



Department of Communities and Justice
2020-21

ANNUAL REPORT

Volume 1 Performance and
activities report





Letter to the Ministers

The Hon. Mark Speakman SC MP

Attorney General
Minister for Prevention of Domestic and Sexual Violence
Parliament House
Sydney NSW 2000

The Hon. David Elliott MP

Minister for Police and Emergency Services
Parliament House
Sydney NSW 2000

The Hon. Anthony Roberts MP

Minister for Counter Terrorism and Corrections
Parliament House
Sydney NSW 2000

The Hon. Natalie Ward MLC

Minister for Sport, Multiculturalism, Seniors and Veterans
Parliament House
Sydney NSW 2000

The Hon. Bronwyn Taylor MLC

Minister for Mental Health, Regional Youth and Women
Parliament House
Sydney NSW 2000

The Hon. Alister Henskens SC MP

Minister for Families, Communities and Disability Services
Parliament House
Sydney NSW 2000

Dear Ministers

I am pleased to submit the *Department of Communities and Justice Annual Report 2020-21* for presentation to the NSW Parliament.

This report was prepared in accordance with the provisions of the *Annual Reports (Departments) Act 1985*, the *Annual Reports (Statutory Bodies) Act 1984* and applicable regulations, and the *Public Finance and Audit Act 1983*.

After the report is presented to Parliament, it will be available for public access on the Department of Communities and Justice website at dcj.nsw.gov.au.

Yours sincerely,



Michael Coutts-Trotter

Secretary



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About this report

The *Department of Communities and Justice Annual Report* details the operations and financial performance of the department for 2020–21 in accordance with the requirements of the *Annual Reports (Departments) Act 1985*, the *Annual Reports (Statutory Bodies) Act 1984* and applicable regulations and the *Public Finance and Audit Act 1983*.

This report, Volume 1: Performance and activities report is one of three volumes of the *Department of Communities and Justice Annual Report*. Volume 1 reviews and reports on activities and performance for the department.

Volumes 2 and 3 are published separately, as follows.

Volume 2: Audited financial statements contains Department of Communities and Justice consolidated financial statements, including:

- Department of Communities and Justice (Parent Financial Report)
- John Williams Memorial Charitable Trust.

It also contains financial statements for the Home Purchase Assistance Fund.

Volume 3: Funds granted to non-government organisations contains information about Department of Communities and Justice-funded non-government organisations (NGOs).

After they are presented to NSW Parliament, all volumes of this report will be available for public access on the Department of Communities and Justice website at dcj.nsw.gov.au

Secretary's message

This report marks two years since the Department of Family and Community Services and Department of Justice came together to form the Department of Communities and Justice (DCJ). We've continued to build on our combined strengths to improve the services we provide.

Like the people and communities we serve, our department has faced the challenges of the COVID-19 pandemic with resilience and determination.



Lockdown restrictions and their flow-on effects have had a direct impact on the delivery of frontline services. In response, our staff have quickly adapted to new ways of working to ensure service continuity and we've demonstrated extraordinary agility to maintain essential services in our community. For example:

- We focused on technology-enabled court appearances, which increased the use of audio visual links and online court, allowing significant reductions in physical attendances.
- Corrective Services NSW enabled 231,049 family video visits in 2020-21, to keep inmates in touch with loved ones.
- We commenced the Together Home program. It's a \$122.1m investment to support people who are street sleeping across NSW during COVID-19 into stable accommodation with wrap-around services. The program will deliver 100 new dwellings.
- We launched a Parents and Carers Hub providing online resources and coaching sessions to empower working parents; promote workplace inclusion and flexibility and increase representation of women in leadership.

Service delivery changes, both directly and through commissioned service providers, have been rapid, responsive and innovative. In many cases, they've led to enhancements that will continue long into a post-pandemic future.

Other significant achievements are too numerous to mention but include:

- We announced sexual consent laws will be strengthened and simplified through implementing the recommendations of the NSW Law Reform Commission. The reforms will protect victim-survivors and educate the community.
- Youth Justice NSW successfully implemented significant safety reforms arising from the Shearer review, resulting in a dramatic reduction in workplace violence, injuries and self-harm in custody.
- We launched the ChildStory mobile app, an Australian first, to give child protection caseworkers access to real-time information while on the road with significant productivity and efficiency benefits.

We're committed to supporting these innovations to ensure the momentum and learnings continue.

Thank you to all DCJ staff for their dedication to building stronger and safer communities.

A handwritten signature in black ink, appearing to read 'M. Coutts-Trotter'. The signature is stylized and fluid.

Michael Coutts-Trotter



PART 1
ABOUT
COMMUNITIES
AND JUSTICE

1.1 WHO WE ARE AND WHAT WE DO

The Department of Communities and Justice (DCJ) is the lead agency in the Stronger Communities Cluster, which brings together NSW Government services aimed at achieving safe, just, inclusive and resilient communities.

We work with the community, our non-government partners and other agencies on improving outcomes for:

- people experiencing or who have experienced domestic and family violence
- people who have experienced sexual assault
- young people and adults in contact with the justice system
- people experiencing or at risk of homelessness and people in need of safe and affordable housing
- vulnerable children and young people
- people with disability
- Aboriginal people, who are overrepresented across all our services
- people from culturally and linguistically diverse (CALD) backgrounds.

DCJ was formed in July 2019 following NSW Government changes that brought together the former Department of Family and Community Services, and the former Department of Justice. 2020–21 completes our second year of operation.

Delivering State Outcomes

During 2020–21, we led the delivery of the following State Outcomes.

Efficient and effective legal system – supporting the resolution of criminal and civil matters through the legal system, the provision of legal services, the administration of courts and tribunals, and the provision of client services to victims and vulnerable people.

Reduce reoffending – supporting and managing adult and young offenders in correctional centres and youth justice, and in the community.

Active and inclusive communities – providing a range of community supports to improve wellbeing, increase community participation, and promote social inclusion and cohesion.

Children and families thrive – supporting the safety and wellbeing of vulnerable children, young people and families.

People have a safe and affordable place to live – providing assistance for people unable to access or maintain appropriate housing, including homelessness services.

We also played a contributory role in supporting the following state outcomes.

Safer Communities – working across government with key law enforcement agencies to prevent crime, maintain social order, and promote community security and safety (this outcome is led by NSW Police and the NSW Crime Commission).

Prepared for disasters and emergencies – coordinating DCJ's emergency management response to support disaster-impacted communities (this outcome is led by Resilience NSW).

Contribution to Premier's Priorities

DCJ led the delivery of the following Premier's Priorities during 2020–21:

- Decrease the proportion of children and young people re-reported at risk of significant harm by 20 per cent by 2023.
- Double the number of children in safe and permanent homes by 2023 for children in, or at risk of entering, out-of-home care.
- Reduce the number of domestic violence reoffenders by 25 per cent by 2023.
- Reduce adult reoffending following release from prison by 5 per cent by 2023.
- Reduce street homelessness across NSW by 50 per cent by 2025.

Supporting our clients through the ongoing COVID-19 pandemic

2020–21 presented another challenging year of operating within COVID-19 pandemic conditions. During this time we built on our experience and continued to adapt our services so that we could provide ongoing support to our clients.

Justice System

We responded quickly to address pandemic risks so that our courts and legal systems could continue to operate as efficiently as possible.

We provided support to the NSW Government to extend emergency COVID-19 related legislative provisions that were enacted in 2020 to enable the justice system to continue to function in light of the evolving health advice. Courts and tribunals across NSW continued to implement innovative changes as a means of combatting the ongoing challenges posed by the COVID-19 pandemic. This included:

- Maintaining activity during COVID lockdowns primarily through much greater use of audio visual link technology and email lodgement.
- Continuing to use alternative service delivery methods, including virtual courtroom hearings, contactless registry services and telephone/virtual meeting room hearings.
- Using digitised forms, further reducing the need for persons to physically attend court and allowing clients to communicate with the court more easily and efficiently.
- Developing a Sheriff's COVID screening protocol for courts.
- Triaging and marshalling of court participants.
- Using available technology to enable teams such as the Courts Service Centre, Victims Access Line and Aboriginal Contact Line, to continue to work from home.

The first period of lockdown did result in delays in jury trials in the District Court and defended matters in the Local Court. Once the first period of restrictions ended, both courts put measures in place, such as using offsite venues for COVID-safe jury empanelment, to create additional capacity to finalise more cases and reduce backlogs. Both jurisdictions were making inroads prior to the reintroduction of restrictions in mid-2021.

Domestic and family violence

We distributed \$12.6 million in NSW Government funding and \$8.8 million of Commonwealth funding in Tranche I to support frontline specialist domestic and family violence services to respond to COVID-19 pandemic challenges.

This enabled frontline services to support victim-survivors of domestic and family violence by adapting their service delivery models, expanding service delivery, or introducing new services. Other funded programs with the Commonwealth included:

- A COVID-19 Sexual, Domestic and Family Violence Grant Program that assisted eligible services to adapt or expand service delivery or introduce new services. In November 2020, 98 frontline services were awarded a share in \$12.1 million – a \$3.1 million increase from the initial grant program allocation in Tranche II.
- An \$8.6 million COVID-19 Sexual, Domestic and Family Violence Infrastructure Grant Program launched in March 2021 to assist organisations with the acquisition of land or buildings, construction of new accommodation, refurbishment, repurposing and improvements of buildings from which frontline services can be delivered. In June 2021, 50 projects from 45 service providers were announced as successful recipients of this COVID-19 Tranche III grant program.

Youth Justice NSW

We continued to implement preventative and support measures for staff, young people and their families to minimise COVID-19 risks. This included:

- Continuing to provide electronic tablets following the suspension of face-to-face visits in Youth Justice Centres, so that young people could contact their families, friends and other members of their community via audio visual link technology. A further 50 tablets have been purchased for use in the Centres.
- Providing opportunities for vaccinations for staff and young people.
- Using technology to replace in-person interaction with people under community supervision where possible.
- Implementing the additional mandatory screening measure of temperature reading for anyone entering custody and using it to test young people daily.
- Using screening forms for all staff, young people and essential workers coming into Youth Justice Centres.
- Offering testing by Justice Health clinical staff to all new intakes into custody, who were then placed into quarantine for 14 days.
- Facilitating Justice Health to deliver training sessions for young people on COVID-19 and social distancing upon intake.
- Working closely with NSW Police and the Children's Court to reduce the number of young people requiring transports to take them to and from court.
- Requiring staff to use personal protective equipment and to maintain social distancing and hand hygiene.

Corrective Services NSW

In 2020 we responded quickly to the COVID-19 pandemic by implementing a range of controls and precautionary measures and commissioning modelling by infectious disease experts to ensure the safety of inmates and staff within correctional centres and other work locations. Our response has adapted to new challenges in 2021 and has included:

- Working with the Justice Health and Forensic Mental Health Network to roll out vaccinations of inmates with a focus on vulnerable inmates.
- Continuing to operate the Corrective Services Coronavirus Command Post (established in March 2020) as a full-time seven-day-a-week operation to provide centralised daily communication to all corrections staff. This enabled us to respond rapidly to the outbreak of the COVID-19 Delta variant and other emerging issues.

- Ensuring continued access to vital services for inmates, improved access to legal representatives and increased use of audio visual link technology for family visits and court attendance.
- Quarantining and testing of new inmates for COVID-19 in a controlled setting.
- Maintaining controls on entry to correctional centres and mandatory personal protective equipment.

Housing and homelessness

We adapted our services in response to increased demand. This meant supporting our most vulnerable clients, such as those requiring emergency accommodation, people requiring longer-term housing, those at risk of homelessness, and people escaping domestic and family violence. Responses included:

- Amending our rules regarding temporary accommodation to provide accommodation support to people experiencing homelessness, supporting 58,211 individuals with temporary accommodation across NSW.
- Continuing to expand our assertive outreach services and increasing the number of assertive outreach street patrols being carried out to provide accommodation support and access to support services for people sleeping rough.
- Delivering an additional \$1.5 million to Homeless Youth Assistance Program and Specialist Homelessness Services providers to support unaccompanied children aged 12 to 15 as the COVID-19 pandemic put added pressures on services.
- Transitioning 440 people who were street sleeping and highly vulnerable during the pandemic to long-term housing through the Together Home program.
- Partnering with homelessness peak bodies to arrange access to food relief, hand sanitiser, wellbeing resources and personal protective equipment for people experiencing homelessness.
- Developing Specialist Homelessness Services COVID-19 Guidelines that contain practical and relevant advice to assist providers in preventing, preparing and responding to COVID-19 incidents.
- Regularly communicating with Specialist Homelessness Services to provide information to support the delivery of homelessness services in a COVID-19 environment.
- Providing \$16 million in additional private rental subsidies under Rent Choice programs to support people with access to the private rental market during the pandemic, including a freeze on subsidy tapering and program exits.

Child Protection

While the COVID-19 pandemic significantly impacted the way services were provided throughout 2020–2021, we continued to support vulnerable children and families. This included:

- Keeping the Child Protection Helpline operational to ensure that avenues were available to report children at risk of harm.
- Continuing face-to-face service provision where it was safe to do so and making adaptations where necessary.
- Using technology to ensure that workers stayed connected to children and families and continued to provide support where it was not safe and not essential to provide services face-to-face.
- Reducing close contact where it was essential for face-to-face services to continue and using personal protective equipment as well as providing it to children and families for their safety.

- Tailoring after-care support where needed so that young people leaving care, or who had exited out-of-home care, could continue to be supported throughout the pandemic. This might include, for example, providing additional assistance as part of leaving care plans to ensure access to stable housing and equipment to stay connected.
- Providing children in out-of-home care and their carers with additional support to assist children to understand why their routines were impacted by the COVID-19 pandemic, and to support children to continue with their education when schooling arrangements were impacted. Information was sent to carers via letters, factsheets and on the DCJ website and included:
 - a letter from NSW Health advising that children and young people in out-of-home care could continue to attend school if the carers required this
 - a factsheet for carers including a Q&A on COVID-19 vaccinations for children and young people in out-of-home care.
 - a letter to carers explaining vaccine eligibility and how to organise an appointment
 - advice on family time, respite and home visits on the DCJ website and links on how to book vaccinations for children and young people.
- Enabling children to spend time with their families virtually when COVID-safe family visits were not possible. Carers of children in out-of-home care were provided with resources, including tip sheets to help children in care to stay connected with their family.

These adaptations will remain in place and be tailored to address changes during the ongoing COVID-19 pandemic.

Supporting communities

We supported communities through the following range of initiatives in 2020–21.

- Designing and securing the \$10 million Return to Work program, which assists women whose employment has been affected by COVID-19 to re-enter the workforce, including grants of up to \$5,000.
- Distributing \$600,000 to 26 organisations through the Reducing Social Isolation for Seniors Grants program. Its aim is to deliver effective, self-sustaining projects across NSW to provide meaningful opportunities and help older people connect and develop quality social relationships. Round two of the grant program commenced in October 2021 to ensure organisations can further respond to social isolation and loneliness within communities.
- Offering NGO staff access to the DCJ Employee Assistance Program, including their immediate families who did not have access to similar services. This was in recognition of the added stress facing NGO frontline workers in continuing to deliver services to NSW's vulnerable people during the COVID-19 pandemic.
- Continuing to support vulnerable people and communities by providing additional food relief funding to Foodbank and OzHarvest.
- Working closely with NSW Health and other relevant stakeholders in the seniors sector to ensure the timely dissemination of information and well-informed decision making for the benefit of all seniors across NSW during the COVID-19 pandemic.
- Launching, through the NSW Seniors Card in partnership with the RSPCA, on 8 July 2020, a 50 per cent discount on adoption fees for seniors to take home an older pet. This initiative aimed to provide seniors with companionship and support and improve mental and physical wellbeing during the COVID-19 pandemic.
- Announcing, in October 2020, the \$50 million Social Sector Transformation Fund which provided 1,005 grants to small to medium sized not-for-profit organisations to help modernise their organisations.
- Announcing, in November 2020, Seniors Christmas Card deals which included savings with energy providers, broadband, supermarkets and hardware stores.

1.2 OUR STRUCTURE

In 2020–21, the Stronger Communities Cluster included the Department of Communities and Justice and other entities.

Department of Communities and Justice

The department was made up of:

- Child Protection and Permanency, District and Youth Justice Services
- Corporate Services
- Corrective Services NSW
- Courts, Tribunals and Service Delivery
- Housing, Disability and District Services
- Law Reform and Legal Services
- Strategy, Policy and Commissioning.

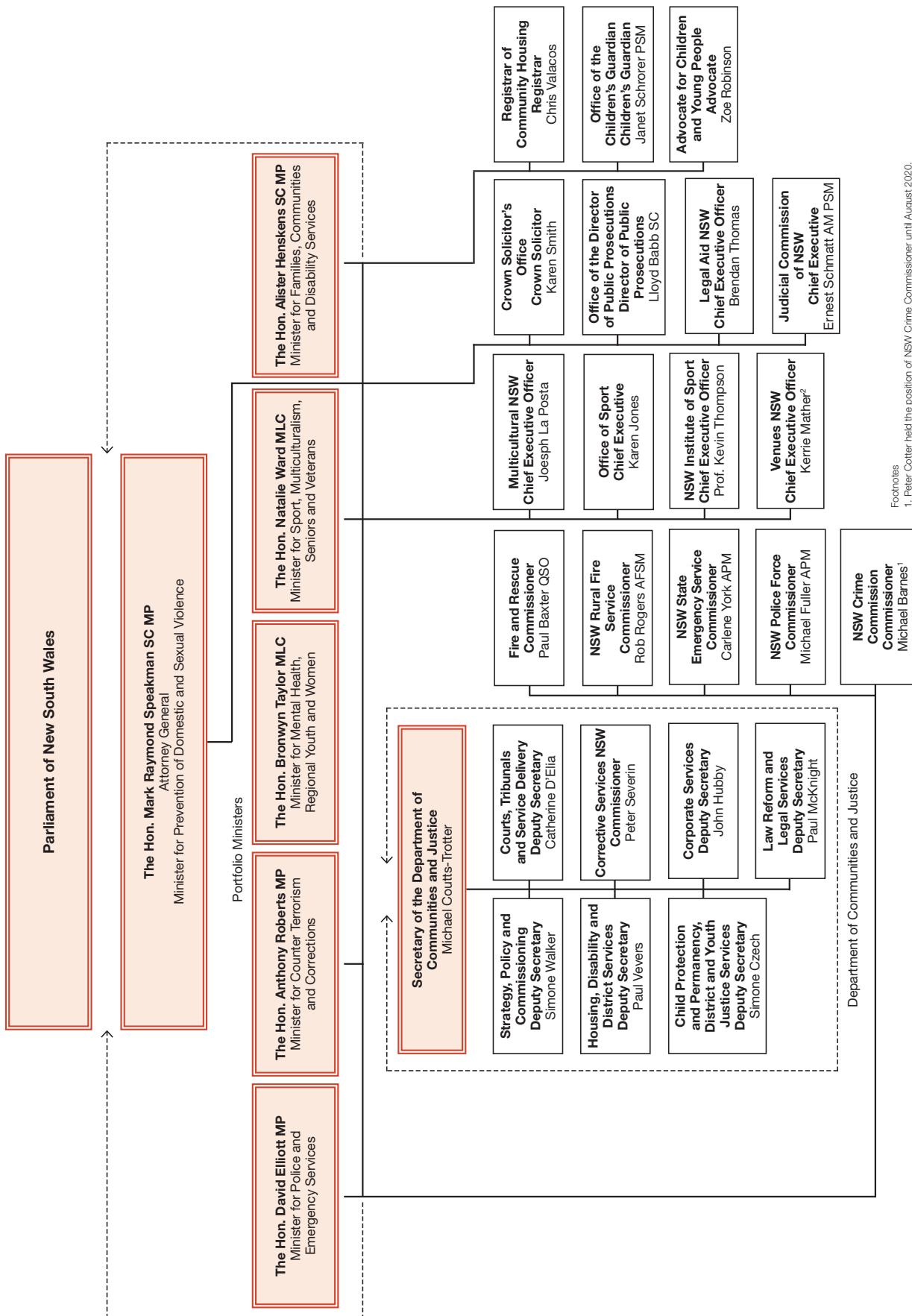
Other entities

The following entities were also in the Stronger Communities Cluster in 2020–21 and are reported on in the *Department of Communities and Justice Annual Report*:

- John Williams Memorial Charitable Trust, a trust which provides respite and care accommodation for children with disability (financial statements only)
- Home Purchase Assistance Fund, a fund established by a trust deed which operated (until closing in 1994) as a not-for-profit entity for the purpose of supporting and administering the State's home purchase program (financial statements only).

Organisation chart

As at 30 June 2021, the Stronger Communities Cluster was structured as reflected in the following organisation chart.



Footnotes
 1. Peter Cotter held the position of NSW Crime Commissioner until August 2020.
 2. Joe Achmar held the position of acting Chief Executive until December 2020.

Members of the executive team

In 2020–21, the executive team comprised the following members.

Michael Coutts-Trotter

Secretary
Department of Communities and Justice
BA (Commun), FIPAA

Simone Czech

Deputy Secretary
Child Protection and Permanency, District and Youth Justice Services
BA (Psych), MA (Pub Admin)

Catherine D’Elia

Deputy Secretary
Courts, Tribunals and Service Delivery
BA (Intl Rel), MEd

John Hubby

Deputy Secretary
Corporate Services
BBA (Acc), MPH

Paul McKnight

Deputy Secretary
Law Reform and Legal Services
BA (Economics), LLB, LLM, EMPA

Peter Severin

Commissioner
Corrective Services NSW
BSocWk, MA (Pub Admin)

Paul Vevers

Deputy Secretary
Housing, Disability and District Services
BA (Hons), PSM, CQSW, MAICD

Simone Walker

Deputy Secretary
Strategy, Policy and Commissioning
BSocWk, GCommun



PART 2

OUR
PERFORMANCE

2.1 EFFICIENT AND EFFECTIVE LEGAL SYSTEM

2020-21 Highlights



77.8%

of defendants had matters finalised in the District Court within 12 months from committal to outcome. This is an increase of 1.7 percentage points on the previous 12 months.



95.4%

The proportion of **Local Court** finalisations within 12 months was stable at 95.4 per cent.



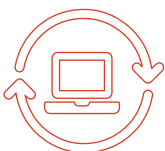
95.3%

of NSW Civil and Administrative Tribunal (NCAT) cases resolved within six months (in line with the target of 95 per cent).



\$56.1 million

invested over four years to **appoint eight extra magistrates** and to **boost resources** for prosecutors and Legal Aid NSW.



\$54.53 million

invested over three years to **boost digital reform for courts and tribunals**.



\$2.72 million

invested to install modern audio visual link equipment in eight sites.



70,744

NCAT cases finalised (4,056 more than in 2019-20).

Providing an efficient and effective legal system is critical to maintaining community confidence in the justice system. Under this outcome, we resolve criminal and civil matters by funding legal services, the administration of courts and tribunals, as well as targeted services for victims and vulnerable citizens.

Timely finalisation of domestic and family violence cases

We focus on achieving this through the outcome indicator:

- **Percentage of domestic violence-related criminal offences finalised in the Local Court within three months of the first court appearance.**

Finalising domestic violence cases in a timely way brings faster justice, reduces the impact and stress on victims, and contributes to the Premier's Priority to reduce the number of domestic violence reoffenders by 25 per cent by 2023.

In the 12 months to June 2021, the Local Court finalised 48.8 per cent of domestic violence-related appearances within three months of the first court appearance. This is a decrease of 4.9 percentage points on the results of the previous 12 months.

This indicator remains challenging. Increasing demand on the Local Court as well as COVID-19 pandemic impacts have reduced the Local Court's capacity to finalise defended matters in a more timely way.

We continue to seek to address this challenge through the Local Court's significant efforts to manage domestic violence matters. This includes a direction that matters involving a domestic violence offence be listed on the first available date.

Providing better court protections for complainants in domestic and family violence matters

Recent reforms to criminal justice processes have increased court protections for complainants in domestic and family violence matters. Complainants in domestic violence or sexual assault criminal matters are now able to give their evidence to the court more easily, and with less trauma. Reforms include amending the *Criminal Procedure Act 1986* to facilitate a closed court in certain circumstances, allowing complainants to give evidence remotely or behind a screen, and prohibiting self-represented accused persons from directly cross-examining the complainant.

Time to finalise criminal matters

We focus on timely finalisation of criminal matters through the outcome indicator:

- **Percentage of District Court criminal cases finalised within 12 months and 24 months and percentage of Local Court criminal cases finalised within six months and 12 months.**

District Court

In the 12 months to June 2021, the proportion of defendants with matters finalised in the District Court within 12 months from committal to outcome was 77.8 per cent. This is an increase of 1.7 percentage points on the previous 12 months. The proportion of District Court matters finalised within 24 months was stable at 95.4 per cent.

The District Court continued to meet its time standard targets. Recent government investment in additional judges and legislative changes has led to reduced demand and better case management practices. This helped the District Court to recover from disruptions caused by the COVID-19 pandemic, for example, the Court has reduced short-term backlogs caused by the need to defer jury trials in the early stages of the pandemic.

Local Court

In the 12 months to June 2021, the proportion of Local Court defendants with matters finalised within six months of their first appearance was 81.6 per cent, which is a reduction of 5.9 percentage points on the previous 12 month period. The proportion of Local Court finalisations within 12 months was 95.4 per cent, which is a reduction of 2.2 percentage points on the previous 12 month period.

The Local Court is an efficient jurisdiction that has experienced mounting pressure as caseloads have increased over time. This is due to increases in criminal lodgements, as well as recent criminal justice reforms. Challenges have been exacerbated by the interruption to Local Court activities due to the COVID-19 pandemic. The need to defer cases during the early stages of the pandemic increased the pending caseload in the Local Court by approximately 25,000 cases.

To reduce these pressures, the NSW Government announced \$56.1 million over four years in the 2020–21 Budget to appoint eight extra magistrates and to boost resources for prosecutors and Legal Aid NSW. Investment in additional Local Court magistrates will deliver more efficient justice in both regional and metropolitan NSW. It will help to reduce the trauma of waiting for hearing dates and attending court on victims, witnesses and families. It will also enable the Coronial Case Management Unit pilot to become permanent. This increased resourcing will lead to better outcomes for court participants as well as supporting grieving families through the coronial process.

Digital reform for courts and tribunals has also been boosted by 2020–21 Budget announcement of \$54.53 million investment over three years. This investment will assist courts and tribunals to adopt digital ways of working that will improve the courts' and tribunals' productivity and will provide a better experience for citizens. Digitisation is expected to improve their efficiency in future years. This will assist in offsetting growing caseloads by moving more than 200,000 court appearances online once completed.

Reforms to increase the capacity of the court system

Throughout 2020–21, we have focused on finalising criminal matters in a timely fashion through the following reforms and initiatives:

- Modernising NSW's courthouse network by ensuring assets are fit to meet local community needs. Construction projects were completed on Queanbeyan Courthouse, Dubbo Courthouse, Downing Centre Courthouse and NCAT Parramatta.
- Expanding additional criminal court rooms, improving domestic violence safe rooms, and providing additional drug court facilities and audio visual link suites for remote appearances, with \$2.72 million invested to install modern audio visual link equipment in eight sites.
- Planning for future court precincts and upgrades by developing business cases for the NSW Infrastructure Planning pipeline, including the South West Sydney Court Precinct, Regional Court Upgrade program and Sydney Central Business District Court Precinct.
- Investing \$18.86 million across the 2020–21 and 2021–22 financial years to expand and upgrade audio visual link facilities in courts and tribunals to assist in meeting rising demands for use of audio visual link technology.

Time to finalise civil and administrative matters

We focus on delivering swift, efficient and effective civil justice through the outcome indicator:

- **Percentage of NSW Civil and Administrative Tribunal (NCAT) cases finalised within six months.**

In 2020–21, there were 70,744 NCAT cases finalised overall (an improvement compared with 2019–20 during which time 66,688 cases were finalised).

NCAT has a broad jurisdiction and deals with a range of matters, including tenancy issues and home building works, decisions on guardianship, administrative review of government decisions, professional discipline and anti-discrimination matters. NCAT is focused on being accessible and responsive to the needs of all its users and on resolving the real issues in proceedings justly, quickly and with as little formality as possible. Many NCAT cases involve relatively small claims and matters that can be resolved quickly.

During 2020–21, 95.3 per cent of NCAT cases were resolved within six months, in line with the target of 95 per cent.

Performance against this indicator has remained relatively stable despite the impact of the COVID-19 pandemic. This was achieved through NCAT moving to conducting most of its hearings remotely through videoconferencing and telephone. The initial changes required to processes and technology, and longer-term changes to listing arrangements, have temporarily impacted NCAT's capacity to hear cases within its usual time standards. This is gradually being recovered.

NCAT aims to complete all matters within 12 months, although some complex matters may take longer.

The National Legal Assistance Partnership 2020–2025

The National Legal Assistance Partnership 2020–2025 was another initiative aimed at creating a more efficient and effective legal system during 2020–21. This is a new, single mechanism for providing five years of Commonwealth legal assistance funding to state and territory Legal Aid Commissions, Community Legal Centres and Aboriginal and Torres Strait Islander Legal Services.

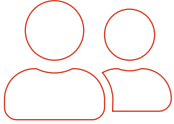


URT

HOUS

2.2 REDUCE REOFFENDING

2020–21 Highlights



160,851

sessions of behaviour change programs, 795 sessions of targeted reducing reoffending case management interventions and **1,338 targeted reducing reoffending service intervention sessions** for higher risk offenders.



113

average hours of program and education participation for higher risk individuals exiting custody. This is a **24 per cent increase compared with 2019–20**.



2,161

prison staff trained in five-minute interventions.



100%

of young people who completed Youth on Track reduced their risk of reoffending.



94%

of Youth Justice Conferencing participants completed outcome plans, up from 87 per cent in 2016–17.



\$9.9 million

invested (capital and operating expenditure) to improve Youth Justice security infrastructure, capacity build frontline staff and enhance technology-based interventions.



\$8.6 million

invested to continue flagship programs that divert young people away from the criminal justice system.

Supporting and managing adult and young offenders in correctional centres and Youth Justice Centres, and in the community, gives them a chance at a better future by reducing the risk of reoffending.

Reducing reoffending among adults following release from prison

We measure our progress on this through the outcome indicator:

- **Proportion of adult offenders released from custody who have a new proven personal, property or serious drug offence in the 12 months following release.**

People leaving prison face significant personal and social barriers that can make rehabilitation difficult and reoffending more likely. We aim to divert people from re-entering the prison system by providing rehabilitation and support services that offer them the tools to build a more positive future.

As at June 2021, 28.8 per cent of adult offenders released from custody in the 12 months to March 2020 had committed a new proven personal, property or serious drug offence in the 12 months following release. While this is an increase of 2.0 percentage points from the baseline for persons released in the 12 months to December 2017, the rate has decreased by 1.1 percentage points from the previous year (12 months to March 2019).

While recent progress has been promising, this target remains challenging. Rates of reoffending have been increasing in NSW, as well as in most Australian and international jurisdictions. Increases within NSW are partly due to improvements in policing which have resulted in targeted arrests and reconviction of repeat offenders.

During 2020–21, we implemented comprehensive plans to manage operations during the COVID-19 pandemic across our correctional centres, community corrections offices and other workplaces. These plans are dynamic and continue to change in response to risk and expert advice.

The pandemic had an impact on some programs and services being delivered under the reducing reoffending priority. Measures introduced to prevent COVID-19 from entering correctional centres resulted in restricted access to contractors such as trainers and educators. Limits on the numbers of participants involved in group programs were also necessary.

Initiatives to reduce reoffending

Throughout 2020–21 we delivered a range of targeted interventions aimed at breaking cycles of reoffending, as outlined below.

Increasing interventions for higher risk offenders

Interventions delivered in 2020–21 included group-based behaviour change programs as well as individual interactions to improve outcomes for higher risk offenders. This work aims to ensure that all eligible offenders receive the required hours of treatment in custody and post-release.

There were 160,851 sessions of behaviour change programs delivered to higher risk offenders over the 12 month period. We achieved an average of 113 hours of program and education participation for those higher risk individuals who exited custody in 2020–21. This is a 24 per cent increase compared with those exiting in 2019–20.

The average program hours delivered to higher risk Aboriginal and Torres Strait Islander offenders increased by 21 per cent in 2020–21 when compared with 2019–20.

Higher risk offenders also received 795 sessions of case management interventions and 1,338 sessions of service interventions. These strategies use motivational interviewing techniques within everyday interactions with inmates to reduce the risk of return to custody.

Reducing risk to the community

The NSW Government has legislated to better protect the community from the most dangerous sex and violent offenders, as well as offenders who pose a risk of committing a serious terrorism offence when released from custody. We work collaboratively with the NSW Police Force to identify high risk offenders, facilitate applications to the Supreme Court and manage those offenders who are kept in custody or released to supervision under the legislation.

During 2020–2021:

- there were six cases determined by the Supreme Court under the *Terrorism (High Risk Offenders) Act 2017*
- there were 28 cases determined under the *Crimes (High Risk Offenders) Act 2006*
- DCJ Legal assisted in the prosecution of 50 breaches of Extended Supervision Orders.

Improving supports for people with complex needs

We have worked in partnership with NSW Health to provide integrated services for people with serious mental illness under the Coordinated and Continuous Model of Care, which went live in October 2020.

The model is improving pre- and post-release planning and providing access to suitable accommodation, mental health treatment and wrap around supports.

The Coordinated and Continuous Model of Care has been offered to inmates in mental health accommodation units in the Silverwater Correctional Complex and is available to those who wish to live in one of the three participating local health districts.

A key focus of our work for people with complex needs is on women in custody who are parents and people exiting custody who have a diagnosis of psychosis.

Building on the pilot that commenced in 2019–20 at Emu Plains Correctional Centre, there are now co-located child protection caseworkers in seven correctional centres in NSW. These caseworkers are supporting women in custody in often complex matters relating to their children. This partnership between child protection caseworkers and Corrective Services NSW staff resulted in 879 referrals to the service in 2020–21.

Providing a prison environment that enables rehabilitation

Effective rehabilitation programs play a central role in reducing the risk of reoffending. Building a supportive environment within prisons means rehabilitation programs are more likely to be effective, as the positive messages and skills that are taught within programs are reinforced. We focus on ensuring staff culture in custodial settings is geared towards supporting inmates' rehabilitation as they progress through a sentence.

The Five Minute Intervention is a new program that uses everyday conversations between inmates and staff as opportunities for change and rehabilitation. In 2021, 2,161 staff in prisons were trained in the program.

Transforming inmate rehabilitation through digital technology

The digitisation of services and programs provides opportunities for intervention in a way that engages inmates and allows them to assume greater responsibility for themselves. In 2020–21, 800 tablets were rolled out to inmates across two correctional centres. These in-cell tablets have been purpose-built for prison use, run on a secure network and have restricted access. The introduction of in-cell tablet technology means less unproductive time in cells. It enables inmates to access programs, educational material and approved news websites, and lengthens the time they can use to make phone calls to loved ones.

Reduce reoffending among adults sentenced to supervision in the community

People on supervised community-based orders represent the largest group of offenders managed by Corrective Services NSW (approximately 34,500). Community-based sentences can be effective at addressing offending behaviour, reducing reoffending and keeping communities safe.

We measure our progress against the goal of reducing reoffending among adults sentenced to supervision in the community by the outcome indicator:

- **Proportion of adult offenders receiving a supervised community sentence who have a new proven personal, property or serious drug offence within 12 months of sentence.**

Of adult offenders sentenced to community supervision between April 2019 and March 2020, 14.1 per cent had committed a new proven personal, property or serious drug offence in the 12 months following their court finalisation. This is an increase of 3.1 percentage points from the baseline for people sentenced to community supervision in the 12 months to December 2017.

For the last four years, there has been an upward trend in reoffending rates for people on supervised community-based orders in Australia and most international jurisdictions. Changes to sentencing in NSW from September 2018 have also resulted in more high risk offenders being subject to supervision on a community-based sentence, many of whom would have previously received an unsupervised community-based order and therefore had no supervision at all. These additional supervised offenders can increase the rate of reoffending.

While the rate of reoffending for offenders managed by Community Corrections remains much lower than for those who are released from prison without reporting obligations, our aim is to reduce this rate even further. The main tool used to reduce reoffending is the Practice Guide for Intervention. This is a series of one-on-one cognitive behavioural exercises used in the supervision of offenders to assist in changing offending behaviour.

In 2020–21, Community Corrections established a remote service delivery team to support local offices experiencing high workloads. This helps to maintain high standards of service delivery and enables resources to be shifted quickly in response to changes across the state.

Community Corrections continued to provide essential services in 2020–21 despite challenges posed by the pandemic, including frontline supervision of offenders in the community. The delivery of face-to-face community-based programs for offenders had to be suspended at times as part of Corrective Services' response to the COVID-19 pandemic.

Reduce reoffending among young people

We measure our progress against this goal through the outcome indicator:

- **Number of young people each year who reoffend within 12 months of participation in a Youth Justice Conference, completion of a custodial order or after being sentenced to a supervision order.**

There were 1,018 young people who participated in a Youth Justice Conference, completed a custodial order or were sentenced to a supervision order in the 12 months to 31 March 2020 who reoffended within the 12 month period ending 31 March 2021. This was 50 fewer young people who reoffended compared with the previous 12 month reporting period.

During 2020–21, 94 per cent of young people participating in Youth Justice Conferencing completed their outcome plan, up from 87 per cent in 2016–17. This increase reflects better alignment of outcome plan tasks with each young person's needs and capacity, and increased engagement of young people with the conference process.

The Youth Justice system continued to perform to robust standards during 2020-21 despite pandemic impacts, with the support of an operating budget investment of \$208 million.

\$9.9 million (capital and operating expenditure) was provided to improve Youth Justice security infrastructure, build the capacity of frontline staff and enhance technology-based interventions. \$8.6 million was provided to continue flagship programs which divert young people away from the criminal justice system, including the early intervention scheme Youth on Track and the diversion scheme A Place to Go.

This investment enhanced delivery of services proven to reduce reoffending of custodial and community young offender populations and strengthened the safe and secure operation of Youth Justice Centres across NSW.

Supporting young offenders

During 2020-21, Youth Justice NSW worked to reduce reoffending rates and supported young offenders through a range of initiatives, as follows.

Expanding the Youth on Track early intervention program

In 2020-21, the NSW Government allocated \$6.1 million to continue Youth on Track in seven locations. During this time, 800 eligible young people (down slightly from 884 in 2019-20) were referred to the program, with a further 327 young people engaging voluntarily.

All 163 young people who completed Youth on Track in 2020-21 reduced their risk of reoffending (the same number as in 2019-20).

The NSW Bureau of Crime Statistics and Research is undertaking a robust evaluation of the program using a randomised controlled trial to measure its effectiveness in reducing reoffending compared with a brief intervention. The evaluation monitors participants for 12 months. Preliminary results show positive outcomes. Youth on Track participants are less likely to enter custody within two years and to have delayed contact with police within 18 and 24 months, compared with those with brief intervention. However, the final conclusions will not be known until the report is completed in December 2021.

Reducing the number of children and young people in short-term remand

Youth detention is closely associated with incarceration in adult life, so avoiding short-term remand can positively change the life trajectory of a young person.

During 2020-21, Youth Justice NSW maintained its efforts to reduce the number of children and young people placed on short-term remand. We used research and data analysis to better understand the drivers of short-term remand.

This evidence, combined with the collective expertise and experience of the Specialist Children's Court, the Police Youth and Crime Prevention Command and legal agencies, enabled us to identify opportunities to achieve greater consistency in the application of the *Bail Act 2013* for young people.

Youth Justice NSW is facilitating a multi-agency approach to improve supports for young people through:

- providing assistance from the time of their initial contact with police
- supporting increased advocacy to identify opportunities for diversion
- aligning police and court bail decision-making processes
- linking young people and their families to services and supports while on bail.

A Place to Go Pilot

Youth Justice NSW is continuing to support the A Place to Go pilot, which diverts young people from custody by linking them with appropriate community supports, court liaison staff, cross-agency panels and dedicated short-term transitional accommodation.

Achievements from the pilot during 2021 include:

- completing 21 referrals to the pilot where young people provided informed consent to receive services and to have their data collected for monitoring and evaluation purposes
- supporting a further 367 young people on 394 occasions through the Communities and Justice Court Liaison Officer at the Parramatta Children's Court
- supporting 158 young people on 908 occasions, through the Education Court Liaison Officer, funded by the Department of Education.

An external evaluation of the A Place to Go pilot indicated that the initiative successfully supported outcomes for young people.

The multi-agency nature of A Place to Go was seen as key to this success, as it enabled a holistic approach to benefit young people with complex and overlapping needs. Another finding was that key workers play a central role in providing personalised timely, flexible supports for young people.

Implementing reforms in response to the Shearer Review

During 2020–21, Youth Justice NSW continued implementing major reforms to the custodial system in response to the findings of the *Ministerial Review into the riot at Frank Baxter Detention Centre 21-22 July 2019* by Lee Shearer APM (the Shearer Review).

Since the release of the Shearer Review, Youth Justice NSW has actioned more than 90 per cent of the review's recommendations. This could not have been achieved without the active engagement of staff.

In 2020–21, Youth Justice NSW finalised a range of responses to the review, including:

- establishing the Enhanced Support Unit at the Frank Baxter Youth Justice Centre where we provide high risk and high needs young people with individualised treatment plans
- establishing High Risk Units at the Frank Baxter and Cobham Youth Justice Centres
- establishing the High Risk Young Offenders Review Panel, which meets monthly to assess referrals for placements of high risk young people for both the Enhanced Support Units and High Risk Units
- undertaking a review of the classification system and developing and delivering training to staff to ensure they have a better understanding of the classification process
- introducing a new uniform for custodial staff to allow easy of identification of staff in emergency situations and to establish an authoritative presence in the centres
- developing training in incident response and emergency management, including:
 - dedicated Incident Response Teams becoming operational in Frank Baxter and Cobham Youth Justice Centres in December 2021
 - Protective Tactics Instructors being trained in incident response to support remaining centres to provide a consistent response.

Working with our non-government partners

Youth Justice NSW funds non-government organisations to deliver a range of critical services to young people across the justice system. In 2020–21, Youth Justice NSW invested over \$17.5 million in funding to non-government service providers to support young people in contact with the criminal justice system, including residential rehabilitation services, case work support, mentoring programs and crisis accommodation. Our funded programs during this time included:

- Rural Residential Adolescent Alcohol and Other Drug Rehabilitation Services at Dubbo and Coffs Harbour
- casework support program across NSW
- crisis accommodation services at six locations across NSW
- the Stand as One mentoring program at Frank Baxter Youth Justice Centre
- the Aboriginal Reintegration and Transition Program (Ngudjoong Billa) in Nowra and the Far South Coast
- Youth on Track at seven sites across NSW
- the statewide Bail Assistance Line
- the A Place to Go House in Western Sydney.



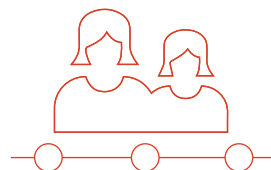
2.3 ACTIVE AND INCLUSIVE COMMUNITIES

2020–21 Highlights



53.7%

of DCJ senior leaders were women.



71.2%

females in the senior leadership pipeline, which includes employees at grades 9–10 and 11–12 (and equivalent).



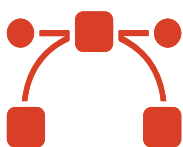
3.2%

of DCJ employees identify as having a disability (compared with the 5.6 per cent state benchmark).



4.7%

of DCJ workforce identified as Aboriginal and/or Torres Strait Islander.



5.6%

Aboriginal representation in the senior leadership pipeline, which includes employees at grades 9–10 and 11–12 (and equivalent).



1,094 veterans

employed as at 31 March 2021 in the NSW Public Service, **exceeding the target of 1,000 veterans finding new roles by 2023.**

We provide a range of programs and services to improve wellbeing and promote community participation, social inclusion and cohesion. Supporting a more diverse workforce is a key focus of this outcome.

The Premier's Priority for a world-class public service is to implement best-practice productivity and digital capability in the NSW public sector and drive public sector diversity by 2025. This includes having 50 per cent of senior leadership roles held by women and ensuring 5.6 per cent of government sector roles are held by people with disability.

Increasing the proportion of senior leadership positions held by women

We measure our progress against this goal through the outcome indicator:

- **Proportion of DCJ senior leadership roles held by women.**

In 2020–21, 53.7 per cent of our senior leaders were women. We also achieved 71.2 per cent female representation in the senior leadership pipeline, which includes employees at grades 9–10 and 11–12 (and equivalent).

Other initiatives in 2020–21 to increase the proportion of women in senior leadership roles at DCJ included:

- Continuing the successful annual Women in Senior Leadership Program 2021, jointly offered with the Department of Planning, Industry and Environment.
- Piloting the Platinum Plus leadership development program for four talented and emerging female leaders as part of a sector-wide initiative.
- Developing the Flexible Work Framework for implementation across our department, focusing on team-based flexible work design.
- Developing an executive gender pay equity strategy.
- Launching the Parents and Carers Hub in June and providing workshops to build leader capability in supporting employees to navigate career and family responsibilities. This included a particular focus on people returning from extended parental or carers' leave.
- Launching our job share platform in May 2021 to open up opportunities for all employees to work part-time, yet maintain career progression. To date, there are 108 users registered on the platform.
- Providing the opportunity for 28 women leaders to participate in sector programs, including:
 - Public Service Commission Executive Leadership Program
 - Executive Fellows Program
 - Public Sector Management Program
 - ANZSOG Executive Masters in Administration Program
 - Women in Leadership Summit.
- Delivering our bespoke leadership program Lead the Way, with a focus on building critical leadership skills to 96 female leaders.

We also supported our Women in Communities and Justice Staff Network to continue to grow its membership by nearly 50 per cent. We also sponsored local initiatives to build the skills of women in leadership, including career coaching workshops, awareness-raising about gender-based violence and sponsoring local initiatives on International Women's Day. Activities included regional networking and professional development events, attendance at women leadership courses and seminars, morning teas promoting women's support services and charities, and one-on-one mentoring sessions with #BossLady Amanda Rose.

Initiatives to support women across NSW

Other 2020–21 initiatives to support women across NSW included:

- Implementing the *Year Three Action Plan* for the *NSW Women's Strategy 2018–2022*. The plan includes initiatives that are responsive to the impact of the COVID-19 pandemic on diverse groups of women across NSW.
- Continuing to provide specialist advice to the NSW Government to improve women's financial wellbeing and security, and support diverse and flexible employment opportunities for women and girls through the NSW Council for Women's Economic Opportunity.
- Enhancing the Women's Financial Toolkit, a collection of free online resources to help women find reliable information on money and finance matters. Relunched in August 2020 and supported via a three-month social media campaign, the Toolkit received more than 1,000 visits in October and November 2020.
- Holding NSW Women's Week in March 2021 to celebrate the achievements of women from all walks of life through a series of events and activities, including the NSW Women of the Year Awards, which celebrate the outstanding contribution made by women across the state.
- Supporting the Women NSW Business and Entrepreneur Facebook Network, which had more than 1,100 members as at 30 June 2021.
- Supporting the Investing in Women Funding Program, which funds NSW organisations to develop and implement projects that use social networks to support women's financial wellbeing and security, health and engagement.
- Designing and securing the \$10 million Return to Work program through Women NSW. This program assists women whose employment has been affected by COVID-19 to re-enter the workforce, including grants of up to \$5000. As at 30 June 2021, 1,430 applications were approved, totalling \$6.2 million and with an average grant of \$4,335.
- Initiating the policy development that led to the introduction of paid leave across the NSW public service in the event of a miscarriage or pre-term birth.

Increasing the proportion of people with disability employed in the public sector

We measure our progress against this goal through the outcome indicator:

- **Proportion of DCJ roles held by people with disability.**

This outcome indicator tracks the progress towards achieving the Premier's Priority of ensuring that 5.6 per cent of government sector roles are held by people with disability by 2025.

During 2020–21, the overall percentage of employees with disability in DCJ was 3.2 per cent.

Our initiatives to increase the proportion of people with disability employed by the department during this time included:

- Launching our new *DCJ Workplace Adjustment Policy and Procedure*, including ongoing learning support. Promoting awareness of how to adapt workplaces to meet individual needs addresses a key barrier to ongoing employment and retention of employees with disability.
- Improving attitudes and awareness of disability in our workplace through the Disability Employee Network. The network more than doubled its membership to over 300 people in 2020–21 and a new executive sponsor was appointed from the Inclusion and Diversity team.
- Successfully retaining our Disability Confident Recruiter annual accreditation to ensure we provide fair and accessible attraction, recruitment and selection.

- Undertaking again, the Access and Inclusion Index as a national benchmark to help us identify our areas of strength and areas requiring additional focus to support employees with disability throughout the employment lifecycle.
- Continuing to participate in the Australian Network on Disability's Stepping Into internship program, taking 10 graduates over winter 2021.
- Developing and piloting a new career coaching initiative, the Elevate program, for 20 employees with disability and their managers to build their skills in driving their career development.
- Analysing a range of metrics from our employee engagement survey to monitor employee experience.
- Launching our new Disability Inclusion Action Plan which supports access to meaningful employment as a focus area. Further details of the plan's role and its initiatives can be found on the Disability Inclusion Action Plan appendix on page 253 of this volume.
- Provided the opportunity for 15 employees who identified as having a disability to participate in the Lead the Way program to support in building emerging leader pipelines. The program involved in-depth consultation with the DCJ Disability Employment Network, with accessibility at the forefront of the program delivery.

Employing veterans in the NSW public sector

We measure our progress against this goal through the outcome indicator:

- **Numbers of veterans gaining employment in the NSW public sector.**

During 2020–21, the Office of Veterans Affairs has worked across all parts of the NSW Government to support progress towards achieving the new target of 1,000 veterans finding new roles by 2023. We have already achieved an excellent result by surpassing the target in advance of this timeframe with 1,094 veterans employed in the NSW public sector as at 31 March 2021. The Office of Veterans Affairs increases awareness of veterans' employment, assists veterans to translate their military skills to public service roles and assists the NSW government to be seen as a good employer.

During 2020–21, the Office of Veterans Affairs' Veterans Employment Program supported seven eligible veterans to pursue civilian career paths through a scholarship program that assisted with fees for enrolment in TAFE NSW courses from the NSW Smart and Skilled course list. The Veterans Employment Program also successfully negotiated for Training Services NSW to ensure veterans with disabilities compensated through lump sum payments are eligible to receive fee-free education.

We also launched the *NSW Veterans Strategy 2021–24*. This whole-of-government approach brings new and existing initiatives for veterans and their families into one place. The strategy and an action plan were developed through consultation with over 2,000 veterans, their families and support organisations using a survey and focus groups. The strategy was also informed by an extensive review of evidence-based research on veterans. The findings of this review and insights from the consultations were translated into 57 actions which will be reported on through to 2024 as part of the strategy.

Employing more Aboriginal leaders

We measure our progress against this goal through the outcome indicators:

- **Overall proportion of DCJ workforce who are Aboriginal people, and**
- **Number of Aboriginal people in succession pipeline and senior leadership roles.**

During 2020–21, 4.7 per cent of our overall workforce identified as Aboriginal (although it is worth noting that only 56.1 per cent of the total workforce supplied their diversity demographic data). We also had 5.6 per cent Aboriginal representation in the senior leadership pipeline, which includes employees at grades 9–10 and 11–12 (and equivalent).

In 2020–21, we continued to implement a broad range of initiatives to increase the representation of Aboriginal people across our divisions, salary bands and work locations, and to build a culturally capable and inclusive workforce. Initiatives throughout this time included:

- Developing a new department wide employment strategy, with a range of implementation initiatives across attraction and recruitment, development and retention, and building organisational and individual cultural capability to achieve our representation targets and inclusion goals.
- Analysing completion of workforce diversity data to explore what might promote greater sharing of workforce diversity data from staff. An initiative to raise reporting rates is planned for the near future.
- Delivering Aboriginal employment pathway programs, including the expanded Communities and Justice Aboriginal Pre-Employment Program for custodial and community corrections roles, and Aboriginal Traineeship Programs across the department.
- Partnering with TAFE NSW to deliver a Diploma in Leadership and Management. While COVID restrictions delayed its commencement in 2020–21, over 55 Aboriginal and/or Torres Strait Islander employees have enrolled to complete the Diploma when possible.
- Commencing delivery of the Corrections Aboriginal Mentee Program in August 2020 in partnership with Eora TAFE NSW, with 15 participants completing the program and attaining a Certificate II in Career Preparation.
- Launching the Aboriginal Cultural Capability Web App in NAIDOC Week, in July 2020.
- Participating in the Career Trackers Indigenous Internship Program in which we offered four participants undertaking undergraduate degrees paid internships.
- Continuing to participate in the Public Service Commission's Aboriginal Career Leadership and Development Program, with nine participants.
- Continuing to support the Public Service Commission's Aboriginal graduate pathway as part of the NSW Government Graduate Program.
- Completing extensive consultations with Aboriginal staff and other stakeholders working across our organisation to develop the new *Aboriginal Employment Strategy 2021–2025*.
- Analysing a range of metrics from our employee engagement survey to monitor employee experience.
- Tailoring the Lead the Way program to support 15 Aboriginal identified managers refine their leadership skills.



2.4 CHILDREN AND FAMILIES THRIVE

2020–21 Highlights

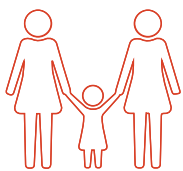


36,524

children and young people at risk of significant harm were seen by DCJ caseworkers, which is a 3.6 per cent increase from 2019–20 and 1,283 more children.



The number of **children and young people in care in NSW is at its lowest in a decade**, with 15,895 children in out-of-home care as at 30 June 2021.



1,030 children

and **young people exited out-of-home care to permanency** through restoration, adoption or guardianship.

- **488 children returned safely** home to their parents.
- **91 adoptions** were arranged.
- **451 new guardianship orders¹** were arranged.
- **1,089 Aboriginal children** exited care, which has remained stable from 2019–20.

1 This number does not include two instances where adoptions of young people occurred after they had turned 18 years old.



\$3.1 million

provided by the NSW Government spending to **support the response to domestic and family violence during the COVID-19 pandemic**.



4,792

households, including 8,431 children, escaping domestic and family violence were supported to move into stable housing in the private rental market, through Start Safely.



3,944 women

and **821 children were supported to remain safely at home after domestic and family violence** while police removed the offender, through the Staying Home Leaving Violence program.

We work to support the safety and wellbeing of vulnerable children, young people and families. This work supports the Premier’s Priorities to protect our most vulnerable children, increase permanency for children in out-of-home care, and reduce domestic and family violence reoffending.

Protecting our most vulnerable children

Once a child has been reported as at risk of significant harm, child protection practitioners support families to create change and provide safer homes for their children.

During 2020–21, our caseworkers saw 36,524 children and young people at risk of significant harm. This was a 3.6 per cent increase from 2019–20 and 1,283 more children.

We measure our progress against this goal through the outcome indicator:

- **Decrease the proportion of children and young people re-reported at risk of significant harm within 12 months.**

This forms part of the ‘Protecting our most vulnerable children’ Premier’s Priority, aimed at decreasing the proportion of children and young people re-reported at risk of significant harm by 20 per cent by 2023.

A Reducing Re-reporting Taskforce has been established to support this goal by collaborating with DCJ districts on strategies to reduce re-reporting.

The three new areas of focus to ensure better outcomes for our most vulnerable children are:

Improving assessment of risk of significant harm reports

Improvements to the information captured at the Child Protection Helpline means that risk assessments will be more accurate, reports will be prioritised more effectively, and more time can be spent providing services and support to the families with the highest needs.

Improving specific casework practices

We are engaging more with our service sector to provide the best opportunity for vulnerable children and their families to receive targeted and ongoing support. More effective referrals means that families have a better chance of engaging with, and benefiting from, that support service that is most appropriate to their needs. We are also implementing ways to measure, assess and improve the quality of casework and ensure continuous improvement, to get better long-term outcomes for vulnerable children.

Enhancing Future Safety

We are ensuring that the right services and supports are in place before we end our engagement with a family to maximise the future safety for children and young people. We are also strengthening our relationship with local service providers to support earlier interventions before the risk escalates to risk of significant harm.

Keeping families together where possible

We measure our progress against this goal through the outcome indicator:

- **Number of entries to out-of-home care.**

We worked with our government and non-government partners throughout 2021 to support children to remain safely at home and to prevent them from entering out-of-home care.

During 2020–21, 2,406 children were assumed into care where it was not safe for them to remain at home. This is 200 more children than in 2019–20, and of these 2,406 children, 1,111 were Aboriginal children. This means in 2020–21, for every 15 children who were seen, one child entered care. This is a poorer result compared with 2019–20 (where one in 16 children who were seen entered care), however it is still an improved result compared with earlier years. Specifically in 2018–19, one in 14 children seen entered care, whereas in 2017–18 it was one in 12 children seen that entered care.

Our efforts to support the safety and wellbeing of vulnerable children, young people and families and to minimise out-of-home care entries covered a broad range of initiatives, in 2021, including:

- Launching the new ChildStory mobile app, an Australian first that will provide child protection caseworkers with real-time access to vital information, allowing for faster responses and better outcomes for vulnerable kids.
- Providing more than 4,500 contracted places for families, which delivered services to close to 17,000 children and young people – over a third of whom were Aboriginal children – through a range of evidence-informed family preservation programs. This included Multi-systemic Therapy for Child Abuse and Neglect (MST-CAN®) and Functional Family Therapy Through Child Welfare (FFT-CW®), Child Welfare, Nabu, Youth Hope, Intensive Family Based Services, Intensive Family Preservation Services and Brighter Futures.
- Continuing the evidence-based MST-CAN and FFT-CW programs, which have supported over 3,900 families since commencing in August 2017. An initial evaluation of MST-CAN and FFT-CW completed in late 2020 showed lower entries to care and lower re-report rates for families who completed the programs compared with control groups.
- Delivering effective family preservation services across NSW. In 2020–21, Brighter Futures supported almost 6000 families (encompassing more than 12,500 children and young people).
- Providing 380 places to help keep families together through Permanency Support Program family preservation packages.
- Commencing the recommissioning of family preservation services into a single cohesive system. The aim is to develop a service that is responsive to a range of needs so that families can access the right supports at the right time.
- Bringing families together to develop their own solutions to keep their children safe and strengthen partnerships between families through Family Group Conferencing. In 2020–21, 1,133 families were referred to a Family Group Conference, an increase of 225 families referred from last year. 915 conferences were convened (an increase of 217 from last year); 463 of the 915 families (51 per cent) who participated in the conferences were Aboriginal (compared with 47 per cent the previous year). Of those, only 25 per cent proceeded to Children's Court for interim or final orders, which is consistent with last year.

Providing children with safe and permanent homes

We measure our progress against this goal through the outcome indicator:

- **Number of children and young people exiting out-of-home care to restoration, guardianship or adoption.**

In 2020–21, 1,030 children and young people exited out-of-home care to permanency through restoration, guardianship or adoption. The number of children and young people in care in NSW is the lowest it has been in a decade, with 15,895 children in out-of-home care as at 30 June 2021.

This brings us closer to the new Premier's Priority goal to double the number of children in safe and permanent homes by 2023 for children in, or at risk of entering, out-of-home care.

Our efforts during 2020–21 to support the wellbeing of children in out-of-home care and to provide them with greater permanency included:

- Investing \$838 million in the continued implementation of the Permanency Support Program, one of the most significant reforms to the NSW child protection and out-of-home care systems in decades.
- Safely returning 488 children home to their parents, and arranging 91 out-of-home care adoption orders and 451 new guardianship orders for children in care who cannot return home, through collaboration with our NGO partners¹.
- 1,089 Aboriginal children exiting care in total, which has remained stable from 2019–20.
- Placing 72.4 per cent of Aboriginal children and young people in out-of-home care with an Aboriginal relative, non-Aboriginal relative or an Aboriginal carer.
- Supporting 310 children to access OurSPACE, a specialist therapeutic trauma service for children and young people aged 15 and under who are in statutory foster and kinship care and experiencing placement instability.
- Supporting over 130 children and young people living in unstable out-of-home care placements through the LINKS Trauma Healing Service, an evidence-based program to decrease trauma symptoms and improve wellbeing and behaviour.
- Providing 1,913 support calls, 5,169 instances of training (either online or face-to-face) for foster, relative and kin carers and training for over 400 prospective carers through independent carer support organisation My Forever Family NSW.
- Continuing to implement Intensive Therapeutic Care, the component of the Permanency Support Program replacing residential care. This supported children and young people identified as having very high support needs and significant functional impairment due to disability.
- Continuing to expand the Supported Independent Living model for young people aged 16 to 17 who are in out-of-home care, to provide a pathway to independence.
- Introducing the Interim Care Model to support children aged 9 to 14 in more home-like environments as a diversion from emergency and temporary accommodation arrangements.

Supporting vulnerable Aboriginal children and families

During 2020–21, we continued to focus on reducing the over-representation of Aboriginal people within our service systems by:

- Continuing implementation of the *Aboriginal Case Management Policy*, which provides an operational framework for Aboriginal led and culturally embedded casework practice with Aboriginal children and their families.
- Funding four NSW Stolen Generations Organisations to employ staff to support and advocate for survivors and their descendants when coming into contact with and/or accessing our services.
- Preparing the *Aboriginal Homelessness Sector Development Action Plan*, based on the recommendations from the *Cox Inall Ridgeway* report. The action plan will improve cultural capacity and competence in homelessness services. It will also increase representation of Aboriginal led organisations delivering culturally appropriate service to people who are experiencing homelessness or at risk of homelessness.

¹ This number does not include two instances where adoptions of young people occurred after they had turned 18 years old.

- Supporting nine Aboriginal Child and Family Centres in NSW to continue to provide a mix of culturally safe services and support for Aboriginal families with children up to the age of eight. Each year approximately 550 Aboriginal children are enrolled and approximately 4,300 parents and carers access a wraparound service through the centres.
- Expanding the Aboriginal sector who deliver out-of-home care services to children and young people. There are now 15 Aboriginal Community Controlled Organisations with a contract to deliver services under the Permanency Support Program.

Reducing domestic violence reoffending

The Premier's Priority for reducing domestic violence reoffending aims to decrease the number of domestic violence reoffenders by 25 per cent by 2023. The priority was first established by the Premier in 2015 and was extended in 2019.

We measure our progress against this goal through the outcome indicator:

- **Number of people charged with a domestic violence assault who had an earlier domestic violence assault charge in the last 12 months.**

Achieving a 25 per cent reduction in the number of domestic violence reoffenders would result in approximately 526 fewer reoffenders by 2023 based on current figures.

Since the priority was introduced in 2015, the number of reoffenders has increased from 1,814 in the 12 months to December 2015 to 1,886 in the 12 months to June 2021. This increase is in the context of a broader increase in the rate of domestic and family violence assaults in NSW.

Premier's Priority to reduce domestic violence reoffending

Our comprehensive multi-agency approach to addressing domestic violence is outlined in the Premier's Priority Reducing Domestic Violence Reoffending program, which aligns with the *NSW Domestic and Family Violence Blueprint for Reform 2016–2021: Safer Lives for Women, Men and Children*. Achievements during 2020–21 towards the Premier's Priority of reducing domestic violence reoffending include:

- Referring 287 men to a Men's Behaviour Change Program in the period July to December 2020, with 34 having completed the program in that time period (low completion rates in this period are largely due to impacts of the COVID-19 pandemic).
- Delivering the ENGAGE program – a brief voluntary intervention for domestic and family violence perpetrators – at nine sites, with 921 people completing a workshop during 2020–21.
- Using GPS devices for 114 offenders and 33 victim-survivors under the Domestic Violence Electronic Monitoring program.
- Developing safety standards for online delivery of Men's Behaviour Change Programs for use where in-person programs are not available, for example in regional and remote areas or due to COVID-19.
- Delivering 7,647 sessions of the Remand Domestic Violence Intervention program, an intervention aimed at assisting inmates.
- Delivering 88,468 Practice Guide for Intervention sessions to domestic violence offenders.
- Supporting 234 male domestic violence offenders to complete the High Intensity Program Unit, a behaviour change program that targets inmates on short sentences. There are currently 10 fully operational units across seven correctional centres.
- Completing the evaluation of What's Your Plan?, an intervention aimed at improving Aboriginal defendants' compliance with Apprehended Domestic Violence Orders. The evaluation estimates the causal impact of the intervention on breaches and domestic violence-related offending among Aboriginal defendants issued an Apprehended Domestic Violence Order in NSW.

- Establishing a trial service hub at Maitland Local Court to connect domestic violence offenders with support services. This includes access to accommodation pathways, referrals to drug and alcohol services, legal support, interventions, including linking participants to Men's Behaviour Change Programs and follow up case management.
- Funding ReINVEST, a clinical trial to determine if antidepressant treatment is effective in reducing offending behaviour in highly impulsive men with histories of violence, including domestic and family violence.
- Identifying and targeting serious recidivist domestic violence offenders through the NSW Police Force's Suspect Target Management Plans.
- Providing intensive monitoring of and engagement with high risk prolific offenders by the NSW Police for High Risk Offender Teams. 1,943 high risk offenders were monitored by High Risk Offender Teams from 1 July to February 2021.

EQUIPS program progress during 2020–21

During 2020–21, 1,837 offenders participated in the EQUIPS (Explore, Question, Understand, Investigate, Practice, Succeed) program. The program is designed to address the criminogenic needs of offenders while in custody.

COVID-19 pandemic impacts resulted in a significant reduction in the number of community-based EQUIPS programs and participants during 2020–21. Corrective Services NSW introduced delivery of community-based programs via a virtual platform (LIVIT) as part of its response to the COVID-19 pandemic. During 2020–21, 59 community EQUIPS programs were run via LIVIT.

Additional EQUIPS program content was developed to better target all perpetrators of family violence, regardless of gender and whether the offence related to an intimate partner or other family member. As of 1 October 2020, EQUIPS Domestic and Family Violence replaced EQUIPS Domestic Abuse in both custodial and community settings.

Other domestic and family violence initiatives

Other initiatives aimed at protecting those experiencing, or at risk of, domestic and family violence during 2020–21 included:

- NSW Government investment of \$12.6 million to respond to the COVID-19 pandemic by supporting frontline specialist domestic and family violence services, supporting victim-survivors to escape violent homes and to remain safely at home, holding perpetrators to account, and raising awareness about domestic and family violence and available support services.
- Supporting 3,944 women and 821 children to remain safely at home while police removed the offender, through the Staying Home Leaving Violence program.
- Helping 4,792 households, including 8,431 children, escaping violence to move into stable housing in the private rental market, through Start Safely.
- Providing increased court protections for complainants in family and domestic violence matters, as described on page 19 of this report.
- Continuing to deliver Integrated Domestic and Family Violence Services, a multi-agency response delivered across 11 locations in NSW to prevent the escalation of domestic and family violence among high risk target groups.
- Taking 21,850 calls through the Domestic Violence Line, a statewide telephone crisis counselling and referral service to support women who are experiencing domestic and family violence.
- Continuing the NSW Government's Local Domestic and Family Violence Committee Grants for the prevention of domestic and family violence, with a total of 80,000 grants of up to \$1,800 each in value, which can include childcare with an approved service.

- Continuing to deliver the *NSW Domestic and Family Violence Blueprint for Reform 2016–2021: Safer Lives for Women, Men and Children*, a comprehensive strategy to prevent domestic and family violence, intervene early, support victim-survivors, hold perpetrators to account, and improve services and the system. Blueprint activities during 2020–21 included the following:
 - The \$20 million NSW Domestic and Family Violence Innovation Fund (a commitment under the Blueprint) invested in 20 innovative projects across two funding rounds between 2017 and 2021.
 - 17 regional rugby league clubs were involved in Tackling Violence, a program to change attitudes and behaviours towards domestic and family violence.
 - Continuing to deliver Safer Pathway, ensuring a consistent and coordinated response to domestic and family violence victim-survivors and their children across NSW.

NSW Sexual Assault Strategy

The *NSW Sexual Assault Strategy 2018–2021* is the NSW Government's commitment to preventing and responding to sexual assault. Initiatives during 2020–21 included:

- Making a new e-learning package available to frontline services to help them deliver inclusive, best practice support to lesbian, gay, bisexual, transgender, queer, questioning, intersex and asexual (LGBTQIA+) people who have experienced sexual assault. ACON Health Ltd developed the e-learning package with \$135,000 in funding from the NSW Government.
- Commencing a two-year partnership with Maari Ma Health Aboriginal Corporation to develop a sexual assault program, to be delivered within its existing domestic and family violence healing program. The new program will provide culturally appropriate support services to Aboriginal people who have experienced sexual assault and will be piloted in the communities of Broken Hill, Menindee and Wilcannia.
- The Education Centre Against Violence developed and delivered an adult survivors of child sexual assault pilot online training package for workers across the NSW service system. Training was in high demand across the sector and was delivered across metropolitan and regional NSW.

Sexual consent law reform

On 25 May 2021, the NSW Attorney General and Minister for Prevention of Domestic and Sexual Violence announced proposed reforms to consent laws.

Sexual consent laws in NSW will be strengthened and simplified under NSW Government reforms designed to protect victim-survivors and educate the community.

Supporting survivors of sexual abuse

We prepared the sixth *Compliance with the Guiding Principles for Government Agencies Responding to Civil Claims for Child Sexual Abuse Report* and supported senior department executives to deliver 299 apologies to survivors of abuse, in compliance with this document.



2.5 PEOPLE HAVE A SAFE AND AFFORDABLE PLACE TO LIVE

2020-21 Highlights



Providing **16,744**

households with **Private Rental Assistance products**, to avoid or transition out of social housing.



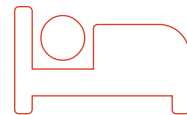
85%

of households who received **Rent Choice products** did not require further housing assistance in the following 12 months.



4,351

people **experiencing homelessness supported with referrals to Specialist Homeless Services** through Link2home, which is a 9.1 per cent increase on the previous year.



25,542

unique households assisted with **temporary accommodation** (including 4,637 rough sleeper households).



924

social housing households at risk of eviction **assisted to maintain their tenancies** through Sustaining Tenancies in Social Housing.



\$63.18 million

supported 6,786 households to **access and maintain tenancies** in the private rental market through a suite of Rent Choice subsidies.



\$291 million

invested in **Specialist Homelessness Services**, other homelessness programs and critical referral services such as Link2home.

We provide assistance for people who are unable to access or maintain appropriate housing, including homelessness services. Our work under this outcome supports the Premier's Priority of reducing homelessness.

Supporting people to move to housing independence so social housing is available for people who need it most

We measure our progress against this goal through two outcome indicators:

- **Proportion of tenants successfully transitioning out of social housing annually, and**
- **Proportion of social housing applicants each year who are diverted from social housing to the private rental market and who do not return for further assistance 12 months later.**

External factors such as housing insecurity and unaffordable rents for low-income households in the private rental market can make this target challenging.

During 2020–21, our efforts to support more tenants to avoid or transition out of social housing included:

- Providing 16,744 households² with general Private Rental Assistance, including Rentstart Bond Loan, Advance Rent, Rental Arrears, Private Rental Brokerage Service, Tenancy Facilitation, Bond Extra (formerly known as Tenancy Guarantee) and other Rent Choice products. Of the Rent Choice recipients, 85 per cent did not require further housing assistance in the following 12 months.
- Investing over \$63.18 million to support 6,786 households to access and maintain tenancies in the private rental market through a suite of Rent Choice subsidies including:
 - Start Safely for people escaping domestic and family violence
 - Rent Choice Youth for young people aged 16 to 24
 - Rent Choice Assist and Rent Choice Family Assist for people and families experiencing a life event that places their tenancies at risk, such as loss of income or ill health
 - Rent Choice Veterans for veterans experiencing or at risk of homelessness
- Establishing the Family Assist pilot for vulnerable families seeking preservation or restoration in Sydney and South East Sydney. This will be extended to Western NSW in 2021–22.

Other social housing initiatives we undertook during 2020–21 to increase the supply of social housing included:

- Contracting 24 community housing providers to lease over 5,900 properties using \$85.19 million of Social Housing funding under the Community Housing Leasing Program.
- Continuing to implement the Social and Affordable Housing Fund program with 2,500 new social and affordable dwellings delivered by eight community housing providers with Social and Affordable Housing Fund contracts. A further 688 homes were under construction as of 30 June 2021. The program expects to deliver access to over 3,400 additional dwellings by the end of 2023.

² These are unique households assisted (so many have received more than one product/service).

Reducing street homelessness

We measure our progress against this goal through the outcome indicator:

- **Number of homeless persons in NSW living in improvised dwellings, tents or sleeping out.**

The NSW Government is working towards zero street homelessness and has signed an agreement with the Institute of Global Homelessness, along with other partners, to halve street homelessness across NSW by 2025. The government made significant progress in reducing street homelessness in 2020–21.

The 2021 NSW street count, which was the government's second annual street count, was completed between 2 February and 1 March 2021. We partnered with over 150 local organisations to complete street counts in more than 280 towns and suburbs in 71 local government areas across NSW. Partners included Specialist Homelessness Services, local councils and community housing providers, as well Aboriginal organisations, local community groups, NSW Police and NSW Health.

The 2021 NSW street count recorded a 13 per cent reduction in rough sleeping across NSW compared with 2020. In 2020–21, we provided long-term housing support (defined as receiving support with advanced rent, bond loan, Rent Choice and/or social housing) to over 1,200 people who were experiencing street homelessness.

Throughout 2020–21, Assertive Outreach services operated in 58 local government areas (including existing services in inner Sydney, Tweed and Newcastle).

Through our Assertive Outreach services we assisted 1,436 people who were sleeping rough into temporary accommodation, 769 of whom are now in long-term accommodation, with 96.6 per cent sustaining their tenancies.

In Sydney's inner city, the Homelessness Outreach Support Team assisted 465 people who were sleeping rough into temporary accommodation and 297 people into long-term permanent housing during 2020–21. A total of 81.9 per cent of people sleeping rough in Sydney's inner city have maintained their tenancies in the period March 2017 to March 2021.

Together Home, the largest ever housing response dedicated to people experiencing street homelessness in NSW, commenced in July 2020.

As at 30 June 2021, 440 people who were street sleeping and highly vulnerable during the COVID-19 pandemic were transitioned to long-term housing. This was achieved by rapidly securing hundreds of new homes from the private rental market as part of Together Home. The program provided two-year leases and intensive support services for 400 people previously sleeping rough. In late 2020, the NSW Government made a further commitment to the program, which will see a total of 800 people who are street sleeping or have a history of street sleeping, transitioned into long-term accommodation linked to wrap around supports.

Improving responses to homelessness

Other homelessness initiatives we undertook during 2020–21 included:

- Supporting 4,351 people experiencing homelessness with referrals to Specialist Homeless Services through Link2home.
- Assisting 25,542 unique households with temporary accommodation (including 4,637 rough sleeper households)
- Assisting 924 social housing households who were at risk of eviction to maintain their tenancies through Sustaining Tenancies in Social Housing.
- Supporting 400 households through the Rent Choice Assist program across its four pilot locations.

- Supporting 435 young people leaving out-of-home care through the Premier's Youth Initiative to transition to independence. The evaluation of this initiative published in 2021 found it is a 'promising intervention' and successful at preventing homelessness.
- Linking 289 young people with supports through the Universal Screening program. The program operates in two pilot locations to identify high school students who may be at risk of homelessness.
- Assisting young people living in social housing and in out-of-home care who are enrolled in education or training through the DCJ Scholarships program, which offers \$1,000 grants to help with school expenses and secondary support services.
- Assisting people living in social housing, people on the NSW Housing Register and people in a private rental who are receiving a Rent Choice subsidy to access support, employment and training opportunities through Opportunity Pathways. Cumulative data at the end of year two (March 2021) shows 1,690 people had received pre-employment support, with 831 people commencing training and 902 beginning employment.
- Continuing to partner with the Royal Botanic Gardens and Domain Trust to deliver the Community Greening program, which supports social housing tenants to create and maintain community gardens.
- Contracting 25 community housing providers, some of whom are also Specialist Homelessness Services-funded, to lease over 268 properties using \$4.4 million under Community Housing Leasing Program Homelessness Housing to house people who were homeless or at risk of homelessness.
- Supporting inmates exiting custody through the Inmate Early Assessment Scheme. The scheme targets inmates being released on parole with the aim of securing suitable housing and adequate wrap around supports post-release.

Specialist Homelessness Services achievements

The Specialist Homelessness Services program is the primary NSW government response to homelessness and supports people who are experiencing, or are at risk of homelessness. Services delivered through the program are essential to achieving the Premier's Priority to reduce street homelessness by 50 per cent by 2025.

During 2020–21, our Specialist Homelessness Services achievements include:

- Investing \$291 million in Specialist Homelessness Services, other homelessness programs and critical referral services such as Link2home.
- Negotiating with existing providers to recommission Specialist Homelessness Services for up to three years. Work includes the sub-programs Service Support Funds, Inner City Restoration, Homeless Youth Assistance Program, Youth Crisis Accommodation Enhancement and the Domestic Violence Response Enhancement.
- Consulting extensively with government and non-government stakeholders on the Specialist Homelessness Services Outcomes Framework. An independent assessment found that there is a 'high level of confidence that the Specialist Homelessness Services Recommissioning Program has been effectively developed'.
- Progressing the pilot for accreditation of Specialist Homelessness Services providers against the Australian Services Excellence Standards and preparing the sector to undergo the accreditation process.
- Commencing the reconfiguration of the Homelessness Youth Assistance Program in response to recommendations in the NSW Ombudsman's *More than shelter - addressing legal and policy gaps in supporting homeless children* progress report. The reconfiguration seeks to improve outcomes for unaccompanied children and young people.

- Working with the sector and the NSW Ombudsman to implement the *More than Shelter* report recommendations to better support unaccompanied children aged 12 to 15 who present to Specialist Homelessness Services.
- Delivering \$10.7 million for support and accommodation for unaccompanied children aged 12 to 15 through the Homeless Youth Assistance Program.
- Providing an additional \$1.45 million in Family Outreach and Child Adolescent Service brokerage funding allocated through Homeless Youth Assistance Program. This enabled providers to reconnect unaccompanied children aged 12 to 15 with their families and kin where safe.
- Delivering an additional \$1.5 million to Homeless Youth Assistance Program and Specialist Homelessness Services providers to strengthen support services for unaccompanied children aged 12 to 15 during the COVID-19 pandemic, as already stretched services faced additional pressures.
- Negotiating new contracts with Specialist Homelessness Services for three years until 30 June 2024.
- Assisting clients and the sector during the COVID-19 pandemic by partnering with homelessness peak bodies and assisted in arranging access to food relief, hand sanitiser, wellbeing resources and provision of personal protective equipment.
- Developing Specialist Homelessness Services COVID-19 guidelines that contain practical and relevant advice to assist providers in preventing, preparing and responding to COVID-19 incidents.
- Regularly communicating with Specialist Homelessness Services to provide information to support the delivery of homelessness services, in a COVID-19 environment.
- Implementing findings of a review of Service Support Fund services by consolidating 26 services into the Specialist Homelessness Services program to deliver a more integrated system.
- Completing the construction of two Core and Cluster sites (Orange and Griffith) and commencing services to women and their children experiencing homelessness due to domestic and family violence. Core and Cluster is an innovative model for women's refuges which allows for privacy and independent living while providing comprehensive support services for women and children experiencing domestic and family violence.
- Working with the Land and Housing Commission to progress two additional Core and Cluster sites in regional locations across NSW.
- Revising the *Unaccompanied Children 12-15 Years Accessing Specialist Homelessness Services* policy, as recommended by the *More Than Shelter* report, in consultation with services, peak bodies and district staff, for publication in July 2021.

HUNTER CORRECTIONAL CENTRE



2.6 SAFER COMMUNITIES

2020–21 Highlights



More than **231,000**

video visits for inmates (since 27 April 2021) to maintain family connections.



Over **500**

new Correctional Officer recruits commenced and/or completed entry-level Primary Training.



More than **230**

new Community Corrections Officer recruits commenced and/or completed entry-level Primary Training.

The Safer Communities outcome is led by the NSW Police Force and the NSW Crime Commission, with DCJ playing a supporting role.

It captures a broad range of policing and law enforcement activities, including crime prevention, disruption and response, maintenance of social order, promotion of road safety and support for emergency management.

While DCJ is not responsible for reporting on any indicators under this outcome, we contribute to it through a range of initiatives as described below.

Training correctives staff

During 2020–21, we continued to deliver specialised training aligned to nationally recognised qualifications via a variety of methods (face-to-face, online and virtually) to ensure operational and mandatory development needs were met:

- more than 500 new Correctional Officer recruits commenced and or completed entry-level Primary Training
- more than 230 new Community Corrections Officer recruits commenced and or completed entry level Primary Training.

Traineeships for inmates

- Participation in traineeships for inmates increased despite COVID-19 impacts, rising from 250 in October 2020 to 472 in June 2021.
- The 2021 NSW Bureau of Crime Statistics and Research report, *Vocational training in NSW prisons: Exploring the relationship between traineeships and recidivism* compared reoffending rates for all working age trainees released from prison between January 2010 and May 2019 with ex-inmates who were eligible but did not participate in a traineeship program. The study found that 12 and 24 months after release, trainees are significantly less likely to reoffend than inmates who were eligible for a traineeship but did not participate.

Countering terrorism and violent extremism

In supporting the Minister for Counter Terrorism and Corrections, DCJ provides whole-of-government coordination and strategic policy advice on counter terrorism and countering violent extremism. This includes:

- overseeing the implementation of the *NSW Counter Terrorism Strategy*
- coordinating the NSW Government Countering Violent Extremism program, including monitoring and evaluation
- reviewing the strategy for managing individuals returning from foreign conflict zones
- coordinating and implementing Crowded Places Forums
- chairing the State Counter Terrorism Committee.

Other DCJ initiatives that contribute to safer communities

Throughout 2020–21, we contributed to building safer communities through a range of initiatives.

- We worked collaboratively with the NSW Police Force and NSW Health on the Joint Child Protection Response program, which seeks to ensure the safety and wellbeing of vulnerable children and young people.
- We continued to support the Surveillance Devices Commissioner to work with stakeholders to facilitate appropriate authorisation and use of surveillance devices by law enforcement agencies, while ensuring individual privacy is not unnecessarily impacted. For further details please see Appendix 3.2.3 *The Surveillance Devices Act 2007* and *Report of the Surveillance Devices Commissioner* on page 87).
- We supported Stronger Communities Cluster Ministers through policy development and implementation, including, but not limited to, delivering the *Statutory Review of the Crime Commission Act 2012*, tabled in NSW Parliament on 15 December 2020. A bill is currently being prepared to implement the review's recommendations. The *Statutory Review of the Serious Crime Prevention Orders Act 2016* was tabled in NSW Parliament on 2 December 2020, recommending that a further review be conducted after three years.
- We represented NSW as a member of inter-jurisdictional fora concerning serious and organised crime, such as the Australian Trans-National and Serious Organised Crime Committee.
- We provided support statewide to victims, witnesses, suspects and defendants with cognitive impairment who are in contact with the criminal justice system, through the Justice Advocacy Service.



2.7 PREPARED FOR DISASTERS AND EMERGENCIES

2020-21 Highlights



Over **180**

DCJ staff deployed to work in the **flood evacuation centres**. A further 37 DCJ staff were deployed to recovery centres to **provide housing assistance** and advice to disaster-affected people.



33

evacuation centres supported to operate during the 2021 flood disaster.



Over **1,650** **individuals assisted** with emergency accommodation.

The Prepared for disasters and emergencies outcome is led by Resilience NSW, with DCJ playing a supporting role.

While DCJ is not responsible for reporting on any indicators under this outcome, we contribute to it through a range of initiatives as described below.

- We are a participant in the Disaster Recovery Government Coordination Taskforce, which is administered by Resilience NSW.
- Disaster Welfare:
 - We provide support to Resilience NSW during the response phase of a disaster through our trained DCJ Disaster Welfare volunteer staff. These staff are responsible for establishing and managing evacuation centres and coordinating the delivery of key welfare services to meet the immediate needs of disaster-affected people.
 - Our staff may also be involved in operational activities such as:
 - providing support in operations centres or coordination centres
 - supporting the Disaster Welfare Assistance Line
 - working in a Disaster Welfare role in an emergency operation or recovery centre during the recovery phase of a disaster.
 - In response to the recent 2021 flood disaster, a total of 33 evacuation centres were opened, with over 2,500 registrations being recorded.
 - We deployed over 180 staff to work in the evacuation centres from 19–29 March 2021.
 - A further 37 DCJ staff were deployed to recovery centres to provide housing assistance and advice to disaster-affected people.
- Emergency Accommodation:
 - In July 2019, the DCJ Housing Contact Centre entered a temporary arrangement with the Office of Emergency Management (now Resilience NSW) to provide emergency accommodation to disaster-affected people on behalf of Resilience NSW.
 - During the 2021 flood disaster this service assisted over 1,650 individuals with emergency accommodation.
- Housing assistance:
 - Immediately after the bushfire disaster, we established a bushfire housing assistance response team, which was made up of housing specialists seconded from across DCJ Housing.
 - We also established a housing specialist response team to engage with people displaced by the floods and assist them in developing plans for long-term housing. This team assisted over 150 individuals and families impacted by the floods



PART 3
APPENDICES

3.1 OUR PEOPLE

3.1.1 Human resources

This section provides data on the number of staff employed by the department as well as commentary on our personnel policies and practices, and movement in wages. As of 30 June 2021, the department had 22,903 highly skilled and dedicated staff.

Policies and practices

Personnel

Following machinery of government changes in 2020, DCJ has progressively reviewed, updated and harmonised human resource policies relating to operational human resources, recruitment and employment screening, payroll and governance, work health and safety, performance and conduct, learning and development, and workforce planning.

Employee relations

The union with coverage of the majority of DCJ staff is the Public Service Association and formal consultative forums are held on a regular basis to discuss issues of mutual interest. Multiple forums are held across all business streams, including local consultative forums at a workplace or local area, as well as at a statewide level. Additional regular consultative meetings are held with the association to address specific issues or reform programs as they arise, and are requested by either the Public Service Association or DCJ.

Throughout 2020–21, employee relations staff were involved in strategic planning, major reform projects, dispute prevention and resolution, industrial and human rights tribunal proceedings, monitoring of industrial relations issues, and, on a daily basis, providing support to business streams. Throughout the year, employee relations staff also provided assistance to DCJ regarding the changing COVID-19 responses and requirements.

Workforce statistics

Table 1: Number of DCJ employees by employment category by year

DCJ (department)	2019–20	2020–21
Ongoing	19,203	19,595
Temporary	2,731	1,850
Senior Executives ¹	249	243
Casual	1,012	966
Others	255	249
Total	23,450	22,903

Source: *Workforce Profile Report 2020–21*

1. In accordance with the *Government Sector Employment Act 2013*, all Senior-Executive employees are now subject to common public service senior executive employment contracts and are covered by the conditions of employment and guidelines for the Senior Executive. Where staff are performing higher duties to fill a public service senior executive position and are not already a public service senior executive employee, these numbers are not included in this table as Senior Executive employees as they are still covered by their substantive conditions of employment while receiving a notional monetary value equivalent to a Senior Executive position.

Table 2: Number of DCJ employees by ANZSCO group at workforce census period¹

Occupational group by headcount	2019-20	2020-21
Managers	2,515	2,374
Professionals	5,938	5,805
Technicians and Trade Workers	665	697
Community and Personal Service Workers	7,862	8,122
Clerical and Administrative Workers	6,297	5,853
Sale Workers	2	9
Machinery Operators and Drivers	36	28
Labourers	135	15
Total	23,450	22,903

Source: *Workforce Profile Report 2020-21*

1. Occupational group counts are made using NSW Government standard headcount and ANZSCO groupings reported in accordance with NSW Public Service Commission Workforce Profile specifications. The headcount number is consistent with the methodology used for the NSW Public Sector reported through the annual workforce profile and required under the Annual Reports (Departments) Regulation 2010.

Senior Executive grades and remuneration

In this section, the definition of Senior Executive is in accordance with the *Government Sector Employment Act 2013*.

Table 3: Number of Public Service Senior Executives employed in each band

Public Service Senior Executive Band	2019-20		2020-21	
	Female	Male	Female	Male
1 (Director)	107	89	110	83
2 (Executive Director/ Chief Executive)	28	18	30	12
3 (Deputy Secretary)	3	3	3	4
4 (Secretary)	0	1	0	1
Total	249		243	

Source: *Workforce Profile Report 2020-21*. This table includes all employees in public service senior executive roles as at census date of 30 June 2021.

Table 4: Average remuneration of Public Service Senior Executives employed in each band

Public Service Senior Executive Band	2019-20	2020-21	
	Average remuneration (\$)	Average remuneration (\$)	Range (\$)
1 (Director)	230,235	229,490	\$192,600-\$274,700
2 (Executive Director/ Chief Executive)	304,466	310,243	\$274,701-\$345,550
3 (Deputy Secretary)	426,987	428,004	\$345,551-\$487,050
4 (Secretary) ¹	599,000	599,000	\$487,051-\$562,650

Source: *Workforce Profile Report 2020-21*

1. The Secretary is the sole Band 4 Executive in DCJ and his remuneration is subject to a special determination of the Statutory and Other Offices Remuneration Tribunal (SOORT).

Exceptional movement in wages, salaries and allowances

From the first pay period on or after 1 July 2020, DCJ staff received an increase to their salaries of 0.3 per cent.

For the reporting period of 2020-21, Senior Executives' monetary remuneration and the value of employment benefits paid represented 3.0 per cent of DCJ's salary-related expenses.

3.1.2 Workforce diversity

Table 1: Workforce diversity statistics¹

Workforce diversity group	Benchmark/ target (%)	2019–20 (%)	2020–21 (%)
Trends in the representation of workforce diversity groups (% of total staff)²			
Women	50	61.8	61.6
Aboriginal and Torres Strait Islander people	3.3	4.5	4.7
People whose first language spoken as a child was not English	23.2	9.6	9.5
People with disabilities	5.6	3.3	3.2
People with disabilities requiring work-related adjustment	N/A	0.9	0.9
Trends in the distribution of workforce diversity groups (Distribution Index)³			
Women	100	105	105
Aboriginal and Torres Strait Islander people	100	104	102
People whose first language spoken as a child was not English	100	103	103
People with disabilities	100	104	103
People with disabilities requiring work-related adjustment	100	105	102

Source: *NSW Public Service Commission Workforce Profile - Diversity Data 2020 and 2021*

1. Based on staff numbers as at 30 June.

2. Excludes casual staff.

3. A Distribution Index of 100 indicates that the centre of the distribution of the workforce diversity group across salary levels is equivalent to that of other staff. Values less than 100 mean that the workforce diversity group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases, the index may be more than 100, indicating that the workforce diversity group is less concentrated at lower salary levels. The Distribution Index is not calculated where workforce diversity group or non-workforce diversity group numbers are less than 20.

Achievements in 2020–21

In 2020–21, DCJ completed our review of existing workforce diversity strategies and programs from across both former FACS and Justice to develop the new *Inclusion Strategy 2021–2025*. This strategy realigns and builds on existing programs tailored to the DCJ workforce, and includes specific metrics around representation, succession pipeline progress and People Matter Employee Survey engagement scores.

The strategy's focus is on improving employment and inclusion outcomes for people from all diverse backgrounds, including women, Aboriginal and Torres Strait Islander people, people with disability, culturally and linguistically diverse people (CALD), people who identify as LGBTQIA+, people with carers' responsibilities and young people. There is a particular focus on Premier's Priority 14 - for a World Class Public Service. This includes representation goals and targets for women and Aboriginal people in senior leadership, and overall disability employment.²

² NSW Premier's Priority 14 for a World Class Public Service includes three diversity targets set for 2025: 1. having 50 per cent of senior leadership roles held by women; 2. increasing the number of Aboriginal people in senior leadership roles; and 3. ensuring 5.6 per cent of government sector roles are held by people with a disability.

We completed a behavioural analysis project of workforce diversity survey methods to develop new approaches that will encourage employees to share their diversity data and improve completion rates. The findings will inform future initiatives to raise response rates.

Aboriginal and Torres Strait Islander people

In 2020–21, we:

- Completed extensive consultations with Aboriginal staff and other stakeholders working across our organisation to develop the new *DCJ Aboriginal Employment Strategy 2021–2025* (AES). The strategy includes a range of new initiatives across attraction and recruitment, development and retention, and building organisational and individual cultural capability to achieve our stretch target of 7.5 per cent representation in non-executive roles and inclusion goals.
- Provided ongoing employment opportunities to 16 Aboriginal trainees who successfully completed the pilot Aboriginal Traineeship Program.
- Delivered our Aboriginal Internship Program in partnership with CareerTrackers which enables university students who successfully complete their internships to be eligible for ongoing employment.
- Delivered three Communities and Justice Aboriginal Pre-Employment Programs (CJAPEP) for Correctional Officer, Community Corrections, and Services and Programs Officer roles in partnership with TAFE NSW with 23 participants completed or completing a Certificate II or Certificate III in Community Services which will enable them to be eligible to participate in a recruitment assessment centre for ongoing roles.
- Developed a partnership between Psychological and Specialist Services, Statewide Services and Western Sydney University to support an Aboriginal Provisional Psychologist within the University’s master’s program to be employed following the completion of study and meeting the requirements for full registration.

To support leadership development, we:

- continued to deliver the Corrective Services Aboriginal Mentor and Mentee Programs (CAMP & CAMP II) in partnership with EORA TAFE, with 30 participants completing the program and studies in 2020–21
- established a partnership with TAFE NSW to deliver a Diploma in Leadership and Management to Aboriginal employees in the succession pipeline, commencing in 2021–22
- continued to participate in the Public Service Commission Aboriginal Career Leadership and Development Program with nine people participating
- tailored the Lead the Way Program to support 15 Aboriginal identified managers to refine their leadership skills
- continued to develop and offer Aboriginal career development programs and progression opportunities as part of the new *Aboriginal Employment Strategy* career development framework.

To support inclusion and retention, we:

- updated and re-launched the DCJ Aboriginal Cultural Capability Web App for NAIDOC Week
- engaged Inside Policy to undertake a review of the DCJ Corrective Services National Criminal Record Check pre-employment screening process and procedures to identify any issues or barriers that may be impacting Aboriginal candidates
- continued to monitor employee engagement, inclusion, learning and development and bullying scores for Aboriginal employees through the People Matter Employee Survey 2020 with the overall employee engagement score for Aboriginal employees being 63 per cent, slightly lower than the 64 per cent score for all DCJ employees.

People with disability

In 2020–21, we:

- launched a new workplace adjustment policy and procedure to address a key barrier to ongoing employment and retention for employees with disability, and provided ongoing learning support
- successfully retained our Disability Confident Recruiter (DCR) annual accreditation to ensure that we provide a fair and accessible attraction, recruitment and selection experience for candidates with disability
- completed the Access and Inclusion Index as a national benchmark to help us to identify areas of strength and areas requiring additional focus to support employees with disability throughout the employment lifecycle, for submission end of 2021
- continued to participate in the Australian Network on Disability (AND) ‘Stepping Into’ Internship Program, taking 20 interns across summer 2020 and winter 2021
- launched our new *Disability Inclusion Action Plan* (DIAP), which supports access to meaningful employment as a focus area by:
 - ensuring we provide a capability uplift course to managers and employees during their induction
 - expanding on the new DCJ Workplace Adjustment Policy and Procedure to develop a recruitment resource for jobseekers and applicants with disability
 - developing and co-delivering, with the Australian Network on Disability, a pilot workshop to build organisational capability in inclusive design and best practice employee accessibility consultation.

In leadership development, we:

- developed and piloted a new career coaching initiative, the Elevate Program, for 20 employees with disability and their managers, building manager skills in having meaningful career development conversations and employee skills in being the drivers of their career development
- provided our bespoke leadership program Lead the Way to 15 employees who identified as having a disability to build our emerging leader pipelines, and consulted in-depth with the DCJ Disability Employee Network (DEN) to ensure accessibility was at the forefront of the program’s delivery.

We also continued to improve attitudes and awareness of disability in our workplace through the DEN. The DEN more than doubled its membership to over 300 people in 2020–2021. The new executive sponsor, the Executive Director, Infrastructure and Assets, works with the DEN and the Inclusion and Diversity team to ensure strategic objectives are met and the network is sustainable.

We monitored employee engagement scores for staff with disability through the People Matter Employee Survey 2020. The overall employee engagement score for employees with disability was 60 per cent, lower than the 64 per cent score for all DCJ employees.

Women

In 2020–21, we:

- Exceeded the Premier’s Priority target of having 50 per cent of senior leadership roles held by women by 2025. As at 30 June 2021, 53.7 per cent of all senior leadership roles at DCJ were occupied by women. We also achieved 71.2 per cent female representation in pipeline roles, which includes all roles in the two highest non-executive salary bands as defined by the Public Service Commission.

- Partnered with the Department of Planning, Industry and Environment and the Art of Mentoring to complete a pilot Women in Senior Leadership Mentoring Program. Twenty talented women in grade 11/12 roles from across all divisions participated as mentees under the nine-month pilot program. At completion, both mentees and mentors reported very high satisfaction and engagement scores for the pilot. In May 2021, we launched the 2021 program with 20 mentees and 23 mentors from DCJ participating.
- Completed the 'Women Platinum +' leadership development program. Four DCJ emerging female leaders participated as part of the sector-wide initiative.
- Developed the Better Ways of Working (BWOW) Flexible Work Framework for implementation across the department, focusing on team-based flexible work design.
- Continued to implement the Public Service Commission behaviourally informed interventions designed to encourage unsuccessful female applicants to re-apply for senior executive roles and extended the interventions to succession pipeline roles (grades 9/10 and 11/12 or equivalent).
- Continued to implement candidate slate initiatives to monitor that a minimum of one woman is on every shortlist for senior leadership recruitments.
- Launched our Parents and Carers Hub in June 2021, supported by several workshops to raise awareness and build leader capability in supporting employees to navigate career and family responsibilities with a particular focus on people returning from extended parental or carers leave.
- Launched the DCJ Job Share Platform in May 2021, to provide opportunities for all employees to work part-time yet maintain career progression. Currently, there are 108 users registered on the platform.
- Provided the opportunity for 28 women leaders to participate in sector programs including:
 - Public Service Commission Executive Leadership Program
 - Executive Fellows Program
 - Public Sector Management Program
 - ANZSOG Executive Masters in Administration Program
 - Women in Leadership Summit.
- Delivered our bespoke leadership program Lead the Way to 96 female leaders, with a focus on building critical leadership skills.
- Supported our Women in Communities and Justice Staff Network to continue to grow its membership by nearly 50 per cent in 2020–2021. We sponsored a number of initiatives to build the skills of women in leadership through this network, including career coaching workshops, awareness-raising about gender-based violence, and sponsoring local initiatives on International Women's Day (including regional networking and professional development events, attendance at women leadership courses and seminars, morning teas promoting women's support services and charities, and one-on-one mentoring sessions with #BossLady Amanda Rose).
- Developed an executive gender pay equity strategy.
- Monitored employee engagement scores for DCJ women through the People Matter Employee Survey 2020. The overall employee engagement score for women was 67 per cent, higher than the 62 per cent score for men and 64 per cent score for all employees.

Culturally and linguistically diverse (CALD)

In 2020–21, we:

- Continued to employ multicultural caseworkers from different cultural backgrounds, speaking 27 different languages. These specialists are available to provide secondary casework support to other caseworkers and provide cultural consultation to support CALD communities as well as refugee and newly arrived communities.

- Created three new multicultural caseworker roles in Armidale, Bathurst and Gosford and continued to conduct targeted campaigns to attract CALD candidates to these roles in child protection and social housing.
- Continued to participate in the Multicultural NSW Community Language Allowance Scheme (CLAS). Over 270 employees are now providing language assistance across 37 community languages, including AUSLAN.
- Commenced developing new DCJ CLAS Guidelines and Procedures, which will automate and streamline the application process. The guidelines are scheduled to be released in 2021.
- Re-launched the DCJ Multicultural staff network across the department. The network held a range of events to celebrate Harmony Week 2021 in collaboration with DCJ multicultural service units.
- Showed through the People Matters Employee Survey 2020 results that 21 per cent of our employees speak a language other than English at home.
- Continued to deliver the self-directed online Multicultural Competence Learning Program, supporting employees to improve their understanding of working with CALD clients and colleagues. There were 536 employees who participated in the program in 2020–21.
- Engaged behavioural insights experts, The Behavioural Architects, to undertake behavioural analysis of workforce diversity survey methods to develop new approaches that will encourage CALD employees to share diversity data and improve response rates.
- Monitored improvement in employee engagement scores for CALD employees through the People Matter Employee Survey 2020. The overall employee engagement score for CALD employees was 68 per cent, higher than the 64 per cent score for all employees.

LGBTQIA+ people

- People Matter Employee Survey 2020 results showed that approximately 6 per cent of DCJ employees identify as LGBTQIA+.
- Over 500 staff completed the Pride in Diversity Australian Workplace Equality Index Survey to measure the impact of LGBTQIA+ initiatives on staff perspectives on inclusion.
- The Pride Staff Network developed the DCJ *Pride Action Plan 2020–2022*, which aims to improve LGBTQIA+ inclusion, respect and visibility. The Network runs monthly 'Digital Drop In' online events and is running a pilot DCJ Pride Champion Program across select work locations.
- We supported the Pride Staff Network to hold a range of events to acknowledge and celebrate days of significance for LGBTQIA+ communities, including Mardi Gras, IDAHOBIT Day, (International Day Against Homophobia, Biphobia, Intersexism and Transphobia), Wear it Purple Day and Pride Month.
- Launched and promoted the new Workplace Gender Transition Policy and an accompanying Workplace Gender Transition Guide to support employees undergoing gender affirmation or transition in the workplace.
- Promoted the updated LGBTQIA+ Inclusion e-learning module to our employees, as part of the launch of the Workplace Gender Transition Policy.
- Offered Transgender and Gender Diverse training sessions facilitated by LGBTQIA+ specialists, Pride in Diversity, to build knowledge and awareness to support the implementation of the Workplace Gender Transition Policy. One session was held for the People Branch prior to policy launch and two sessions were open to all DCJ staff post-launch during Pride Month.
- Monitored improvement in employee engagement scores for LGBTQIA+ employees through the People Matter Employee Survey 2020. The overall employee engagement score for LGBTQIA+ employees was 65 per cent, higher than the 64 per cent score for all DCJ employees.

Aspirations for 2021-22

In 2021-22, we will develop and implement a range of new initiatives and programs, as prioritised in our new *Inclusion Strategy 2021-2025* and *Aboriginal Employment Strategy 2021-2025*, to achieve the goals of the Premier's Priority 14 for a World Class Public Service, and improve inclusion and employment outcomes for people from diverse backgrounds.

To support these goals, we are looking at new ways of improving the accuracy and quality of workforce diversity data and metrics. In 2021, we will complete the behavioural analysis of existing workforce diversity survey approaches and methods, and implement the report's recommendations by piloting new initiatives to encourage completion of the survey and improve response rates.

Aboriginal and Torres Strait Islander people

In 2021-22, we will:

- launch, promote and implement the new *Aboriginal Employment Strategy 2021-2025* (AES), including working with DCJ divisions to develop their AES Annual Implementation Plans
- develop and expand Aboriginal employment pathway programs, including Communities and Justice Aboriginal Pre-Employment Programs, Internships and Traineeships across our department, as part of our implementation of the new AES
- develop and deliver Aboriginal career development programs and progression opportunities, as part of the new AES Career Development Framework, including a mentoring pilot
- develop and implement new AES initiatives to build cultural capability and improve governance, accountability and reporting
- continue to participate in the Public Service Commission's Aboriginal Employment and Development Program should it be offered in 2021-22
- through Corrective Services NSW, continue the delivery of the CAMP and CAMP II programs and host the annual Corrective Services NSW Aboriginal Staff Network Conference
- review and implement recommendations from the Inside Policy review of the DCJ Corrective Services NSW National Criminal Record Check pre-employment screening process and procedures
- continue to monitor progress against Aboriginal employment targets contained in the AES and *Inclusion Strategy 2021-2025*, including People Matter Employee Survey engagement scores.

We will also relaunch the Connecting with Aboriginal Communities training. Due to the COVID-19 pandemic in 2020-2021 it could not be offered in immersion mode on Country. This training enables all DCJ staff to become more culturally capable in engaging with local Aboriginal families, elders and community organisations to deliver better outcomes for Aboriginal families and communities. This face-to-face training provides a unique opportunity to establish local relationships between district frontline staff, managers, Aboriginal Elders and experts.

People with disability

In 2021-22, we will:

- develop and implement disability employment strategies and programs underpinned by annual action plans, interim goals and targets (as part of our implementation of the *Disability Inclusion Action Plan* (DIAP) and *Inclusion Strategy 2021-2025* employment initiatives)
- continue promoting and supporting the implementation of the Workplace Adjustment Policy and Procedure at the local level, with the support of the DEN
- continue to promote and provide advice on the benefits of Inclusive Design approaches in all project development and related consultations

- continue to offer 'Stepping Into' Internship opportunities to university students with disability in partnership with Australian Network on Disability (AND)
- participate in 2021 AND Access and Inclusion Index to continue reviewing current maturity levels for access and inclusion of employees across the business, and use the results to inform future work
- refine the Disability Awareness Programs for launch in 2022 across the agency for inclusion in employee and manager induction, and continue to deliver existing digital learning programs related to working with people with disability
- continue to monitor progress against disability employment targets in our *Inclusion Strategy 2021–2025*, including People Matter Employee Survey engagement scores for employees with disability.

Women In 2021–22, we will:

- continue to develop and deliver leadership, professional development and mentoring programs and workshops for women working across DCJ divisions and salary levels
- continue to implement the Better Ways of Working (BWOW) Flexible Work Framework across our department, focusing on team-based flexible work design
- promote job share opportunities to women through the our new job share platform
- continue to promote the DCJ Parent and Carers Hub resources and support and build membership of the new Carers Staff Network
- through People, Organisational Development and Learning continue to provide opportunities for women to participate in programs to strengthen their leadership capabilities and opportunities, and provide opportunities for managers and senior leaders to participate in leadership development and capability programs
- implement the new actions set out in our gender pay gap strategy for senior executives
- continue to monitor progress against the Premier's Priority 14 target of 50 per cent women in senior leadership and succession pipeline roles
- continue to monitor employee engagement for women through the People Matter Employee Survey.

Culturally and Linguistically Diverse (CALD)

In 2021–22, we will:

- continue to attract CALD candidates through the use of targeted advertising to promote multicultural child protection and social housing roles
- complete and launch the new DCJ CLAS Guidelines and Procedures
- continue to support the rollout of the DCJ Multicultural Competence learning program
- continue to develop and provide access to awareness programs that support and build the capabilities of employees who work with clients and colleagues from diverse backgrounds
- complete the behavioural analysis review of our workforce diversity survey approaches and methods, and implement the report's recommendations i.e. new ways to encourage employees to share their workforce diversity data, with a view to piloting an initiative to raise reporting rates in the second half of 2021
- continue to monitor employee engagement for CALD employees through the People Matter Employee Survey.

LGBTQIA+ people

In 2021-22, we will continue to:

- promote the new Workplace Gender Transition Policy and accompanying Workplace Gender Transition Guide to support employees undergoing gender affirmation or transition in the workplace
- provide support and advice to the Pride Staff Network in implementing actions under our *Pride Action Plan 2020-2022*
- host a range of events to acknowledge and celebrate days of significance for LGBTQIA+ communities, including Mardi Gras, IDAHOBIT Day, Wear it Purple Day and Pride Month.

3.1.3 Work health and safety (WHS)

Work health and safety performance

In 2020–21:

- there were 4,062 (excluding inmate incidents for Corrective Services NSW) incidents across DCJ, including 673 hazards and 352 near misses
- a new safety system, SafetySuite, was implemented in part of the agency to improve reporting and completion of WHS investigations with the remainder of DCJ being scheduled to have SafetySuite by mid-2022
- the total number of compensable injuries across all policies of DCJ was 1,300, with 28 per cent of all injuries being psychological; these account for 52 per cent of all claim-related costs
- two DCJ WHS policies have been harmonised, with work continuing to harmonise the remaining WHS procedures and safety management system documentation
- the safety response to COVID-19 within DCJ workplaces continues to require significant safety efforts to ensure adequate Safety COVID-19 Response Plans are in place alongside monitoring of and response to positive COVID-19 cases
- as part of the COVID-19 response, Converge, the DCJ employee assistance provider, expanded its services to NGOs to help staff cope with the mental health demands of COVID-19 activity
- 12 per cent of the DCJ workforce accessed an influenza vaccination either on site at their workplace or through a chemist voucher scheme.

Table 1: Number of workers compensation claims, costs incurred and average cost at each year

DCJ (department)	2019–20	2020–21
Total claims	1,219 ¹	1,300 ¹
Total cost incurred (\$)	\$16,179,910 ²	\$15,084,811 ²
Average cost per claim (\$)³	\$13,273	\$11,604

Source: NSW Self Insurance Corporation Data Warehouse and icare Portal

1. The rate of injury is highest among those staffing cohorts involved in custodial operations of young offenders and adult inmates.

2. The cost per claim is highest among claims where the mechanism of injury is psychological. This is because it is more difficult for injured workers to recover at work in their usual location.

3. Average cost per claim is for all claims that occurred in 2019–2020 and 2020–21. As claims are in differing stages of maturity, it is not the final average cost per claim.

Notifiable incidents

Across DCJ, there were 86 notifiable incidents reported, including COVID-related activity.

Challenges and future directions

As DCJ has come together, work has continued on bringing together the operating model for injury management. Reporting methodologies are being aligned to provide the Board with DCJ WHS and injury management trend information.

The endorsed *DCJ Injury Management Strategy* has four focused targets on reducing the number and duration of high severity claims, improving recovery at work, social and economic outcomes for injured workers and workers compensation performance results. These 'focus areas' are underpinned by seven action areas, including information on how the action will be achieved and the issues that are being addressed in that action area.

Similarly, the endorsed *DCJ Wellbeing Strategy* has focused on four goals relating to wellbeing supports, wellbeing initiatives, mental health and a holistic approach that is underpinned by four action areas on how these are going to be achieved.

The former Department of Family and Community Services Wellbeing Roadmap continues to be implemented, with wellbeing checks occurring across our statewide services. Increased communication of WHS and wellbeing information is now occurring, including weekly and monthly newsletters for staff and managers. A peer support program will continue to be expanded to cover all of DCJ.

The influenza vaccination program will continue in 2022.

3.2 LEGAL AND RISK

3.2.1 Legislation administered

Legislation administered as at 30 June 2021

The following legislation was administered by the Department of Communities and Justice on behalf of our Ministers for the 2020–21 financial year.

Attorney General, and Minister for Prevention of Domestic and Sexual Violence

- *Administrative Decisions Review Act 1997*
- *Anglican Church of Australia (Bodies Corporate) Act 1938*
- *Animals Act 1977*
- *Anti-Discrimination Act 1977*
- *Antiochian Orthodox Church Property Trust Act 1993*
- *Application of Laws (Coastal Sea) Act 1980*
- *Australian Mutual Provident Society Act 1988*
- *Australian Mutual Provident Society (Demutualisation and Reconstruction) Act 1997*
- *Bail Act 2013*
- *Benevolent Society (Reconstitution) Act 1998*
- *Births, Deaths and Marriages Registration Act 1995*, jointly with the Minister for Customer Service
- *Charitable Trusts Act 1993*
- *Child Protection (Offenders Prohibition Orders) Act 2004*, jointly with the Minister for Police and Emergency Services
- *Children (Criminal Proceedings) Act 1987*
- *Children (Protection and Parental Responsibility) Act 1997*
- *Children's Court Act 1987*
- *Choice of Law (Limitation Periods) Act 1993*
- *Christian Israelite Church Property Trust Act 2007*
- *Churches of Christ in New South Wales Incorporation Act 1947*
- *Churches of Christ, Scientist, Incorporation Act 1962*
- *Civil and Administrative Tribunal Act 2013*
- *Civil Liability Act 2002*
- *Civil Liability (Third Party Claims Against Insurers) Act 2017*
- *Civil Procedure Act 2005*
- *Classification (Publications, Films and Computer Games) Enforcement Act 1995*
- *Commercial Arbitration Act 2010*
- *Common Carriers Act 1902*
- *Commonwealth Bank (Interpretation) Act 1953*
- *Commonwealth Places (Administration of Laws) Act 1970*

- *Commonwealth Powers (De Facto Relationships) Act 2003*
- *Commonwealth Powers (Family Law—Children) Act 1986*
- *Community Justice Centres Act 1983*
- *Compensation to Relatives Act 1897*
- *Confiscation of Proceeds of Crime Act 1989*
- *Constitutional Powers (Coastal Waters) Act 1979*
- *Co-operative Schemes (Administrative Actions) Act 2001*
- *Coptic Orthodox Church (NSW) Property Trust Act 1990*
- *Coroners Act 2009*
- *Corporations (Administrative Actions) Act 2001*
- *Corporations (Ancillary Provisions) Act 2001*
- *Corporations (Commonwealth Powers) Act 2001*
- *Corporations (New South Wales) Act 1990*
- *Costs in Criminal Cases Act 1967*
- *Council of Law Reporting Act 1969*
- *Court Information Act 2010*
- *Court Security Act 2005*
- *Court Suppression and Non-publication Orders Act 2010*
- *Crimes Act 1900*
- *Crimes (Administration of Sentences) Act 1999, section 183(2)(a)*
- *Crimes (Appeal and Review) Act 2001*
- *Crimes at Sea Act 1998*
- *Crimes (Criminal Organisations Control) Act 2012*
- *Crimes (Domestic and Personal Violence) Act 2007*
- *Crimes (Forensic Procedures) Act 2000*
- *Crimes (High Risk Offenders) Act 2006*
- *Crimes (Serious Crime Prevention Orders) Act 2016*
- *Crimes Prevention Act 1916*
- *Crimes (Sentencing Procedure) Act 1999*
- *Criminal Appeal Act 1912*
- *Criminal Procedure Act 1986*
- *Criminal Records Act 1991*
- *Crown Advocate Act 1979*
- *Crown Proceedings Act 1988*
- *Crown Prosecutors Act 1986*
- *Defamation Act 2005*
- *Director of Public Prosecutions Act 1986*
- *District Court Act 1973*
- *Dividing Fences Act 1991*
- *Domicile Act 1979*
- *Dormant Funds Act 1942*

- *Drug Court Act 1998*
- *Drug Misuse and Trafficking Act 1985* (except Part 2A, jointly the Minister for Police and Emergency Services, the Minister for Health and Medical Research and the Minister for Mental Health, Regional Youth and Women)
- *Drug Supply Prohibition Order Pilot Scheme Act 2020*, jointly with the Minister for Police and Emergency Services
- *Dust Diseases Tribunal Act 1989*
- *Electronic Transactions Act 2000*
- *Employees Liability Act 1991*
- *Evidence Act 1995*
- *Evidence (Audio and Audio Visual Links) Act 1998*
- *Evidence on Commission Act 1995*
- *Factors (Mercantile Agents) Act 1923*
- *Federal Courts (State Jurisdiction) Act 1999*
- *Felons (Civil Proceedings) Act 1981*
- *Financial Transaction Reports Act 1992 No 99*
- *Fines Act 1996*, Divisions 1 and 2 of Part 2 and sections 13, 120 (in so far as it relates to registrars of the courts and the Sheriff) and 123
- *Forfeiture Act 1995*
- *Frustrated Contracts Act 1978*
- *Government Information (Information Commissioner) Act 2009*, jointly with the Minister for Customer Service
- *Government Information (Public Access) Act 2009*, jointly with the Minister for Customer Service
- *Graffiti Control Act 2008* (except Part 4, jointly with the Minister for Local Government)
- *Greek Orthodox Archdiocese of Australia Consolidated Trust Act 1994*
- *Guardianship Act 1987*
- *Guardianship of Infants Act 1916*
- *Habitual Criminals Act 1957*
- *Health Practitioner Regulation (Adoption of National Law) Act 2009*, 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
- *Holy Apostolic Catholic Assyrian Church of the East Property Trust Act 1992*
- *Hunters Hill Congregational Church Property Trust Act 2013*
- *Imperial Acts Application Act 1969*
- *Inclosed Lands Protection Act 1901*
- *Industrial Relations Act 1996*, sections 180, 185(2)(d)–(e), 197, 197B, 207 and 208, Part 3 of Chapter 7, section 407 (in relation to provisions administered by the Attorney General, and Minister for Prevention of Domestic and Sexual Violence) and Schedule 4 (in relation to provisions administered by the Attorney General, and Minister for Prevention of Domestic and Sexual Violence), and section 148 and Schedule 2 jointly with the Special Minister of State, Minister for the Public Service and Employee Relations, Aboriginal Affairs, and the Arts
- *Infants' Custody and Settlements Act 1899*
- *Insurance Act 1902*

- *Insurance (Application of Laws) Act 1986*
- *James Hardie (Civil Liability) Act 2005*
- *James Hardie (Civil Penalty Compensation Release) Act 2005*
- *James Hardie Former Subsidiaries (Winding up and Administration) Act 2005*
- *Judges' Pensions Act 1953*
- *Judicial Office (Papua New Guinea) Act 1979*
- *Judicial Officers Act 1986*
- *Jurisdiction of Courts (Cross-vesting) Act 1987*
- *Jurisdiction of Courts (Foreign Land) Act 1989*
- *Jury Act 1977*
- *Justices of the Peace Act 2002*
- *Land and Environment Court Act 1979*
- *Law and Justice Foundation Act 2000*
- *Law Enforcement (Powers and Responsibilities) Act 2002*, jointly with the Minister for Police and Emergency Services
- *Law Reform Commission Act 1967*
- *Law Reform (Law and Equity) Act 1972*
- *Law Reform (Miscellaneous Provisions) Act 1944*
- *Law Reform (Miscellaneous Provisions) Act 1946*
- *Law Reform (Miscellaneous Provisions) Act 1965*
- *Law Reform (Vicarious Liability) Act 1983*
- *Legal Aid Commission Act 1979*
- *Legal Profession Uniform Law Application Act 2014* and the *Legal Profession Uniform Law (NSW)*
- *Lie Detectors Act 1983*
- *Limitation Act 1969*
- *Local Court Act 2007*
- *Lutheran Church of Australia (New South Wales District) Property Trust Act 1982*
- *Mandatory Disease Testing Act 2021*, jointly with the Minister for Police and Emergency Services
- *Marketable Securities Act 1970*
- *Married Persons (Equality of Status) Act 1996*
- *Mental Health and Cognitive Impairment Forensic Provisions Act 2020*, jointly with the Minister for Health and Medical Research and the Minister for Mental Health, Regional Youth and Women
- *Mental Health (Forensic Provisions) Act 1990* (except Part 5, jointly the Minister for Health and Medical Research and the Minister for Mental Health, Regional Youth and Women)
- *Methodist Church of Samoa in Australia Property Trust Act 1998*
- *Mining Act 1992*, section 293
- *Minors (Property and Contracts) Act 1970*
- *Moratorium Act 1932*
- *National Redress Scheme for Institutional Child Sexual Abuse (Commonwealth Powers) Act 2018*

- *NSW Trustee and Guardian Act 2009*
- *Oaths Act 1900*
- *Parliamentary Papers (Supplementary Provisions) Act 1975*
- *Partnership Act 1892* 55 Vic (except parts, jointly with the Minister for Better Regulation and Innovation)
- *Personal Injury Commission Act 2020*, sections 7(4), 8–10, 14 and 15, Schedule 1, clause 7 and Schedule 2, clauses 1–14, 16 and 17 (section 7(1), (2), (6) and (7) and 16 and Schedule 2, clause 15, jointly with the Minister for Customer Service, remainder, the Minister for Customer Service)
- *Personal Property Securities (Commonwealth Powers) Act 2009* (except parts, jointly with the Minister for Better Regulation and Innovation)
- *Piracy Punishment Act 1902*
- *Presbyterian Church of Australia Act 1971*
- *Pre-Trial Diversion of Offenders Act 1985*
- *Printing and Newspapers Act 1973*
- *Privacy and Personal Information Protection Act 1998*, jointly with the Minister for Customer Service
- *Probate and Administration Act 1898*
- *Property (Relationships) Act 1984*
- *Public Defenders Act 1995*
- *Public Notaries Act 1997*
- *Recovery of Imposts Act 1963*
- *Relationships Register Act 2010*, jointly with the Minister for Customer Service
- *Reorganised Church of Jesus Christ of Latter Day Saints Trust Property Act 1959*
- *Restraints of Trade Act 1976*
- *Restricted Premises Act 1943*
- *Roman Catholic Church Communities' Lands Act 1942*
- *Roman Catholic Church Trust Property Act 1936*
- *Royal Blind Society (Merger) Act 2005*
- *Royal Institute for Deaf and Blind Children Act 1998*
- *Russian Orthodox Church (NSW) Property Trust Act 1991*
- *Sale of Goods Act 1923*
- *Sale of Goods (Vienna Convention) Act 1986*
- *Scout Association of Australia (New South Wales Branch) Incorporation Act 1928*
- *Sea-Carriage Documents Act 1997*
- *Sheriff Act 2005*
- *Solicitor General Act 1969*
- *St. Shenouda Coptic Orthodox Monastery (NSW) Property Trust Act 2014*
- *Standard Time Act 1987*
- *Status of Children Act 1996*
- *Stewards' Foundation of Christian Brethren Act 1989*
- *Succession Act 2006*
- *Suitors' Fund Act 1951*

- *Summary Offences Act 1988*
- *Sunday (Service of Process) Act 1984*
- *Supreme Court Act 1970*
- *Surrogacy Act 2010*
- *Surveillance Devices Act 2007*
- *Telecommunications (Interception and Access) (New South Wales) Act 1987*
- *Terrorism (Commonwealth Powers) Act 2002*
- *Terrorism (High Risk Offenders) Act 2017*
- *Terrorism (Police Powers) Act 2002*
- *Trees (Disputes Between Neighbours) Act 2006*
- *Trustee Act 1925*
- *Trustee Companies Act 1964*
- *Unauthorised Documents Act 1922*
- *Uniting Church in Australia Act 1977*
- *Vexatious Proceedings Act 2008*
- *Victims Rights and Support Act 2013*
- *Westpac Banking Corporation (Transfer of Incorporation) Act 2000*
- *Witnesses Examination Act 1900*
- *Workplace Injury Management and Workers Compensation Act 1998*, sections 368, 369 and 373 and Schedule 5 (Part 3 of Chapter 2, jointly with the Minister for Customer Service, remainder, the Minister for Customer Service)
- *Workplace Surveillance Act 2005*
- *Young Offenders Act 1997* (except parts, the Minister for Families, Communities and Disability Services)

Minister for Police and Emergency Services

- *Crime Commission Act 2012*
- *Drug Supply Prohibition Order Pilot Scheme Act 2020*, jointly with the Attorney General, and Minister for Prevention of Domestic and Sexual Violence
- *Law Enforcement (Powers and Responsibilities) Act 2002*, jointly with the Attorney General, and Minister for Prevention of Domestic and Sexual Violence
- *Mandatory Disease Testing Act 2021*, jointly with the Attorney General, and Minister for Prevention of Domestic and Sexual Violence

Minister for Counter Terrorism and Corrections

- *Crimes (Administration of Sentences) Act 1999* (except part, the Attorney General, and Minister for Prevention of Domestic and Sexual Violence)
- *Crimes (Interstate Transfer of Community Based Sentences) Act 2004*
- *Inspector of Custodial Services Act 2012*
- *International Transfer of Prisoners (New South Wales) Act 1997*
- *Parole Orders (Transfer) Act 1983*
- *Prisoners (Interstate Transfer) Act 1982*

Minister for Sport, Multiculturalism, Seniors and Veterans

- *Ageing and Disability Commissioner Act 2019*, jointly with the Minister for Families, Communities and Disability Services
- *Anzac Memorial (Building) Act 1923*
- *Combat Sports Act 2013*
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*, jointly with the Minister for Families, Communities and Disability Services
- *Crown Land Management Act 2016*, in so far as it relates to the Crown land known as Parramatta Park, reserve number D500239, the Crown land known as Wollongong Sportsground, reserve number D580096 for public recreation and tourist purposes, in the Parish of Wollongong, County of Camden, the Crown land known as Newcastle International Sports Centre, reserve number D84753 for public recreation, in the Parish of Newcastle, County of Northumberland, and the Crown land known as Newcastle Showground, reserve number D570083 for showground, in the Parish of Newcastle, County of Northumberland
- *Discharged Servicemen's Badges Act 1964*
- *Institute of Sport Act 1995*
- *Motor Vehicle Sports (Public Safety) Act 1985*
- *Multicultural NSW Act 2000*, jointly with the Premier
- *RSL NSW Act 2018*
- *Sporting Bodies' Loans Guarantee Act 1977*
- *Sporting Venues Authorities Act 2008*

Minister for Mental Health, Regional Youth and Women

- *Advocate for Children and Young People Act 2014*, jointly with the Minister for Families, Communities and Disability Services
- *Mental Health and Cognitive Impairment Forensic Provisions Act 2020*, jointly with the Attorney General, and Minister for Prevention of Domestic and Sexual Violence and the Minister for Health and Medical Research

Minister for Families, Communities and Disability Services

- *Aboriginal Housing Act 1998*, jointly with the Minister for Water, Property and Housing
- *Adoption Act 2000*
- *Advocate for Children and Young People Act 2014*, jointly with the Minister for Mental Health, Regional Youth and Women
- *Ageing and Disability Commissioner Act 2019*, jointly with the Minister for Sport, Multiculturalism, Seniors and Veterans
- *Boarding Houses Act 2012*, Part 4 and Part 2 of Schedule 2, and Parts 1 and 5 and Part 1 of Schedule 2 jointly with the Minister for Better Regulation and Innovation
- *Carers (Recognition) Act 2010*
- *Child Protection (International Measures) Act 2006*
- *Child Protection (Working with Children) Act 2012*
- *Child Welfare (Commonwealth Agreement Ratification) Act 1941*
- *Child Welfare (Commonwealth Agreement Ratification) Act 1962*
- *Children and Young Persons (Care and Protection) Act 1998*

- *Children (Community Service Orders) Act 1987*
- *Children (Detention Centres) Act 1987*
- *Children (Interstate Transfer of Offenders) Act 1988*
- *Children's Guardian Act 2019*
- *Community Housing Providers (Adoption of National Law) Act 2012*, jointly with the Minister for Water, Property and Housing
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*, jointly with the Minister for Sport, Multiculturalism, Seniors and Veterans
- *Community Welfare Act 1987* (except parts, the Premier, the Deputy Premier, Minister for Regional New South Wales, Industry and Trade and the Minister for Police and Emergency Services, jointly)
- *Disability Inclusion Act 2014*
- *Housing Act 2001*, jointly with the Minister for Water, Property and Housing (except section 6)
- *National Disability Insurance Scheme (NSW Enabling) Act 2013*
- *National Disability Insurance Scheme (Worker Checks) Act 2018*
- *Residential Tenancies Act 2010*, Part 7, jointly with the Minister for Water, Property and Housing and the Minister for Better Regulation and Innovation
- *Young Offenders Act 1997*, sections 49, 60 and 61 and Schedule 1.

3.2.2 Legislative changes in 2020–21

Changes in Acts and subordinate legislation

Changes in Acts allocated to the Attorney General, and Minister for Prevention of Domestic and Sexual Violence

- *Anti-Discrimination Act 1977*
- *Bail Act 2013*
- *Births, Deaths and Marriages Registration Act 1995*
- *Children (Criminal Proceedings) Act 1987*
- *Civil and Administrative Tribunal Act 2013*
- *Civil Liability Act 2002*
- *Civil Procedure Act 2005*
- *Crimes Act 1900*
- *Crimes (Administration of Sentences) Act 1999*
- *Crimes (Appeal and Review) Act 2001*
- *Crimes (Domestic and Personal Violence) Act 2007*
- *Crimes (Sentencing Procedure) Act 1999*
- *Criminal Appeal Act 1912*
- *Criminal Procedure Act 1986*
- *Criminal Records Act 1991*
- *Court Security Act 2005*
- *Court Suppression and Non-publication Orders Act 2010*
- *COVID-19 Legislation Amendment (Stronger Communities and Health) Act 2021*
- *Defamation Act 2005*
- *District Court Act 1973*
- *Drug Misuse and Trafficking Act 1985*
- *Drug Supply Prohibition Order Pilot Scheme Act 2020*
- *Electronic Transactions Act 2000*
- *Evidence (Audio and Audio Visual Links) Act 1998*
- *Fines Act 1996*
- *Forfeiture Act 1995*
- *Graffiti Control Act 2008*
- *Government Information (Public Access) Act 2009*
- *Imperial Acts Application Act 1969*
- *Judicial Officers Act 1986*
- *Jury Act 1977*
- *Justice Legislation Amendment Act (No 3) 2018*
- *Law Enforcement (Powers and Responsibilities) Act 2002*
- *Legal Profession Uniform Law Application Act 2014*
- *Limitation Act 1969*
- *Mandatory Disease Testing Act 2021*

- *Mental Health and Cognitive Impairment Forensic Provisions Act 2020*
- *NSW Trustee and Guardian Act 2009*
- *Oaths Act 1900*
- *Personal Injury Commission Act 2020*
- *Probate and Administration Act 1898*
- *Sheriff Act 2005*
- *Stronger Communities Legislation Amendment (Crimes) Act 2020*
- *Stronger Communities Legislation Amendment (Domestic Violence) Act 2020*
- *Stronger Communities Legislation Amendment (Courts and Civil) Bill 2020*
- *Stronger Communities Legislation Amendment (Miscellaneous) Act 2020*
- *Supreme Court Act 1970*
- *Surveillance Devices Act 2007*
- *Telecommunications (Interception and Access) (New South Wales) Act 1987*
- *Terrorism (Police Powers) Act 2002*
- *Trustee Act 1925*
- *Victims Rights and Support Act 2013*
- *Young Offenders Act 1997*

Changes in Acts allocated to the Minister for Police and Emergency Services

- *Drug Supply Prohibition Order Pilot Scheme Act 2020*
- *Law Enforcement (Powers and Responsibilities) Act 2002*
- *Mandatory Disease Testing Act 2021*

Changes in Acts allocated to the Minister for Counter Terrorism and Corrections

- *Crimes (Administration of Sentences) Act 1999*

Changes in Acts allocated to the Minister for Sport, Multiculturalism, Seniors and Veterans

- *Ageing and Disability Commissioner Act 2019*
- *Anzac Memorial (Building) Act 1923*
- *Crown Land Management Act 2016*
- *Sporting Venues Authorities Act 2008*

Changes in Acts allocated to the Minister for Mental Health, Regional Youth and Women

- *Mental Health and Cognitive Impairment Forensic Provisions Act 2020*

Changes in Acts allocated to the Minister for Families, Communities and Disability Services

- *Adoption Act 2000*
- *Adoption Legislation Amendment (Integrated Birth Certificates) Act 2020*
- *Ageing and Disability Commissioner Act 2019*
- *Child Protection (International Measures) Act 2006*
- *Child Protection (Working with Children) Act 2012*

- *Children and Young Persons (Care and Protection) Act 1998*
- *Children (Community Service Orders) Act 1987*
- *Children (Detention Centres) Act 1987*
- *Children's Guardian Act 2019*
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*
- *Families, Communities and Disability Services Miscellaneous Amendment Act 2021*
- *Housing Act 2001*
- *Residential Tenancies Act 2010*

Amendments to Regulations in 2020-21

Changes in Regulations allocated to the Attorney General, and Minister for Prevention of Domestic and Sexual Violence

- Bail Regulation 2014
- Civil and Administrative Tribunal Regulation 2013
- Civil and Administrative Tribunal Amendment (Fees) Regulation (No 2) (2020)
- Civil Liability (Non-economic Loss) Amendment Order 2020
- Civil Procedure Amendment (Fees) Regulation (No 2) 2020
- Coroners Regulation 2021
- Crimes (Administration of Sentences) Amendment (Miscellaneous) Regulation 2021
- Crimes (Administration of Sentences) Amendment (X-ray Scanning) Regulation 2020
- Crimes (Domestic and Personal Violence) Amendment (Standard Orders) Regulation 2021
- Crimes Regulation 2020
- Criminal Procedure Amendment (Fees) Regulation (No 2) 2020
- Criminal Procedure Amendment (Legally Assisted Persons) Regulation 2020
- Criminal Procedure Amendment (Transitional) Regulation 2021
- Criminal Procedure Regulation 2017
- Court Security Regulation 2016
- Director of Public Prosecutions Regulation 2020
- Drug Court Regulation 2020
- Drug Misuse and Trafficking Amendment Regulation 2021
- Drug Misuse and Trafficking Amendment (Prohibited Drugs) Regulation 2021
- Electronic Transactions Regulation 2017
- Evidence (Audio and Audio Visual Links) Regulation 2015
- Evidence Regulation 2020
- Fines Regulation 2020
- Government Information (Public Access) Regulation 2018
- Jury Amendment (Additional Jurors) Regulation 2020
- Jury Regulation 2015
- Justice Legislation Amendment (Fees) Regulation 2021
- Justices of the Peace Regulation 2020

- Legal Profession Uniform Law (Indexed Amounts) Notice 2021
- Legal Profession Uniform General Amendment (Litigation Funding Schemes) Rule 2020
- Mental Health and Cognitive Impairment Forensic Provisions Regulation 2021
- NSW Admission Board Amendment (Fees) Rule 2021
- NSW Admission Board Amendment (Schedule of Fees) Rule 2021
- Oaths Amendment (Identification) Regulation 2021
- Personal Injury Commission Amendment (Independent Review Officer Remuneration) Regulation 2021
- Personal Injury Commission Regulation 2020
- Sheriff Regulation 2016
- Stronger Communities Legislation Amendment (COVID-19) Regulation 2020
- Succession Regulation 2020
- Summary Offences Regulation 2020
- Supreme Court (Criminal Appeal) Rules 2021
- Surveillance Devices Amendment (Body-Worn Recording Devices) Regulation 2020
- Uniform Civil Procedure (Amendment No 94) Rule 2020
- Uniform Civil Procedure (Amendment No 95) Rule 2020
- Uniform Civil Procedure (Amendment No 96) Rule 2020
- Uniform Civil Procedure (Amendment No 97) Rule 2020
- Victims Rights and Support (Victims Support Levy) Notice 2021

Changes in Regulations allocated to the Minister for Counter Terrorism and Corrections

- Crimes (Administration of Sentences) Regulation 2014
- Crimes (Administration of Sentences) Amendment (X-ray Scanning) Regulation 2020

Changes in Regulations allocated to the Minister for Sport, Multiculturalism, Seniors and Veterans

- Sporting Venues Authorities Amendment Regulation 2020

Changes in Regulations allocated to the Minister for Mental Health, Regional Youth and Women

- Nil

Changes in Regulations allocated to the Minister for Families, Communities and Disability Services

- Child Protection (Working with Children) Regulation 2013
- Child Protection (Working with Children) Amendment (COVID-19 Proof of Identity) Regulation 2021
- Children (Community Service Orders) Regulation 2020
- Children (Detention Centres) Regulation 2015
- Children (Detention Centres) Amendment (Disclosure of Information) Regulation 2020

Significant judicial decisions in 2020–21

***In the Adoption of Natalie* [2021] NSWSC 2546** the Secretary applied to the Supreme Court for an adoption order in favour of a single female carer. Before the Supreme Court would make the adoption order, the judge required the single carer to provide evidence that she had made a will appointing a testamentary guardian for the child should she die before the child turned 18 years, as well as affidavit evidence from the proposed guardian. The evidence required was provided and an adoption order made. On 18 March 2021, the Supreme Court published its decision and found that this evidence was required for all single persons seeking to adopt a child. The published decision has affected all current and future adoptions involving single applicants.

***Re Alice* [2021] NSWSC 700** was an application for an interim order allocating parental responsibility to the Secretary under section 84(2) of the *Adoption Act 2000* (Adoption Act). The Supreme Court declined to make an interim order granting parental responsibility to the Secretary under the Adoption Act, instead making an interim order under its *parens patriae* jurisdiction, making Alice a ward of the Court and delegating parental responsibility to the Secretary. The Court's primary reason for not making an interim order was that in the Court's view the Adoption Act did not allow it to make an interim parental responsibility order unless there was an application for an adoption order on foot. An application for an adoption order had not yet been made for Alice as her mother had not yet consented to the adoption. The decision has implications for out-of-home care adoptions where there is a permanency plan for adoption and the Children's Court has made a short-term Court order granting the Minister parental responsibility for two years.

***GR v The Department of Communities & Justice and Ors* [2020] NSWSC 1622** was heard in the Supreme Court, which held that section 98(2A) of the *Children and Young Persons (Care and Protection) Act 1998* (the Care Act) requires the Court to appoint a *guardian ad litem* (GAL) for a person when the Court is of the opinion that the person is a party to the proceedings, and incapable of giving proper instructions to a legal representative. In January 2021, Children's Magistrate Williams considered *GR* and in his decision in ***Re Oliver* [2021] NSWChC 1** held that the infant child, the subject of care proceedings is a party to those proceedings and that section 98(2A) therefore required the Court to appoint a GAL for every child or young person who is the subject of care proceedings and is incapable of giving instructions to a legal representative. An application was lodged in the Supreme Court for a judicial review and urgent stay of the *Re Oliver* decision. The Supreme Court referred the application to the NSW Court of Appeal to be considered in conjunction with the related appeal of the Supreme Court's decision in *GR*.

***Choi v NSW Ombudsman* [2021] NSWCA 68** was an appeal to the Court of Appeal. In the decision published 23 April 2021, the Court found that the appointment of a *guardian ad litem* (GAL) in proceedings before the NSW Civil and Administrative Tribunal (NCAT) is only valid where the order appoints a specified person. Legislation governing the appointment of GALs in care and adoption proceedings is in similar terms to the provision in the *Civil and Administrative Tribunal Act 2013* considered in the *Choi* judgment. Prior to the decision in *Choi*, Courts and Tribunals would make an order that a GAL was appointed from the GAL Panel, without specifying the identity of the appointed GAL. The requirement to nominate a specific person as a GAL has the potential to add significant delay to matters in which GALs are appointed. Reform is being considered to address the implications of the decision in *Choi*.

Secretary of the Department of Communities and Justice v Julian Minster (a pseudonym)

[2020] NSWChC 10 was heard by his Honour Judge Johnstone in the Children’s Court Parole jurisdiction. The young person had breached parole by reoffending and his order had been revoked (in chambers). It was submitted, on behalf of the young person, that the revocation of the parole be rescinded. This was supported by the Secretary, but there is no express power in the *Children (Detention Centres) Act 1987* (CDC Act) to rescind or vary a revocation order. His Honour found that such a power can be implied for the purposes of avoiding any injustice to young people and to achieve the objects of the CDC Act. The previous order for revocation was rescinded and the original order of parole continued.

Secretary of the Department of Communities and Justice v Rod Rivers (a pseudonym) [2020]

NSWChC 9 was also heard by his Honour Judge Johnstone in the Children’s Court parole jurisdiction and dealt with a similar issue to that considered in *Minster*. Using the implied power that his Honour had determined existed in the case of *Minster*, the original order revoking Mr River’s parole was rescinded. As the original parole order had already expired the proceedings were then concluded. His Honour made remarks, obiter dicta, on the proper method of calculating the extension of a detention order where there has been a breach of parole and the young person has been at large (“street time”). His Honour found the Court was bound by the Supreme Court decision in *Palizio v The New South Wales Parole Authority* [2013] NSWSC 1829, concerning adult custody, and the calculation of street time under section 68(3) is to be made having reference to time at large and time in custody not referable to the original offences for which the parole order in question was made. His Honour concluded that, to prevent any injustice caused by the application of *Palizio* which results in a young person incurring street time, the better course of action is to exercise the implied right of rescission of the revocation and then vary the revocation date.

Jackmain (a pseudonym) v The Queen and Anor [2020] HCATrans 149 involved the applicant seeking special leave to appeal the decision of the Court of Appeal which, among other things, upheld the constitutional validity of section 295 of the *Criminal Procedure Act 1986* (NSW). The Court held that the provision, which prevents evidence relating to a victim’s sexual history from being admitted in criminal proceedings, does not impermissibly infringe the independence of the Court under the principles in *Kable v Director of Public Prosecutions (NSW)* [1996] HCA 24 (the *Kable* principles). Special leave to appeal to the High Court was refused on 24 September 2020, and the case attracted significant media attention and a call for law reform.

Commissioner of Police (NSW) v Gibson [2020] NSWSC 953 involved an urgent constitutional challenge brought by the organiser of a ‘Black Lives Matter’ protest scheduled to take place on 29 July 2020. The Attorney General intervened in the proceedings. The defendant alleged that NSW Public Health Orders were invalid on the grounds that they infringe the constitutionally implied freedom of political communication. Ultimately, the constitutional invalidity of the Public Health Orders was not pressed by the defendant, following agreement by the parties that the provisions of the *Summary Offences Act 1988* (NSW) would override the Public Health Orders. However, on appeal (in which the Attorney General did not participate) the Court expressed doubt on that agreed position, leaving open the possibility that a similar constitutional challenge may be brought in future.

LibertyWorks Inc v Commonwealth of Australia [2021] HCA 1 examined implied freedom of communication about governmental or political matters. The Attorney General intervened pursuant to section 78A of the *Judiciary Act 1903* (Cth) in support of the constitutional validity of the Commonwealth Government’s Foreign Influence Transparency Scheme, which is similar to an NSW scheme, the *Lobbying of Government Officials Act 2011* (NSW). The plaintiff is a non-government organisation that arranges United States-backed Conservative Political Action Conferences, and alleges that the scheme impinges on the implied freedom of political communication, and restricts interstate intercourse. The High Court handed down its decision in this matter on 16 June 2021, upholding the constitutional validity of the Commonwealth’s foreign influence transparency scheme by a majority of 5:2 (Gaegler and Gordon JJ dissenting). The majority held that the burden imposed by the scheme is justified by its legitimate purpose in upholding the integrity of the constitutionally prescribed system of government.

3.2.3 The Surveillance Devices Act 2007 and Report of the Surveillance Devices Commissioner

Statistical information about section 45A of the Surveillance Devices Act 2007

Section 45A Surveillance Devices Act 2007		2020-21
The number of matters in which the advice of the Attorney General has been sought in respect of a prospective application for a warrant	Notices received pursuant to section 17(5A) in relation to pending applications	1,026
	Notices culminating in consultation (Attorney General's delegate with applicant agency)	357
	Consultation culminating in further development of warrant application	237
The number of applications for a warrant that have been made		879
The number of applications for an extension or variation of an issued warrant		14
The number of applications in which the Attorney General was heard before the Judge or Magistrate in the determination of the application	Written submissions	63
	In-person submissions	0
The number of applications that were withdrawn before being determined	Notices served pursuant to section 17(5A) but application not made to eligible Judge	3
	Applications made to eligible Judge but withdrawn prior to determination	2
The number of applications that were refused		17
The number of warrants in respect of which a direction was given under section 52(1) to supply information to a person about the warrant or use of a surveillance device (or both)		0

Report of the Surveillance Devices Commissioner

Introduction

The Surveillance Devices Commissioner (SD Commissioner) exercises functions of the Attorney General under Parts 3 and 5 of the *Surveillance Devices Act 2007* (the Act) through a delegation under section 51B of the Act. The functions involving the SD Commissioner are:

- receiving notice of pending warrant applications
- retaining a right to be heard on each application
- receiving reports in relation to the use made by applicant agencies of the surveillance devices authorised by issued warrants.

In addition to these delegated legislative functions, the SD Commissioner exercises a general leadership role in promoting the objectives of the Act and ensuring the integrity and efficacy of its administration. In this respect the SD Commissioner has been working with stakeholders to improve processes associated with the administration of the Act, and to enhance accountability associated with the administration of the Act.

The approach the SD Commissioner takes in the exercise of these legislative functions and this general leadership role is one of collaboration with key stakeholders to enhance the administration of the Act, while at all times maintaining his independence and being prepared to oppose applications and other actions if these challenge the public interest.

The report

The legislative functions of the Attorney General delegated to the SD Commissioner under the Act can be conveniently delineated into two key categories, 'front-end' and 'back-end' functions.

The front-end functions involve the SD Commissioner receiving notices of pending applications by law enforcement agencies, and exercising (or not exercising) the right to be heard on each application. The SD Commissioner's aim in exercising these functions is not to make his own assessments as to which applications have merit or not, but to use his position to ensure that eligible Judges are placed in a primary position to make these assessments. Although the Act is specific about the information to be included in a notice of pending application to the Attorney General, the SD Commissioner has negotiated with applicant agencies to provide him with the full material they are using in support of each application. The SD Commissioner reviews this and works with applicant agencies to address any apparent deficiencies.

During the reporting period, 1,026 notices of pending applications were received and reviewed. Consultation with applicant agencies occurred in relation to 357 applications and these consultations culminated in the amendment and development of application materials on 237 occasions. The SD Commissioner provided written submissions on 63 occasions during the reporting period. The SD Commissioner, in his submissions, seeks to guide and assist rather than promote a specific position. The exception to this is when he forms the view that an application substantively threatens the public interest in which case, he will challenge the application with direct submissions. No such situation arose during this reporting period.

During the reporting period the SD Commissioner has focused on the development and enhancement of templates used by agencies to guide their officers in the preparation of application materials. The SD Commissioner has been promoting standardisation of templates within agencies and across agencies, wherever this can appropriately be achieved. The aim has been to develop templates that focus the provision of information around the requirements of the Act and to ensure the SD Commissioner and eligible Judges have convenient and consistent access to information relevant to the specific determinations that need to be made. A new template for affidavits in support of SD applications was settled with NSW Police in September 2020. This has substantially enhanced the quality of applications emerging from that agency. The SD Commissioner is currently in the process of negotiating a revision of the 'affidavit in support' template used by the Law Enforcement Conduct Commission.

The SD Commissioner is concerned about establishing and promoting quality standards for the presentation of information in application materials. These standards are directed at ensuring clear and accurate disclosure within the practical confines of the application process. The SD Commissioner promotes these standards in the course of his review of applications. As much as possible he seeks to reach prior agreement with applicant agencies on applicable standards before promoting them. Many agreed information standards are built into the templates that guide the preparation of application materials. Other agreed standards emerge out of ongoing discussions with applicant agencies. The SD Commissioner is in the process of documenting agreements on information standards in guideline documents that will be made available to assist applicants.

The back-end of the Attorney General's functions under the Act involves the receipt and review of reports on the use made of surveillance devices pursuant to issued warrants (use reports). Warrant recipients are required to submit such a report in accordance with section 44 of the Act. In the previous reporting period, the SD Commissioner settled a revised template with the NSW Police to guide the preparation of use reports. The SD Commissioner will be negotiating

with other agencies over the coming reporting period with a view to promoting a similar agreed reporting format and standards for the nature and extent of information provided.

The SD Commissioner monitors whether reports are provided within set timeframes. He reviews reports and ensures these comply with the Act. With respect to reports from the NSW Police, he assesses whether the reports meet the information standards agreed on and incorporated into the new template. This includes advice as to whether any persons were incidentally monitored and, if so, the circumstances in which this took place. It requires sufficient information on the use made of devices for the SD Commissioner to assess whether the information obtained substantially assisted the investigation and whether this information has constituted, or is likely to constitute, significant evidence with respect to criminal proceedings. If the information provided is insufficient, the SD Commissioner seeks further information.

In the reporting period, the SD Commissioner received 865 use reports. All these reports were received within the set timeframe. He sought further information on 47 occasions.

During the reporting period, the SD Commissioner substantially enhanced his capacity to access, retain and assess data in relation to the administration of the Act. He aims to use this enhanced data management to provide feedback to applicant agencies to assist them in the development of their processes and to enhance public reporting on the administration of the Act.

In May 2021, the SD Commissioner provided the Commissioner of Police an initial 'Report Providing Feedback to the NSW Police'. This reported on the observed performance of police staff with respect to the SD application process, collaboration initiatives between his officers and the SD Commissioner, and information from use reports including the rate at which the SD Commissioner assessed the information obtained from SD use as substantially assisting the investigation, and the rate at which he assessed this information as constituting, or likely to constitute, significant evidence with respect to criminal proceedings.

The SD Commissioner elicited feedback from agency practitioners in relation to his own operations and other aspects of the Act's administration through the conduct of a survey of affected practitioners. The anonymous responses generally acknowledged the collaborative approach of the SD Commissioner, the effect he has been having on placing eligible Judges in a primary position to make determinations under the Act, and his efforts to respond to the operational needs of applicant agencies. Some responses queried the value of some of his intervention in the application process and the utility of some written submissions. The SD Commissioner appreciated all feedback provided and has given close consideration to the messages coming through.

Public reporting on SD administration proceeds primarily through the report submitted to Parliament by the Attorney General pursuant to section 45 of the Act, and this report by the SD Commissioner, accommodating the reporting responsibilities specified by section 45A of the Act.

Section 45 is directive as to the information that must be reported on. These mandatory requirements are significantly less substantial than the reporting requirements of equivalent legislation such as the *Telecommunications (Interception and Access) Act 1979* (Cth).

Importantly, section 45(1)(c) of the Act provides that the report may include any other information relating to the use of surveillance devices and the administration of the Act that the Attorney General considers appropriate. In the last reporting year, the Attorney General's report applied this provision to include information beyond that mandated by section 45. This reporting year the SD Commissioner has promoted a more expansive application of section 45(1)(c) to facilitate a more comprehensive representation of the state of the Act's administration, without compromising the integrity of criminal investigations.

This report by the SD Commissioner is intended to expand on the information provided by the Attorney General under section 45 and provide a deeper insight into the administration of the Act. In addition to providing this public report, the SD Commissioner makes himself available to speak to representative groups such as the Law Society of NSW and the NSW Bar Association. In such sessions, the SD Commissioner elaborates on the most recently published SD Commissioner's report, answers questions, raises what he understands to be the key developmental issues relating to the Act's administration and draws in feedback on such issues. Comments expressed in these sessions about the more confined public reporting requirements of the Act, compared to comparable legislation, promoted examination of the use of section 45(1)(c) as a mechanism for facilitating more comprehensive disclosure on the Act's administration.

The essential aim of the SD Commissioner is to ensure the Act operates effectively, as a key institution for our society that meticulously ensures that law enforcement agencies are able to gather covert evidence while ensuring the privacy of individuals is not unnecessarily impinged. This report is intended to portray how this is being done. Anyone with suggestions on how the administration of the Act might be improved, or how it might be made more appropriately accountable, is invited to contact the SD Commissioner through available channels.

3.2.4 Report of the Commissioner of Victims Rights

(as required by section 13(3) *Victims Rights and Support Act 2013 (NSW)*)

Under the direction of the Commissioner of Victims Rights, Victims Services provides access to counselling and financial assistance to victims of violent crime in NSW under the Victims Support Scheme, promotes the Charter of Victims Rights and delivers programs to support victims of crime.

Providing access to victims support under the Victims Support Scheme

Delivering a more prompt and efficient service

In 2020–21, Victims Services focused on delivering a more prompt and efficient service across all support types. From 1 July 2020, the following service improvements were implemented:

- enabling applicants approved for counselling to choose their own counsellor
- delivering a new search platform for finding a counsellor
- clarifying the documentary evidence required in support of an application.

Applications received for victims support

Throughout 2020–21, Victims Services received 18,978 applications for counselling, 8,613 applications for financial support, and 13,155 applications for a recognition payment.

Fifty-eight per cent of all applications related to domestic violence, followed by 22 per cent relating to sexual assault, and 13 per cent relating to assault.

Improved service standards across all areas

In 2020–21, service standards significantly improved across all areas.

Service	Service standard (days)	2019–20 Median	2020–21 Median
Response time on Victims Access Line (VAL)	Less than 2 minutes	8 minutes	1 minute
Call abandonment rate (per cent)	5	Less than 5	Less than 5
Registering applications	2 days	8 days	1 day
Time to determine counselling	2 days	9 days	1 day
Time to determine financial assistance – immediate needs	14 days	15 days	9 days
Time to determine financial assistance – economic loss	28 days	61 days	17 days
Time to determine recognition payments	90 days	386 days	294 days

Note: All days are calendar days

Victims support approvals and awards

In 2020–21, 99 per cent of counselling applications were approved, and \$29 million was paid to counsellors providing support to victims of crime. Almost \$31 million was awarded for financial support (27 per cent increase from 2019–20), with an additional \$43 million awarded for recognition payments (32 per cent increase from 2019–20).

Providing information to victims of crime

In 2020–21, Victims Services delivered 37 information sessions on the Victims Support Scheme to various government and non-government agencies that support victims of violent crime.

In the last year, Victims Services reviewed all resources to ensure the information is current. These can be found on the Victims Services website: www.victimsservices.justice.nsw.gov.au

Charter of Victim Rights

The Charter of Victims Rights ensures that a victim is treated with courtesy, compassion and respect at all times.

Victims Services receives complaints from victims of crime about alleged breaches of the Charter of Victims Rights, and endeavours to resolve these complaints under the *Victims Rights and Support Act 2013*.

In 2020–21, Victims Services received 41 complaints under the Charter of Victims Rights. Thirty-nine complaints were resolved as of 30 June 2021.

3.2.5 Risk management and insurance

Risk management activities

DCJ maintains several management disciplines to comply with the NSW Treasury Policy on *Internal Audit and Risk Management Policy for the General Government Sector* (TPP20-08). The following management disciplines are complementary and constitute the foundation of the department's resilience.

Enterprise Risk Management (ERM)

DCJ is committed to the proactive management of risk, recognising that risk management is an integral part of sound management practice and an essential element of good corporate governance.

DCJ's ERM aims to provide greater assurance that it will achieve its objectives and realise its outcomes by minimising threats and seizing opportunities. It realises this using a consistent risk management process wherever decisions are being made. This includes all projects, functions and activities, at all levels.

ERM sets out the arrangements for the management of risk within the department, promoting a risk aware culture and providing a tool for leadership to manage existing and emerging risks across all activities.

Business Continuity Management (BCM)

The proactive and effective management of business continuity is an integral component of delivering critical services to the community.

The DCJ Executive Board has endorsed a new harmonised Business Continuity Management (BCM) Policy aimed at strengthening our resilience for future business disruptions. This ensures our department can continue providing essential services to the community and recover following an adverse event.

The department's approach to business continuity management aligns with the international Business Continuity Standards (ISO 22301:2019) and NSW Treasury's *Organisational Resilience: Practitioner Guide for NSW Public Sector Organisations* (TPP 18-07).

Fraud control and corruption prevention

DCJ is committed to preventing and minimising fraud and corruption in the workplace. During 2020-2021, DCJ established a 24/7 Fraud and Corruption Hotline to report suspected fraud or corruption matters via Core Integrity, an external independent provider. The hotline also supports anonymous reporting.

Compliance and governance support

The Legislative and Administrative Compliance Program assists DCJ to identify and report on its obligations under all applicable legislative and administrative instruments. This program supports the Secretary's compliance with section 3.6 of the *Government Sector Finance Act 2018* and the attestation statement under Treasury Policy Paper (TPP) 20-08 Internal Audit and Risk Management Policy for the General Government Sector.

The Senior Executive Private Interest Declaration Program meets the DCJ Secretary's obligations under Public Service Commission Circular (PSCC)-2015-08-Declaration of private interests and the Code of Ethics and Conduct for NSW government sector employees. During 2020-2021, 732 declarations were submitted.

The Conflicts of Interest (COI) Program requires employees to declare any COI as soon as they become aware of them. During 2020-2021, 665 declarations were submitted.

Secondary Employment and Unpaid Work (SEUW) Program establishes a consistent approach in processing, managing and reporting secondary employment and unpaid work (voluntary) undertaken by DCJ employees. During 2020–2021, 1,437 applications were submitted.

The Gifts, Benefits and Bequests (GBB) Program provides guidance to employees on the requirement to declare any GBB to ensure all attempts are made to prevent any unethical or corrupt conduct. During 2020–2021, 89 declarations were submitted.

The Statement of Business Ethics outlines the ethical conduct for third party providers (for example suppliers and contractors) when doing business with the department.

Internal audit

DCJ maintains an Internal Audit function in accordance with Treasury Policy Paper 20-08, and is governed by a Charter that is approved by the Secretary.

Internal Audit is headed by the Chief Audit Executive, who reports functionally to the Audit and Risk Committee (ARC). Internal Audit operates in accordance with the International Standards for the Professional Practice of Internal Auditing.

The Internal Audit function provides independent and objective review and advisory services designed to improve the department's operations, risk management, controls and governance processes. It provides assurance to the Secretary and the ARC that the department's financial and operational controls are operating in an efficient, effective and ethical manner.

During 2020–21, Internal Audit undertook various audits of the DCJ business areas in accordance with the Internal Audit Plan (endorsed by the ARC) and other management-requested reviews.

Audit and risk committees

DCJ

DCJ has an independent Audit and Risk Committee (ARC). As part of its compliance with the Treasury Policy Paper 15-03 Internal Audit and Risk Management Policy for the NSW public sector (TPP20-08), the ARC continued its advisory role in assisting the DCJ Secretary with relevant and timely advice on the department's governance, risk and control activities in addition to external accountability obligations.

Collectively, the ARC members have the experience, knowledge and qualifications to effectively discharge their responsibilities as outlined in the ARC Charter and TPP20-08.

During the year, the Chief Audit Executive reported the most significant internal audit findings, reports and related recommendations to the ARC. In addition, members of senior management from various business areas were invited to give deep dive presentations focusing on their key risks.

Seven ARC meetings were held in 2020–21, with the number of meetings each independent member attended as follows:

- Independent Chair, Carolyn Burlew – 7
- Independent Member, Christine Feldmanis – 7
- Independent Member, Abby Bloom – 7
- Independent Member, John Hunter – 6
- Independent Member, Garry Dinnie – 3
- Independent Member, Denise Aldous – 4.

Insurance activities

DCJ and John Williams Memorial Charitable Trust

Insurance is provided for all major assets and significant risks through the NSW Government self-insurance scheme – the NSW Treasury Management Fund (TMF). This includes full workers compensation, motor vehicle, property, public liability and miscellaneous insurance cover.

QBE Insurance manages the department's workers compensation insurance and Gallagher Bassett manages the department's other insurances. To reduce the number and value of workers compensation insurance claims, the department monitors its claims experience on an ongoing basis, with a focus on occupational health and safety and claims management. Refer to 3.1.3 - Work health and safety (WHS) appendix page 70 of the annual report for further information on workers compensation insurance claims and cost statistics.

Table 1: Number of claims, costs incurred and average cost for the department in 2020-21

	No. of claims	Total costs of accidents \$ ¹	Average cost \$
Motor vehicle accident	707	2,829,880	4,003
Property	114	2,577,197	22,607
Miscellaneous	2	90,000	45,000

Source: icare Portal Dashboard

1. Total costs incurred = Latest estimate + amount paid – amount recovered. This is used to understand the whole and true value of a claim.

Note: Corrective Services NSW and Youth Justice NSW have nil miscellaneous claims for the financial year 2020-21.

Public Liability Claims

The estimated outstanding value of potential claims in 2020-21 against the current public liability policy (subject to Treasury Managed Fund actuarial assessment) is \$84,309,651.

3.2.6 Internal audit and risk management attestation

Internal Audit and Risk Management Attestation Statement for the 2020-2021 Financial Year for the Department of Communities and Justice

I, Michael Coutts-Trotter am of the opinion that the Department of Communities and Justice has internal audit and risk management processes in operation that are, excluding the exemptions or transitional arrangements described below, compliant with six (6) of the seven (7) Core Requirements set out in the *Internal Audit and Risk Management Policy for the General Government Sector*, specifically:

Core Requirements	For each requirement, please specify whether compliant, non-compliant, or in transition
Risk Management Framework	
1.1 The Accountable Authority shall accept ultimate responsibility and accountability for risk management in the agency.	Compliant
1.2 The Accountable Authority shall establish and maintain a risk management framework that is appropriate for the agency. The Accountable Authority shall ensure the framework is consistent with AS ISO 31000:2018.	Compliant
Internal Audit Function	
2.1 The Accountable Authority shall establish and maintain an internal audit function that is appropriate for the agency and fit for purpose.	Compliant
2.2 The Accountable Authority shall ensure the internal audit function operates consistent with the International Standards for Professional Practice for Internal Auditing.	Compliant
2.3 The Accountable Authority shall ensure the agency has an Internal Audit Charter that is consistent with the content of the 'model charter'.	Compliant
Audit and Risk Committee	
3.1 The Accountable Authority shall establish and maintain efficient and effective arrangements for independent Audit and Risk Committee oversight to provide advice and guidance to the Accountable Authority on the agency's governance processes, risk management and control frameworks, and its external accountability obligations.	Compliant
3.2 The Accountable Authority shall ensure the Audit and Risk Committee has a Charter that is consistent with the content of the 'model charter'.	In Transition

Membership

The independent chair and members of the Audit and Risk Committee are:

- Independent Chair, Carolyn Burlew, 1 August 2019 to 31 July 2022
- Independent Member 1, Christine Feldmanis, 1 August 2019 to 31 July 2022
- Independent Member 2, Abby Bloom, 1 August 2019 to 31 July 2022
- Independent Member 3, John Hunter, 25 October 2019 to 22 June 2021
- Independent Member 4, Garry Dinnie, 1 February 2021 to 31 March 2024
- Independent Member, Denise Aldous, 1 August 2019 to 31 December 2020

Shared Arrangements

I, Michael Coutts-Trotter advise that the Department of Communities and Justice has entered into an approved shared arrangement with the following agencies:

- Crown Solicitor's Office
- Legal Profession Admission Board
- Office of the Ageing and Disability Commissioner

The resources shared include the Audit and Risk Committee, the Chief Audit Executive and the internal audit functions. The shared Audit and Risk Committee is a Principal Department Led Shared Audit and Risk Committee.

Departures from Core Requirements

I, Michael Coutts-Trotter advise that the internal audit and risk management processes for the Department of Communities and Justice depart from the following Core Requirements set out in the *Internal Audit and Risk Management Policy for the General Government Sector*:

- The departure from the Core Requirements is due to the agency implementing measures to achieve compliance with new policy requirements consistent with the permitted transitional arrangements.

Departure	Reason for departure and description of practicable alternative measures implemented/being implemented
In Transition	
<ul style="list-style-type: none"> Core Requirement 3.2 	<ul style="list-style-type: none"> The Accountable Authority completed and submitted individual Audit and Risk Committee Charters for the Principal Department and Principal Led Shared Audit and Risk Committees to Treasury in September 2020. A revised Audit and Risk Committee Charter has been completed and will be signed by all Accountable Authorities consistent with the 'model charter' and in compliance with the new policy requirements in September 2021. This step will ensure that all the Accountable Authorities will be compliant with Core Requirement 3.2 and be fully compliant by October 2021. I, Michael Coutts-Trotter, note I am not required to apply to the agency's Portfolio Minister for being "in transition" from Core Requirement 3.2 for this reporting period.

These processes, including the practicable alternative measures being implemented, demonstrate that the Department of Communities and Justice has established and maintained frameworks, including systems, processes and procedures for appropriately managing audit and risk within the Department of Communities and Justice.



Michael Coutts-Trotter
Secretary
Department of Communities and Justice
15 September 2021



Sandra Langridge
Audit and Risk Committee Secretariat
Contact: 02 8061 9291

3.2.7 Cyber security policy attestation

Cyber Security Annual Attestation Statement for the 2020-2021 Financial Year for Department of Communities and Justice (DCJ)

I, Michael Coutts-Trotter am of the opinion that DCJ has managed cyber security risks in a manner consistent with the Mandatory Requirements set out in the NSW Government Cyber Security Policy and in alignment with DCJ's enterprise risk management framework.

DCJ maintains an appropriate cyber incident response plan, which has been tested logically and technically during the reporting period. DCJ's testing delivers coverage across technical groups as well as business leaders to ensure the plan appropriately integrates with business continuity plans.

DCJ undertakes numerous independent internal and external audits each year, which validate the appropriateness of specific controls, integrity of systems and effectiveness of processes, including the Information Security Management System.

DCJ has prioritised investment in cyber security to account for the substantial and ever-changing threat landscape. To ensure the department's cyber security strategy and investments are focused appropriately, cyber security is considered and governed at various levels including the DCJ Executive board, Audit and Risk Committee, cross business sub-committees and locally within divisions. This prioritised investment, coupled with appropriate governance, has enabled DCJ to continually improve its cyber security posture and ensures the organisation is appropriately managing its cyber risk whilst enabling the business.



Michael Coutts-Trotter
Secretary
Department of Communities and Justice
19 August 2021

3.2.8 Section 242(6) of the Crimes (Administration of Sentences) Act 1999

Junee Correctional Centre

Junee Correctional Centre (Junee) has been privately managed since April 1993 by the GEO Group Australia Pty Ltd (GEO). In its current configuration, it is operating as a multi-functional facility housing predominantly sentenced and remand inmates. Although privately operated, managed correctional centres remain under the oversight of Corrective Services NSW (CSNSW) and must contribute towards the achievement of CSNSW's key objectives, interface with other NSW correctional centres, and adhere to CSNSW operational strategic outcomes. Accordingly, operational activities and inmate services and programs must be consistent with those provided by other NSW correctional centres as detailed in the Operating Agreement (Contract). The COVID-19 pandemic has impacted upon the operations of Junee.

The Governance and Continuous Improvement (G&CI) Branch within CSNSW has responsibility for these functions, with the Operational Performance Review Branch (OPRB) conducting all contract management activities, including performance monitoring and reporting for the operations of managed correctional centres in accordance with section 242 of the *Crimes (Administration of Sentences) Act 1999*.

The current contract for the operations of Junee details 25 Key Performance Indicators (KPIs) with financial consequences if non-compliance is identified, and a suite of Output Specifications, which reflect the service delivery requirements of the operator against key operational outcomes.

The ongoing assessment of performance against the Output Specifications and KPIs by CSNSW monitoring staff is underpinned by a risk framework which provides flexibility, including increasing monitoring activities reflecting any identified operational risks. Junee has undergone a major expansion including the addition of a 480-bed maximum security section. The information below is for the most recent contract year and mandatory reporting period for Junee, which is 1 April 2020 to 31 March 2021.

Output Specifications and Key Performance Indicators Report

There were no significant Key Performance Indicator non-compliance issues for the contract year. Using a risk-based qualitative and quantitative monitoring framework, Junee was assessed for compliance against the outcomes of the Output Specification that were reviewed during the contract year, with no issues of significance being found.

Overall assessment

GEO met its contractual obligations for the operation of Junee for the contract year.

Parklea Correctional Centre

Parklea Correctional Centre (Parklea) was privately operated by GEO from 1 November 2009 until 31 March 2019. At the time of management by GEO, Parklea was operating as a facility housing predominantly sentenced and long-term remand inmates.

Since 31 March 2019, Management & Training Corporation Pty Ltd and Broadspectrum (Australia) Pty Ltd (MTC-Broadspectrum) has operated Parklea as a multifunctional facility predominantly housing new reception and remand inmates.

Parklea has undergone a major construction project to expand the centre to accommodate an additional 500 maximum security beds. This area is now operational.

The current contract for the operation of Parklea details a suite of KPIs with financial consequences if non-compliance is identified and Output Specifications (service requirements) which reflect the service delivery requirements of the Operator against five key operational areas.

The ongoing assessment of performance against the Output Specifications and KPIs by CSNSW monitoring staff is underpinned by a risk framework which provides flexibility, including increasing monitoring activities reflecting any identified operational risks. Using a risk-based qualitative and quantitative monitoring framework, Parklea was assessed for compliance against the outcomes of the Operating Specifications that were reviewed during the year.

Output Specifications and Key Performance Indicators Report

Using a risk-based qualitative and quantitative monitoring framework, Parklea was assessed for compliance against the outcomes of the Output Specification that were reviewed during the contract year. Any compliance issues found were addressed with MTC-Broadspectrum, with remedial action implemented where required.

For the period 1 July 2020 to 30 June 2021, there were five default charge events:

- August 2020: death in custody – suspected suicide
- September 2020: death in custody – suspected suicide
- October 2020: escape from minimum security
- April 2021: death in custody – suspected suicide
- April 2021: erroneous release event.

MTC-Broadspectrum was required to submit cure plans against these default events, with remedial actions subject to monitoring by the State.

Over the past 12 months, the COVID-19 pandemic has had a significant impact on the operations and performance management of Parklea. This has posed various challenges and unprecedented demands on its operations.

Overall assessment

MTC-Broadspectrum completed two years' of operations under the new contract on 31 March 2021. The COVID-19 pandemic has impacted upon the operations of Parklea. The OPRB conducts continual performance monitoring and reporting against the operations of Parklea, with any areas of non-compliance to contractual service and performance requirements immediately raised with MTC-Broadspectrum for remediation.

Clarence Correctional Centre

Clarence Correctional Centre (Clarence) commenced operations on 1 July 2021. Clarence is a state-of-the-art, purpose-built complex in the Northern Rivers region of NSW. The Centre can accommodate up to 1,700 inmates across a male maximum centre (1,000 beds), male minimum centre (400 beds) and all security levels within the female centre (300 beds).

Clarence operates via a Public Private Partnership contract with NorthernPathways. NorthernPathways consists of John Laing Investments (90 per cent shareholding) and Serco Australia (10 per cent shareholding). The centre is operated by Serco Australia delivering the day-to-day management of inmates and support services.

The contract for the operation of Clarence details a suite of KPIs with financial consequences if non-compliance is identified and Output Specifications (service requirements) which reflect the service delivery requirements of the Operator against five key operational areas.

The ongoing assessment of performance against the Output Specifications and KPIs by CSNSW monitoring staff is underpinned by a risk framework which provides flexibility, including increasing monitoring activities reflecting any identified operational risks. Using a risk-based qualitative and quantitative monitoring framework, Clarence was assessed for compliance against the outcomes of the Operating Specifications that were reviewed during the year.

Performance Assessment Report

During the period 1 July 2020 to 30 June 2021, CSNSW issued a total of eight Performance Improvement Notices (PIN), Notices of Breach and/or Default and Major Default Notice:

- September 2020: PIN - use of force (recording and storage of footage)
- October 2020: PIN - invoices (escort payments)
- October 2020: PIN - health services
- January 2021: notice of breach and/or default - administration of Schedule 8 drug to incorrect inmate
- February 2021: PIN - drug and alcohol testing
- March 2021: major default notice - health services (related to the notice of breach and/or default issued in January 2021)
- March 2021: notice of breach and/or default - medication management incidents
- May 2021: PIN - sentence administration processes.

NorthernPathways was required to submit Cure Plans to remedy the performance issues outlined within the notices, with remedial actions subject to monitoring by the State.

Over the past 12 months, the COVID-19 pandemic has continued to impact on the operations of the centre. This has posed various challenges and demands on its operations.

Overall assessment

NorthernPathways has completed 12 months' of operations to 30 June 2021. The COVID-19 pandemic has impacted upon the operations of Clarence. The Clarence OPRB, including CSNSW monitors, conduct continual performance monitoring and reporting against the operations of Clarence, with any areas of non-compliance to contractual service and performance requirements immediately raised with NorthernPathways for remediation.

3.3 FINANCE

3.3.1 Payment of accounts

The payment of accounts for goods and services is closely monitored by each entity to ensure accounts are paid in accordance with NSW Treasury directions. Process improvements across DCJ and related entities are being undertaken to further improve payment-on-time performance. Accounts payable policies and procedures are in accordance with the guidelines established by the NSW Small Business Commissioner.

Department of Communities and Justice

Aged analysis at the end of each quarter

Measure	Sep 2020	Dec 2020	Mar 2021	Jun 2021
All suppliers				
Current not yet due ('000)	27,560	9,137	17,511	17,247
Overdue 1-30 days ('000)	281	330	293	491
Overdue 31-60 days ('000)	158	302	223	81
Overdue 61-90 days ('000)	115	216	9	121
Overdue 91 days and over (\$)	1,231	264	605	138
Small business suppliers				
Current not yet due ('000)	131	263	294	1,237
Overdue 1-30 days ('000)	12	32	10	43
Overdue 31-60 days ('000)	14	0	2	11
Overdue 61-90 days ('000)	1	10	3	1
Overdue 91 days and over ('000)	276	15	42	4

Source: OneSAP, ADHC SAP, JSAP, Ellipse & Pronto. Please note that the (\$) are in 000's.

All (SSS) figures are in the denoted format (\$'000).

Note: the amounts listed above are comprised of invoices yet to be paid. The reasons can include:

- Invoices having incorrect details for compliancy (for example, purchase order details, vendor details, amounts & etc)
- Invoices that require additional approvals (Eg. non-purchase orders, Section 12/13 approval requirements)

Invoices that are being disputed or put on hold (for example, vendors failing to provide goods/services as per the original arrangement).

Accounts due or paid within each quarter

Measure	Unit	Sep 2020	Dec 2020	Mar 2021	Jun 2021
All suppliers					
Accounts due for payment	Number	192,450	165,735	172,464	170,857
Accounts paid on time	Number	190,442	164,145	171,127	169,400
Accounts paid on time (based on number of accounts)	Per cent	99	99	99	99
Accounts due for payment ('000)	\$	2,180,856	3,273,023	868,859	2,205,665
Accounts paid on time ('000)	\$	2,164,917	3,265,866	861,752	2,199,266
Accounts paid on time	Per cent	99	100	99	100
Payments for interest on overdue accounts	Number	0	0	0	0
Interest paid on overdue accounts	\$	-	-	-	-
Small business suppliers					
Accounts due for payment	Number	11,275	9,657	8,825	10,251
Accounts paid on time	Number	10,568	9,328	8,512	9,844
Accounts paid on time (based on number of accounts)	Per cent	94	97	96	96
Accounts due for payment ('000)	\$	62,551	78,829	31,244	86,014
Accounts paid on time ('000)	\$	59,233	77,402	30,380	83,477
Accounts paid on time	Per cent	95	98	97	97
Payments for interest on overdue accounts	Number	0	0	0	0
Interest paid on overdue accounts	\$	-	-	-	-

Source: OneSAP, ADHC SAP, JSAP, Ellipse & Pronto. Please note that the (\$) are in 000's.

All (SSS) figures are in the denoted format (\$'000).

Note: the amounts listed above are comprised of invoices yet to be paid. The reasons can include:

- Invoices having incorrect details for compliancy (for example, purchase order details, vendor details, amounts etc)
- Invoices that require additional approvals (Eg. non-purchase orders, Section 12/13 approval requirements)

Invoices that are being disputed or put on hold (for example, vendors failing to provide goods/services as per the original arrangement).

3.3.2 Consultants

Department of Communities and Justice
Consultancies equal to or over \$50,000

Consultant	Project description	Amount (\$)*	Category
EY	Analysis of prison infrastructure future, including cost benefit analysis	149,226	Organisation Review
EY	Independent review of financial models, Clarence Correctional Centre	66,000	Management Services
KPMG	NSW Reoffending Business, case cost benefit analysis	82,500	Management Services
KPMG	Analysis of Project Financial Models, Clarence Correctional Centre	59,074	Management Services
NBRSARCHITECTURE	Inspection and advice on technical matters related to Clarence Correctional Centre	128,700	Engineering
Inside Policy Pty Ltd	Evaluate the Aboriginal Child and Family Centre's (ACFC) Program to assess if the ACFC Program meets with its intended objectives	132,117	Management Services
Third Horizon Consulting Pty Ltd	Update and development of Line of Business Technology Alignment Plan	341,921	Information Technology
Publicis Sapient Australia Pty Ltd	Update and development of Line of Business Technology Alignment Plan	253,202	Information Technology
PricewaterhouseCoopers	Workforce relocation approach, insights and recommendations	147,620	Management Services
Levant Consulting	Change management plan for Talent Acquisition operating model	59,840	Organisation Review
Deloitte Touche Tohmatsu	Development of Future of Work Strategy Business Case	164,450	Organisation Review

* Amount includes GST and is rounded to nearest dollar.

Consultancies under \$50,000

Nature of services	Number of engagements	Amount (\$)*
Finance/Tax	4	34,634
Management Services	10	228,061
Organisation Review	11	226,002
Engineering	5	49,268
Information Technology	1	11,550
Legal	1	12,375
Total	32	561,890

* Amount includes GST and is rounded to nearest dollar.

Consultant definition

The NSW Procurement Board Direction 2019-20 defines a consultant as 'a person or organisation engaged under contract on a temporary basis to provide recommendations or professional advice to assist decision-making by management'. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

Services provided under the NSW Government Legal Services Panel are excluded from the definition of a consultant for annual reporting purposes.

Common characteristics of consulting engagements under the definition are that consultancies provide agencies with recommendations or professional advice that often have one or more of the following characteristics:

- is developed without direct supervision from the agency
- represents an independent view
- is the sole or majority element of the contract in terms of relative value or importance.

3.3.3 Land disposal

There were no sales of \$5 million or more in 2020–21 other than by tender or public auction. There were no family or business connections between any of the parties involved in property sales.

Note: Access to documents relating to property disposals may be obtained under the *Government Information (Public Access) Act 2009*. More information is available on the DCJ website: dcj.nsw.gov.au

3.3.4 Major works in progress

This section lists major works in progress, including the cost of those works to date and the estimated dates of completion. It also includes details of any significant delays, cancellations or cost overruns in major works.

Project description	Program project funded under	Total estimated cost (\$'000) ¹	Cost up to 30 June 2021 (\$'000) ²	Expected completion	Status: Completed, in progress, delays, cancellation or cost overruns
New Works					
Dubbo Courthouse Upgrade	Treasury Consolidated Fund	3,000	3,301	June 2021	Completed with minor overrun
Albury Courthouse Upgrade	Treasury Consolidated Fund	5,000	414	June 2022	In progress
Domestic Violence - Enhancement in Courts	Commonwealth Fund	9,500	2,162	June 2022	In progress
Digital Courts Reform Program	Digital Restart Fund	33,069	8,881	June 2023	In progress
6 Parramatta Square Relocation	Treasury Consolidated Fund	23,372	3,306	June 2025	In progress
Prison Body Scanners for Correctional Centres	Treasury Consolidated Fund	15,200	13,259	June 2022	In progress
Protect Highly Sensitive Data	Treasury Consolidated Fund	30,000	28,256	June 2022	In progress
Cyber Security	Digital Restart Fund	24,709	5,955	June 2023	In progress
Sustaining Critical Infrastructure (Phase 1)	Treasury Consolidated Fund	100,000	34,303	June 2022	In progress
Youth Justice System Reform Program	Treasury Consolidated Fund	6,058	2,262	June 2022	In progress
Criminal Justice Reform 2 package	Treasury Consolidated Fund	622	55	June 2022	In progress

Project description	Program project funded under	Total estimated cost (\$'000) ¹	Cost up to 30 June 2021 (\$'000) ²	Expected completion	Status: Completed, in progress, delays, cancellation or cost overruns
Works in progress					
Prison Bed Capacity Program	Treasury Consolidated Fund	2,416,051	2,315,425	June 2022	In progress
Clarence Correctional Centre	Treasury Consolidated Fund	92,235	73,154	June 2021	Completed
Electronic Monitoring of Sex Offender Parolees	Treasury Consolidated Fund	3,759	2,513	June 2022	In progress
Queanbeyan Courthouse Upgrade	Treasury Consolidated Fund	10,000	10,638	June 2021	Completed with minor overrun
Civil Justice Initiatives	Treasury Consolidated Fund	2,930	2,379	June 2022	In progress
Criminal Justice Reform	Treasury Consolidated Fund	100,158	99,953	June 2021	Completed with minor underspend
Justice Shared Corporate Services	Treasury Consolidated Fund	47,370	47,400	June 2021	Completed with minor overrun
Accommodation (co-location and upgrade)	Treasury Consolidated Fund	16,500	16,050	June 2021	Completed with minor underspend

1. Total estimated cost is the estimated cost for the whole project.

2. Cost up to 30 June 2021 is the total cost from project inception through to 30 June 2021.

3.4 GOVERNANCE AND OTHER MATTERS

3.4.1 Public interest disclosures

DCJ has a *Public Interest Disclosure Internal Reporting Policy* covering all staff. The policy is consistent with the NSW Ombudsman model reporting policy and the requirements of the *NSW Public Interest Disclosures Act 1994* (PID Act).

Actions have been taken to ensure staff are aware of their responsibility under the PID Act, and the policy and corresponding procedures are available to staff on the DCJ intranet. The department's public interest disclosure officers are also identified on the intranet. Under the PID Act, DCJ staff are required to report certain information. This information is shown in the tables below.

Department of Communities and Justice

Table 1: Number of public interest disclosures (PIDs)

Category	Course of their day-to-day functions	Made pursuant to a statutory obligation	All other disclosures
Public officials who have made a PID to the public authority	1	0	0
PIDs received by the public authority in total:			
Corrupt conduct	1	0	0
Maladministration	0	0	0
Serious and substantial waste of public or local government money	0	0	0
Government information contraventions	0	0	0
Local government pecuniary interest contraventions	0	0	0
PIDs finalised	0	0	0

3.4.2 Privacy management

The review of the DCJ *Privacy Management Plan* (PMP) was finalised in the reporting year and reflects the new structure of DCJ. The new PMP replaced the PMPs for the former Department of Justice and the former Department of Family and Community Services (FACS).

In accordance with section 33 of the *Privacy and Personal Information Protection Act 1998* (PPIP Act), DCJ has published the PMP on the DCJ website at: www.facs.nsw.gov.au/download?file=797573.

Privacy training

The Open Government, Information and Privacy (OGIP) Unit continued to deliver targeted, face-to-face privacy training with content specific to the roles of managers, caseworkers and contractors providing services to DCJ at several sites across NSW in the reporting year, using online video conferencing software (MS Teams). The training provided practical and scenario-based modules that highlighted the interaction between DCJ's privacy obligations and its obligations under legislation administered by DCJ.

The OGIP developed a mandatory e-learning module 'Privacy and you' that all DCJ employees are required to complete in 2021. Staff learnt the fundamentals of the PPIP Act, explored the Information Protection Principles and developed an understanding of DCJ's privacy obligations.

DCJ also released the 'DCJ Information Security' e-learning module which explored the department's obligation to securely maintain its information holdings, reinforcing DCJ's privacy obligations in that area.

Privacy policies and practices

DCJ continues to review collection notices and consent forms for programs and services delivered by DCJ to ensure compliance with privacy obligations, which aims to ensure that documents are fit for purpose and accurately reflect the services and programs provided by DCJ. The collection notices and consent forms were also reviewed from the perspective of providing transparency in relation to DCJ's information-handling practices.

In addition to the PMP, a single DCJ Privacy Policy was finalised in the reporting year, outlining the personal and health information-handling practices of DCJ. It describes how the department deals with personal and health information, and other data collected, highlighting DCJ's commitment to responsibly and properly managing the information we collect and protecting the privacy of our stakeholders, staff and members of the public. The Privacy Policy is available on the DCJ website at: www.facs.nsw.gov.au/download?file=797572.

Privacy advice

In 2020–21, the OGIP Unit continued to provide privacy advice to a range of DCJ business areas on privacy compliance and best practice. This advice included legal advice on privacy issues associated with the release of information and new projects.

Internal reviews

In 2020–2021, DCJ received 36 applications for internal review under section 53 of the PPIP Act.

Out of the 36 applications:

- four were determined within the statutory period permitted for completion of internal reviews
- 13 were completed outside the 60-day statutory timeframe by agreement with the applicant
- 10 were withdrawn/made outside the 6-month time period for lodging an internal review
- the remaining nine applications were carried forward to 2021–22.

Of the 17 completed applications for internal review in 2020–21, two resulted in a finding of a breach of the PPIP Act by DCJ.

Privacy access

DCJ Legal received 20 applications for access under section 14 of the PPIP Act. Seventeen applications were completed in the reporting period. The remaining applications were carried forward to 2021–22.

Privacy amendments

From 1 July 2020 to 30 June 2021, DCJ Legal received three applications for an amendment under section 15 of the PPIP Act. One was completed during the reporting period, while the remaining two were carried forward to 2021–22.

Section 45 complaints

DCJ did not receive any complaints under section 45 of the PPIP Act for the reporting period.

3.4.3 Right to information - Government Information (Public Access) Act 2009

Departmental Reporting (Points 1 – 4)

1. Review of proactive release program – Clause 8(a)

Under section 7 of the *Government Information (Public Access) Act 2009* (GIPA), agencies must review their programs for the release of government information to identify the kinds of information that can be made publicly available. This review must be undertaken at least every 12 months.

DCJ regularly reviews its programs to ensure that information that is in the public interest and assists people to access services, is made publicly available. DCJ provides information about major plans and services to individuals, families, carers and service providers.

DCJ developed a proactive disclosure of information factsheet that is published on the DCJ intranet to raise awareness, and to help employees understand, their proactive disclosure obligations.

DCJ's proactive release obligations were addressed as part of DCJ's GIPA annual reporting obligations, through a targeted email delivered by DCJ's General Counsel to all Deputy Secretaries. The email advised of their proactive disclosure obligations and requested they confirm what information they intend to proactively release. The result of this targeted effort was that a number of documents were proactively released under section 7 of the GIPA Act via the DCJ website, such as policies, resources, reports, plans, papers, newsletters and statistical data.

In accordance with DCJ's obligations under section 25 of the GIPA Act, the disclosure log was regularly updated with information considered to be of interest to the public.

2. Number of access applications received – Clause 8(b)

During the reporting period, DCJ received 3,405 valid, formal access applications under section 9 of the GIPA Act. This number includes withdrawn but not invalid applications.

3. Number of refused applications for Schedule 1 information – Clause 8(c)

During the reporting period, DCJ refused 10 formal access applications in full and 322 in part on the basis that it was conclusively presumed that there was an overriding public interest against disclosure.

4. Statistical information about access applications for period 1 July 2020 to 30 June 2021 (Schedule 2)

Table 1. Number of applications by type of applicant and outcome¹

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/ deny whether information is held	Application withdrawn	Total	Percentage of total
Media	3	2	2	6	0	0	0	1	14	0.4
Members of Parliament	4	1	0	0	0	0	0	1	6	0.2
Private sector business	2	2	1	4	0	1	0	2	12	0.4
Not-for-profit organisations or community groups	5	4	1	2	0	1	0	3	16	0.5
Members of the public (application by legal representative)	768	1055	8	273	124	72	2	144	2446	74.6
Members of the public (other)	147	365	23	101	29	41	9	72	787	23.9
Total	929	1429	35	386	153	115	11	223	3281²	-
Percentage of total	28.3	43.6	1.1	11.8	4.7	3.5	0.3	6.7	-	100

1. 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 2.

2. 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.

Table 2: Number of applications by type of applicant and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/ deny whether information is held	Application withdrawn	Total	Percentage of total
Personal information applications ¹	893	1393	22	351	149	102	10	203	3123	95.2
Access applications (other than personal information applications)	29	23	9	30	2	8	0	18	119	3.6
Access applications that are partly personal information applications and partly other	7	13	4	5	2	5	1	2	39	1.2
Total	929	1429	35	386	153	115	11	223	3281²	-
Percentage of Total	28.3	43.5	1.1	11.8	4.7	3.5	0.3	6.8	-	100

1. A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the GIPA Act) about the applicant (the applicant being an individual).

2. 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.

Table 3: Invalid applications

Reason for invalidity	Number of applications	Percentage of total
Application does not comply with formal requirements (section 41 of the GIPA Act)	924	99.6
Application is for excluded information of the agency (section 43 of the GIPA Act)	4	0.4
Application contravenes restraint order (section 110 of the GIPA Act)	0	0
Total number of invalid applications received	928	100
Invalid applications that subsequently became valid applications	591	63.7

Table 4: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the GIPA Act

Consideration	Number of times consideration used ¹	Percentage of total
Overriding secrecy laws	0	0
Cabinet information	2	0.6
Executive Council information	0	0
Contempt	0	0
Legal professional privilege	17	4.9
Excluded information	5	1.4
Documents affecting law enforcement and public safety	2	0.6
Transport safety	0	0
Adoption	0	0
Care and protection of children	322	92.5
Ministerial code of conduct	0	0
Aboriginal and environmental heritage	0	0
Privilege generally Sch 1(5A)	0	0
Information provided to High Risk Offenders Assessment Committee	0	0
Total	348	100

1. 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 5.

Table 5: Other public interest considerations against disclosure: matters listed in table to section 14 of the GIPA Act

Consideration	Number of times consideration used	Percentage of total
Responsible and effective government	514	3.2
Law enforcement and security	122	7.4
Individual rights, judicial processes and natural justice	924	58
Business interests of agencies and other persons	6	0.4
Environment, culture, economy and general matters	0	0
Secrecy provisions	35	2
Exempt documents under interstate Freedom of Information legislation	3	0.2
Total	1,604	100

Table 6: Timeliness

Timeframe	Number of applications	Percentage of total
Decided within the statutory timeframe (20 days plus any extensions)	2516	78.5
Decided after 35 days (by agreement with applicant)	669	21
Not decided within time (deemed refusal)	13	0.5
Total	3,198	100

Table 7: Number of applications reviewed under Part 5 of the GIPA Act (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total	Percentage of total
Internal review	16	14	30	48
Review by Information Commissioner ¹	6	12	18	28
Internal review following recommendation under section 93 of the GIPA Act	5	0	5	8
Review by NSW Civil and Administrative Tribunal (NCAT)	4	6	10	16
Total	31	32	63	-
Percentage of total	49	51	-	100

1. 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 8: Applications for review under Part 5 of the GIPA Act (by type of applicant)

Type of applicant	Number of applications for review	Percentage of total
Applications by access applicants	64	100
Applications by persons to whom information the subject of access application relates (see section 54 of the GIPA Act)	0	0
Total	64	100

Table 9: Applications transferred to other agencies under Division 2 of Part 4 of the GIPA Act

Type of transfer	Number of applications transferred	Percentage of total
Agency-initiated transfers	146	71
Applicant-initiated transfers	60	29
Total	206	100

Ministerial Reporting (Point 5)

Each agency referred to in Schedule 3 to this Regulation (the subsidiary agency) is declared to be part of and included in the parent agency specified in Schedule 3.

The regulation was updated on 31 August 2018, to correctly reflect subsidiary agencies under their parent agency (as specified in Schedule 3).

NSW Ministers

A Minister's office is classified as a separate agency under the GIPA Act, and under Section 125(2) of the Act, is required to comply with GIPA reporting requirements. Statistics for formal applications received by these agencies are provided in the below table.

These statistics cover the period 1 July 2020 to 30 June 2021. They were provided to DCJ and collated for publication in DCJ's annual report as required by section 125(3) of the GIPA Act.

GIPA applications received: 1 July 2020 - 30 June 2021

The following table relates only to GIPA Act applications received by the Minister or his/her office in his/her capacity as Minister and NOT the Department.

New South Wales Ministers

Name	Position	Entries
The Hon. Gladys Berejiklian MP	Premier of NSW	Entries recorded
The Hon. John Barilaro MP	Deputy Premier Minister for Regional New South Wales, Industry and Trade	Entries recorded
The Hon. Dominic Perrottet MP	Treasurer	Entries recorded
The Hon. Paul Toole MP	Minister for Regional Transport and Roads	Nil
The Hon. Don Harwin MLC	Special Minister of State Minister for the Public Service and Employee Relations, Aboriginal Affairs, and the Arts	Entries recorded
The Hon. Mark Speakman MP	Attorney General Minister for the Prevention of Domestic Violence	Entries recorded
The Hon. Damien Tudehope MLC	Minister for Finance and Small Business	Nil
The Hon. Brad Hazzard MP	Minister for Health and Medical Research	Entries recorded
The Hon. Rob Stokes MP	Minister for Planning and Public Spaces	Entries recorded
The Hon. Victor Dominello MP	Minister for Customer Service	Entries recorded
The Hon. Andrew Constance MP	Minister for Transport and Roads	Entries recorded
The Hon. Sarah Mitchell MLC	Minister for Education and Early Childhood Learning	Entries recorded
The Hon. David Elliott MP	Minister for Police and Emergency Services	Entries recorded
The Hon. Melinda Pavey MP	Minister for Water, Property and Housing	Entries recorded

Name	Position	Entries
The Hon. Stuart Ayres MP	Minister for Jobs, Investment and Tourism	Nil
The Hon. Matt Kean MP	Minister for Energy and Environment	Nil
The Hon. Adam Marshall MP	Minister for Agriculture and Western New South Wales	Entries recorded
The Hon. Anthony Roberts MP	Minister for Counter Terrorism and Corrections	Entries recorded
The Hon. Shelley Hancock MP	Minister for Local Government	Nil
The Hon. Kevin Anderson MP	Minister for Better Regulation and Innovation	Entries Recorded
The Hon. Dr Geoffrey Lee MP	Minister for Skills and Tertiary Education	Nil
The Hon. Bronnie Taylor MLC	Minister for Mental Health, Regional Youth and Women	Nil
The Hon. Natalie Ward	Minister for Sport, Multiculturalism, Seniors and Veterans	Nil
The Hon. Alister Henskens MP	Minister for Families, Communities and Disability Services	Nil

The Hon. Gladys Berejiklian MP Premier Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	15
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

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	4	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	1	0	0	1	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	3	1	0	4	1	2	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)	4	1	0	9	1	2	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	14
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
Total	15

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	4	5
Review by Information Commissioner*	6	0	6
Review by NCAT	0	1	1
Total	7	5	12

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. John Barilaro MP Minister for Regional New South Wales, Industry and Trade Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	1
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

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	1	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	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).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	1

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
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Dominic Perrottet MP Treasurer Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	4
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	4

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	2	0	0	0	0	0	0
Members of Parliament	0	1	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	1	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	4	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).

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	4
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2
Decided after 35 days (by agreement with applicant)	2
Not decided within time (deemed refusal)	0
Total	4

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
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Paul Toole MP Minister for Regional Transport and Roads Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	0
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Don Harwin MLC
Special Minister of State
Minister for the Public Service and Employee Relations,
Aboriginal Affairs, and the Arts
Reporting Period 1 July 2020 - 30 June 2021

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but **not** including invalid applications) received in between 1 July 2020 and 30 June 2021 is:

3

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:

3

Of the applications refused, the number that were refused **wholly** on that basis is:

0

Of the applications refused, the number that were refused **partly** on that basis is:

3

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	3	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	3	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).

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	3
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	3

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	3	0	3
Review by Information Commissioner*	3	0	3
Review by NCAT	0	0	0
Total	6	0	6

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made 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	3
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Mark Speakman MP
Attorney General
Minister for the Prevention of Domestic Violence
Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but **not** including invalid applications) received in between 1 July 2020 and 30 June 2021 is:

1

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:

0

Of the applications refused, the number that were refused **wholly** on that basis is:

0

Of the applications refused, the number that were refused **partly** on that basis is:

0

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	1	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	1	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).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	1

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
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Damien Tudehope MLC Minister for Finance and Small Business Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but **not** including invalid applications) received in between 1 July 2020 and 30 June 2021 is:

0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:

0

Of the applications refused, the number that were refused **wholly** on that basis is:

0

Of the applications refused, the number that were refused **partly** on that basis is:

0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Brad Hazzard MP Minister for Health and Medical Research Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	2
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

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	3	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	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)	3	0	0	2	1	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).

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	2
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	2
Invalid applications that subsequently became valid applications	0

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	1
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
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Rob Stokes MP Minister for Planning and Public Spaces Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	3
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	1	0	0	2	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	1	0	0	1	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	3

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	1	1
Review by NCAT	0	1	1
Total	0	2	2

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Victor Dominello MP Minister for Customer Service Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	3
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

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	2	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	1	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	3	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

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	1
Law enforcement and security	0
Individual rights, judicial processes and natural justice	1
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	3

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
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Andrew Constance MP Minister for Transport and Roads Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	8
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

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	1	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	1	2	0	6	2	3	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	2	0	7	2	3	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).

Table C: Invalid applications	
Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	1
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	1
Invalid applications that subsequently became valid applications	0

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	3
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	8
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	8

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	2	2
Review by Information Commissioner*	3	1	4
Review by NCAT	0	0	0
Total	3	3	6

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made 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	4
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Sarah Mitchell MLC
Minister for Education and Early
Childhood Learning
Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	5
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

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	1	0	0	0	0	0	0	0
Members of Parliament	1	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	2	1	0	1	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	4	1	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).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	5
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	5

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*	1	0	1
Review by NCAT	0	0	0
Total	1	0	1

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made 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	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. David Elliott MP Minister for Police and Emergency Services Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	1
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	1
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	1

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	1	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

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

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

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	1

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*	1	0	1
Review by NCAT	0	0	0
Total	1	0	1

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made 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	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Melinda Pavey MP Minister for Water, Property and Housing Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	4
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	1
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	1

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	1	0	1	1	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	1	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	1	0	1	1	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).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	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)	4
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	4

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
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	1
Applicant-initiated transfers	0

The Hon. Stuart Ayres MP Minister for Jobs, Investment and Tourism Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	0
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

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.

**Correction to DCJ Annual Report 2019-20 - Due to a typographical error in the DCJ 2019-20 Annual Report, the number of private sector business applications which resulted in the outcome "information not held" was recorded in the table as one. The correct number is zero.

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Matt Kean MP Minister for Energy and Environment Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but **not** including invalid applications) received in between 1 July 2020 and 30 June 2021 is:

0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:

0

Of the applications refused, the number that were refused **wholly** on that basis is:

0

Of the applications refused, the number that were refused **partly** on that basis is:

0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Adam Marshall MP Minister for Agriculture and Western New South Wales Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	3
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	3
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	3

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	2	0	0	0	0	0	0
Private sector business	0	1	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	3	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).

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

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

	Number of times consideration used*
Overriding secrecy laws	1
Cabinet information	2
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	3
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	3

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
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Anthony Roberts MP Minister for Counter Terrorism and Corrections Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	3
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	1
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	1

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)	2	1	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)	2	1	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	1
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	3

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	1	1
Review by NCAT	0	0	0
Total	0	1	1

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made 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	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Shelley Hancock MP Minister for Local Government Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but **not** including invalid applications) received in between 1 July 2020 and 30 June 2021 is:

0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:

0

Of the applications refused, the number that were refused **wholly** on that basis is:

0

Of the applications refused, the number that were refused **partly** on that basis is:

0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Kevin Anderson MP Minister for Better Regulation and Innovation Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	1
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	1	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	1

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
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Dr Geoffrey Lee MP Minister for Skills and Tertiary Education Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but **not** including invalid applications) received in between 1 July 2020 and 30 June 2021 is:

0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:

0

Of the applications refused, the number that were refused **wholly** on that basis is:

0

Of the applications refused, the number that were refused **partly** on that basis is:

0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Bronnie Taylor MLC
Minister for Mental Health, Regional Youth
and Women
Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	0
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Natalie Ward Minister for Multiculturalism, Seniors and Veterans Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	0
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Alister Henskens MP Minister for Families, Communities and Disability Services Reporting Period 1 July 2020 – 30 June 2021

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2020 and 30 June 2021 is:	0
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
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	0	0
Review by Information Commissioner*	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

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

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

3.4.4 Consumer response

DCJ recognises that the effective management of feedback and complaints is critical to service delivery and improvement. It provides us with an opportunity to address concerns and issues to create an environment of accountability and transparency in service delivery.

Child and Family Services

The Enquiry Feedback and Complaints Unit (EFCU) provides a centralised intake and referral point for feedback relating to child protection services, which include targeted early intervention services, preservation services that provide intensive family support, and out-of-home care and permanency services delivered by both government and funded non-government organisations.

EFCU operates 9.00am – 4.30pm, Monday to Friday. The unit can be contacted via telephone (1800 000 164), online, post or email at complaints@dcj.nsw.gov.au. EFCU aims to resolve complaints within 20 working days, although some complex issues may take longer.

During 2020–21, EFCU managed 13,855 contacts from clients and stakeholders, resulting in 511 formal complaints for review. Complaints related to service access, processes or procedures (187), communication (153), service quality and delivery (90), staff behaviour (79) and other feedback (2). Ninety-six per cent of correspondence was resolved at first contact by EFCU by providing immediate resolutions or relevant advice to requests.

Projects during this period focused on promoting the visibility and accessibility of EFCU, including through increased internet presence, printed materials, staff education and direct client engagement. In 2021–22, EFCU will continue independent auditing, gathering complainant feedback and engaging in community consultation to promote confidence and trust in the complaints handling system.

Housing services

The Housing Contact Centre Client Feedback Unit (CFU) provides a centralised intake and referral point for feedback and complaints relating to NSW Government housing services. This includes Housing NSW, Land and Housing Corporation and funded community housing Providers.

CFU operates in the spirit of minimising client effort by providing one readily accessible unit to process a range of requests for clients and stakeholders. CFU staff are available via telephone (1800 422 322) 9.00am–4.30pm, Monday to Friday. Alternatively, clients can submit online feedback, send a letter or email feedback@dcj.nsw.gov.au.

Initiatives across housing services continued to focus on increased communication with clients, improving the timeliness of service requests and additional online resources. During 2020–21, CFU managed 33,129 contacts from clients and stakeholders. 2,944 (9 per cent) of these contacts were formal complaints, a 19 per cent reduction from the previous year.

The majority of contacts related to clients requesting a maintenance or tenancy service. Complaints primarily related to service quality and delivery (1,057), service requests and referrals (924), service access, processes or procedures (714) and behaviour of staff (249).

Corrective Services NSW

Minister and Commissioner

In 2020–21, 974 written complaints and enquiries to the Minister for Counter Terrorism and Corrections, in his capacity as Corrections Minister, and the Commissioner of Corrective Services NSW were registered. Most complaints related to visits, property and alleged unfair treatment of inmates. A significant number of enquiries related to the suspension of social in-

person visits at correctional centres and other precautionary measures implemented during the COVID-19 pandemic.

The majority of complaints were received from inmates, family and friends of inmates, solicitors and the NSW Ombudsman. There were a number of complaints from the general public concerning the construction of new or expanded correctional centres and the repurposing of facilities.

Official Visitors

Official Visitors for adult correctional centres are community representatives appointed by the Minister for Counter Terrorism and Corrections under the *Crimes (Administration of Sentences) Act 1999* to visit correctional facilities. Their role is to facilitate the resolution of enquiries and complaints made by inmates and staff, and to report on the condition of the centre. The majority of enquiries are resolved through discussion with centre management.

Official Visitors provide a combined written report to the Commissioner of Corrective Services NSW, Minister for Counter Terrorism and Corrections and the Inspector of Custodial Services every six months.

Corrective Services Support Line

In 2020–21, the Corrective Services Support Line (CSSL) answered 12,677 telephone calls from inmates. This was an increase of 5 per cent on the number received in 2019–20 (12,111).

Of the calls answered in 2020–21, there were 1,904 (15 per cent) recorded as complaints, compared to 2,509 (21 per cent) of the calls in 2019–20. The category ‘medical issues’ received the highest number of complaints (306). A high number of complaints to the CSSL were about phones, property and placement.

The category ‘phone’ received the highest number of enquiries (826). These enquiries were mostly inmates seeking instructions on how to make a personal call. The CSSL also received a high number of enquiries about courts matters, sentence details and parole/release.

Corrective Services NSW general enquiries email inbox

In 2020–21, the general enquiries email inbox received 1,777 emails. They included 1,753 general enquiries, 17 complaints (56 in 2019–20), and 44 compliments (28 in 2019–20). Compared to 2019–20, these figures represent an increase of 4.3 per cent in total consumer use of the general enquiries email inbox.

Courts, Tribunals and Service Delivery

The Courts, Tribunals and Service Delivery Division received 886 complaints in 2020–21.

Superior Courts

In 2020–21, the Superior Courts received ten complaints. The Supreme Court received seven complaints related to decision dissatisfaction, service delivery and policy/procedure. The Industrial Relations Commission received three complaints related to policy/procedure. The Land and Environment Court received zero complaints.

NSW Civil and Administrative Tribunal

In 2020–21 the NSW Civil and Administrative Tribunal (NCAT) received 601 complaints. The number of complaints received by NCAT is 0.86 per cent of all matters lodged with NCAT. Categories of complaints received during the year included decision dissatisfaction, member or conciliator conduct, timeliness of outcomes and complaints about policy/procedure.

Court Services

Court Services responds to complaints that have been received by the Office of the Executive Director about the Local Court, District Court, Sheriff's Office and the Dust Diseases Tribunal. These complaints are either received directly from clients, referred by the Attorney General's Office, or escalated by Court registries for internal review.

In 2020–21, Court Services received 214 complaints. Complaints related to service (61), policy or procedure (14) and other issues (139). 'Other issues' comprise complaints that are not related to the key categories of service, policy or procedure, or costs and are predominantly complaints related to Court outcomes, sentencing decisions and Court maintenance.

Victims Services

Victims Services receives complaints from victims of crime about alleged breaches of the Charter of Victims Rights, and endeavours to resolve these complaints under the *Victims Rights and Support Act 2013*.

In 2020–21, Victims Services received 41 complaints under the *Charter of Victims Rights*. Thirty-nine complaints were resolved as of 30 June 2021.

Alternative Dispute Resolution and Community Justice Centres

In 2020–21, Community Justice Centres (CJC) received 20 complaints. Complaints related to staff or mediator knowledge, skills and ethics; policy and procedure; legal authority of CJC; and access to service.

Services improved or changed in response to complaints and suggestions

NSW Civil and Administrative Tribunal (NCAT)

NCAT uses the complaints process to improve internal procedures, the NCAT website and other publications, and to identify training gaps for staff and members. For example, the increased use of telephone hearings during the pandemic resulted in some complaints from parties that they did not understand what would happen at a telephone hearing.

In response, NCAT improved the way hearings were conducted by telephone to reduce any misunderstanding or confusion. The NCAT Notice of Hearing template was updated to make clear that the Tribunal member would call parties from a private telephone number for the hearing. This reduced the number of adjournments due to a party not answering the Tribunal call and has reduced the number of requests for reinstatement of proceedings.

Alternative Dispute Resolution and Community Justice Centres

Actions taken:

- All frontline Case Coordinators provided with mobile phones to ensure their clients can have direct access to their allocated Case Coordinator while staff worked from home.
- Broader implementation of Telstra Instant Message Service (TIMS) to communicate with clients including provision of case administration information for future client identification, following up voicemail messages to minimise 'phone tag' occurrences, booking client appointments and linking clients with their CJC mediator.
- Work commenced on reviewing and updating Client Information packages provided at entry to service. Information packages will aim to better explain CJC services and manage client expectations.
- Feedback provided to mediators on each instance of service they deliver for CJC, with a focus on compliance and reflective practice.

Office of Veterans Affairs

In 2020–21, the NSW Office for Veterans Affairs (OVA) received no complaints with respect to the programs delivered by the office. However, they did receive some questions and complaints from veterans about the Commonwealth Department of Veterans Affairs (DVA) claims process and timeframes taken to receive information from the DVA. While the OVA does not have any jurisdiction or responsibility for these claims, the OVA worked with DVA to develop communications material to provide clearer information to support veteran stakeholders. The communications clarified the responsibilities of the DVA versus the OVA, and provided clear contact details for the DVA.

OVA also launched its first newsletter and new social media channels. These channels enable the veteran community to stay in touch with the latest news about NSW programs, commemoration, and initiatives to support veterans and their families.

Victims Services

Actions taken included:

- review of feedback categories to be consistent between complaints and surveys, to accurately capture all feedback to determine areas of improvement
- update of complaint handling procedures
- enabling applicants approved for counselling to choose their own counsellor
- delivering a new search platform for finding a counsellor
- clarifying the documentary evidence required in support of an application.

Youth Justice NSW

In 2020–21, a total of 56 complaints were received by Youth Justice NSW. Complaints related to service delivery (15), policy and procedure (9) and other feedback (32). Fifty four complaints were from young people and two were from family members.

In 2020–21, 52 per cent of complaints were resolved within 48 hours. 30 per cent were resolved within three weeks and 4 per cent were resolved within four weeks.

In response to recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse, Youth Justice NSW reviewed and enhanced its Complaints Guidelines, applying a child-focused, culturally-safe lens, and developing an accessible easy-read version of the guidelines. Internal and external oversight mechanisms are also in place to monitor and ensure appropriate treatment of young people, including the protection of their rights under international conventions and NSW legislative frameworks.

Young people in Youth Justice NSW facilities can make complaints to external agencies as well as internally through the complaints system and the newly established 'locked box' complaints triage process (currently being trialled in four Youth Justice Centres). These external agencies include:

Official Visitors: community representatives, appointed for up to four years by the Minister for Families, Communities and Disability Services under the *Children (Detention Centres) Act 1987* to visit Youth Justice NSW centres. Their role is to facilitate the resolution of enquiries and complaints made by young people and staff, and to report on the condition of the centres.

NSW Ombudsman: young people can contact the NSW Ombudsman to make a complaint about their treatment while in Youth Justice NSW custody. The NSW Ombudsman visits Youth Justice NSW centres regularly to ensure that young people have the opportunity to make a complaint that is external to the Youth Justice complaints process.

DCJ Feedback Assist

In 2020–2021, the Feedback Assist complaints management system was available on 32 Stronger Communities Cluster public-facing websites. During the year, there were 3,993 feedback submissions received via the Feedback Assist widget: 1,986 complaints, 1,152 compliments, 244 enquiries and 611 suggestions.

3.4.5 Research and development

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Bail and Remand: Exiting Options for Young People Experiencing Homelessness	This project is being conducted by YFoundations. The project aims to examine appropriate options for young people unable to meet bail conditions due to homelessness or experiencing homelessness on discharge from Youth Justice.	\$0	In progress
Collaborative Family Work in Youth Justice: A Model for Reducing Recidivism in Young Offenders	This project is being conducted by Dr Chris Trotter from Monash University. The project is evaluating the effects of collaborative family work (the Act Now, Together Strong program) on young offenders and their families.	\$0	In progress
Growing Up With Family Trauma and Violence: Positive and Negative Interpretations in Young Adult Life	This project is being conducted by a Masters student from the University of Newcastle. The study aims to explore personal meaning and sense-making for people with a shared experience of family trauma and examine the positive and negative interpretations of young adults who grew up with such experiences.	\$0	In progress
Policing Young People in Care – Impacts of Not-For-Profit Carer² Decision Making on Sentencing and Bail	<p>This project is being conducted by Dr Alison Gerard, Dr Andrew McGrath and Dr Emma Colvin of Charles Sturt University. This project seeks to expand on research by McFarlane (2010) which showed that young people in out of home care are 68 times more likely to appear in Children’s Court than young people not in care. In particular, the project seeks to examine the role that out-of-home carers play in policing young people.</p> <p>This project is continuing with the support of a research grant from the Criminology Research Council. However, this phase of the research will focus on courts.</p>	\$0	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Positive Pathways for Vulnerable Adolescents: The Role of a Life Management Program Approach	This project is being conducted by Dr Sally Nathan of the University of NSW. This project seeks to examine the short and longer term outcomes and pathways of young people who participate in the Ted Noffs' Program for Adolescent Life Management.	\$0	In progress
Stages of Psychosis in the Prison Population	This project is being conducted by Associate Professor Kimberlie Dean of the University of NSW. The aim of this project is to establish the prevalence of ultra-high risk, first episode and established psychosis within the population of incarcerated young people. The study will examine the relationship between different stages of psychosis and offending.	\$0	In progress
Towards an effective practice model for youth detention in NSW	This project is being conducted by a Research Fellow with Monash University. This project aims to determine the relationship between the implementation of a best practice model (Core Effective Practice Skills) in NSW Youth Justice Centres and the outcomes for staff and young people in that Centre.	\$0	In progress
Assessing the Needs of Local Youth to Help Guide Drug and Alcohol Prevention Strategies	This project is being conducted by researchers from Youth Solutions, University of Wollongong, and Western Sydney University. It aims to understand the needs and perspectives of Youth Solutions program participants and the socio-cultural factors that influence their AOD attitudes and behaviours.	\$0	In progress

1. Where projects have N/A expenditure, this indicates they were done internally by multiple staff members working on multiple projects simultaneously.

2. Where Research, Development or Evaluation projects have \$0 against the budget, this indicates that the support provided by FACSIAR is either in kind support or provision of administrative data only. This research can include those funded by external grants, for example Australia Research Counsel Grant, funded by other NSW Government departments, PhD student research or other academic projects. We may have funded part of the project in the past but the research has now gained funding from other sources.

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
What Service Pathways are available within the New South Wales Criminal Justice System for the purposes of Identifying and Managing Young People (under 18) with Neurodevelopmental Impairments?	This project is being conducted by a Masters of Criminology (Research) student from the University of Sydney. It seeks to understand what assessments, services and other means of assistance currently exist for the purposes of identifying and managing young people with neurodevelopmental impairments in contact with the criminal justice system in NSW	\$0	In progress
Investigating recidivism among Australian justice-involved youth	This project is being conducted by Professor Eva Kimonis of the University of NSW. It aims to examine the validity of the Inventory of Callous-Unemotional Traits (ICU) and test the ICU's ability to predict antisocial behavioural outcomes using Young People In Custody Health Survey data	\$0	In progress
Participation is not Enough: The Practices of Giving Weight to the Views of Children and Young People in Out-of-Home Care Policy Making in Australia	This project is being conducted by a PhD Candidate from Southern Cross University. To understand the policy making practices associated with giving due weight to the views of children and young people who have firsthand experience of statutory out-of-home care.	\$0	In progress
Children must be heard when they cannot be seen	This project is being conducted by a PhD Candidate from the Royal Melbourne University of Technology. It seeks to look at international human rights and regulation and how these are met or not met by Youth Justice NSW, and to understand what avenues young people in custody have to raise issues about their rights.	\$0	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Name Narrate Navigate - DV Intervention	This project is being conducted by Dr Tamara Blakemore of the University of Newcastle. Evaluation of a six-week Domestic Violence group intervention for young offenders in the Hunter New England Region.	\$0	In progress
Evaluation of Ngudjoong Billa	This is an internal evaluation, conducted by the Youth Justice NSW Research and Information Unit, of Ngudjoong Billa, an Aboriginal Transition and Re-integration Program offered by the South Coast Medical Service Aboriginal Corporation in Nowra and the Far South Coast. This evaluation will look at development and outcomes of the demonstration project.	\$0	In progress
Evaluation of the EPIC Scheme	This is an internal evaluation, conducted by the Youth Justice NSW Research and Information Unit, of the Positive Behaviour Scheme being trialled at Acmena Youth Justice Centre. This evaluation will look at both development of the trial as well as outcomes for both staff and young people at the Centre.	\$0	In progress
Evaluation of the Enhanced Support Unit	This is an internal evaluation, conducted by the Youth Justice NSW Research and Information Unit, of the Enhanced Support Unit at Frank Baxter Youth Justice Centre. This evaluation will look at both development of the Unit as well as outcomes for the staff and young people involved.	\$0	In progress

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Assessment of Outcomes: Junaa Buwa! and Mac River Rural Residential Rehabilitation Services	This is an internal review of outcomes, conducted by the Youth Justice NSW Research and Information Unit. It will examine the throughput of young people referred to Mac River & Junaa Buwa! Rural Residential Rehabilitation Services, as well as outcomes from self-report questionnaires.	\$0	In progress
Evaluating the Effectiveness of a Cognitive Behavioural Intervention for High-risk Offenders	To evaluate the effectiveness of the Warby Behaviour Intervention Program at Reiby Youth Justice Centre, by Associate Professor Eva Kimonis, Brian Neo, and Leah Vircoe, UNSW	\$0	In Progress
Health and Outcomes for Young People who had Participated in the YPICHS and YPOCOHS	This study by Tony Butler (Kirby Institute) aims to examine the health and outcomes for young people in custody and community using health surveys.	\$0	In Progress
Evaluation of the Dialectical Behaviour Therapy group at Reiby Youth Justice Centre	This is an internal review conducted by the Youth Justice NSW Research and Information Unit of the outcomes of a DBT group therapy model being trialled with young females in custody.	\$0	In Progress
Access and Engagement with services for Sexual Safety (AccESS) study on children and young people with problematic and harmful sexual behaviour	NSW Health funded research led by Prof. Jo Spangaro of University of Wollongong to examine service pathways, service access and engagement experiences of children and young people with problematic and harmful sexual behaviour. Research findings will inform educational resources to assist normalise help-seeking, promote safe practices and improve understanding of problematic and harmful sexual behaviours displayed by children and young people. The research aims to improve service pathways and engagement.	\$0	In Progress

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Promoting the Mental Health of Indigenous Children: Systems-level Integration of Pathways of Care	Research conducted by Professor Janya McCakman, CQ University to conceptualise, design, implement and evaluate the effectiveness of systems integration with the objective of supporting and improving the mental health and wellbeing of Indigenous school-aged children and youth (4-17 years).	\$0	In progress
Improving thinking skills in young people in custody with mental health conditions using social cognitive and neurocognitive remediation therapy. A feasibility pilot study	Ms Rene Jones of the Justice Health and Forensic Mental Health Network is evaluating the feasibility and acceptability of using Cognitive Remediation Therapy and Social Cognitive Remediation Therapy as combined treatments in a youth custodial setting.	\$0	In progress
Evaluation of High Intensity Program Units (HIPUs): Implementation of an innovative intervention model for offenders with short custodial sentences	This project explored staff perceptions and experiences of the implementation of the High Intensity Program Units (HIPU) within NSW correctional centres.	N/A ¹	Completed
Process evaluation of the High Intensity Program Units (HIPUs): Within treatment change	This project examined whether participation in the HIPU was associated with measurable change in a range of dynamic risk factors targeted during treatment	N/A	Complete
Automated assessment of sexual recidivism risk for custody-based sex offenders	This project explored the feasibility of an automated risk assessment tool for sexual recidivism using static variables recorded in the CSNSW Offender Integrated Management System (OIMS).	N/A	Completed
The Initial Transitional Support (ITS) program: A profile of offender participation and service delivery	This project explored patterns of participation in, and completion of the ITS, including people needs, the nature of ITS casework support and services received by participants.	N/A	Completed

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Evaluation of Custodial Case Management (CCM): The Planning for Adjustment, Responsivity, Reintegration, Criminogenic Needs, and Communication (PARRCC) Assessment tool	This project explored the psychometric properties of the PARRCC assessment tool and how this tool contributes to processes for allocating people to case management related services.	N/A ¹	Completed
Understanding the spectrum of domestic violence: Risk factors, treatment pathways and recidivism among offenders who commit intimate partner violence	This project compared the characteristics and outcomes of two types of domestic violence offenders: those who engage in inmate partner violence and those who engage in non-intimate partner violence.	N/A	Completed
Evaluation of the Practice Guide for Intervention (PGI): Relationship between offender needs and PGI use in case planning and supervision practice	This project explored the relationship between the needs of higher risk community based offenders and how the case plan and delivered PGI activities align with these needs.	N/A	Complete
The predictive validity of general risk assessment tools for offence-specific recidivism among domestic violence offenders	This project aimed to understand the predictive validity of the Level of Service Inventory – Revised and the Triage Risk Assessment Scale for domestic violence reoffending.	N/A	Completed
Women in prison: An examination of the support needs of women in custody with children	This project aimed to provide a system-level profile of the characteristics and support needs of women with children in NSW prisons.	N/A	Completed
Access to programs and services among Culturally and Linguistically Diverse (CALD) offenders: The case of EQUIPS	This project explored whether CALD offenders experienced different referral and participation outcomes for the EQUIPS suite of behaviour change programs.	N/A	Completed

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
NSW Inmate Census 2019	This publication provides a summary of people in NSW custody on 30 June 2019.	N/A	Completed
Exploratory research into post-release community integration and supervision	This project involves exploratory research into the experiences of Aboriginal people with post-release parole supervision and reintegration in NSW. The research focusses on identifying the qualities of the relationship between parole supervisors and Aboriginal clients that successfully assist individuals with reintegration and those aspects that require improvement.	NIL	Completed
Evaluation of EQUIPS: Study 1	Examines the characteristics of offenders entering the EQUIPS programs in custody and in the community.	NIL	Completed
Evaluation of EQUIPS: Study 2	Examines the individual and operational factors associated with program participation and program completion among offenders referred to EQUIPS.	NIL	Completed
Evaluation of EQUIPS: Study 3	Examines factors associated with EQUIPS program participation and program completion for Aboriginal offenders in custody and in the community.	NIL	Completed
Evaluation of EQUIPS: Study 4	Examines relationships between increasing EQUIPS dosage (in terms of attending multiple programs) and reoffending outcomes.	NIL	Completed
Evaluation of the social climate of rapid build correctional centres	This project uses longitudinal survey data to examine differences between rapid build and traditional correctional centres in staff and inmates' perceptions of social climate, and staff attitudes towards prisoners and job satisfaction and stress.	\$30,000	In progress

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Mental illness and relationships with reoffending among custody-based offenders in NSW	This project leverages data linkages between Corrective Services NSW, NSW Bureau of Crime Statistics & Research and Justice Health & Forensic Mental Health Network to explore how psychosis interacts with other risk factors to contribute to reoffending outcomes among people in prison.	\$29,822	In progress
A qualitative analysis of social climate in rapid build correctional centres	This project aims to conduct interviews with staff and inmates at rapid build and traditional correctional centres to explore how the different centre models contribute to perceptions of climate.	N/A	In progress
Evaluation of the High Intensity Program Units (HIPUs): Offender throughput	Examines offender throughput in the HIPUs and factors associated with program completion.	N/A	In progress
Process evaluation of parole reforms	This project aims to conduct interviews and surveys with a range of Community Corrections stakeholders to evaluate implementation of the parole reforms and their current practice in managing parole breaches.	N/A	In progress
Evaluation of Five Minute Interventions (FMI): effects of FMI on staff attitudes, motivation and ability for rehabilitation, and job satisfaction	Examines whether staff training in FMI is associated with changes in attitudes towards prisoners, perceived motivation and ability to support offenders' rehabilitation, and job satisfaction and stress, compared to staff who have not been trained.	N/A	In progress
Evaluation of Five Minute Interventions (FMI): Implementation of FMI	Examines staff perspectives on implementation of FMI training and their ongoing application of FMI skills with inmates.	N/A	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Evaluation of the Alternative Sanctions Program: offender change	Examines change in substance use, symptoms of substance dependence, and confidence in managing drug taking behaviours among offenders who participate in the ASP.	N/A	In progress
Evaluation of the Pathways to Employment pilot	This project applies mixed research methods to evaluate processes and initial outcomes associated with the pilot.	N/A	In progress
Implementation evaluation of inmate tablets	This project aims to conduct surveys and interviews with inmates who receive tablets at John Morony and Dillwynia Correctional Centres, in order to examine their experiences of implementation of the tablets.	N/A	In progress
The Initial Transitional Support program: Implementation evaluation	This project aims to derive qualitative insights from key stakeholders of the Initial Transitional Support program (including staff from Community Corrections and external Service Providers) about their perspectives on barriers and facilitators to implementing the program.	N/A	In progress
Impact evaluation of the Gurnang Life Challenge program for young adult male offenders in NSW	This project uses quasi-experimental methods to examine effects of the program on reoffending outcomes for participants, compared to offenders who were eligible for but did not attend the program.	N/A	In progress
NSW Criminal Courts Statistics 2019	The statistics presents information on the characteristics of defendants dealt with by NSW criminal courts 2014 - 2019. This includes information on the offences, case outcomes and sentences associated with those defendants.	N/A	Complete

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
COVID-19 Pandemic and crime trend in NSW	This brief examines changes in crime in New South Wales, Australia, in the 6-week period (15 March – 26 April, 2020) following the introduction of social distancing measures. The level of crime observed during this period is compared with the expected levels based on forecast models using historical observations.	N/A	Complete
Public confidence in the New South Wales criminal justice system: 2019 update	Reports the results of the fourth wave of BOCSAR's 'Confidence in the criminal justice system' survey. Examines levels of public confidence in the criminal justice system, changes in confidence levels, views on sentencing and public knowledge of crime rates and sentencing outcomes.	N/A	Complete
The impact of COVID-19 measures on the NSW adult prison population	This brief examines the impact of COVID-19 measures on the NSW adult prison population. Weekly trends in the NSW adult prison population, and the number of receptions and discharges, between January 2019 and May 2020 are presented.	N/A	Complete
NSW Custody Statistics: Quarterly update June 2020	This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, Indigenous status, most serious offence and the average length of stay.	N/A	Complete
The impact of the 2018 NSW sentencing reforms on supervised community orders and short-term prison sentences	This research examines whether the 2018 sentencing reforms (1) increased the proportion of offenders sentenced to supervised community-based orders and (2) reduced the proportion of offenders serving short-term prison sentences.	N/A	Complete

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
New South Wales sentencing reforms: results from a survey of judicial officers	This study aims to assess whether, from the perspective of the judiciary, the NSW sentencing reforms, commencing in 2018, are operating as intended and to identify any impediments to implementation.	N/A	Complete
NSW Recorded Crime Statistics quarterly update June 2020	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to June 2020, with a focus on the statistical trends for the 24 months ending June 2020.	N/A	Complete
The impact of the Practice Guide for Intervention (PGI) on recidivism among parolees	A study investigating the impact of the PGI intervention on reoffending rates among parolees.	N/A	Complete
The impact of the Practice Guide for Intervention (PGI) on recidivism among offenders serving a community-based order	A study investigating the impact of the PGI intervention on re-offending among supervised offenders serving a community-based order (i.e. a good behaviour bond or suspended sentence) in New South Wales (NSW).	N/A	Complete
The long-term effect of the NSW Drug Court on recidivism	A joint study between BOCSAR and the National Drug and Alcohol Research Centre that extends a 2008 evaluation of the NSW Drug Court. It aims to assess whether the Drug Court has any long-term positive effect on reoffending.	N/A	Complete
Evaluating the first tranche of the Table Offences Reform	To examine the impact of the first tranche of the Table Offences reform on court finalisations and sentencing outcomes.	N/A	Complete

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
NSW Custody Statistics: Quarterly update September 2020	This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, Indigenous status, most serious offence and the average length of stay.	N/A	Complete
An evaluation of the On TRACC Social Impact Investment	An evaluation of the effectiveness of the On TRACC social impact investment in reducing recidivism among high-risk parolees compared to existing supervision services.	N/A	Complete
NSW Criminal Courts Statistics Jul 2015 - Jun 2020	The statistics presents information on the characteristics of defendants dealt with by NSW criminal courts Jul 2015 - Jun 2020. This includes information on the offences, case outcomes and sentences associated with those defendants.	N/A	Complete
NSW Recorded Crime Statistics quarterly update September 2020	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to September 2020, with a focus on the statistical trends for the 24 months ending September 2020.	N/A	Complete
Estimating the impact of audio-visual link on being granted bail	This study estimates the causal impact of appearing via AVL on a defendants' likelihood of being granted bail, when compared with those that appeared in person.	N/A	Complete
NSW Custody Statistics: Quarterly update December 2020	This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, Indigenous status, most serious offence and the average length of stay.	N/A	Complete

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Terrorism offending in New South Wales	This brief describes terrorism offences finalised in NSW criminal courts since 2002, and provides an overview of the characteristics and offending history of those convicted of terrorism offences.	N/A	Complete
An evaluation of the Suspect Target Management Plan	An evaluation of the impact of a NSW Police program (called the Suspect Target Management Plan) on recidivism and the probability of imprisonment.	N/A	Complete
Long-term trends in violent and property crime in NSW: 1990-2020	This paper analyses the trends in the rates of annual recorded incidents of 10 categories of property and violent crime for the period 1990 to 2020 in NSW.	N/A	Complete
NSW Recorded Crime Statistics quarterly update December 2020	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to December 2020, with a focus on the statistical trends for the 24 months ending December 2020.	N/A	Complete
What factors influence police and court bail decisions?	This study identifies factors associated with the probability that the police refuse bail, and factors associated with the probability that the courts refuse bail. This work also considers whether these factors differ for young people and adults.	N/A	Complete
The impact of COVID-19 on young people in the criminal justice system	This brief examines the impact of the initial COVID-19 pandemic response on the interactions of young people with the NSW criminal justice system and the effects on the youth custody population.	N/A	Complete
Understanding the decline in Aboriginal young people in custody in NSW from 2015 to 2019	Various factors related to the imprisonment of young Aboriginal people in NSW are examined to help understand drivers of the recent downward trend in the youth Aboriginal custody population.	N/A	Complete

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
NSW Custody Statistics: Quarterly update March 2021	This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, Indigenous status, most serious offence and the average length of stay.	N/A	Complete
NSW Criminal Courts Statistics Jan 2016 - Dec 2020	The statistics presents information on the characteristics of defendants dealt with by NSW criminal courts between Jan 2016 to Dec 2020. This includes information on the offences, case outcomes and sentences associated with those defendants.	N/A	Complete
Vocational training in NSW prisons: Exploring the relationship between traineeships and recidivism	A study exploring the relationship between participating in a prison-based traineeship program and post-release recidivism.	N/A	Complete
Domestic violence in NSW in the wake of COVID-19: Update to December 2020	This brief examines changes in domestic violence in New South Wales, between April and December 2020 following the implementation of COVID-19 restrictions. Multiple indicators of DV are considered.	N/A	Complete
Why did sexual assault reports spike in March 2021?	This brief examines the increase in sexual assault incidents in March 2021. It considers which types of sexual assault increased and contributing demographic and social factors.	N/A	Complete
NSW Recorded Crime Statistics quarterly update March 2021	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to March 2021, with a focus on the statistical trends for the 24 months ending March 2021.	N/A	Complete
An evaluation of the youth Bail Assistance Line.	An analysis of criminal justice outcomes for young people who are referred to the Bail Assistance Line.	N/A	Complete

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Early Appropriate Guilty Pleas (EAGP) reform program – a process evaluation.	This is the first of two studies evaluating the EAGP reforms. It will assess which of the reform enablers are critical for achieving EAGPs.	N/A	Complete
The impact of the Early Appropriate Guilty Plea (EAGP) reforms on guilty pleas, time to justice and District Court finalisations.	To determine whether the EAGP reform resulted in (1) an increase in early guilty pleas; (2) an increase in the proportion of guilty pleas overall; (3) a reduction in time taken to finalise indictable cases; (4) an increase in trial readiness; (5) a reduction in average trial length.	N/A	Complete
The effect of hiring additional judges on District Court finalisations. (DC7 Reforms)	To examine the impact of the appointment of 7 additional judges on the monthly count of District Court finalisations.	N/A	In progress
Evaluating the second tranche of the Table Offences Reform: Impacts on District and Local Court finalisations, time to finalisation and sentencing outcomes.	Assessing the impact of the Tranche 2 table reforms on court delay and sentencing outcomes.	N/A	In progress
What's Your Plan Aggravated Domestic Violence Order (ADVO) outcome evaluation	An evaluation of the impact of What's your Plan intervention on ADVO breach rates for Aboriginal defendants.	N/A	In progress
Recorded crime statistics report, Quarter 2 2021.	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to June 2021, with a focus on the statistical trends for the 24 months ending June 2021.	N/A	In progress
Examining the impact of extended trading hours for takeaway alcohol sales on violent crime.	To examine the impact of the 2016 extension to the trading hours of bottle shop and alcohol home delivery services on the incidence of domestic assault in NSW.	N/A	In progress

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Evaluating the impact of participation in the Corrective Services NSW (CSNSW) High Intensity Program Units (HIPUs) on adult reoffending.	Evaluating the impact of participation in the CSNSW HIPUs on rates of adult reoffending.	N/A	In progress
The involvement of coercive control behaviours in stalking and intimidation incidents	To explore what forms of behaviour are being charged under the offence of 'stalking or intimidation'	N/A	In progress
Outcome evaluation of NSW driving licence disqualification reforms	To examine the impact of the 2017 licence disqualification reforms on sentencing and reoffending outcomes.	N/A	In progress
National Disability Data Asset: Justice test case	As part of the pilot phase of the National Disability Data Asset, the test case aims to better understand the characteristics of people with disabilities who interact with the criminal justice system, both as offenders and victims.	\$301,191	In progress
Examining the effect of the NSW Sentencing reforms on reoffending	A study to determine whether the 2018 NSW sentencing reforms have had any impact on reoffending rates.	N/A	In progress
Criminal court statistics report, June 2021	The statistics presents information on the characteristics of defendants dealt with by NSW criminal courts between July 2017 to June 2021. This includes information on the offences, case outcomes and sentences associated with those defendants.	N/A	In progress
An evaluation of the Mandatory Alcohol Interlock Program (MAIP) for high range and repeat offenders.	This study focuses on the impact of MAIP on detected rates of drink-driving, involvement in alcohol related crashes, as well as drive whilst disqualified offences.	N/A	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Assessing the impact of participation in the Youth on Track Scheme on juvenile offending.	A Randomised Control Trial to assess the impact of participation in the Youth on Track Scheme on juvenile offending.	N/A	In progress
Quantifying the impact of participation in the Youth Koori Court on sentencing and reoffending.	To investigate the impact of the establishment of the Youth Koori Court (YKC), an alternative case management process for Aboriginal young people charged with a criminal offence, on youth justice outcomes	N/A	In progress
The relationship between psychosis and offending in New South Wales	A research partnership with the University of NSW to determine the association between psychosis and offending. The study examines the mediating factors such as child protection, OOHC, housing and homelessness.	\$13,540	In progress
SAX Institute 45 and Up Study	More than a quarter of a million people – one in ten in NSW – are participants in the 45 and Up Study, the largest ongoing study of health ageing in the Southern Hemisphere. It is a world-class resource that can be used to boost our understanding of how Australians are ageing.	\$75,000	In progress
NSW Government funding for Australia's National Research Organisation on Women's Safety	A Memorandum of Understanding (Mou) between the Commonwealth of Australia, and all states and territories, concerns the operation of Australia's National Research Organisation on Women's Safety. Funding is to improve the evidence base available on domestic, family and sexual violence, to inform policy and practice.	\$544,460	In progress

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Australian Housing and Urban Research Institute National Housing Research Program	Each year Australian Housing and Urban Research Institute develops the National Housing Research Program research agenda. DCJ, amongst representatives of all State and Territory jurisdictions, is participating in a prioritisation process to nominate our preferred research projects out of AHURI's agenda.	\$607,180	In progress
Pathways of Care Longitudinal Study (POCLS)	The POCLS examines the risk and protective factors influencing the outcomes of children and young people in out-of-home care (OOHC).	\$1,366,000	In progress
The NSW Child E-Cohort Project	This research partnership with the University of NSW links cross-sectoral and cross-jurisdictional data for around 1.6 million NSW children born since 2001. The analysis will help improve delivery of health and human services to promote better health, development and wellbeing for NSW children, particularly disadvantaged children.	\$0	In progress
Joining the dots - Linking Neonatal Abstinence Syndrome to the future	Research with the University of NSW that links perinatal data and the development and outcomes of mental health disorders in children born with Neonatal Abstinence Syndrome in NSW and the ACT.	\$0	In progress
Uniting Extended Care Project	This is an evaluation being undertaken by the Nous Group of the pilot Uniting Extended Care Project.	\$0	In progress
NSW Child Development Study	This research partnership with the University of NSW is a longitudinal population study of the mental health and wellbeing of a cohort of 91,635 children NSW children. Wave three data provided to support linkage.	\$0	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Promoting the mental health of Indigenous children: systems-level integration of pathways to care	This research partnership with the University of Central Queensland evaluates the effectiveness of systems integration to support the mental health and wellbeing of Aboriginal school-aged children and young people	\$0	In progress
Epidemiology of congenital heart defects in NSW children	Research with the University of Sydney to examine the health service utilisation, costs, ongoing health, neurodevelopmental and cognitive outcomes for children with a diagnosis of congenital heart defect.	\$0	In progress
Comparing methods for causal inference in studying the effectiveness of child protection service programs	A research project with the University of NSW to identify the best causal inference methods to be used in the evaluation of child protection service programs.	\$0	In progress
“Dropping off the Edge” Report	Research by the University of Canberra, in which DCJ contributed child protection data to the “Dropping off the Edge” Report 2020, which maps disadvantage across the country based on 22 social indicators.	\$0	In progress
Evaluation of the Housing Assistance Support Initiative (HASI), and HASI-Plus programs	This is an evaluation undertaken by the University NSW of the HASI and HASI-Plus programs - state-wide programs funded by NSW Health to provide housing and other support to people who have a severe mental illness.	\$0	In progress
Practices of giving due weight to the views of children and young people in OOHC policy making in Australia	A qualitative PhD research project with Southern Cross University that aims to understand the policy-making practices associated with giving due weight to the views of children and young people who have been in OOHC. Report has been published.	\$0	In progress

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Mental Health Disorders and Cognitive Disability Databank (MHDCD) - Update	Research with the University of NSW that provides data from across DCJ to update the MHDCD databank.	\$0	In progress
Early parenthood and out-of-home care: placements, services, and supports	A PhD research project with Sydney University that examines young parents with lived experience of OOH, foster/kinship carers' and frontline practitioners' perceptions of the availability, nature and extent of support available within different types of out-of-home-care placements for adolescent mothers and their young children.	\$0	In progress
How Children's Courts make Decisions about Children	Research with the University of Sydney that examines how Children's Courts use evidence and assessments provided by caseworkers, clinicians and other professionals when determining child protection cases.	\$0	In progress
Removals of infants by the child protection system: Examining their nature, extent and impact to guide prevention and early intervention	Research with the Australian Catholic University that aims to increase knowledge about the nature, extent and impact of the removal of infants and newborns from their mothers.	\$0	In progress
Treating substance use and traumatic stress among adolescents	A research partnership with the University of Sydney that is the world's first randomised controlled trial of an integrated treatment for co-occurring post-traumatic stress disorder (PTSD) and substance use disorder (SUD) among adolescents aged 12-18 years.	\$0	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
I CaRe WA – Indigenous Child Removals in Western Australia	Research from the University of Melbourne that aims to identify factors that will help reduce the number of Aboriginal children going into out-of-home care and ways to better support families at risk, children in care and kinship carers.	\$0	In progress
Aboriginal Dispute Resolution Models for Indigenous Justice	A qualitative study with the University of Sydney that aims to examine the Aboriginal Care Circle Program in Lismore and Nowra as a culturally appropriate alternative to the formal court process.	\$0	In progress
Needs of pregnant women and new mothers with a history of current injecting drug use	A qualitative study with the University of Technology Sydney that investigates whether healthcare and social services are meeting the needs and expectations, and providing the support for women who are pregnant or have a new baby and have a recent history of injecting drug use.	\$0	In progress
A place-based model for Aboriginal community-led solutions to complex health and social issues	A University of Wollongong study that aims to address a gap in knowledge of how Aboriginal Cultural Community Organisations and the holistic models they develop contribute to the social health and wellbeing of Aboriginal people.	\$0	In progress
Seeding Success	A data linkage with the University of NSW that aimed to identify health factors that predict developmental vulnerability and to generate evidence about the characteristics of services and programs that improve outcomes for Aboriginal and non-Aboriginal children. Multiple papers produced.	\$0	Completed

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Mandatory Reporters	A qualitative study by the University of NSW that aimed to reduce over-reporting and under-reporting by mandatory reporters by developing and evaluating a learning task to complement existing training programs.	\$0	Completed
Sexual exploitation of children in OOHC	A comparative study by Cardiff University (UK) of practice between young people at risk of child sexual exploitation and the professionals working with them in the OOHC context. Final report provided.	\$0	Completed
African Communities and the Child Protection System in Australia	A mixed-design PhD study by the University of Western Sydney that investigated specific cultural beliefs, values, attitudes, practices and experiences within the various African communities in Western Sydney that influence parenting practices to inform the development and implementation of culturally effective early intervention strategies. Multiple papers produced.	\$0	Completed
Lost in Transition: supporting young people with complex support needs	Australian Research Council (ARC) Linkage research project with the University of UNSW that aimed to audit and evaluate current approaches to supporting young people with an intellectual disability in three jurisdictions (NSW, VIC and QLD), with a specific focus on support services available for young people transitioning into or from OOHC, juvenile justice or educational placements. Paper has been produced.	\$0	Completed

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Out of home care evidence and gap map	Report and interactive evidence and gap map providing access to the latest high-quality evidence of the impact that different out-of-home care interventions have on particular child and youth outcomes.	\$0	Completed
Evidence Bank for priority vulnerable cohorts	Partnership with Western Sydney University to conduct systematic reviews and develop a bank of evidence on effective interventions for priority vulnerable cohorts aged 0-5 years.	\$140,000	In progress
Evaluation of the SafeCare program	An independent evaluation of the family preservation SafeCare program undertaken by Siggins Millers. SafeCare is a highly structured, evidence based behavioural skills parenting program that has shown to reduce neglect and abuse among families. A final evaluation report is due for public release in September 2021.	\$568,628	Completed
Evaluation of the Voices and Choices Trial	An evaluation of the family preservation Voices and Choices Trial program undertaken by Centre for Evidence Implementation. This program aims to improve engagement and outcomes for children and families within the NSW Brighter Futures program. The two year trial is being independently evaluated with the report due in August 2021.	\$299,660	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Future Directions evaluation	DCJ have commissioned two evaluation consortia to undertake independent process, outcome and economic evaluations of the <i>Future Directions for Social Housing in NSW Strategy</i> as well as the programs and service improvement initiatives under the Strategy. The evaluations will examine whether the Strategy has achieved its objectives and the effectiveness of the program in scope in improving housing outcomes and supporting independence and wellbeing.	\$1,370,334	In progress
Permanency Support Program (PSP) evaluation	An independent implementation, outcome and economic evaluation undertaken by a consortium led by the Centre for Evidence and Implementation to examine the impact of the PSP reform on permanency and wellbeing outcomes.	\$0	In progress
Family Group Conferencing (FGC) evaluation	An independent implementation, outcome, and economic evaluation of Family Group Conferencing (FGC) to assess whether FGC effectively assists vulnerable parents to identify supports and strengthen relationships in order to keep children safe and connected to their extended family. DCJ has been progressively implementing FGC as a statewide program.	\$130,000	In progress
Nabu Demonstration Pilot formative evaluation	An independent evaluation of the Nabu Demonstration Pilot undertaken by Indigenous Professional Services to understand what is working, what needs improvement and lessons learnt while also ensuring that data collection is efficient and appropriate to measure the programs impact.	\$131,130	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Targeted Earlier Intervention (TEI) Program evaluation	An evaluation to examine overall impact of the TEI program and build the local evidence base to inform program design and implementation.	\$0	In progress
The Evidence Portal	An interactive publically available website for service providers and DCJ staff to access evidence about what works to improve client outcomes. This includes building the website, developing technical specifications for evidence reviews and conducting the first evidence review on child maltreatment.	\$168,886	In progress
Youth Mentoring Evidence Review	An Evidence Review was conducted by UNSW on Youth Mentoring to assist the redesign of the Youth Frontiers program. Outputs of the review will be featured in the Evidence Portal.	\$52,049	Complete
Vulnerable Youth Evidence Review	An Evidence Review on vulnerable youth is being conducted by UNSW. An Evidence and Gap Map is being develop to map the evidence base. A systematic review will also be conducted. The outputs of which will feature in the Evidence Portal.	\$49,850	In progress
Community Strengthening Evidence Review	An Evidence Review was conducted by UniSA on Youth Mentoring to assist the redesign of the Youth Frontiers program. Outputs of the review will be featured in the Evidence Portal.	\$53,000	In progress
Homeless Youth Assistance Program (HYAP) evaluation	An independent evaluation led by the Centre for Evidence and Implementation to examine the impact of the HYAP program on youth homelessness.	\$180,000	Completed
Premiers Youth Initiative (PYI) evaluation	An independent evaluation led by the Centre for Evidence and Implementation to examine the impact of PYI on homelessness among at-risk young people leaving care.	\$114,000	Completed

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Supported Transition and Engagement Program (STEP) evaluation	An independent evaluation of the STEP program undertaken by the Centre for Evidence and Implementation to determine the feasibility, effectiveness and economic benefit of STEP.	\$363,400	In progress
Assertive Outreach (AO) Formative Evaluation	A client-focused, qualitative formative evaluation undertaken by Dr Gregory Smith from Southern Cross University to support the implementation of the AO pilot program in Tweed and Newcastle.	\$50,000	In progress
Assertive Outreach (AO) Evaluation	An independent evaluation undertaken by ARTD Consultants to examine the impact of the AO pilot program in Tweed and Newcastle on homelessness and wellbeing outcomes.	\$149,709	In progress
Universal Screening and Supports Evaluation	An independent evaluation undertaken by the University of New South Wales, Social Policy Research Centre to examine the impact of the USS program on youth homelessness and school engagement over the implementation period 2019–2022.	\$118,971	In progress
Sustaining Tenancies in Social Housing	An independent evaluation undertaken by ARTD Consultants to examine the impact of both the Sustaining Tenancies in Social Housing and Tenancy Management Pilot programs on housing stability and tenant wellbeing.	\$159,994	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Home & Healthy (Social Impact Investment) evaluation	<p>An independent evaluation undertaken by the University of New South Wales Social Policy Research Centre to examine the implementation and effectiveness of the Home and Healthy pilot in supporting housing stability and independence.</p> <p>Due to the Home and Healthy pilot not continuing, the evaluation is currently being re-scoped by DCJ, the Office of Social Impact Investment and the University of New South Wales Social Policy Research Centre.</p>	\$399,473	In progress
Together Home evaluation	<p>An independent process, outcome and economic evaluation led by AHURI to examine impact of the Together Home program on homelessness and health and wellbeing outcomes.</p> <p>Completed: Contract signing; Evaluation Plan/ Framework and Baseline Report - have paid 50% of contract value.</p> <p>Contract variation underway to cost and extend the evaluation scope to incorporate Together Home - Tranche 2, including Aboriginal led model in the Hunter.</p>	\$249,662	In progress - Tranche 1
Aboriginal Outcomes Strategy Evaluation - Phase 1	<p>Planning, early implementation and short term outcomes - include developing a framework/ guiding document for future evaluations; mapping of existing data sources for the AOS evaluation from FACS existing evaluation and research activities with Aboriginal clients and communities; undertaking evaluation of implementation of activities under the AOS and exploring short term outcomes.</p>	\$144,369	Project Completed

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Predicting repeat domestic and family violence in NSW: improving the accuracy of the Domestic Violence Safety Assessment Tool	An evaluation of the predictive accuracy of DV risk assessment tools, including the current tool used by the NSW Police (i.e. the Domestic Violence Safety Assessment Tool). This research will attempt to identify ways to improve the reliability of the DVSAT in predicting which domestic violence victims will be most at risk of future harm.	N/A	In progress
Evaluation of the Innovation Fund Round 2	DCJ has engaged KPMG to undertake an independent evaluation of 12 of the 13 funded programs under Round 2 of the Innovation Fund to inform future policy and program development.	\$1,719,437	In progress
Review of Automatic Referral Pathway	The purpose of this internal review was to improve service delivery for men who use violence in their intimate and family relationships and facilitate behaviour change in persons of interest.	N/A	Completed
Evaluation of Ngudjoong Billa	This is an internal evaluation, conducted by the Research and Information Unit, of Ngudjoong Billa, an Aboriginal Transition and Re-integration Program offered by the South Coast Medical Service Aboriginal Corporation in Nowra and the Far South Coast. This evaluation will look at both development of the demonstration project as well as outcomes.	N/A	Process Evaluation -Completed Outcome Evaluation -in progress
Evaluation of the EPIC Scheme	This is an internal evaluation, conducted by the Research and Information Unit, of the Positive Behaviour Scheme being trialled at Acmena Youth Justice Centre. This evaluation will look at both development of the trial and outcomes for both staff and young people at the Centre.	N/A	In progress

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Evaluation of the Enhanced Support Unit	This is an internal evaluation, conducted by the Research and Information Unit, of the Enhanced Support Unit at Frank Baxter Youth Justice Centre. This evaluation will look at both development of the unit and outcomes for the staff and young people involved.	N/A	In progress
Assessment of Outcomes: Junaa Buwa! and Mac River Rural Residential Rehabilitation Services	This is an internal review of outcomes, conducted by the Research and Information Unit. It will examine the throughput of young people referred to Mac River and Junaa Buwa! Rural Residential Rehabilitation Services, as well as outcomes from self-report questionnaires.	N/A	In progress
NSW Sexual Assault Strategy 2018-2021, Final Review	Undertake a final review of the <i>NSW Sexual Assault Strategy</i> to map the progress of the 26 actions under the Strategy and to gauge if the Strategy had been implemented as intended. The final review will inform the NSW Government response to the National Plan for Violence Against Women and Their Children.	\$50,000	In progress
Sexual Assault, Literature Review and background paper	Undertake a literature review with a focus on prevention, early intervention and service responses in relation to sexual violence. The literative review will examine innovative and emerging/ promising/good practice in: <ul style="list-style-type: none"> ● primary prevention to address causes and risk factors ● early intervention to address high-risk populations and settings ● service responses, with a focus on priority groups. 	\$50,000	In progress

Research and development project or evaluation name	Description	2020–21 expenditure (GST exclusive) ^{1,2}	Project status
Domestic Violence High Risk Offender Teams evaluation	This is an internal evaluation, conducted by the Domestic and Family Violence Team. It will examine if the DVHROT concept has been effective as it was implemented.	N/A	Completed
Parole Reforms evaluation	This project aims to conduct interviews and surveys with a range of Community Corrections stakeholders to evaluate implementation of the parole reforms and their current practice in managing parole breaches.	N/A	In progress
Youth Opportunities Evaluation	Independent program evaluation of the Youth Opportunities Program being conducted by the Centre for Evidence and Implementation (CEI) on the program's outcomes.	\$63,475	In progress
Justice Advocacy Service evaluation	The aim of the evaluation was to assess the efficacy of the service within its first year of operation. In 2021, EY delivered its report and found the program was achieving its aims by supporting individuals involved in the criminal justice system and improving systemic responses for people with a cognitive impairment through training and capacity building.	\$190,630	Completed
Institute of Open Adoption Studies	Funding to support a program of applied research related to permanency options for children, including open adoption for children from OOHC.	\$621,184	Completed
Fostering lifelong connections for children in out-of-home care: ARC Linkage Project	DCJ is a partner with the University of Sydney in this project, exploring how the OOHC sector can encourage positive interactions between children's birth and permanent care families.	\$30,000	In progress

Research and development project or evaluation name	Description	2020-21 expenditure (GST exclusive) ^{1,2}	Project status
Pathways to Homelessness Report	<p>DCJ commissioned analytics and actuarial consultancy Taylor Fry to analyse a linked dataset of 625,000 people across 19 NSW and Commonwealth services to identify risk factors and potential intervention points for homelessness.</p> <p>The research is a key initiative under the <i>NSW Homelessness Strategy</i> to improve the evidence base for prevention and early intervention for people at risk of homelessness. The findings will inform investment in initiatives with the greatest potential to improve outcomes across the whole service system, including programs to reduce exits from government services into homelessness.</p>	\$152,898	Completed
Overcrowding and severe overcrowding: an analysis of literature, data, policies and programs	<p>DCJ commissioned the Australian Housing and Urban Research Institute (AHURI) to research the scale and scope of overcrowding and severe overcrowding of private and social housing dwellings in NSW, including trends, causes, impacts and mitigations.</p> <p>The research was an action arising from a DCJ-convened Ministerial Forum on Overcrowding in September 2018, which was an initiative under the <i>NSW Homelessness Strategy 2018-2023</i>. Report completed in 2019, published 2021</p>	\$0	Completed

3.4.6 International travel

There were no overseas visits made by DCJ employees in 2020-21.

3.4.7 Disability Inclusion Action Plan

The *Disability Inclusion Act 2014* formalises NSW's commitment to the United Nations Convention on the Rights of Persons with Disabilities and requires the creation of two different types of plan: the *NSW Disability Inclusion Plan* and the *Disability Inclusion Action Plan*.

Disability inclusion planning is one way for governments, public authorities and other organisations to reduce and remove barriers for people with disability and foster a more accessible and inclusive community. Disability inclusion planning is about making a plan that outlines the actions that government departments and agencies will take to remove barriers in access to government information, services and employment, and to foster the promotion of the rights of people with disability.

NSW Disability Inclusion Plan

The *NSW Disability Inclusion Plan* is the high-level, whole-of-government plan to support and improve inclusion for people with disability. The plan has four focus areas: developing positive community attitudes and behaviours, creating liveable communities, supporting access to meaningful employment, and improving access to mainstream services through better systems and processes.

The current NSW DIP was launched in February 2015 and work is currently underway to develop the next NSW Disability Inclusion Plan to replace it. This updated plan will be informed by the review of the NSW DIP that was undertaken in 2018 by the Sax Institute and will include the NSW Government's strategy to optimise the National Disability Insurance Scheme (NDIS) within the state. The new *NSW Disability Inclusion Plan* has been developed in consultation with government and non-government stakeholders.

Disability Inclusion Action Plan (DIAP)

All NSW Government departments are required to create their own DIAP. DIAPs set out the measures the departments intend to put in place to ensure that people with disability can access services and participate fully in the community.

DCJ came into being on 1 July 2019, bringing together the former departments of Justice and Family and Community Services. We have worked in consultation with people with disability and their representative organisations to develop a new DIAP that promotes disability inclusion across our range of services.

Key initiatives in 2020–21

During 2020–21, we continued to implement a range of disability inclusive strategies, services and initiatives, as described below.

Courts, Tribunals and Service Delivery

- All content relevant to clients with disabilities was updated as part of the launch of the new NSW Civil and Administrative Tribunal (NCAT) website in August 2020.
- NCAT increased its information resources for clients with disabilities. Information about the use of Augmentative and Alternative Communication (AAC) in NCAT was added to the NCAT website.
- NCAT developed two additional Guardianship Easy Read Fact Sheets on the topics of 'Ending or Changing your Guardianship Order' and 'The role of the Guardianship Division'.
- NCAT Guardianship Division Members provided representation on external disability-related committees including the Law Society of NSW's Elder Law, Capacity and Succession Committee, and presented about NCAT to Ageing and Disability Commission staff.

- NCAT continues to host consultative forums with key stakeholders representing members of the community living with disabilities.
- NCAT staff undertook disability-related training and specific disability awareness training. The NCAT leadership group participated in a presentation by the Disability Employment Network which informed the diversity and inclusion focus and deliverables in the 2021-2022 NCAT Registry Delivery Plan.
- Courts, Tribunals and Service Delivery continued to engage a disability service provider to clean the NCAT and Courts, Tribunals and Services Delivery premises in Civic Tower, as well as Local Courts and District Courts wherever possible.
- In line with DCJ's DIAP, Court Services is aiming to increase the competency of staff in working with, and supporting people with, a cognitive disability:
 - Court Services staff attend Justice Advocacy Service training.
 - Court clients are provided with assistance through the Statewide Community and Court Liaison Service and the Justice Advocacy Service.
 - Senior Managers in the greater metropolitan region attended a presentation by the Disability Employee Network.

Law Reform and Legal Services

- Anti-Discrimination NSW (ADNSW) launched a new website with improved access for people with disability. The new website meets Web Content Accessibility Guidelines (WCAG 2.0) standards.
- Following consultation with people with disability, carers and disability sector organisations in 2020, ADNSW designed a disability employment pilot project (July 2021 to June 2022). The project aims at increasing awareness of rights and responsibilities relating to reasonable adjustments in the NSW public sector. ADNSW will collaboratively work with Disability Employee Networks across the NSW public sector in project implementation.
- ADNSW actively engaged with disability stakeholders to discuss working together in the area of disability employment, as well as COVID-related discrimination.
- ADNSW participated in 25 community events and stakeholder meetings.
- ADNSW staff attend DCJ's Disability Employee Network meetings.
- The Enquiries and Conciliation team are working with the Community Engagement team on accessibility initiatives for complaint management.

Youth Justice NSW

During 2020-21, Youth Justice undertook research, collaboration and sought external feedback for the development of the Youth Justice Disability Action Plan 2021-2024. There are 38 projects across six themes to be completed by 2024.

The themes are Strengthening Partnerships, Early Intervention and Diversion, Workforce Capability Improving the Evidence Service Delivery, and Rights and Inclusion.

The following projects have commenced:

- Client Information Management System upgrade, streamlining the system to improve disability field data collection and reporting
- development of a staff training package that includes a disability module and Youth Justice NSW and National Disability Insurance Scheme module to build capacity of Youth Justice NSW staff in supporting young people with disability.

Corrective Services NSW

- Trainee Custodial Correction Officers, case managers, Offender Services and Program and Community Corrections staff all completed disability awareness training specifically tailored to their roles.
- Statewide Disability Services (SDS) completed a pilot project using technology for offenders with a disability as part of work under the Reduce reoffending premier's priority. Offenders with cognitive and psychosocial disability from different correctional centres participated in a group program via video conferencing promoting access and inclusion in criminogenic programs.
- SDS undertook a review of all operations in the Additional Support Units (ASUs) including identification of key projects in Case Management, Education and Corrective Services Industries. SDS staff were trained in all offender programs to ensure access and equity in program participation for all offenders in the ASUs.
- SDS continued to provide support for NDIS access contributing to a further 58 applications during the 2020-21 financial year. There were 35 successful access requests submissions with a further 15 awaiting a response from the NDIS.
- After a pilot in 2019-20, the Stand TALR (Talk. Ask. Listen. Refer) mental health awareness program specifically designed for the custodial environment, has been rolled out in Corrective Services. Stand TALR promotes positive mental health and empowers staff to play an active role in addressing their own mental health challenges as well as looking out for their colleagues.
- RAW Mind Coach is an online training program designed to support CSNSW staff to manage job-related demands by building resilience and understanding how small changes can have benefits in their work and daily life.

Strategy, Policy and Commissioning

Achievements included:

- implementing best practice standards for working with people with a cognitive impairment
- providing building access for women with disability, delivered by People with Disability Australia
- promoting the principles of access and inclusion in DCJ content.

Cross Cluster and DCJ Districts

- Western Sydney Nepean Blue Mountains District (WSNBM) established a Disability Advisory Committee (DAC) which meets quarterly and is represented by staff with disabilities or a lived experience of disabilities.

The purpose of the committee is to provide WSNBM with an overview of how best to support and retain people with disabilities in our district, and to develop a culture in our workplace that values inclusion and diversity, actively supporting the employment and retention of people with disability.

Issues, advice and resources are exchanged with the NSW Disability Employee Network so that there is consistency in messaging within WSNBM as per Disability Employee Network advice and recommendations.

- Engagement and Family Support (EFS) provided joint support under the Memorandum of Understanding with the National Disability Insurance Agency (NDIA) and Department of Social Services to families who are struggling to cope with supporting a child with disability in the family home, through the provision of disability and family supports.

- EFS supported and built the capacity of our caseworkers to engage with the NDIS so children and young people in statutory care receive the disability supports they need to meet their goals, participate as active and valued members of the community, and reach their full potential.
- EFS established the cross-divisional DCJ Disability Coordination Group to provide advice on, and coordinate department-wide efforts to, improve the way we support people with disability.
- The Joint Child Protection Response Program (JCPRP) developed and implemented new criteria to better ensure children and young people with cognitive impairment, communication needs and/or physical disabilities are provided with enhanced access to the program.
- Information Access and Exchange participated in the Stepping Into program, to employ a university student with disability to increase their work experience.
- Community Services Statewide Services held a training session for 20 senior staff on workplace accessibility.
- We have two practice advice topics (*Working with children with a disability* and *Working with parents with disabilities*) to assist caseworkers in their work with parents or children with a disability.
- Our Hunter and Central Coast District Inclusion Action Plan commits to:
 - all staff being involved with recruitment to complete the *Disability Confident for Recruitment* training
 - rolling out training for all Hunter and Central Coast managers on workplace adjustments
 - engaging the district's Disability Employee Network members to improve staff knowledge and understanding of disability.

Murrumbidgee Far West Western NSW developed a draft Disability Inclusion Action Plan (DIAP) 2020–2024 against four key focus areas of:

- developing positive and inclusive attitudes and behaviours among our staff and communities
- providing more accessible workspaces and communities
- supporting access to employment and career development.

DCJ staffing initiatives

In 2020–21, we:

- Supported access to meaningful employment as a focus area of our new *Disability Inclusion Action Plan* by:
 - providing a capability uplift course to managers and employees during their induction
 - expanding on our new *Workplace Adjustment Policy and Procedure* to develop a recruitment resource for jobseekers and applicants with disability
 - developing a new Inclusive Design workshop for project leads across our department to promote the benefits of this design approach in all project development and related consultation. Corporate Services leaders participated in the pilot workshop, and this is now being applied to upskill our recruitment team further as they update their policies and procedures.
- Launched the new *Workplace Adjustment Policy and Procedure* to address a key barrier to ongoing employment and retention for employees with disability.
- Successfully retained our Disability Confident Recruiter annual accreditation to ensure that the attraction, recruitment and selection process for candidates with a disability continues to be accessible and equitable.

- Continued to participate in the Australian Network on Disability 'Stepping Into' Internship Program, taking 20 interns across summer 2020 and winter 2021.
- Continued to improve attitudes and awareness of disability in our workplace through the, which more than doubled its membership to over 300 people in 2020–2021.

In 2021–22 we aim to:

- Develop and deliver disability employment and development strategies and programs as part of the implementation of our new *Inclusion Strategy 2021–2025* and DIAP employment and inclusion initiatives.
- Continue promoting and supporting the implementation of the *Workplace Adjustment Policy and Procedure* at the local level with the support of the Disability Employee Network.
- Continue to offer Stepping Into internship opportunities to university students with disability in partnership with Australian Network on Disability.
- Complete the 2021 Australian Network on Disability Access and Inclusion Index to continue improving access and inclusion for employees working across our department.
- Update and launch Disability Awareness Programs for the onboarding and induction of employees and managers and continue to deliver existing digital learning programs related to working with people with disability.

For further details of our planned initiatives and programs that support employees with disability, please refer to Appendix 3.1.2 - Workforce diversity on page 62 of this report.

3.4.8 Compliance with Carers (Recognition) Act 2010

We recognise the valuable contribution that carers make to our society, and is the public sector agency responsible for implementing and reviewing the *Carers (Recognition) Act 2010* (the Act).

The NSW Carers Charter, which forms a part of the Act, contains 13 guiding principles for NSW public sector human service agencies on issues of significance for carers, including respect and recognition, inclusion in decision-making, and access to services they may need.

A carer, for the purposes of the Act, is an individual who provides ongoing personal care, support and assistance to any other individual who needs it because that other individual:

- is a person with a disability within the meaning of the Disability Inclusion Act 2014
- has a medical condition (including a terminal or chronic illness)
- has a mental illness, or
- is frail and aged.

During 2020–21, we supported carers in a variety of ways, as described below.

Consultation and liaison with carers

Carers Advisory Council

- We provided secretariat support to the Carers Advisory Council, which was established under the Act to advance the interests of carers in NSW and advise on legislation, policy and other matters relating to carers.
- As stipulated by the Act, the majority of Council members have current or previous experience of being a carer. Members have diverse backgrounds and expertise and come from a range of metropolitan and regional areas in NSW.
- The Council provides advice and submissions to the NSW Government on the impact of policies and programs on carers and meets with the Minister for Families, Communities and Disability Services regularly. This includes monitoring changes imposed by the NDIS and its impact on carers and the rollout of the national Carer Gateway program.
- The research commissioned by the Council on the social and emotional wellbeing of carers has been published, and research on carers who may be missing out on support following the introduction of the NDIS is ongoing.
- The Council met online three times over 2020–2021, and had one online planning day as well as convening subcommittees.
- Planned priority areas for the Council in 2020–2021 had to be adapted due to COVID-19 restrictions. Council achievements over 2020–2021 included:
 - Delivering a COVID-19 communication strategy to support carers during the pandemic. Health and other related information was distributed via the Council's website.
 - Advising the Minister and advocating on behalf of carers on various issues including digital inclusion for carers during the pandemic, misinterpretation of eligibility requirements for the Companion Card, the parliamentary inquiry into the NDIS Independent Assessments and expansion of Regional Seniors Travel Card eligibility. The Regional Seniors Travel Card will be extended to carers receiving a carers payment.

NSW Carers Strategy

- The *NSW Carers Strategy: Caring in NSW 2020–2030* was launched in October 2021 during Carers Week. This is a whole of government and whole of community 10-year plan that has four priority areas:
 - **Priority 1** – Carers have better access to information, services and supports
 - **Priority 2** – Carers will be recognised, respected and empowered
 - **Priority 3** – Carers have improved financial wellbeing and economic opportunities
 - **Priority 4** – Carers have better health and wellbeing.
- The 10-year strategy will be supported by NSW Government action plans every two years, commencing with 2020–2022. All projects in the action plans, including those targeted to particular carer groups, have the potential to benefit all carers.
- The first 2-year action plan contains 29 actions. We have committed to developing and implementing a carers plan (Action 14) to improve our support for carers who are employees, clients who are carers and clients' carers.
- It should be noted that the strategy will support NSW public sector agencies to meet obligations under the *NSW Carers (Recognition) Act 2010* to recognise and value carers and ensure carers are consulted on policy matters that impact on them.

Carers Investment Program

- The Carers Investment Program is a three year grants program that commenced in 2018–19. It provides funding for projects that are evidence-based and aligned with carer priorities as identified in the *NSW Carers Strategy, the Carers (Recognition) Act 2010*, and reforms in the disability and aging sectors which impact on carers.
- A diverse range of 14 projects are funded, such as support for carers to re-engage with paid work, carer-targeted functionality in a medicines app and projects that focus on young carers, CALD carers and Aboriginal carers.
- There has been an increase in carer participation in year two of the program, with over 5,300 carer engagements. Three projects have been completed.

Carers Week

- Carers Week, which is supported by NSW Government, is an annual awareness week. During Carers Week, held from 11 to 17 October 2020, we implemented a social media campaign, videos and animations to raise awareness of carers and their contributions to our community. The Carers Week grants program was put on hold for 2020 as community events could not be held due to COVID-19-related risks.

Companion Card

- The Companion Card program supports people with severe and lifelong disability to participate in the community by providing free access to venues and events for a cardholder's companion. The Companion Card is provided for life, free of charge, and is exempt from means testing.
- At 30 June 2021 there were more than 37,000 cardholders in NSW.

Women offenders

- The Premier's Priority to Reduce recidivism in the prison population has a dedicated work stream for 'Women as Parents'. There are eight initiatives under this work stream to improve outcomes for mothers in custody. This includes working closely with carers and advocates of carers to ensure their input is captured.

- Two initiatives that uphold obligations under the Act include:
 - The ‘Caring through contact’ project was developed in partnership with the Court-Ordered Contact Reference Group which consists of government and non-government stakeholders. Through robust consultation, a set of principles and recommendations have been developed that will inform future business cases to improve contact between incarcerated women and their children across NSW, and improve the quality and availability of information for mothers, children and carers.
 - The Co-located Child Protection Caseworker project sees child protection caseworkers employed by DCJ integrated into seven women’s correctional centres in NSW including Emu Plains, Dillwynia (Area 1 and Area 2), Silverwater, Mid North Coast, Clarence and Wellington, and two satellite sites, Bathurst and Broken Hill. The caseworkers are providing services to women whose children are in contact with child protection agencies or the out-of-home care system by facilitating engagement with the system (and where appropriate their children and carers) while women are incarcerated.

Anti-Discrimination NSW (ADNSW)

- ADNSW has assisted Carers NSW to create complaint fact sheets about their rights and responsibilities under the Anti-Discrimination Act 1977 (NSW) which entails how carers can make a complaint to ADNSW.
- Following consultation with people with disability, carers and disability sector organisations in 2020, ADNSW designed a disability employment pilot project (July 2021 to June 2022). The project aims to increase awareness of rights and responsibilities relating to reasonable adjustments in the NSW public sector.

Educational strategies

- Through the ‘Caring through Contact’ protocol, Corrective Services NSW has funded Shine for Kids to update and redesign the ‘Putting your child first’ book. This resource outlines the impact of separation on families and children when a parent is sentenced to a term of imprisonment. The book is targeted towards carers and also provides practical skills for carers to improve the wellbeing of children when a parent is separated from their children due to incarceration.

Aboriginal offenders

- *Corrective Services’ NSW Strategy to Support Aboriginal Offenders to Desist from Reoffending* maintains a focus on criminogenic, education and vocational training, and employment programs. The strategy also focuses on cultural strengthening and building positive relationships with Aboriginal stakeholders and the community.
- The Corrective Services NSW’s Aboriginal strategy and policy unit works on a range of policies and strategies that impact on Aboriginal people in custody or on community-based orders. The unit is a key point of contact for the Aboriginal community including prisoners’ families. It holds a number of roles in local and statewide reference groups which provide the opportunity to engage and offer services to support those in the NSW Carers Charter, for example, but not limited to:
 - DCJ co-located child protection workers in correctional centres
 - Aboriginal Cultural Awareness Training (kinship and kinship responsibilities)
 - Corrections Aboriginal Mentor/Mentee Program (CAMP)
 - Never Going Back Steering Committee
 - Dubai Ganyah Steering Committee
 - Women’s Advisory Council
 - Staying Quit Advisory Committee
 - Justice Reinvestment Advisory Council.

- In 2020–21, CSNSW continued pilot programs funded under the Commonwealth *Indigenous Advancement Strategy* for three employment-related projects for Aboriginal women:
 - The Gundanha Program provides employment and vocational training for Aboriginal women in the building and construction industry at Wellington Correctional Centre. Participants also take part in the Cultural Strengthening Program, ‘Yinarr Walaay’.
 - The Aboriginal Mothers Work Readiness Pilot Program provides Aboriginal mothers in custody with tailored support through programs, employment experience and skills development. This includes programs and services that assist in enhancing family ties, building and maintaining positive parenting relationships, and reintegration back into community.
 - Aboriginal Women’s Employment and Training Hub pilot provides employment and vocational training for Aboriginal women based at the Emu Plains Correctional Centre.
- Corrective Services NSW participates in the Aboriginal Over-representation Steering Committee, (a former Justice initiative aimed at reducing Aboriginal over-representation), and is part of the Justice Closing the Gap Working Group.
- The Aboriginal Advisory Council, Corrective Services NSW, provides advice and advocacy to the Commissioner of Corrective Services on issues relating to the over-representation of Aboriginal people in the criminal justice system. Correct Services NSW also engages Aboriginal community leaders and other cultural experts in various rehabilitation programs to ensure Aboriginal knowledge, experience and cultural appropriateness is implemented, not only in service delivery but also in programs, through the Aboriginal Advisory Council.

Families of offenders

- The Children and Family of Offenders Steering Committee (CFOSC) provides input and strategic oversight of policy and project co-ordination for services that directly impact on the children and families of inmates. CFOSC is chaired by the Deputy Commissioner of Corrective Services NSW and meets bi-monthly. Its membership includes representatives from all divisions of Corrective Services NSW as well as other government and non-government agencies and academics. This forum enables community agencies interested in the wellbeing of families and children of offenders to provide expert advice to inform decisions and practical solutions, and provide information to staff and members of the public, and it raises awareness of the importance of the relationship between offenders and their families and communities.
- ‘*Family Matters: A Strategy for Service and Program Provision to Children and Families of Offenders*’ acknowledges the impact that incarceration can have on the families of inmates. It recognises the important role families play in supporting inmates while in custody and with successful reintegration. The strategy also highlights the link between maintaining positive familial relationships during periods of incarceration and the impact this can have on recidivism. The strategy sets out an ongoing commitment by CSNSW to offenders, their families and children to improve wellbeing and contribute to positive mental health outcomes through effective case management, reintegration and visitation policies and practices.

Actions taken to ensure staff are aware of and understand the principles of the NSW Carers Charter

During 2020–21, we ensured staff awareness and understanding of the NSW Carers Charter by:

- Commencing work to achieve Level 2 Carers Accreditation (Commit) from Carers NSW. DCJ currently holds Level 1 Carers Accreditation (Activate). Accreditation demonstrates that our department is recognised as a supportive employer of people with caring responsibilities.
- Partnering with Grace Papers to develop and launch the DCJ Parents and Carers Hub, which provides a range of resources, programs and tips designed to support employees who are parents and carers. The launch was supported by several People workshops to raise awareness and build leader capability in supporting employees to navigate career and family and carers' responsibilities.
- Launching the new DCJ Carers Staff Network to build awareness and support for employees with caring responsibilities, and ensure that there is a platform for their voices to be heard.
- Delivering the *Better Ways of Working (BWOW) Flexible Work Framework* for implementation across our department, focusing on team-based flexible work design to open up flexibility to all employees based on finding an equilibrium between their client needs, their team needs and each employee's own needs.
- Partnering with the University of Sydney to complete the *Centre of Excellence in Population Ageing Research (CEPAR)* policy and employee survey research project, which examined the experiences and needs of our mature-aged workers and carers. The results are displayed in a new interactive online dashboard and provide valuable data and insights. We are currently analysing this data to identify any issues that impact on carers and will use the findings to develop a response.
- Monitoring employee engagement scores for employees who are carers through the People Matter Employee Survey 2020. The overall employee engagement score for employees who are carers and all staff was the same at 64 per cent.

Aspirations for 2021–22

- Implement a range of initiatives that aim to support and improve inclusion for employees who are carers, as prioritised in our new *Inclusion Strategy 2021–2025*.
- Achieve Level 2 Carers Accreditation (Commit) across our department. This will mean that we are improving in our maturity as a supportive employer of carers. If achieved, we will be only the second organisation to achieve this level of recognised support for carers.
- Continue to implement the *Better Ways of Working (BWOW) Flexible Work Framework*, focusing on team-based flexible work design.
- Continue to promote the DCJ Parents and Carers Hub resources.
- Support and grow membership of the new DCJ Carers Staff Network.
- Analyse and evaluate the results and findings of the Centre of Excellence in Population Ageing Research (CEPAR) project to inform the development of new initiatives to support carers and mature aged workers.
- Continue to monitor employee engagement for carers through the People Matter Employee Survey.

3.4.9 Multicultural policies and services program

All NSW Government agencies seek to provide high quality services and programs for all people of NSW. The Multicultural Policies and Services Program is the mechanism for agencies to show how they are planning effectively for people from multicultural communities, and to report on progress.

During 2020–21, we were developing our new multicultural plan. Throughout this time, we continued to implement a range of initiatives and programs under the NSW Multicultural Policies and Services Program to support the multicultural communities we serve.

Key initiatives in 2020–21

During 2020–21, we delivered a range of services and initiatives to support the multicultural communities we serve as outlined below.

Universal Screening and Supports for students at risk of homelessness

Universal Screening and Supports aims to identify and support vulnerable students in years 7–12 to prevent them from disengaging in school and becoming at risk of homelessness.

The *NSW Homelessness Strategy* allocated \$4.7 million to expand the use of Universal Screening and Supports from 2018–2022. While the program is not targeted to a specific cohort, the pilot schools involved each have considerable numbers of multicultural, Pasifika and Aboriginal students. Pilot sites include Mt Druitt (namely the four Chifley Colleges) led by Barnardos, and Albury across three high schools led by YES Unlimited.

Family preservation

We fund Metro International Social Service to provide family preservation services to multicultural families expecting a baby or with children aged 0–8 in suburbs within the Bankstown local government area and Fairfield local government area. The service also offers some outreach support to Liverpool local government area.

We have been working with Family Preservation service providers to increase access and use of interpreters to improve service delivery to multicultural families across NSW.

Targeted Earlier Intervention

The Targeted Earlier Intervention program delivers flexible support to children, young people, families and communities experiencing, or at risk of, vulnerability. The program funds several multicultural services and approximately 17 per cent of individual clients during 2020–21 were from multicultural backgrounds.

Work and Development Order scheme and community multicultural community engagement

During 2020–21, the Office of Community Safety and Cohesion delivered six Work and Development Order information sessions to CALD communities, with a total of 576 attendees.

Work and Development Orders are a way to help people who can't pay their fines. Eligible people can clear their fines with approved activities instead of money. Sessions provided information on how to access the scheme, eligibility criteria and how to become a sponsor.

As at June 2021, there were over 100 multicultural specialist Work and Development Order sponsors in NSW. This number does not include mainstream Work and Development Order sponsors that multicultural communities are engaged with or health practitioners who are from multicultural backgrounds supporting communities with similar backgrounds to themselves.

Training provided to staff on working with multicultural clients

The Multicultural Policy and Engagement unit facilitated induction sessions on diversity and inclusion for approximately 30 new Sheriff's Officers. Topics and activities included inclusion principles, diversity statistics, culture and cross-cultural communication.

'Amplifying Voices' workshops, delivered by Media Diversity Australia and the Judith Neilson Institute

'Amplifying Voices' workshops aimed to increase the skills of Muslim stakeholders to engage the media. The workshops provided participants with media contacts and equipped them with a better understanding of how the media operates. Participants came from diverse religious, cultural and social backgrounds.

Religious leaders seminars

The Multicultural Policy and Engagement unit delivers 'Resourcing Leaders to Help Troubled Families' seminars. These half-day seminars provide information for religious and community leaders to support them in their key role in communities. In 2020-21 the unit successfully delivered the seminar to 105 religious and community leaders.

Accredited training

The 'Recognise and respond appropriately to Domestic and Family Violence' Statement of Attainment qualification was delivered to religious and community leaders through a partnership between the Multicultural Policy and Engagement unit and TAFE NSW. To successfully complete the Statement of Attainment, leaders had to attend two full days of training and complete an associated assessment. As of 30 June 2021, over 80 leaders had participated in the course.

Community Liaison Officers – Community Engagement program

The Community Liaison Officers in the Multicultural Policy and Engagement unit deliver multicultural community engagement across NSW, in metropolitan and regional areas.

In 2020-2021, Community Liaison Officers organised a large program of community engagement activities, including court open days, workshops for specific multicultural groups and community expos. Other events included:

- Webinars and online sessions delivering information to multicultural communities on COVID-19
- Anti-Discrimination Forum for Chinese/Asian community on the impact of COVID-19
- Migrant Employment Skills Expo in partnership with Randwick TAFE targeting multicultural communities, mainly newly-arrived refugees, skilled migrants and international students
- Domestic and Family Violence Conferences and sessions targeted to multicultural communities.

NSW Civil and Administrative Tribunal (NCAT)

NCAT support for multicultural communities during 2020-21 included:

- Reviewing and updating all content relevant to multicultural communities as part of NCAT's new website launch in August 2020.
- Increasing NCAT information resources in community languages. This included detailing what NCAT is and what it does, how it aims to provide an environment where all participants feel safe and advice for clients with disability in the nine most commonly used community languages at NCAT. NCAT also expanded existing community language materials to include Farsi.
- Arranging for 60 NCAT staff and 49 NCAT to participate in Aboriginal cultural awareness workshops.

- Continuing to host consultative forums with key stakeholders representing Aboriginal and multicultural communities.
- Providing committee representation to the Judicial Council on Cultural Diversity.

Court Services

Court Services support for multicultural communities during 2020-21 included:

- Enabling staff in the West South West region to contribute to developing workforce strategies and Aboriginal cultural competency training by attending workshops and pilot training. A multicultural youth settlement officer attended a staff training development day to advise court staff on the services offered by the Volunteer Resource Bureau Albury/Wodonga.
- Supporting court staff in the Hunter North region to hold a Court Open Day at Coffs Harbour Courthouse for multicultural TAFE students. Stakeholders from the NSW Police Force, the Women's Domestic Violence Court Advocacy Services and Mid North Coast Community Legal Centre presented information to students.
- Engaging Hunter North region staff in the Flexible Service Delivery Training program arranged by the Multicultural Policy and Engagement unit. The program included a 40-minute eLearning course and a one-day practical skills workshop featuring guest presenters with disability, who shared their experiences and provided insight into myths, access issues and what they find helpful.
- Establishing two Aboriginal Coronial Information Support Officer roles at the Coroners Court. The roles will sit within the Coronial Information and Support Team at the Lidcombe complex and will provide support to families of Aboriginal people whose deaths have been reported to the coroner. Support will extend throughout the course of the coronial process, from the time that the death is reported until the matter is finalised.
- Providing brochures and fact sheets at court registries in various languages relating to obtaining legal advice and providing guidance on the process for certain criminal matters.
- Ensuring Community Language Allowance Scheme staff members for various languages are available across Local Courts.
- Utilising the Telephone Interpreter Service for registry and court staff

Anti-Discrimination NSW

Anti-Discrimination NSW (ADNSW) support for multicultural communities during 2020-21 included:

- Providing all clients requiring interpreting services with access to accredited interpreters via the Translating and Interpreting Service.
- Working with Multicultural Policy and Engagement and Unity Week (Lebanese Muslim Association) to organise a webinar on 'Unity is our strength'.
- Developing COVID-19 fact sheets into 12 languages.
- Continuing to monitor race discrimination issues in the community linked to the COVID-19 pandemic. We engaged with over 50 stakeholders to build new relationships, promote our services and gain feedback on communities' experiences of race discrimination and their barriers to reporting it.
- Presenting to over 50 community members on the topics of race and ethno-religion discrimination at the webinar on Discrimination and Mental Health, hosted by Muslim Women Australia.
- Presenting ADNSW services to the Multicultural NSW Regional Advisory Council webinar. Over 20 community representatives and service providers from across the state and regional NSW attended.

- Researching and planning for another phase of our 2021 multicultural community consultations. This phase will focus on finding out about experiences of race discrimination and barriers to reporting by the top largest and fastest migrant groups, namely Chinese, Arabic, Vietnamese and Hindi-speaking communities.
- Translating information on our service in up to 22 key languages, now found on our newly launched website.
- Providing feedback on Waverley Council's draft *Cultural Diversity Strategy* which includes a special focus area on addressing racism.
- Providing feedback to the project coordinator of Online Guide to Understanding and Responding to Hate Crime and Hate Incidents in NSW. The project is a partnership between the University of New South Wales and Australian Hate Crimes Unit, and is funded by City of Sydney.
- Working with Multicultural NSW as a member of COMPLAN to report race-related discrimination which occurred due to COVID-19.
- Increasing our social media engagements to address issues arising in communities and to provide information about rights and responsibilities, and available services.

Corrective Services NSW

Corrective Services NSW support for multicultural communities during 2020-21 included:

- Utilising telephone, video conferencing and in-person interpreter services to assist multicultural offenders in custody and community corrections as well as visitors to correctional centres.
- Employing 64 Community Language Allowance Scheme officers who work in custodial and community corrections, providing language assistance in 30 community languages to multicultural offenders, visitors to correctional centres and the public.
- Translating correctional centre information into relevant community languages to meet the specific language needs of multicultural offenders in custody. Offenders' medical and supporting documents were translated into English to support offenders' applications to the State Parole Authority.
- Continuing to work with a range of community organisations including DAMEC (Drug and Alcohol Multicultural Education Centre), JewishCare and STARTTS (NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors) to support the reintegration needs of multicultural offenders. The DAMEC Transitions Project provided reintegration support services to 39 Arabic and 25 Vietnamese offenders.
- Working closely with JewishCare to implement the Prison Outreach Program to support the religious and reintegration needs of Jewish offenders in custody and their families. Corrective Services facilitated access to kosher food parcels to Jewish offenders in custody.
- Delivering 'Working with Culture and Diversity' workshops to staff through the Learning and Culture Centre at Brush Farm Corrective Services Academy (BFCSA). The workshops are designed to challenge staff perceptions and behaviours, and increase their awareness and understanding of cultural, religious and diversity issues when engaging colleagues, offenders and visitors with custodial and community corrections. 59 workshops were held in 2021 attended by 739 new recruits and existing staff. These figures represent an increase of 33 per cent in the number of workshops and 5.2 per cent increase in the number of participants.
- Continuing partnerships between Multicultural Client Service Officers (Arabic, Pacific Islander and Vietnamese) and community organisations to seek local culturally appropriate support services for multicultural offenders.

Youth Justice NSW

Youth Justice NSW support for multicultural communities during 2020-21 included:

- Working with young people using the 'responsivity' principle of offence-focused case management and acknowledging their relationship to their culture(s) as an integral part of casework.
- Facilitating the Youth Justice Multicultural Advisory and Working Group which met quarterly to provide advice to Youth Justice on new policies and programs through a multicultural lens.
- Operating the PASIFIKA program at the larger Youth Justice Centres, initially to address violence and gang issues, and more recently to address underlying issues that can lead to young people from Pacific communities engaging in offending behaviour.
- Delivering cultural programming, including targeted programs for young people from Pacific communities, African countries and with refugee backgrounds at Youth Justice Centres.
- Surveying operational managers and caseworkers about their use of interpreters with clients and their families. Youth Justice has promoted the use of interpreters and Community Language Allowance recipients in staff-facing publications this year.
- Providing cultural competence training to all new Youth Justice staff
- Continuing our targeted multicultural caseworker positions which are supporting service delivery within the community.

Office of the Senior Practitioner

Office of the Senior Practitioner support for multicultural communities during 2020-21 included:

- Recruiting seven new caseworkers to the Multicultural Caseworker program, including a Chinese-Mandarin-speaking and an Iraqi caseworker to meet increasing demand in these communities across NSW. Two new roles were established for the first time in Armidale (New England) and Gosford (Central Coast) areas.
- Achieving a 32.5 per cent increase in the number of requests for a cultural consultation to Multicultural Services as a result of ongoing promotion and support to practitioners. 438 requests were received from statewide, demonstrating enhanced cultural practice in working with multicultural families. Multicultural Services triaged these requests and sent them to tagged multicultural caseworkers for a consult to be undertaken.
- Holding quarterly Community Services Multicultural Consultative Group meetings with peak multicultural agencies. Presentations for discussion included the NSW Practice Framework, out-of-home care reforms, Women NSW Domestic Violence programs and the NSW Ageing and Disability Commission.
- Delivering a presentation on Cultural Support Planning at the Strategy, Policy and Commissioning Child and Family webinar to our staff and funded services. Consultation was also provided to the Strategy Policy and Commissioning Culture, Identity and Restoration mandate for children in care.
- Partnering with the Hunter District to deliver the Hunter Multicultural Project, which involves engaging religious and community leaders to build understanding of child protection laws with newly arrived refugee communities. The partnership supports the newly established Greater Newcastle Multicultural Domestic and Family violence Sub-Committee, providing information to address domestic and family violence with refugee communities.
- Celebrating Harmony Day with an online event, 'I am more than a refugee', which shared the powerful voices of young women. This gave staff the opportunity to reflect and listen, and grow their understanding about the role that culture plays in our work with children and families. Local Harmony Day celebrations were supported in Districts by the Practice and Permanency teams.

- Culturally Reflective Practice: Two webinars were facilitated to child protection practitioners to support their practice with multicultural families. One was delivered to our funded family preservation providers across the state, the other targeted to services in the new refugee settlement area of Armidale. A workshop was also delivered to new staff in DCJ, NSW Police and NSW Health, 'Joint Child Protection Response Program'.
- Providing ongoing consultation from the Multicultural Services team to ChildStory, the department's information technology system for child protection and wellbeing. This assisted in improving how the cultural identity and language spoken of children, young people and their parents and carers is recorded in the system.
- Including a standard for 'Culturally safe practice with diverse communities' in the new Practice Framework Standards for child protection and out-of-home care. The standards were released in November 2020. A briefing was provided at the Multicultural Caseworker Forum, May 2021, to an audience of statewide multicultural caseworkers, on using the Practice Standards to support multicultural consultations. A pack of resources and briefing material has been provided to every Community Service Centre to support and promote the standards.
- Developing the *Casework Journey Guide*, mapping the journey of a child or young person reported at risk of significant harm and assessed as Safe or Safe with Plan, from the point of a Community Service Centre receiving a report through to case closure. The guide clearly highlights along where multicultural consultation is a requirement, as well as where it is recommended to support quality practice. The guide has been widely promoted with Community Service Centre staff.
- Awarding the Excellence in Practice – Mary Dimech Award for Multicultural Practice 2020. This annual award recognises demonstrated excellence in child protection or out-of-home care practice that has resulted in sustainable and meaningful change for multicultural families and/or communities. In 2020 the winner was the Hunter Multicultural Project, which supports the growing refugee population in the Hunter through access to support and information about child protection and domestic violence.
- Shining a light on good practice: In one of this year's stories, 'You are not what they say you are', readers learn about the power of culture in keeping children and young people safe. This story shares the experiences of a young person who felt safety within her culture and chose to go to a Korean community to begin her new life. Supported by her caseworker to help her feel safe, she forged connections with her cultural community. A learning resource exploring the practice themes was developed for caseworkers. The story was promoted internally and externally to the community via our social media channels including Facebook, LinkedIn, Twitter and Instagram.
- Providing multicultural consultations from caseworkers to support Reportable Conduct Unit who are investigating matters involving authorised carers or adult household members and children from culturally diverse backgrounds.
- Delivering the redesigned Caseworker Development program to all new caseworkers to strengthen their practice with families from a multicultural background.

Hunter and Central Coast District

Hunter and Central Coast District support for multicultural communities included:

- Building a strong working relationship with the Sultan Faith Mosque, supporting the local Islamic community.

- Developing the Hunter and Central Coast District Inclusion Action Plan. Plan commitments include
 - all District staff participating in training sessions on the needs of clients from multicultural backgrounds
 - working with recruitment to increase the number of staff from multicultural backgrounds
 - developing a list of multicultural staff in the District who are available for consultation when we are working with families from multicultural backgrounds.
- Remaining an active member of the Multicultural NSW Regional Advisory Council (through Western NSW District). In 2020, Multicultural NSW activated its Regional Advisory Council networks online to better understand the impact of the COVID-19 pandemic on communities across the state and to improve access, equity and participation rates in local responses.
- Focusing on early childhood settings in multicultural communities in the Murrumbidgee District, including:
 - a TAFE NSW playgroup service at Wagga targeting parents, grandparents and their children aged 0 to 5 from multicultural backgrounds. Sessions are alternated periodically to also include and engage fathers of children aged 0 to 5, in consultation with female participants about culturally competent and appropriate ways to deliver the service.
 - Sprinkles Multicultural Supported Playgroup at Griffith has two staff trained in Community Service (Childcare) who have additional language skills and can link local multicultural families to local government and support services where needed.

Staffing initiatives

- Continuing to employ multicultural caseworkers from different cultural backgrounds and speaking 27 different languages. We also created three new multicultural caseworker roles in Armidale, Bathurst and Gosford. These specialists are available to provide secondary casework support to other caseworkers and provide cultural consultation to support multicultural communities as well as refugee and newly arrived communities.
- Continuing to participate in the Multicultural NSW Community Language Allowance Scheme. Over 270 employees are now providing language assistance across 37 community languages, including AUSLAN.
- Continuing to deliver the self-directed online Multicultural Competence Learning Program, supporting employees to improve their understanding of working with culturally diverse clients and colleagues. 536 employees participated in the program in 2020-21.
- Monitoring improvement in employee engagement scores for multicultural employees through the People Matter Employee Survey 2020. The overall employee engagement score for multicultural employees was 68 per cent, which is higher than the 64 per cent score for all employees.

Key multicultural strategies proposed for 2021-22

During 2020-21, we will continue to support our multicultural clients through the following planned initiatives.

Religious Leader Seminars

Continue to engage with religious and community leaders to promote awareness of DFV issues, as well providing information and support to ensure appropriate responses to disclosure of domestic and family violence incidents across the various diverse communities in NSW.

Deliver and ongoing engagement with multicultural communities

- Maintain ongoing partnerships with multicultural communities and organisations to increase knowledge and build capacity about our services and programs
- Host information sessions and workshops for multicultural communities across NSW
- Hold Court Open Days at different locations across NSW
- Support economic opportunity and empowerment for women from multicultural communities

Domestic and Family Violence Framework for Culturally and Linguistically Diverse (CALD) communities

The Multicultural Policy and Engagement unit is leading the development of a Domestic and Family Violence Framework for CALD communities in response to recommendation 17 of the *Domestic Violence Death Review Team Report (2017–2019)*.

This framework will be co-designed with community support services as well as community members with lived experiences of domestic and family violence.

The framework will aim to improve how we work with and support CALD communities experiencing domestic and family violence who come into contact with the Justice system

The framework will capture best practice guidelines that reduce barriers to accessing the criminal justice system and improve cultural appropriateness of supports, programs and services.

Anti-Discrimination NSW

- Anti-Discrimination NSW (ADNSW) is working on a multicultural consultation plan which aims to understand the barriers for multicultural communities to report to ADNSW. The community engagement will commence in 2021–2022.
- Anti-Discrimination NSW will continue to monitor race discrimination issues in the community, linked to the COVID-19 pandemic.

Western Sydney Nepean Blue Mountains District

The Western Sydney Nepean Blue Mountains District's Multicultural Advisory Committee will collaborate with government and non-government agencies to:

- build consistent government and non-government responses to multicultural families' and communities' needs to support improved outcomes
- provide input and advice on government and non-government organisations' current effective responses of services to multicultural communities in the District
- provide input and advice on gaps in current responses of services to multicultural communities in the District.

Hunter and Central Coast District

Hunter and Central Coast District will continue to support our multicultural clients through the following planned initiatives:

- our ongoing work with the Manager Multicultural Services, Practice Quality, Office of the Senior Practitioner to promote the multicultural Practice Standard 3 resources 'Culturally safe practice with diverse communities'
- implementing multicultural resources developed to enhance the quality of multicultural consultations
- our ongoing work with Multicultural Services, promoting the Multicultural Staff Network to celebrate events locally like Harmony Day and the Newcastle Unity in Diversity Festival, and promote participation in the annual Multicultural Neighbourhood Centre Services Expos.

Office of the Senior Practitioner

- Developing short video interviews on cultural consultation practice for the Multicultural Caseworker program to be promoted on the our Casework Practice intranet.
- Managing ongoing targeted recruitment of multicultural caseworker roles in partnership with Districts, Statewide Services and People directorates.
- Facilitating bi-annual consultation, practice and development forum for multicultural caseworkers.
- Publishing practice resources and products including six multicultural snapshots to support practitioners' understanding of cross-cultural attitudes, practices, norms, behaviours and communication of particular multicultural communities, with a focus on child protection. The snapshots help to give insight into the cultural and social environments of migrant and refugee communities settling in Australia and will be available on the our intranet.
- Facilitating a Harmony Day event for staff focusing on domestic and family violence and supporting multicultural communities.
- Delivering several information sessions on understanding child protection in NSW to newly arrived migrant and refugee communities statewide.
- Convening the DCJ Community Services Multicultural Consultative Group quarterly to consult with community partners on our programs and initiatives.
- Continue to support the Hunter Multicultural Project in partnership with the District, with a focus on developing service system capability to engage with refugee families.
- Supporting enhancement of ChildStory, the department's information technology system for child protection and wellbeing, to improve reporting and enable caseworkers to request cultural consultation within ChildStory.
- Creating a resource describing the Practice Framework Standards for families and children to access on our website. Content will be translated into the five languages identified as having the highest representation in terms of our clients.
- Awarding Mary Dimech Award for Multicultural Practice at the 2021 Practice Conference.
- Arranging cultural consultation between the Serious Case Review and the Multicultural Services Unit when reviewing our practice with families where there has been a reported critical incident.
- Planning a review of existing assessment tools used in NSW child protection practice, to support changes and implement culturally safe systems, processes and a child protection case management model that improves outcomes for vulnerable children and families. This work will focus on cultural strengths and resilience as well as articulating how intergenerational trauma and refugee and resettlement experiences translate to needs for families.
- Planning the design of an assessment model for children in out-of-home care, including embedding their legal rights to quality care and connection to culture and community. This work will be done in consultation and partnership with multicultural stakeholders, including the Multicultural Services unit and multicultural caseworkers.
- Developing a learning program for practice leaders (Managers Casework and Managers Client Services) that supports them to develop their cultural capability when working with staff and families from a multicultural background. This program will be ready for launch by the end of 2021.
- Developing 'Change Together' for family preservation and early intervention services. One of the eight courses in this program will support practitioners to develop culturally responsive practice for multicultural and Aboriginal families.
- Ensuring the reviews of practice mandates on the Casework Practice intranet site support culturally responsive practice with children, families and communities.
- Exploring further opportunities to share resources and information on the Casework Practice intranet site to strengthen culturally responsive practice with children, families and communities.

Corrective Services NSW

- Promote access to offender programs and services that address criminogenic behaviour.
- Identify relevant culturally competent services that can provide appropriate reintegration support that meet the needs of multicultural offenders.
- Continue partnerships with DAMEC, JewishCare and STARTTS that provide support services specific to Arabic, Vietnamese, Pacific Islander, Jewish and African offenders.
- Increase engagement with multicultural communities to raise awareness about CSNSW priorities and inform policy development.
- Ensure Corrective Services NSW policies and procedures consider the needs of multicultural offenders and their families.
- Continue to support staff access to culturally appropriate training.
- Ensure multicultural offenders and their families can access timely interpreter services and information in relevant community languages.
- Promote and celebrate cultural harmony in the workplace

Staffing initiatives

- Developing and implementing initiatives to improve employment and inclusion outcomes for multicultural employees, as part of our implementation of our *Inclusion Strategy 2021–2025*.
- Developing and launching our new Community Language Allowance Scheme Guidelines and Procedures.
- Continuing to support the rollout of the Multicultural Competence learning program.
- Continuing to develop and provide access to awareness programs that support and build the capabilities of employees who work with clients and colleagues from diverse backgrounds.
- Completing the behavioural analysis review of our workforce diversity survey approaches and methods, and developing new ways to encourage multicultural employees to share their workforce diversity data. For further details of our planned initiatives/programs that support multicultural employees, please refer to Appendix 3.1.2 – Workforce diversity on page 62 of this report.

Information as to the multicultural policies and services plans of any bodies reporting to the Department

N/A

Description of any agreement entered into with Multicultural NSW under the Multicultural NSW Act 2000 and statement setting out progress in implementing any agreement.

DCJ has an ongoing Memorandum of Understanding with Multicultural NSW for the provision of interpreting services in all NSW courts.

3.4.10 Disclosure of controlled entities and subsidiaries

The parent department of DCJ reporting entity in 2020–21 incorporates:

- the employee-related transactions and balances of the NSW Trustee and Guardian (including the Office of the Public Guardian)
- the employee-related transactions and balances of the Legal Profession Admission Board
- the employee-related transactions and balances of the Trustees of the Anzac Memorial Building
- the employee-related transactions and balances of the Legal Services Council
- the employee-related transactions and balances of the Ageing and Disability Commissioner
- Courts and Tribunals
- Corrective Services NSW (including Corrective Services Industries)
- Youth Justice NSW
- NSW Office of Veterans Affairs
- Family and Community Services
- 52.5 per cent of all transactions and balances of Law Courts Ltd by Joint Arrangement.

DCJ as a reporting entity comprises all divisions and clusters under its control as noted above. The DCJ consolidated reporting entity incorporates DCJ parent department and John Williams Memorial Charitable Trust (JWMCT).

John Williams Memorial Charitable Trust

JWMCT is a special-purpose reporting entity. It owns eight properties in NSW which are used to provide respite care and accommodation for children with disability. The net book value of the properties was \$10.3 million with a cash balance of \$1.3 million at 30 June 2021. The cash balance is held in interest-earning facilities and is used to facilitate ongoing maintenance of the properties. JWMCT has no performance targets or measures. Separate financial statements are prepared for DCJ (parent) and JWMCT. The DCJ consolidated financial statements represent DCJ (parent) and JWMCT.

Joint arrangement

The NSW Government has an investment in Law Courts Limited, which is an entity controlled jointly by the NSW Government and the Australian Government and accounted for as a joint arrangement in accordance with AASB 11 Joint Arrangements. 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 joint arrangement, entered into between the NSW Government and the Australian Federal Government, requires the recognition of 52.5 per cent of all revenues, expenses, assets and liabilities of the entity.

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Business hours for divisional head offices are 9am to 5pm.

The total production cost of the DCJ Annual Report 2020-21 is \$5,880.

