and avoided industrial relations fallout
- contributed to the Productivity Commission's Inquiry about a National Disability Insurance Scheme and the Inquiry into Ageing
- made submissions to the NSW Law Reform Commission Projects on Penalty Notices and Sentencing people with Cognitive or Mental Health Impairment
- made a submission to Victorian Law Reform Commission's Review of Guardianship
- confirmed NSWTG executive structure and realigned reporting lines
- substantially completed reviews of delegations to enable decision making at the closest possible level to the client
- was very active in promoting NSWTG in the key campaigns of Good Will Week; Seniors Week and Law Week.

Ms Dodds represented the Attorney General's Division of the Department Attorney General and Justice on the NSW Government Working Party on Ageing 2030.

She chairs the Department's Right to Dignity at Work Committee and actively promotes respectful behaviours in the workplace. Ms Dodds also chairs the interagency forum Planning for Later Life. Ms Dodds sponsored the National Standards for Substituted Decision Making for Financial Management through the approval process of the Australian Guardianship and Administration Council.

Appendices

Appendix 24: Senior Executive Performance Statements (continued)

Statement of Performance

Name	Steve Mark
Position	NSW Legal Services Commissioner
Senior Executive Service	Level 5
Remuneration package	\$278,350
Contract period	2010 – 2013

Major achievements

The Office of the Legal Services Commissioner (OLSC) again achieved re-certification to ISO 9001 in Quality Management Systems, one of the key initiatives for 2010-2011, which has improved processes and systems within the office and has been reflected in improved client service delivery.

The OLSC is committed to ensuring better access to information and resources to ensure all OLSC stakeholder needs are being monitored and met. One of the key initiatives this year was to revise and enhance the Office's consumer and client feedback surveys to ensure relevancy, currency and applicability. Results so far have been overwhelmingly positive, and a number of changes have been put in place from feedback received to ensure better access to services.

The OLSC also continued its work designing a web-based portal to improve incorporated legal practice compliance, which is aligned with appropriate management systems. Since 1 July 2001, NSW legal service providers have been permitted to incorporate and since then more than 900 practices in NSW have become incorporated legal practices. The OLSC has been working to develop a web-based portal to assess and report on compliance amongst incorporated legal practices. The third phase of the portal project is now completed with the final implementation stage commencing on 1 July 2011.

The OLSC has continued to expand its research portfolio by participating in a range of joint research projects with universities and the business sector. These research projects are designed to improve our regulatory processes whilst promoting professionalism within the legal profession and ensuring client protection. The projects include as follows:

- An Australian Research Council project with the University of New South Wales and Ernst & Young focusing on integrity and the professions;
- A major research project with Sydney University focus on the impact of technology on the practice of law; and
- An analysis of alternative business structures in the legal services marketplace.

Appendix 24: Senior Executive Performance Statements (continued)

Statement of Performance

Name	Michael Talbot
Position	Assistant Director General, Courts and Tribunal Services, Attorney General's Division
Senior Executive Service	Level 5
Total remuneration package	\$278,350
Contract period	2007 – 2012

Michael Talbot is responsible for the management and performance of courts and tribunals in NSW, which achieved excellent performance against national benchmarks with Local, Children's and District Courts by leading the nation in timely finalisation of criminal matters.

Major achievements

Michael Talbot has led a series of reforms to further improve the efficiency and access to the justice system. They include the following:

- implementation of the NSW Courts Service Centre
- expanded use of video conferencing technology that allows vulnerable witness, persons in custody and expert and her witnesses to participate in court processes remotely
- continued implementation of the Joined Up Justice project. This system will improve the electronic exchange of data between justice agencies
- continued implementation of the Legal eService project, including the implementation of JusticeLink eServices and searchable court lists. The Legal eServices system will allow greater web-based access to court initiated processes.

Mr Talbot has overseen and supported the implementation of:

- the NSW Drug Court at Toronto courthouse
- the new Caselaw website for online judgment publishing
- piloting of Alternative Dispute Resolution procedures at the Children's Court
- the International Framework for Court Excellence at the Land and Environment Court.

Mr Talbot has strongly supported the Department's indigenous employment program. He has contributed strongly to the strategic direction of the Department, in particular to future service channel strategies and in broader programs of reform aimed at developing teamwork, ethic standards, diversity and the health and safety of staff.

Appendices

Appendix 24: Senior Executive Performance Statements (continued)

Statement of Performance

Name	Ron Woodham
Position and level	Commissioner SES 7 max
Total remuneration package	\$427,350 per annum
Contract period	2006–2011

Commissioner Ron Woodham is responsible for the largest correctional system in Australia. The highest inmate population in 2010/11 was 10,364. During the same period, a monthly average of 16,217 offenders were supervised and managed in the community.

During 2010-11 Commissioner Woodham has led Corrective Services NSW through significant organisational challenges both financial and operational.

Major achievements of CSNSW in 2010-11 include:

- Strategic re-allocation of programs and resources from custody to the community where best positioned to increase effectiveness in reducing re-offending;
- Introduction of the Intensive Correction Order (ICO), a community-based diversion from custody option;
- Opening of the South Coast Correctional Centre, the new \$155 million facility which accommodates 500 inmates;
- Following the abolition of the Periodic Detention Order, expansion of the Community Offender Support Program (COSP) centres accommodation program with the closure of periodic detention facilities at Bathurst, Wollongong, Cooma and Newcastle, and the refurbishment of these facilities for use as COSPs;
- Opening of Miruma, a new diversionary program facility at Cessnock which provides a program pathway as an alternative to a custodial sentence for female offenders with mental health disorders and co-existing alcohol and drug problems;
- Increase in community-based sentencing options to reduce the inmate population which decreased by 505, being the difference between the highest and the lowest daily inmate number;
- Establishment of a new Enterprise Asset model responsible for the lifecycle management of all physical, information and technology assets;
- Increase in the number of inmates engaged in a traineeship which peaked at 237 being a 24% increase on the previous year, and a 15% increase in certificate completions compared to 2009/10;
- Opening of the Serious Offenders Assessment Unit, a 30 bed unit at the Long Bay Correctional Complex, to assess high risk sex offenders who pose the greatest risk to community safety after release from custody;
- Delivery of another Corrective Services Industries (CSI) record result, achieving \$65.8 million in sales, \$1.8 million more than the previous year;
- Hosting of 12 delegations and study programs involving 65 participants from eight different nations, including a growing number of delegates from the African regions at the Brush Farm Corrective Services Academy (BFCSA);
- Continued achievement of a high completion rate of community orders at 81.1%;
- Decreased rate in the percentage of offenders returning to community corrections from 13.04 in 2009/10 to 12.44 in 2010/11, and in the percentage of offenders returning to corrective services from 23.94 in 2009/10 to 23.06 in 2010/11.

Appendix 24: Senior Executive Performance Statements (continued)

Statement of Performance

Name	Ian McLean
Position	Deputy Commissioner, Offender Management and Operations
Senior Executive Service	Level 6
Total remuneration package	\$342,850
Contract period	2011–2016

During the 10/11 reporting period the position of Deputy Commissioner, Offender Management and Operations, Mr McLean has continued to ensure security, safety and humane management of offenders in correctional centres and the community.

Under the direction of the Commissioner, Mr McLean has continued to implement the Way Forward workplace reform program into all NSW Correctional Centres. Mr McLean has been integral in reforming Community Offender Services to achieve significantly greater gains in striving towards the goal of reducing re-offending by 10% by 2016. As a consequence, community safety has been enhanced.

Major achievements 2010/11

- Maintenance of security, safety and operational outcomes across custodial and Community Offender Services in line with Corporate Plan objectives;
- Schedule of visits to all Correctional and COS facilities;
- Chair and oversight the development of Correctional Centre Minimum Standards;
- Review and implementation of external security review recommendations;
- Implement new entry and egress security technology into correctional centres;
- Provide timely and accurate advice to the Commissioner on all operational matters;
- Provide timely and accurate advice to Ministers and Parliamentary committees as required;
- Liaising with local Government and advocating on behalf of CSNSW to ensure acceptance of Corrective Services as a good community partner;
- Active support and direction to Community Consultative Committees;
- Successful implementation and expansion of the Community Correctional Partnership program to directly benefit local communities and in particular high disadvantaged and Aboriginal communities;
- Oversight and ongoing redevelopment of Yetta Dhinnakkal young offender Aboriginal program to community based operation including the physical rebuild;
- Chair of the new Finance Steering Committee to provide executive level support to Assistant Commissioners to meet financial KPIs;
- Continue to liaise directly with Treasury on future financial strategic objectives;
- Directly responsible, as the chair of the Custodial/COS Workforce Committee for the management of the Custodial and COS staff establishment;
- Continued achievement of capital and minor works efficiencies through the State Wide Infrastructure Group;
- Oversight of the use of Audio Visual Link technology as an efficient cost and operational alternative to inmate transport to court and other appointments;
- Ongoing formal performance management of senior staff;
- Directly assisted the Commissioner in the restructure of COS and the establishment of Community Offender Support Program (COSP) centres;
- Oversight restructure of COS operations and introduction of super offices to achieve improved additional service and productivity savings;
- Enhancement of centralised roster operations with the progressive centralisation of COS activities;
- Finalised the implementation and upgrade of the automated Officer Call System and centralised absence reporting system;
- Continue to manage all casual correctional officers to correctional centres and courts across NSW including regional recruitment and retention;
- Continued oversight of the establishment and commissioning of the new correctional centre at Nowra; and
- Oversight of the establishment of the new 250 bed expansion at Cessnock.

Appendices

Appendix 24: Senior Executive Performance Statements (continued)

Statement of Performance

Name	Gerry Schipp
Position	Deputy Commissioner Corporate Services
Senior Executive Service	Level 5
Remuneration	\$267,650
Contract period	July 2010 to January 2016

Mr Schipp was appointed as Deputy Commissioner Corporate Services in January 2006. Mr Schipp has achieved significant results with sound enterprise resource management programs, ongoing reforms and the development of corporate service strategies that will see ongoing improvements and efficiencies.

Major achievements 2010/11

- initiated and implemented the merger of the former Asset Management and IC&T areas to form the Enterprise Assets Division and to provide improved asset alignment with business objectives and introduce efficiency savings to represent a best practice organisational approach
- oversighted CSNSW's asset management program, which included the following major works:
 - commissioning of the South Coast Correctional Centre in December 2010 on time and budget
 - commencing construction of the 256 bed correctional expansion at Cessnock Correctional Centre
 - a major refinement of asset maintenance works to ensure those assets are maintained 'fit for business' purpose
 - synchronisation of security technology solutions to provide improved implementation of enterprise expectations
 - continued refinement of Community Offender Services (COS) leased facilities to improve business alignment
 - refurbishment of accommodation at the Corrective Services Academy with stage 4 (administration refurbishment) completed in late 2010
 - ongoing installation of video conferencing facilities in a number of correctional centres
- ensured the Total Asset Management Plan was submitted on time to NSW Treasury gaining ongoing support for implementing CSNSW's forward program of capital works
- completed renewal of maintenance services contract valued at \$3m, providing essential building services maintenance for twenty five state-wide facilities
- oversighted the continued enhancement of the Offender Telephone System to realise efficiency savings by the creation of a single source of offender telephone authentication, with overall savings of \$1.3million (22 positions)
- oversighted the introduction of a new contract for telecommunication services (fixed and mobile telephony and data services), providing improved broadband connectivity whilst realising significant annual savings of \$2.3million
- participated in the NSW Treasury Whole of Government Purchasing Cards Review, which aimed to identify opportunities and drive efficiency improvement through the use of purchasing cards and electronic payment methods
- facilitated and completed the re-evaluation of property portfolio fixed assets for the Department of Attorney General and Justice – a total of 1781 building and 252 land assets
- implemented labour costing for scheduled and rostered staff in order to improve accountability of departmental programs and activities
- facilitated the reviewing and successfully testing the Treasury Online Entry System (TOES) on behalf of Attorney General and Justice and successfully combined financial reporting to Treasury of the Attorney General and Justice entity
- led continuous improvement to ICT planning and review with implementation of a value framework and inclusion of Treasury benchmarks against key ICT services reflecting best practice performance across all major elements
- ensured the continued development and conduct of organisational forums to confirm ICT business needs are fulfilled
- achieved continued certification of information security systems to ISO/IEC27001; 2005 confirmed at annual audit by Standards Australia

Appendix 24: Senior Executive Performance Statements (continued)

Major achievements 2010/11 (continued)

- led implementation of REAL ICT program of improvement in accord with business case providing functional and economic enhancements, providing \$65million in identified savings
- continued shared services reform by expansion in the range of data centre services outsourced in accord with organisational best practice
- continued functional improvement to the Custodial Staff Automated Rostering System which continued to drive workplace reform
- oversighted continued major enhancement of the Offender Integrated Management System (OIMS) in accord with REAL Program and provided the foundation for further improvement during 2011/2012 including implementation of Joined Up Justice and e-Offender Record
- completed end to end business process review covering Business Integrated Management System (BIMS) to enable adoption of the whole of Government corporate services blueprint and shared services reform
- led continuing compliance of records management practices with State Records Act and introduced significant shift to digital record keeping
- achieved e-recruitment stage 3 status for CSNSW – this status was only given to two agencies across the public sector by DPC and sees CSNSW as a lead in e-recruitment
- facilitated improvements in workers compensation case management with the closure of 90 open claims and subsequent cost reduction in average cost per claim of \$4686. This will see a flow on affect of reduced premiums in years to come
- oversighted implementation of the cadetship program across CSNSW, with 47 cadets employed under the JumpSTART Cadetship program in 2010/11 and 8 Indigenous cadets under NSW Public Sector Indigenous cadetships in psychology, probation and parole and education
- led the delivery of 234,602 training hours to 8108 participants through the Corrective Services Academy. Regional training was delivered to 3959 participants, with the remainder being trained at the Brush Farm Corrective Services Academy, Eastwood
- oversighted the provision of quality legal services to protect the legal interests and safeguard the resources of Corrective Services NSW, including 400 general advisings, 35 contracts matters, 13 property claims, 55 hearings, 21 inquests, six Supreme Court cases and 797 subpoenas and other matters
- promoted and maintained effective relationships with internal and external stakeholders including the Department of Premier and Cabinet, NSW Treasury, Department of Finance and Administrative Services, Audit Office and the unions
- Undertook the role of contract manager for the outsourced management of Parklea and Junee correctional centres to GEO Corporation, with the contract valued at \$80million per annum.

Appendices

Appendix 24: Senior Executive Performance Statements (continued)

Statement of Performance

Name	John Hubby
Position	Acting Chief Executive, Juvenile Justice, SES 5
Remuneration package	\$249,800
Contract Period	Temporary appointment to 31 December 2011

The Director General has indicated satisfaction with John Hubby's performance for the period of 1 April to 30 June 2011. In 2010/11 Mr Hubby was responsible for:

- achieving Juvenile Justice's Capital Works Program including the completion of a new custodial accommodation unit at Acmena Juvenile Justice Centre and the new pre-release unit at Reiby Juvenile Justice Centre
- achieving productivity savings required to ensure Juvenile Justice meets its budget
- implementing Keep Them Safe initiatives including the planning to transfer the responsibility for the Department of Human Services Child Wellbeing Unit from Juvenile Justice to the Department of Family and Community Services
- expanding Juvenile Justice's quality assurance program to include community operations as well as custodial operations
- implementing Changing Habits and Reaching Targets (CHART) program, a new cognitive-behavioural approach for community-based offenders
- implementing the Detainee Behaviour Intervention Framework, which provides staff working in custodial environments with a framework for the effective management of detainee behaviour
- Implementing the redevelopment of the Client Information Management system and the Strategic Information System to enable better operational and safety management systems and improved reporting
- leading Juvenile Justice's integration into the Department of Attorney General and Justice
- leading Juvenile Justice's implementation of a shared services strategy.

Appendix 25: Websites

Administrative Decisions Tribunal

www.lawlink.nsw.gov.au/adt

Alternative Dispute Resolution Directorate

www.lawlink.nsw.gov.au

(select Lawlink Agencies from the menu)

Anti-Discrimination Board

www.lawlink.nsw.gov.au/adb

**Department of Attorney General and Justice
(Attorney General's Division)**

www.lawlink.nsw.gov.au/agd

Bureau of Crime Statistics and Research

www.bocsar.nsw.gov.au

Caselaw NSW

www.lawlink.nsw.gov.au/caselaw

Chief Industrial Magistrate's Court

www.lawlink.nsw.gov.au/cim

Children's Court Clinic

www.lawlink.nsw.gov.au/cccl

Children's Court

www.lawlink.nsw.gov.au/childrenscourt

Community Justice Centres

www.cjc.nsw.gov.au

Community Relations Unit

www.lawlink.nsw.gov.au/cru

Copyright Unit

www.lawlink.nsw.gov.au

(select Lawlink Agencies from the menu)

Coroner's Court

www.lawlink.nsw.gov.au/coroners

Corrective Services NSW

www.correctiveservices.nsw.gov.au

Crime Prevention Division

www.lawlink.nsw.gov.au/cpd

Criminal Law Review Division

www.lawlink.nsw.gov.au/clrd

Crown Solicitors Office

www.cso.nsw.gov.au

District Court

www.lawlink.nsw.gov.au/dc

Diversity Services

www.lawlink.nsw.gov.au/diversityservices

DNA Review Panel

www.lawlink.nsw.gov.au/dna

Drug and Alcohol Court for Youth

www.lawlink.nsw.gov.au/youthdrugcourt

Drug Court

www.lawlink.nsw.gov.au/drugcrt

Dust Diseases Tribunal

www.lawlink.nsw.gov.au/ddt

Family and Friends of Missing Persons Unit

www.lawlink.nsw.gov.au/missingpersons

Guardians Ad Litem

www.gal.nsw.gov.au

Help for Victims of Sexual Assault

www.sexualassault.nsw.gov.au

Industrial Relations Commission

www.lawlink.nsw.gov.au/irc

Information and Privacy Commission

www.ipc.nsw.gov.au

Justices of the Peace

www.jp.nsw.gov.au

Juvenile Justice NSW

www.djj.nsw.gov.au

Land and Environment Court

www.lawlink.nsw.gov.au/lec

Law Reform Commission

www.lawlink.nsw.gov.au/lrc

LawAccess

www.lawaccess.nsw.gov.au

LawAssist

www.lawaccess.nsw.gov.au/lawassist

Lawlink NSW

www.lawlink.nsw.gov.au

Legal Management Services

www.lawlink.nsw.gov.au/lms

Legal Profession Admission Board

www.lawlink.nsw.gov.au/lpab

Legal Representation Office

www.lawlink.nsw.gov.au/lro

Legal Services Branch

www.lawlink.nsw.gov.au/lspb

Legislation and Policy Division

www.lawlink.nsw.gov.au/lpd

Library Services

www.lawlink.nsw.gov.au/agdlib

www.lawlink.nsw.gov.au/lcl

Local Courts

www.lawlink.nsw.gov.au/lc

**Magistrates Early Referral Into Treatment Program
(MERIT)**

www.lawlink.nsw.gov.au/merit

Appendices

Appendix 25: Websites (continued)

NSW Sentencing Council

www.lawlink.nsw.gov.au/sentencingcouncil

NSW Trustee and Guardian

www.tag.nsw.gov.au

Office of the Information Commissioner

www.oic.nsw.gov.au

Office of the Legal Services Commissioner

www.lawlink.nsw.gov.au/olsc

Office of the Privacy Commissioner

www.privacy.nsw.gov.au

Office of the Sheriff

www.sheriff.nsw.gov.au

Preventing Crime

www.crimeprevention.nsw.gov.au

Professional Standards Councils

www.psc.gov.au

Public Defenders Office

www.publicdefenders.nsw.gov.au

Public Guardian

www.lawlink.nsw.gov.au/opg

Registry of Births, Deaths & Marriages

www.bdm.nsw.gov.au

Reporting Services Branch

www.lawlink.nsw.gov.au/rsb

Safety Partnership

www.safetypartnership.nsw.gov.au

Standing Committee of Attorneys-General

www.lawlink.nsw.gov.au/scag

Stop Graffiti Vandalism

www.graffiti.nsw.gov.au

Supreme Court

www.lawlink.nsw.gov.au/sc

Uniform Civil Procedure Rules

www.lawlink.nsw.gov.au/ucpr

Victims Services

www.lawlink.nsw.gov.au/vs

Appendix 26: Persons under detention in each correctional centre

Correctional Centre	Population at 27 June 2010					Population at 26 June 2011				
	Remand ¹		Sentenced		Total	Remand ¹		Sentenced		Total
	Male	Female	Male	Female		Male	Female	Male	Female	
Full-Time Custody²	2,480	212	7,101	571	10,364	2,628	206	6,707	477	10,018
Correctional Centres³	2,415	209	7,097	537	10,258	2,560	202	6,706	448	9,916
Bathurst	73	–	459	–	532	166	–	322	–	488
– Main (Medium)	73	–	303	–	376	166	–	179	–	345
– X Wing (Minimum)	–	–	156	–	156	–	–	143	–	143
Berrima	–	–	–	69	69	–	–	64	–	64
Brewarrina (Yetta Dhinnakkal)⁴	–	–	19	–	19	–	–	–	–	–
Broken Hill	17	1	58	6	82	17	1	62	3	83
– Main (Medium)	17	–	30	–	47	17	–	33	–	50
– X-Wing (Minimum)	–	1	28	6	35	–	1	29	3	33
Cessnock	66	–	281	–	347	64	–	398	–	462
– Maximum	66	–	30	–	96	63	–	36	–	99
– Minimum	–	–	251	–	251	1	–	362	–	363
Compulsory Drug Treatment	–	–	51	–	51	–	–	46	–	46
Cooma	–	–	156	–	156	–	–	129	–	129
Dawn de Loas	–	–	266	–	266	–	–	277	–	277
Dillwynia	–	53	–	145	198	–	51	–	117	168
– Medium	–	53	–	117	170	–	51	–	94	145
– Minimum	–	–	–	28	28	–	–	–	23	23
Emu Plains	–	34	–	155	189	–	28	–	124	152
Glen Innes	–	–	144	–	144	–	–	105	–	105
Goulburn	102	–	405	–	507	65	–	420	–	485
– Main (Maximum)	102	–	287	–	389	65	–	315	–	380
– X Wing (Minimum)	–	–	118	–	118	–	–	105	–	105
Grafton	38	3	195	13	249	37	3	190	12	242
– Main (Medium)	38	–	85	–	123	37	–	90	–	127
– C Unit (Minimum)	–	–	110	–	110	–	–	100	–	100
– June Baker Unit (Minimum)	–	3	–	13	16	–	3	–	12	15
High Risk Management	1	–	33	–	34	1	–	32	–	33
Ivanhoe (Warakirri)	–	–	44	–	44	–	–	33	–	33
John Morony I	5	–	268	–	273	–	–	251	–	251
Junee	90	2	682	–	774	109	1	642	1	753
– Medium	90	2	543	–	635	109	1	525	1	636
– Minimum	–	–	139	–	139	–	–	117	–	117
Kariong Juvenile	17	–	19	–	36	11	–	15	–	26
Kirkconnell	–	–	231	–	231	–	–	179	–	179
Lithgow	55	–	268	–	323	44	–	267	–	311

Appendices

Correctional Centre	Population at 27 June 2010					Population at 26 June 2011				
	Remand ¹		Sentenced		Total	Remand ¹		Sentenced		Total
	Male	Female	Male	Female		Male	Female	Male	Female	
Long Bay Hospital	131	1	87	2	221	226	1	106	4	337
– Aged Care and Rehabilitation Ward	3	–	11	–	14	2	–	10	1	13
– Medical Ward	4	–	10	1	15	10	–	10	–	20
– Psychiatric Unit	16	1	20	1	38	16	1	15	3	35
– Hospital Annexes 5	1	–	4	–	5	3	–	2	–	5
– Area 2	107	–	42	–	149	195	–	69	–	264
Mannus	–	–	152	–	152	–	–	126	–	126
Metropolitan Remand and Reception	631	–	274	–	905	556	–	167	–	723
Metropolitan Special Programs Centre	144	–	725	–	869	–	–	–	–	–
– Maximum security	144	–	202	–	346	174	–	191	–	365
– Acute Crisis Management Unit	2	–	2	–	4	3	–	2	–	5
– Additional Support Unit (Maximum)	9	–	22	–	31	3	–	36	–	39
– Assessment Unit	41	–	58	–	99	53	–	36	–	89
– Kevin Waller Unit	–	–	9	–	9	2	–	10	–	12
– Medical Transit Unit	92	–	111	–	203	112	–	89	–	201
– Serious Offender Assessment Unit 6	–	–	–	–	–	1	–	18	–	19
– Minimum security	–	–	523	–	523	–	–	548	–	548
– Additional Support Unit (Minimum)	–	–	15	–	15	–	–	13	–	13
– Ngarra Nura Program	–	–	61	–	61	–	–	63	–	63
– Other Programs	–	–	88	–	88	–	–	89	–	89
– Sex Offenders Unit	–	–	359	–	359	–	–	383	–	383
Mid-North Coast	111	8	417	16	552	107	2	343	23	475
– Medium	111	–	308	–	419	107	–	238	–	345
– Minimum	–	8	109	16	133	–	2	105	23	130
Oberon	–	–	118	–	118	–	–	104	–	104
Outer Metropolitan Multi-Purpose	–	–	247	–	247	–	–	247	–	247
Parklea	432	–	332	–	764	457	–	239	–	696
– Maximum	432	–	252	–	684	457	–	239	–	696
– Minimum ⁷	–	–	80	–	80	–	–	–	–	–
Parramatta	373	–	187	–	560	281	–	90	–	371
St Heliers	–	–	279	–	279	–	–	269	–	269
Silverwater	–	–	148	–	148	–	–	150	–	150
Silverwater Women's	–	100	–	93	193	–	108	–	66	174
South Coast⁸	–	–	–	–	–	102	–	329	–	431
– Maximum	–	–	–	–	–	102	–	180	–	282
– Minimum	–	–	–	–	–	–	–	149	–	149

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Correctional Centre	Population at 27 June 2010					Population at 26 June 2011				
	Remand ¹		Sentenced		Total	Remand ¹		Sentenced		Total
	Male	Female	Male	Female		Male	Female	Male	Female	
Special Purpose Centre	16	1	31	2	50	14	–	28	1	43
Tamworth	28	–	55	–	83	37	–	54	–	91
– Medium	28	–	27	–	55	37	–	22	–	59
– Minimum	–	–	28	–	28	–	–	32	–	32
Wellington	85	6	466	36	593	92	–	347	33	472
– Maximum	85	–	347	–	432	92	–	264	–	356
– Minimum	–	6	119	36	161	–	7	83	33	123
Transitional Centres⁹	–	–	–	34	34	–	–	–	29	29
Bolwara House Transitional Centre	–	–	–	15	15	–	–	–	14	14
Parramatta Transitional Centre	–	–	–	19	19	–	–	–	15	15
Police/Court Cell Complexes	65	3	4	–	72	68	4	1	–	73
24 Hour Police/Court Cells¹⁰	45	3	4	–	52	44	2	1	–	47
Albury	3	1	–	–	4	–	–	–	–	–
Batemans Bay	1	1	–	–	2	–	–	–	–	–
Campbelltown	3	–	–	–	3	3	–	–	–	3
Dubbo	1	–	–	–	1	–	–	–	–	–
Lismore	3	–	1	–	4	6	–	–	–	6
Moree	4	–	2	–	6	2	–	1	–	3
Newcastle	2	1	–	–	3	12	–	–	–	12
Parramatta	3	–	–	–	3	1	–	–	–	1
Penrith	3	–	–	–	3	5	–	–	–	5
Port Macquarie	3	–	–	–	3	–	–	–	–	–
Queanbeyan	4	–	1	–	5	–	–	–	–	–
Surry Hills	10	–	–	–	10	10	1	–	–	11
Wagga Wagga	1	–	–	–	1	1	–	–	–	1
Wollongong	4	–	–	–	4	4	1	–	–	5
Other Courts¹¹	20	–	–	–	20	24	2	–	–	26
Periodic Detention Centres¹²	–	–	670	54	724	–	–	108	11	119
Administration	–	–	5	1	6	–	–	5	1	6
Bathurst ¹³	–	–	26	5	31	–	–	–	–	–
Grafton	–	–	43	–	43	–	–	1	–	1
Mannus ¹⁴	–	–	15	–	15	–	–	–	–	–
Silverwater Stage 1 (Midweek) ¹⁵	–	–	101	–	101	–	–	–	–	–
Silverwater Stage 1 (Weekend) ¹⁶	–	–	138	–	138	–	–	–	–	–
Silverwater Stage 2	–	–	124	–	124	–	–	96	–	96
Tamworth ¹⁴	–	–	21	–	21	–	–	–	–	–
Tomago ¹⁷	–	–	114	20	134	–	–	–	–	–
Wollongong	–	–	83	28	111	–	–	6	10	16
Total (All offenders)¹⁸	2,480	212	7,771	625	11,088	2,628	206	6,815	488	10,137

Appendices

Notes:

1. Includes offenders held on remand and those held beyond the expiry of any sentence pending deportation. Includes offenders held as police custody (Form 7) detainees managed in 24 hour police/court cell complexes and fresh custody persons discharged on the same day managed in other courts (see explanatory notes 10 and 11). Appellants are included under sentenced offenders.
2. Full-time custody includes offenders held in gazetted correctional centres, transitional centres and police/court cell complexes operated by Corrective Services NSW (CSNSW). Offenders temporarily absent from a correctional centre are also included. Separate totals for transitional centres and police/court cell complexes are also presented in this table.
3. Includes gazetted correctional centres only.
4. Brewarrina (Yetta Dhinnakkal) Centre was temporarily closed on 26 April 2011.
5. Prince of Wales Hospital (Secure Unit).
6. The first offenders at the Serious Offender Assessment Unit at the Metropolitan Special Programs Centre were received on 15 November 2010.
7. Parklea (minimum) was temporarily closed on 21 January 2011.
8. The first offenders at the South Coast Correctional Centre (maximum) were received on 7 December 2010 and the first offenders at the minimum security units were received on 8 January 2011.
9. Transitional centres house offenders temporarily released under s26(2) of the *Crimes (Administration of Sentences) Act 1999*. Transitional centres are not gazetted as correctional centres and therefore these offenders are not included in the totals for gazetted correctional centres but are included in the totals for full-time custody.
10. CSNSW manages 14 police/court cell complexes throughout NSW which operate on a 24 hour basis. Police/court cells are not gazetted correctional centres and therefore are not included in the totals for gazetted correctional centres but are included in the totals for full-time custody. The number of offenders held in these complexes varies widely during the week. Offenders temporarily absent from a correctional centre who were held overnight in a court complex are recorded against the correctional centre from which they are absent rather than against the court complex. Figures include Police custody ('Form 7') detainees.
11. Other courts are courts that operate during normal court business hours only and therefore do not hold offenders overnight. Offenders shown here are those received and discharged on the same day under the management of corrective services staff. Court cells are not gazetted correctional centres and therefore these offenders are not included in the totals for gazetted correctional centres but are included in the totals for full-time custody.
12. Periodic detention (PD) was an alternative to full-time imprisonment which requires an offender to be held in custody within a periodic detention centre for two days of each week for the duration of the sentence. In Stage II of the program eligible offenders may be authorised to attend a designated work site (which is under the supervision of corrective services staff) where the offender is no longer required to be held overnight at a periodic detention centre. Totals include a small number of offenders held in full-time custody for whom a periodic detention order remained active.
As of 1 October 2010 periodic detention was abolished as a sentencing option in NSW, however, offenders sentenced to a PD order prior to this date continue to serve their sentence by way of periodic detention. Following the abolition, all PD offenders have been progressively moved on to Stage 2 of the program and a number of periodic detention centres have been closed. A small number of offenders who have ceased attending without leave remain (administratively) on Stage 1 of the program awaiting court action to cancel their PD order. (These offenders were sentenced under Commonwealth legislation and must be apprehended and brought before a court in order for the PD order to be cancelled.)
13. The last offenders at Bathurst PDC were transferred on 20 March 2011.
14. The last offenders at Mannus and Tamworth PDCs were transferred on 10 April 2011.
15. The last offenders at Silverwater PDC mid-week program were transferred on 25 March 2011.
16. The last offenders at Silverwater PDC weekend program were transferred on 29 May 2011.
17. The last offenders at Tomago PDC were transferred on 6 March 2011.
18. Total offenders includes offenders held in full-time custody and periodic detention centres. This total includes a small number of offenders held in full-time custody for whom a PD order remained active. These offenders are counted twice in this total.

Legislative requirements, such as the section or clause required for annual reporting, are highlighted in bold.

Notes:

IFC = Inside front cover

IBS = Inside back cover

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