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Appendix 1

Attorney General's Department Directory

Aboriginal Justice Advisory Council

Level 16
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8106
Fax: (02) 9228 8109
Executive Officer:
Marcia Ella-Duncan
Email:
marcia_ella-duncan@agd.nsw.gov.au

Administrative Decisions Tribunal

Level 15, 111 Elizabeth St
Sydney NSW 2000
DX 1523 Sydney
Tel: (02) 9223 4677
Fax: (02) 9233 3283
TTY: (02) 9235 2674
Registrar: Cathy Szczygielski

Anti-Discrimination Board

Level 17, Pacific Power Building
201 Elizabeth Street
Sydney 2000
Tel: (02) 9268 5555
Fax: (02) 9268 5500
TTY: (02) 9268 5522
President: Chris Puplick
Email: chris_puplick@agd.nsw.gov.au

Attorney General's Library

Level 6
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7506
Fax: (02) 9228 1269
Director Library Services:
Yvonne Brown
Email:
yvonne_brown@agd.nsw.gov.au

Bureau of Crime Statistics and Research

Level 8
St James Centre
111 Elizabeth Street
Sydney 2000
Tel: (02) 9231 9190
Fax: (02) 9231 9187
Director: Dr Don Weatherburn
Email:
don_weatherburn@agd.nsw.gov.au

Capital Works Unit

Level 16
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8401
Fax: (02) 9228 8568
Director: Bill Brown
Email: bill_brown@agd.nsw.gov.au

Community Justice Centres

Level 8
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7455
Fax: (02) 9228 7456
Director: Margie O'Tarpey
Email:
margie_o'tarpey@agd.nsw.gov.au

Community Relations Division

Level 9
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7484
Fax: (02) 9228 8608
TTY: (02) 9228 7676
Customer Feedback free call
1800 684 449
Director: Lida Kaban
Email: lida_kaban@agd.nsw.gov.au

Compensation Court of NSW

Level 9
John Maddison Tower
86–90 Goulburn St
Sydney 2000
Tel: (02) 9377 5444
Fax: (02) 9377 5470
Principal Courts Administrator:
Giulia Inga
Email: giulia_inga@agd.nsw.gov.au

Executive and Strategic Services

Level 19
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7280
Fax: (02) 9228 7829
Director: Greg Curry
Email: greg_curry@agd.nsw.gov.au

Corporate Human Resources

Level 7
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7516
Fax: (02) 9228 8407
TTY: (02) 9228 7790
A/Director: Marlene Krasovitsky
Email:
marlene_krasovitsky@agd.nsw.gov.au

Corporate Development and Training Unit

Level 14
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7443
Fax: (02) 9228 7422
A/Director: Sarda Nana
Email: sarda_nana@agd.nsw.gov.au

Crime Prevention Division

Level 19
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8307
Fax: (02) 9228 8559
Director: Peter Homel
Email: peter_homel@agd.nsw.gov.au

Criminal Law Review Division

Level 19
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7258
Fax: (02) 9228 7483
Director: Chrissa Loukas
Email:
chrissa_loukas@agd.nsw.gov.au

Crown Solicitor's Office

Level 5
60–70 Elizabeth Street
Sydney 2000
DX 19 Sydney
Tel: (02) 9224 5000
Fax: (02) 9224 5011
Crown Solicitor: Ian Knight
Email: crownsol@agd.nsw.gov.au

District Court of NSW
Executive Office Civil & Criminal
Registries
86–90 Goulburn Street
Sydney 2000
Tel: (02) 9377 5699
Fax: (02) 9377 5873
TTY: (02) 9377 5268
A/Principal Courts Administrator:
John Feneley
Email: john_feneley@agd.nsw.gov.au

Dust Disease Tribunal
John Maddison Tower
86–90 Goulburn Street
Sydney 2000
Tel: (02) 9377 5444
Fax: (02) 9377 5470
Principal Courts Administrator:
Giulia Inga
Email: giulia_inga@agd.nsw.gov.au

Management Services
Level 18
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8457
Fax: (02) 9228 7889
Director: Russell Cox
Email: russell_cox@agd.nsw.gov.au

Industrial Relations Commission of NSW
Level 5
50 Phillip Street,
Sydney 2000
Tel: (02) 9258 0777
Fax: (02) 9258 0700
Registrar: Tim McGrath
Email: tim_mcgrath@agd.nsw.gov.au

Land and Environment Court of NSW
Windeyer Chambers
225 Macquarie Street
Sydney 2000
Tel: (02) 9228 8388
Fax: (02) 9235 3096
Registrar: Megan Greenwood
Email:
megan_greenwood@agd.nsw.gov.au

Law Courts Library
Level 15
Law Courts Building
Queen's Square
Sydney 2000
Tel: (02) 9230 8232
Fax: (02) 9233 7952
Librarian in charge: Lesley O'Loughlin
Email:
lesley_o'loughlin@agd.nsw.gov.au

Law Reform Commission
Level 17
Goodsell Building
8–12 Chifley Square
Sydney 2000
DX 1227 Sydney
Tel: (02) 9228 8230
Fax: (02) 9228 8225
Executive Director: Peter Hennessy
Email: peter_hennessy@agd.nsw.gov.au

Legal Management Service
Level 16
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8433
Fax: (02) 9228 7889
Director: Sian Leathem
Email: sian_leathem@agd.nsw.gov.au

Legal Practitioners Admissions Board
Level 4
ADC House
99 Elizabeth Street
Sydney 2000
DX 602 Sydney
Tel: (02) 9392 0300
Fax: (02) 9392 0315
Executive Officer: Roger Wescombe
Email:
roger_wescombe@agd.nsw.gov.au

Legal Profession Advisory Council
Level 15
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8347
Fax: (02) 9228 8066
Secretary: Maurice Polkinghorne

Legal Representation Office
Level 6
ADC House
99 Elizabeth Street
Sydney 2000
Tel: (02) 9231 0811
Fax: (02) 9231 0814
Director: Christine Nash
Email: christine_nash@agd.nsw.gov.au

Legislation and Policy Division
Level 20
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7108
Fax: (02) 9228 8563
Director: Maureen Tangney
Email:
maureen_tangney@agd.nsw.gov.au

Local Courts (Director's Office)
Level 1
Downing Centre
143–147 Liverpool Street
Sydney 2000
Tel: (02) 9287 7420
Fax: (02) 9287 7900
A/Director: Peter Ryan
Email: peter_ryan@agd.nsw.gov.au

Norimbah Unit
Level 7
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8451
Fax: (02) 9228 8481
Director: Colleen Startics

NSW Law Libraries
Level 6
Downing Centre
143–147 Elizabeth Street
Sydney 2000
Tel: (02) 9287 7749
Fax: (02) 9287 7515
Director Library Services:
Yvonne Brown
Email: yvonne_brown@agd.nsw.gov.au

APPENDICES

Office of the Legal Services
Commissioner
Level 15
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9377 1800
Fax: (02) 9377 1888
Freecall: 1800 882 889
Commissioner: Steve Mark
Email: steve_mark@agd.nsw.gov.au

Office of the Protective Commissioner
Piccadilly Tower
133 Castlereagh Street
Sydney 2000
DX 1335 Sydney
Tel: (02) 9265 3131
Fax: (02) 9261 4305
TTY: 1800 882 889
A/Protective Commissioner:
Ken Gabb
Email: kengabb@opc.nsw.gov.au

Office of the Public Guardian
Piccadilly Tower
133 Castlereagh Street
Sydney 2000
Tel: (02) 9265 3131
Fax: (02) 9261 4305
A/Public Guardian: Ken Gabb
Email: kengabb@opc.nsw.gov.au

Office of the Sheriff
Level 2
Downing Centre
143–147 Liverpool Street
Sydney 2000
Tel: (02) 9287 7263
Fax: (02) 9287 7260
Sheriff: Bruce Kelly
Email: bruce_kelly@agd.nsw.gov.au

Privacy NSW
Office of the Privacy Commissioner
Level 8
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8199
Fax: (02) 9228 8187
TTY: (02) 9228 7676
Privacy Commissioner:
Chris Puplick
Deputy Commissioner:
Catherine Riordan
Email:
catherine_riordan@agd.nsw.gov.au

Professional Standards Council
Level 15
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 8086
Fax: (02) 9228 8563
Secretary: Bernie Marden
Email:
bernie_marden@agd.nsw.gov.au

Public Defenders Office
Level 13
Car Shannon Chambers
175 Liverpool Street
Sydney 2000
DX 11545 Sydney Downtown
Tel: (02) 9268 3111
Fax: (02) 9268 3168
Senior Public Defender:
John Nicholson, SC

Registry of Births, Deaths and
Marriages
191 Thomas Street
Haymarket 2000
Tel: (02) 9243 8555
Fax: (02) 9234 8640
TTY: (02) 9281 9428
Principal Registrar: Trevor Stacey
Email:
trevor_stacey@agd.nsw.gov.au

Reporting Services Branch
Level 8
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7001
Fax: (02) 9228 8420
Director: Barbara Flett
Email: barbara_flett@agd.nsw.gov.au

State Debt Recovery Office
Level 5
130 Elizabeth Street
Sydney 2000
Tel: (02) 9277 6310
Fax: (02) 9277 6363
TTY: (02) 9227 6314
Director: Brian Robertson
Email:
brian_robertson@agd.nsw.gov.au

Supreme Court of NSW
Law Courts Building
Queen's Square
Sydney 2000
Tel: (02) 9230 8111
Fax: (02) 9230 8628
Chief Executive Officer and
Principal Registrar: Nerida Johnston
Email:
nerida_johnston@agd.nsw.gov.au

Victims Services
Level 6
299 Elizabeth Street
Sydney 2000
DX 1272 Sydney
Tel: (02) 9374 3005
Fax: (02) 9374 6400
TTY: (02) 9374 3157
Director: Claire Vernon
Email:
claire_vernon@agd.nsw.gov.au

Victims Compensation Tribunal
Tel: (02) 9374 3111
Fax: (02) 9372 3120
Freecall: 1800 069 054

Victims of Crime Bureau
Tel: (02) 9374 3000
Fax: (02) 9374 3020
Freecall: 1800 633 063

Violence Against Women Specialist Unit
Level 19
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7899
Fax: (02) 9228 8559
A/Executive Officer: Chris Shipway
Email:
chris_shipway@agd.nsw.gov.au

Appendix 2

Statement of Corporate Governance

The policy management, performance and strategies of the Attorney General's Department are coordinated by the Director General reporting to the Attorney General, the Honourable R J Debus, MP.

The Department is structured into a number of business units reflecting the core responsibilities of the Department's service provision to the NSW legal system. The Department has grouped the units into programs to focus operations and planning. Each unit is headed by a Business Centre manager. The executive team meets on a regular basis to plan and monitor the Department's performance.

Commitment to Best Practice

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

Statement of Financial Performance

The 2000–01 financial year will see the introduction of a Service and Resource Allocation Agreement (SRAA) between the Department and NSW Treasury. The SRAA will provide a framework within which future decision-making can be made and will establish performance targets for the Department.

The results of the Department will be monitored by the NSW Treasury on a quarterly basis.

Financial Reporting and Internal Controls

The Department has a three-year internal audit plan, which is reviewed and updated each year. The current plan has been extended for a further 12 months and covers the period up to April 2001. It has both a financial and operational emphasis and is prepared and monitored by the Department's internal auditors, Deloitte Touche Tohmatsu. Key areas of activity covered under the

three-year plan include information technology systems, contract management and tendering, product sales and levy of fees, corporate and business planning, and performance management systems.

The Department has established an Audit Committee comprising three senior managers and myself. The Committee meets quarterly to review progress against the Audit Plan, audit findings, recommendations and management responses.

A system to follow up the implementation of audit recommendations has been introduced.

As part of the Internal Audit Plan, Deloitte Touche Tohmatsu conducted a follow-up review of the 1998–1999 internal audits for the purpose of gaining reasonable assurance that the recommendations highlighted in these audits were responded to in an appropriate manner. The review demonstrated that all major recommendations were implemented or being implemented by Management.

At the end of each financial year I issue a questionnaire to all business centre managers seeking their assurances on a range of issues associated with the preparation of the Department's financial statements and internal controls.

Risk Management

The Department has undertaken a review of its internal controls and risk management based on NSW Treasury's Risk Management Framework and has developed an action plan to further focus the Department's staff on the need to manage business risk in an efficient and effective manner.

The key deliverables will be:

- better allocation of resources;
- increased performance leading to achievement of corporate objectives with less risk;
- more streamlined systems and processes; and
- increased understanding that risk management is each staff member's responsibility.

Standards of Behaviour

The Department ensures that its staff adheres to its Code of Conduct.

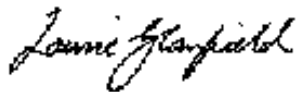
In addition, the Department has developed a best practice fraud and corruption prevention strategy.

These documents cover such matters as relations with the public, Government and fellow staff, public comment, fairness and equity, the use of confidential information, the disclosure of financial and other private interests and relations with the Ombudsman and the independent Commission Against Corruption.

Statement of Responsibility

The Director General, senior management and other employees have put in place an internal control process designed to provide reasonable assurance regarding the achievement of the Department's objectives. The internal audit function conducts a program of review to assess these controls. The Department has recently commenced implementation of the Control Self-Assessment to enable improved management of risks within the Department and to increase staff awareness.

To the best of my knowledge, this system of internal control has continued to operate satisfactorily during the financial year ended 30 June 2000.



Laurie Glanfield
Director General

Appendix 3

Royal Commission into Aboriginal Deaths in Custody

Since 1996, the Attorney General's Department has had primary responsibility for preparing the annual report of the NSW Government on the Implementation of the Recommendations of the Royal Commission into Aboriginal Deaths in Custody.

The Department has, to date, produced reports for the following periods:

- 1995–96;
- 1996–97; and
- January 1998–December 1999.

During the 1999–2000 reporting year, the NSW Aboriginal Justice Advisory Council undertook an evaluation of the NSW Government

implementation of Royal Commission recommendations. As a result of this evaluation, the Government has approved the development of an Aboriginal Justice Plan which will take over from the annual reporting process on Royal Commission recommendations.

The Plan includes commitments made at the National Ministerial Summit into Indigenous Deaths in Custody by each State and Territory (except Northern Territory). The Royal Commission recommendations will also be incorporated into the plan.

Appendix 4

Enterprise Industrial Relations

Union Representation

The staff of the Attorney General's Department are represented by two main associations – the Public Service Association and the Media, Entertainment and Arts Alliance. The Australian Salaried Medical Officers' Federation (NSW) represents the Medical Specialist attached to the Compensation Court.

The Department has established a Peak Consultative Committee (PCC) comprising senior officers of the Department and representatives of the two main associations. The PCC meets every three months.

Matters impacting on individual business centres are generally dealt with through local consultative committees.

Crown Employees (Public Sector-Salaries January 2000) Award

The Crown Employees (Public Sector-Salaries June 1997) Award expired on 31 December 1999. It was replaced by a new consent award, the Crown Employees (Public Sector-Salaries January 2000) Award, which was ratified in the Industrial Relations Commission of NSW on 21 March 2000. This award will expire on 31 December 2001.

Under the award salaries were increased by 2 per cent from 1 January 2000 and will be increased by a further 2 per cent from 1 January 2001. The parties also signed a Memorandum of Understanding (MOU) outlining their commitments under the award which, if fulfilled, will allow further salary increases as follows:

1 January 2002	3%
1 January 2003	4%
30 June 2003	5%

These latter increases will be made under another award and only 2 per cent of each increase will be funded by Treasury. The balance of the increases, i.e. 6 per cent, will be funded from savings generated from workplace reform, both sector-wide and in individual agencies, which are negotiated with the relevant unions. These savings will be identified during the life of the current award.

Five key sector wide priorities are identified in the MOU. These are:

- Service Delivery;
- Review the Legislative and Employment Framework;
- Advance NSW as a Digital State;
- Continue Corporate Service Reform Efficiencies; and
- Modern Structures and Pay Systems.

In terms of action to be taken by agencies, it is expected that the Department will:

- prepare a draft management agenda (for later discussion with the relevant union/s) that delivers efficiency benefits of sufficient value to fund the unfunded component of the wage increases;
- give consideration to workplace reform and service delivery enhancement initiatives;
- give consideration to the short, medium and long term objectives of the agenda;
- acknowledge savings generated from these proposals over the first year of implementation and subsequent years; and
- forward a brief outline of the management agenda to the Public Sector Management Office by 31 March 2000.

In addition to new initiatives to be formally identified, the Department will continue to progress the initiatives already commenced and reported upon in previous years:

- use of productivity and other measures;
- extension of performance management across the entire Department;

- introduction of competency based training; and
- implementation of joint strategies to reduce workers compensation costs.

Crown Employees (Senior Officers Salaries 2000) Award
Although formal advice has yet to be received to this effect, it is expected that a new Crown Employees (Senior Officers Salaries 2000) Award will be made in similar terms to the Crown Employees (Public Sector-Salaries January 2000) Award. The current award covers officers in receipt of salaries above that paid to Administrative and Clerical Officers, Clerk, Grade 12, but not members of the Senior Executive Service.

The purpose of the Senior Officer classification is to provide additional capacity for the NSW Public Service to recognise work value of non-Senior Executive positions. The Department has established 13 positions of Senior Officer Grade 1, and one position of Senior Officer Grade 2 under the award.

Corporate Services Review

Continuing Corporate Services Reform has been identified as a service-wide priority under the MOU signed earlier this year pursuant to the Crown Employees Award. It is expected the Corporate Services Reform Unit of the Premier's Department will continue to coordinate a Corporate Services Review across the Public Sector. Under the review the Department will be expected to identify potential savings across a broad range of corporate service areas with specific attention to:

- purchasing and procurement;
- property management;
- human resource management and processing;
- financial management and account processing;
- information management and technology; and
- general administration.

The potential savings identified will be included in the Department's Management agenda to be provided to the PSMO (see above).

Flexible Working Hours

Crown Employees (Public Service Conditions of Employment 1997) Award

The Crown Employees (Public Service Conditions of Employment 1997) Award was ratified on

28 October 1997 and contains conditions relating to hours of duty, allowances, leave, trade union activities, shiftwork and overtime. Under Clause 10 of the award, local arrangements may be negotiated between the Department Head and the relevant trade union in respect of the whole of a department or part of a department.

A trial of a flexible working hours scheme, in accordance with Clause 10 of the award, has commenced in the Office of the Protective Commissioner and Public Guardian. Negotiations are also continuing on the development of guidelines to allow for the extension of flexible working hours schemes across the Department.

Negotiations have commenced with the PSA to develop a framework for changes to flexible working hours which meets the needs of staff and clients.

Contentious Issue

Leave Reconciliation

With the implementation of the *Aurion Human Resource Management System* in 1997, all leave data from the former *Millennium Human Resource Management System* was electronically migrated. This resulted in the detection of a number of inaccuracies.

An audit of all leave records was therefore undertaken. The extent of the inaccuracies was ascertained and a structured reconciliation process commenced.

Appendix 5

Year 2000 Project Progress Report

The Attorney General's Department sought and was provided a Capital allocation of \$4.8 million to address the Y2K issue which was fully expended. There were no significant issues raised during the 31 December 1999 to 1 January 2000 roll over period nor during the subsequent roll over from 20 February 2000 to 1 March 2000 period. The Department achieved its anticipated objective of no disruption to the delivery of services to its clients.

The Department embarked on an extensive awareness and education campaign to ensure staff were appraised of the Year 2000 project impact and progress and to provide helpful information to assist them both at the workplace and at home. Major projects were initiated across the

Department to identify test and rectify applications for Year 2000 readiness

The Year 2000 issue had the potential to disrupt operations in a broad range of areas. Projects were initiated across the Department to address the Year 2000 issue in major applications such as the Jury Roll and Courtnet Systems along with environments such as wide and local area networks, Lotus Notes business applications, the desktop environment, voice communication networks and building services. Contingency plans were completed to address the Year 2000 roll over period and extensive plans developed within business units to address business continuity planning.

In line with the Information Technology guidelines, the Department took a "business as usual" approach to the Year 2000 roll over and this was achieved.

Appendix 6

Leave Liabilities

Leave Liabilities as at 30 June 2000:

Recreation leave	\$15,844,832
Long service leave	\$62,466,936

Appendix 7

Movements in Employee Wages

Crown Employees (Public Sector-Salaries January 2000) Award

The Crown Employees (Public Sector-Salaries June 1997) Award expired on 31 December 1999 and was replaced by a new consent award, the Crown Employees (Public Sector-Salaries January 2000) Award. This Award was ratified in the Industrial Relations Commission of NSW on 21 March 2000 and will expire on 31 December 2001.

Under the award, salaries were increased by 2 per cent from 1 January 2000 and will be increased by a further 2 per cent from 1 January 2001. The parties also signed a Memorandum of Understanding outlining their commitments under the award which, if fulfilled, will allow further salary increases as follows:

1 January 2002	3%
1 January 2003	4%
30 June 2003	5%

These latter increases will be made under another award and only 2 per cent of each increase will be funded by Treasury. The balance of the increases, i.e. 6 per cent, will be funded from savings generated from workplace reform, both sector-wide and in individual agencies, which are negotiated with the relevant unions. These savings will be identified during the life of the current award.

Senior Officers

The Crown Employees (Senior Officers Salaries 1997) Award was included in Schedule A of awards to be varied under the Crown Employees

(Public Sector-Salaries January 2000) Award.

The current award covers officers in receipt of salaries above that paid to Administrative and Clerical Officers, Clerk, Grade 12, but not members of the Senior Executive Service.

The purpose of the Senior Officer classification is to provide additional capacity for the NSW Public Service to recognise work value of non-Senior Executive positions. The Department has established 13 positions of Senior Officer Grade 1, and one position of Senior Officer Grade 2 under the award.

Appendix 8

Consultants

The following table shows total project costs and expenditure for the reporting period of 1 July 1999 to 30 June 2000 for the engagement of consultants over \$30,000:

Details of Consultant Project Business Centre	Forecast Project Cost	Expenditure for 1.7.1999 to 30.6.2000
Births Deaths & Marriages, Registry of		
1. JJ Solutions BDM Access policy Project	\$37,500	\$37,500
Crime Prevention Division		
2. ARTD Management and Research Consultants Evaluation of Young Offender Mentoring Program	\$119,880 (over 3 years)	\$30,000
Crown Solicitors		
3. Strategic Business Consulting Pty Ltd Integration of Information Management Systems	\$54,288	\$2,352
Corporate Human Resources		
4. Hinds Workforce Research Employee survey and HR strategic plan	\$98,000	\$9,095
Financial Services		
5. Deloitte Touche Tohmatsu GST Implementation	\$301,855	\$317,210
6. Professional Advantage GST Implementation	\$86,000	\$89,700
Information Technology Services		
7. CV Services International P/L Jury roll support and customisation	\$72,413	\$72,413
Legal Representation Office		
8. Shirley Consulting Engineering Pty Ltd Legal representation for families of victims at the Thredbo landslide inquest	fee for service	\$43,196
9. Murray Low Consultants Pty Ltd Legal representation for families of victims at the Thredbo landslide Inquest	fee for service	\$1,530

Details of Consultant Project Business Centre	Forecast Project Cost	Expenditure for 1.7.1999 to 30.6.2000
Management Services		
10. Opticon Corporate Process Redesign	\$88,400	\$88,400
11. Deloitte Touche Tohmatsu Review of State Debt Recovery Office	\$34,500	\$27,000
12. Arthur Andersen Review of the Office of the Protective Commissioner	\$69,000	\$69,000
Violence Against Women Specialist Unit		
13. Horizon Public Relations Pty Ltd Community Education Campaign	\$33,000	\$11,000
14. Jameson Bowers and Comer Pty Ltd Community Education Campaign	\$200,000	\$42,470
Total expenditure for the reporting period of 1 July 1999 to 30 June 2000 for the engagement of consultants over \$30,000		\$840,866
Total expenditure for the reporting period of 1 July 1999 to 30 June 2000 for the engagement of consultants under \$30,000 (representing 19 consultancies)		\$235,282
TOTAL		\$1,076,148

Appendix 9

Contractors

The Department presently contracts out many activities, in whole or in part, consistent with the Government's current Service Competition Policy.

A significant number of contracts (127) valued in excess of \$50,000 were in place during the year. These include functions such as information technology, database development, capital works,

postal services, fleet management, payroll services and GST implementation.

The value of contracts over \$50,000 in 1999–2000 totalled \$33,669,716 compared to \$28,278,374 in 1998–99.

The Department is committed to the adoption of further opportunities for contracting out services which represent benefits and savings to the Department.

Appendix 10

Overseas Travel

Name & Position	City/Country Visited	Purpose of Trip	Duration of Visit	Total Travel Cost	Funds Source	Private Travel
Dr Paul Niall , Chief Medical Officer, Compensation Court	Cambridge, UK Manchester, UK	Conferences	3.7.99 to 15.7.99	\$10,831 Expenses	Comp. Court Fees – Examiners Account	nil
Chris Puplick , Privacy Commissioner	London, UK Brussels	Meetings	14.6.99 to 10.7.99	\$2,000	Privacy NSW	nil
Catherine Riordan , Director, Legal Management Service	Brussels	Conference	22.8.99 to 3.9.99	\$5,322	Legal Management Service	28.8.99 to 29.8.99
Graham Austin , Special Projects Manager, Births, Deaths & Marriages	Germany	Site visit	2–9.9.99	\$4,430	BDM	nil
Peter Hennessy , Executive Director, Law Reform Commission	Kuala Lumpur, Malaysia	Conference	10–20.9.99	\$3,757	Law Reform Commission	17.9.99
D B Armati , Chairman, Licensing Court of NSW	Kuala Lumpur, Malaysia	Meetings	13–24.9.99	\$0	Commonwealth Magistrates and Judges Association	22–24.9.99
Julia Haraksin , Coordinator, Disability Strategic Plan	London, UK Los Angeles, USA	Meetings	24–25.9.99	\$400	Corporate Human Resources	1.8.99 to 23.9.99
Prof. Reg Graycar , Commissioner, NSW Law Reform Commission	USA and Canada	Meetings	29.9.99 to 26.10.99	\$2,200	LRC	4–14.10.99
Maurice Polkinghorne , Secretary, LPAC	Los Angeles, USA	Conference	31.10.99 to 8.11.99	\$5,763	LPAC	nil
D B Armati , Chairman, Licensing Court of NSW	South Africa	Meetings	9.11.99 to 15.11.99	To be met by CMJA	CMJA	nil
Dr Don Weatherburn , Director, BOCSAR	Toronto, Canada	Conference	16.11.99 to 26.11.99	\$8,730	BOCSAR	nil
Judge G Murrell , Senior Drug Court Judge, Drug Court NSW	Vienna	Working group	6.12.99 to 10.12.99	To be met by UNODCCP	Drug Court of NSW	nil
Mr W J Darwen , Public Trustee & Mr P Whitehead , General Counsel	Singapore	Conference	17.4.00 to 19.4.00	\$4,480	Public Trustee's Office	nil
Chris Puplick , President, Anti-Discrimination Board	New Delhi, India	Conference	6.3.00 to 10.3.00	To be met by conference organisers	To be met by conference organisers	nil

Name & Position	City/Country Visited	Purpose of Trip	Duration of Visit	Total Travel Cost	Funds Source	Private Travel
John Le Breton, Director, OPG	Singapore	Conference	17-19.4.00	\$3,083	OPC	nil
Alnoor Nasser, Snr Tech. Officer, Reporting Services Branch	Las Vegas and Virginia, USA	Conference	5-15.4.00	\$5,062	RSB	nil
Prof. Reg Graycar, Commissioner, NSW Law Reform Commission	New York, USA	Conference	26.4.00 to 28.4.00	\$1,760	LRC	21.4.2000 to 25.4.2000 and 29.4.2000 to 2.5.2000
Justice R O Blanch, Chief Judge, District Court	New York, Dublin, Portland, London	Take evidence	29.4.00 to 26.5.00	\$4,048	District Court	nil
M G Sexton, Solicitor General	New York, USA	Conference	2.7.00 to 7.7.00	\$13,860	Solicitor General's Office	nil
Glenbrook Inquiry – Judge McInerney, Norm Thompson, Norm Thompson, Manager Transport Safety Bureau, David Cowan, Counsel Assisting, Chris Barry QC	London, UK Paris, France Oslo, Norway Amsterdam, Netherlands Frankfurt, Germany Ottawa, Canada	Meetings and official visits	10.6.00 to 22.7.00	\$98,265	Treasury	nil

Appendix 11

Senior Executive Service

Anet, Peter BA, LLB
Deputy Crown Solicitor

Cox, Russell B Com.
Director, Management Services

Curry, Greg Executive MBA,
B.App.Sc.(Mathematics), M.Stats.,
Director, Executive and Strategic Services

Flett, Barbara BA(Hons), MBA
Director, Reporting Services Branch

Gabb, Ken* LLB
Practice Manager, Crown Solicitor's Office

Glanfield, Laurie BA, LLB(Hons)
Director General

Grant, Bill LLB
Deputy Director General

Hennessy, Peter LIB (WA), B Ec. (ANU)
Executive Director, Law Reform Commission

Homel, Peter BA(Hons) (Psychology), MA
(Latin American Studies)
Director, Crime Prevention Division

Inga, Giulia BA, LLB
Principal Courts Administrator Compensation
Court

Johnston, Nerida LLB
Chief Executive Officer, Supreme Court

Kaban, Lida Dip. Law (BAB)
Director, Community Relations Division

Knight, Ian BA, LLB
Crown Solicitor

Kuti, Andrew BEc, CPA, ASIA
Director, Financial Services Branch

Le Breton, John
Director, Office of the Public Guardian

McGrath, Timothy LLB
Principal Courts Administrator/Industrial
Registrar, Industrial Relations Commission

Mark, Steve LLB
Legal Services Commissioner

O'Toole, Philip
Director, Estate Management, Office of the
Protective Commissioner and Public Guardian

Puplick, Chris BA(Hons), MA
President Anti-Discrimination Board

Robertson, Brian B Com.
Director State Debt Recovery Office

Ruse, Paul LLB
Regional Coordinator, Northern Region, Local
Courts

Ryan, Peter** Dip. Law (BAB)
Deputy Director, Local Courts

Stacey, Trevor
Registrar, Registry of Births, Deaths and Marriages

Tangney, Maureen BA, LLB
Director Legislation and Policy

Vernon, Claire B Social Work
Director, Victims Services

Weatherburn, Don BA(Hons) (Psychology),
Ph.D
Director, Bureau of Crime Statistics and Research

Feneley, John
Principal Courts Administrator, District Court

** Acting as Protective Commissioner and Public
Guardian*

*** Acting as Director Local Courts*

Statement of Performance

Laurie Glanfield
Director General
SES Level 7 (\$265,410 p.a. plus \$18,000
performance payment*)

During 1999–2000, the Director General continued his commitment to improving court services in NSW, with the development of the *Strategic Framework for Court Services 2000–2004*, in consultation with the Heads of Jurisdictions, Principal Courts Administrators and other Business Centre Managers. The Framework identifies key priorities and initiatives planned for the courts and the Department and will serve as a guide to driving reforms in court and tribunal services in NSW.

The plan includes the implementation of *Model Key Performance Indicators for NSW Courts* which have been developed and published. The indicators are intended to provide a simple, clear and comprehensive picture of court performance thereby assisting in the allocation of resources and the planning of initiatives to reduce delays.

The Director General has also continued to champion process re-engineering, with a particular focus on improvements in court processes to reduce delays. A number of significant gains have been made, for example:

- Listing practices in the District Court have been improved following the introduction of a List Judge and improved consultative mechanisms. New listing practices have also been adopted to reduce the rate of cases not reached. Criminal time standards commenced in the District Court Sydney West in January 2000.
- A streamlined method of Criminal Listing of Summary Matters has been successfully piloted.
- A streamlined process for handling paper flow in relation to appeals between the Local Court and the District Court has been settled and will be implemented by December 2000.
- Strategies to improve in-court procedures and practices to assist people with disabilities have been incorporated into the Department's *Disability Strategic Plan 2000–2002*.
- Agreement has been reached with the Chief Magistrate to implement more flexible sitting hours, staggered listing in the criminal jurisdiction and a review of country circuits to ensure optimum use of magistrates' time.

Advances have been made in the use of technology in courts. Two technology court rooms were installed in the District and Supreme Courts, featuring facilities for video-conferencing, document management and real time computer assisted transcription. These technologies were utilised in the Thredbo Inquiry and the Glenbrook Rail Inquiry. Remote witness facilities (Closed Circuit TVs) have been implemented in 59 courts making a total of 94 systems in 62 courthouses.

Client service was also enhanced through the Department's website, *LawLink*. The value of the site is particularly evident in the huge growth in usage. Last calendar year, *Lawlink NSW* registered a six fold growth in the number of pages viewed per month (from 220,000 to 1.2 million; and for the month of April this year, over 1.9 million pages were viewed). The site has been regularly rated as one of the top three legal websites in Australia and is the most popular NSW Government site. Over 75 per cent of *LawLink's* customers are from within Australia and, based on the *LawLink NSW* feedback survey, over 23 per cent of customers are from within rural and regional NSW.

Lawlink NSW has been improved and expanded to better meet customer needs: *CaseLaw NSW* now contains over 4,000 judgments from the NSW Supreme Court, Court of Appeal, Court of Criminal Appeal, Land and Environment Court, Industrial Relations Commission and Administrative Decisions Tribunal. Recently a history of the NSW legal system was added for students and historians and DVLink was in March 2000 providing an online resource for professionals working in the domestic violence sector.

Commitment to improving physical access to Departmental services was a strong focus over the year. Dedicated accessible parking facilities are now provided at 110 courts across the State. Major improvements aimed at promoting access to our buildings and services were also completed at the Industrial Relations Commission, the John Maddison Tower and a number of Local Courts. In addition, two District Court court rooms now provide access for people with disabilities to fully participate in the judicial process including participation as a jury member. A new courthouse was completed at Toronto and extensions to court facilities at Waverley and Bega and the refurbishment of Court 3 at Darlinghurst were also completed. Conservation and maintenance works were also undertaken at a number of other locations. A range of security enhancements were undertaken at the courts including works to complete installations of duress alarms at all courts.

A number of initiatives have been developed and implemented in partnership with key agencies in accordance with government directives arising from the NSW Drug Summit. A *Drug Crime*

Diversion Program has been established and an evaluation of the Adult Drug Court is under way. The Youth Drug Court and the Lismore Court Magistrates Early Intervention Trial have also commenced.

Significant reforms in many areas of the law have been undertaken over the course of the year. These include:

- *Criminal Procedure (Sexual Assault Communication Privilege) Act 1999*, which clarified and expanded the privilege that could be claimed with respect to the confidences given and received in the course of sexual assault counselling.
- *Local Courts Amendment (Part-Time Magistrates Act) 1999*, which amended the *Local Courts Act 1982* to make specific provision for the appointment of part-time magistrates.
- *Professional Standards Amendment Act 1999*, which provides that a limited liability scheme which has been approved by the Professional Standards Council can provide for members of an occupational association to opt out of the scheme.
- *Crimes and Courts Legislation Amendment Act 1999* to create the offences of intimidatory use of vehicles and vessels and “offences involving prostitution” and to allow the Young Offenders Act 1997 to be applied as an alternative to the issuing of penalty notices in certain circumstances.
- *Electronic Transactions Act 2000*, which facilitates electronic commerce and provides for the authentication of digital signatures.
- *Evidence (Audio and Visual Links) Amendment Act 2000*, which allows for evidence to be taken by video link.
- *Protected Estates Amendment (Investment) Act 2000*, which amends the investment powers of the Office of the Protective Commissioner in light of the amendments to the Trustee Act 1925 introducing the prudent person rule.
- *Supreme Court Amendment (Referral of Proceedings) Act 2000*, which permits proceedings in equity to be referred to arbitration and for proceedings (other than

criminal proceedings) to be referred to mediation or neutral conciliation without the consent of the parties.

- *Victims Compensation (Amendment) Act 2000*, which contains amendments arising from the recommendations of the Parliamentary Joint Select Committee on victims compensation.
- *Legal Profession Amendment (Solicitors Mortgage Practices) Act 2000*, which reviews the legislative provisions relating to the regulation of solicitors’ mortgage practices.
- *Anti-Discrimination Amendment (Carers’ Responsibility) Act 2000*, which prohibits discrimination on the basis of family responsibilities.
- *Administrative Decisions Tribunal Amendment Act 2000*, which merges further tribunals into the Administrative Decisions Tribunal (ADT) and confers jurisdiction on the ADT with respect to surveyors and architects and creates a revenue division.

The Director General has continued to foster a culture of effective leadership and a productive, motivated workforce throughout the organisation.

More than 170 managers attended two-day conferences designed to enhance their leadership skills. Bi-monthly senior managers’ meetings and managers’ forums were conducted throughout the year and staff continued to receive a monthly newsletter.

An employee survey of staff satisfaction and motivation was conducted in October 1999. The information gathered has been used to develop corporate and business centre plans, including a Human Resources Strategy focusing on improvements to merit recruitment and selection practices, career planning, work exchange/placement, performance planning and development, rewards and recognition and management and leadership development.

To facilitate communication within the organisation a Department wide Intranet site, *InfoLink*, was developed. The new service provides staff with a central point of access to information and services from any point on the Department’s wide area network. It incorporates an online searchable phone book for the Department, access

to current legislation and *CaseLaw*, up to date policies, procedures and circulars, as well as general news and information items to enhance a sense of community among staff. *InfoLink NSW* now has between 1,800 to 2,000 individual staff members visiting the site each month (from a total of 2,700 staff with access to the Intranet), with over 189,500 pages viewed in *InfoLink NSW* in May 2000 alone.

Greater access to both business applications and communication facilities has been provided for Local Courts staff. Seventy metropolitan and regional courts have Local Area Networks and all NSW magistrates now have Internet capable laptops. New Intranet connections were also provided to 70 Local Courts and the offices of 17 Violence Against Women Regional Specialists.

The Department remains in a sound financial position in accordance with expected results.

In the year ahead the Director General will further advance key client service and corporate reform initiatives and continue to build a flexible, client focused organisation with a motivated, skilled and productive workforce.

Ian Knight
Crown Solicitor
SES Level 6 (\$210,985 p.a. plus \$7,000 performance payment*)

During the year the Crown Solicitor prepared or supervised the preparation of numerous and diverse legal advisings for clients including advisings relating to Pauline Hanson's One Nation party, the Police Commissioner's contract of employment, the City of Sydney Council Election, the Aboriginal Land Council Election, production of documents to the Legislative Council, affordable housing, racial vilification and the Internet, employment screening, additional entitlements of members of Parliament, Codes of Conduct for Parliamentarians, class actions against tobacco manufacturers, the Parliamentary Review of the Protected Disclosures Act 1994 and the Nutrasweet litigation.

The Crown Solicitor provided a number of advisings to the Auditor General pursuant to s. 33 of the Public Finance and Audit Act 1983 and they are annexed to his reports to Parliament.

The Crown Solicitor appeared as a witness before a Legislative Council inquiry into the provision for certain payments to the Police Commissioner in his contract of employment. The Crown Solicitor had provided an advising to the Auditor General which addressed the validity of the contractual provisions.

An inter-departmental committee, to which the Crown Solicitor was appointed, was established to examine litigation against tobacco manufacturers to recover costs incurred in treating diseases caused by exposure to tobacco products. The Standing Committee of Attorneys General has referred the possibility of such litigation to Australian and New Zealand Crown Solicitors for examination. The Crown Solicitor has been appointed to a Working Group which has had meetings in Brisbane and Sydney.

The Crown Solicitor attended the annual conference of Australian and New Zealand Crown Solicitors in Hobart.

During the year the Crown Solicitor changed the format of legal advisings for the greater assistance of clients.

The Crown Solicitor continued to edit the Client Newsletter which is distributed approximately every two months to clients and State officials to inform them of recent decisions and legal developments. Very positive feedback is being received in relation to the service provided by the Client Newsletter. During the year the Crown Solicitor updated its appearance and changed the format to make it easier to read.

In the absence of the Practice Manager, who is acting as the Protective Commissioner and Public Guardian, the Crown Solicitor had to assume a greater involvement in the administration of the CSO during the year.

The CSO continued to operate successfully on a commercial basis and has achieved a provisional operating surplus of \$721,480 which should result in a dividend of \$505,000 being paid to Treasury.

The Crown Solicitor has driven performance planning and development in the CSO. The position has now been reached that all solicitors have had personal plans prepared which identify the accountabilities of their positions and the

required outcomes. Training and Development plans have been prepared to assist each solicitor with job performance and career development. As part of this exercise the Crown Solicitor supported and encouraged the second annual staff organised CSO conference which this year focused on career development.

The employment of solicitor advocates in the CSO to provide cost effective advocacy services for clients in appropriate matters has been a project driven by the Crown Solicitor and this year saw the appointment of three solicitor advocates who will appear primarily in matters involving criminal, public interest immunity, employment and tort law.

The Crown Solicitor also drove the preparation of a CSO *Staff Policies and Procedures Manual* which has now been published. This manual should greatly assist new and existing staff with policies and procedures applying across the CSO.

Ken Gabb

Acting Protective Commissioner and Public Guardian (since 22 December 1999)
Acting SES Level 5 (\$152,670 p.a.)

During the second half of 1999–2000 the OPC identified the following six projects as matters of high priority:

1. introduction of the prudent person principle;
2. review of fees charged;
3. implementation of a new structure;
4. implementation of the GST requirements;
5. implementation of internal audit and fraud prevention review recommendations; and
6. development of improved information technology applications.

Each of these projects has continuing importance in 2000–01.

1. Introduction of the prudent person principle

The OPC has committed itself to the provision, by the year 2001, of appropriate investment options for those clients who may benefit from more diversified investments. In 1999–2000 significant steps were taken towards the achievement of this goal. Financial forecasts for over 4,000 of the OPC's 7,100 clients were developed in the latter

part of 1999–2000. These forecasts account for more than 80 per cent of liquid funds under OPC management. It is anticipated the remaining forecasts will be completed before the end of this calendar year.

The creation of a financial planning unit within the OPC was approved by the Director General in May 2000 and recruitment action commenced.

A tender was issued for the acquisition of new financial management applications to support a diversified investment strategy. Implementation of the chosen application is also scheduled for completion before the end of this calendar year.

2. Review of fees charged

As a result of a Performance Audit Report on our Complaints and Review Processes by the Audit Office in September 1999, the OPC commenced a review of the fees it charges for services.

In accordance with two of the report's recommendations, the OPC will use the fee review as the foundation for becoming fully reliant for its funding on its prescribed fees, which are to be regularly reviewed by an independent body for reasonableness and justification.

The review is scheduled for completion before the end of 2000.

3. Implementation of a new structure

A restructure process commenced in March 2000 with the seeking of OPC staff input and culminated in a draft proposal being submitted to the Director General at the end of June.

4. Implementation of the GST requirements

The OPC Goods and Services Tax (GST) implementation team, with the assistance of Deakin Consulting, worked throughout the 1999–2000 year to ensure that OPC was ready for the introduction of the GST. The work of the implementation team was rewarded on 28 June 2000, when the Federal Treasurer released his determination that the management fees charged by OPC would not be subject to the imposition of the GST. This outcome, which was pursued strongly by OPC's implementation team after initial rejection, represents a significant measure of taxation relief for OPC's clients because OPC's management fees do not have to be increased to include a GST component.

5. Review of internal audit and fraud prevention
Early in 2000, the Attorney General's Department commissioned Arthur Andersen to review internal audit and fraud prevention policies and procedures within OPC. The review was prompted by the discovery by OPC of fraud by two OPC officers. The final report was provided to OPC in May. The review recommendations were accepted by OPC and an implementation plan was agreed. In conjunction with the ICAC, a course in the principles of ethical practice ("Conduct Becoming") was developed for all staff. The OPC executive was briefed and senior staff attended the course in June. Other staff will attend the course in the early months of 2000-01. Other review recommendations will be implemented during 2000-01.

6. Development of improved information technology applications

Steady progress was made during 1999-2000 with the adoption of a contemporary computing environment (NT/SQL) to replace OPC's aged proprietary Client Information System. Modules to streamline the payment of cheques and allowances and an improved diary facility were implemented.

* Criteria for determining performance payments:

- Provide Director General/Minister with frank advice that is relevant, accurate and timely.
- Keep Director General/Minister fully informed on critical or agreed matters within the business centre.
- Manage key interfaces affecting the business centre/Department (major customer groups, e.g. stakeholders, other agencies).
- Ensure the actions and policies of the business centre/Department accord with Departmental/Government directions and facilitate policy coordination and cohesion between business centres and other government agencies.
- Ensure legislative and statutory compliance within business centre.
- Ensure that good employment principles and practices operate within the business centre and that people management reflects equity and occupational health and safety principles.
- Maintain effective corporate, personnel, financial and performance management

planning and reporting within the business centre/Department.

- Deliver specific projects and programs within agreed financial and staffing resource level.
- Ensure satisfactory introduction and operation of internal controls and reporting within the business centre/Department.
- Personal contribution made to the overall organisational achievement (value added).

Appendix 12

Guarantee of Service and Code of Conduct

Guarantee of Service

The Attorney General's Department comprises 39 business units grouped into eight program areas.

The Department's Corporate Plan provides an overview of client service objectives and outcomes by program areas. Key performance indicators including accountability measures are incorporated into business unit plans and Guarantees of Service.

Guarantees of Service are produced by all relevant business units. The Department will continue to review its service standards, including Guarantees of Service, regularly.

Code of Conduct

The Attorney General's Department has a Code of Conduct which was issued in March 1997. The Code is currently under review to ensure it accurately reflects community and Departmental expectations of ethical conduct and behaviour of employees and service providers of the Department. The review will also ensure the Code remains relevant and appropriate to the operations of the Department. Copies of the March 1997 Code of Conduct are available from the Department's website.

Appendix 13

Statutory Appointments and Committees

Membership of Statutory Bodies

Legal Practitioners Admission Board

Bill Grant, Deputy Director General (Member)

Public Purpose Fund

Laurie Glanfield, Director General (Trustee)

Privacy Advisory Committee

Chris Puplick, Privacy Commissioner, Bill Grant, Deputy Director General

Membership of Significant Inter-Departmental and External Committees

Advisory Council of the Offices of the Protective Commissioner and Public Guardian

Acting Protective Commissioner and Public Guardian, Ken Gabb and Director, Office of the Public Guardian, John Le Breton

Ageing & Disability Inter-Departmental Committee

Marianne Curtis, Manager Victims of Crime Bureau

Apprehended Violence Legal Issues Coordinating Committee (AVLICC)

Tracey Hales, Crime Prevention Division

Australian Law Reform Commission Review of the Adversarial System of Litigation – Costs Working Group

Steve Mark, Legal Services Commissioner

Community Drug Action Strategy Working Party

Chris Shipway, Crime Prevention Division

Community Drug Information Strategy Working Party

Chris Shipway, Crime Prevention Division

Connect NSW E-commerce Committee

Trevor Stacey, Registrar, Registry of Births, Deaths and Marriages (Chair)

Court Security Operations Committee

Bruce Kelly, Sheriff, Reg Kruit, Regional Manager, Sydney North; and Brian Murray, Policy Officer – Security

Department of Corrective Services Women's Advisory Group

Maggie Smyth, Manager Legal and Policy, Anti-Discrimination Board

Department of Transport's Accessible Transport Working Group

Eric Poulos, Senior Policy Officer, Anti-Discrimination Board

Department of Women: Transgender Policy Working Party

Chris Puplick, President, Anti-Discrimination Board

Ethnic Affairs Commission Inter-Agency Group on Racism

Chris Puplick, President, Anti-Discrimination Board

HIV/AIDS Dementia State-wide Steering Committee

John Le Breton, Director, Office of the Public Guardian

Illawarra Aboriginal Interagency

Nick Juarex, Education Officer, Anti-Discrimination Board

NSW Drug Courts Trial Monitoring and Evaluation Committee

Peter Homel, Director, Crime Prevention Division

Interdepartmental Committee on People with an Intellectual Disability and the Criminal Justice System

John Le Breton, Director, Office of the Public Guardian

Inter-jurisdictional Committee on Guardianship and Administration

Acting Protective Commissioner and Public Guardian, Ken Gabb

Justice Agencies Web Committee

Mark Burdack, Manager, Electronic Services

Legal Aid Review Committee

Nerida Johnson, Chief Executive Officer, Supreme Court and David Norris, Senior Solicitor, Crown Solicitors Office

Law Courts Limited

Nerida Johnson, Chief Executive Officer, Supreme Court

Law Society of NSW Arbitration Liaison Committee

Nerida Johnson, Chief Executive Officer, Supreme Court

Ministerial Advisory Council on Alcohol, Tobacco and Other Drugs (NSW)

Chrissa Loukas, Director, Legal Representation Office

National Anti-Crime Strategy Senior Officers Group

Peter Homel, Crime Prevention Division

National Sub-committee Australasian Registrars

Trevor Stacey, Registrar, Registry of Births, Deaths and Marriages

National Crime Statistics Advisory Group and National Court Statistics Advisory Group

Manager, Statistical Services Unit, Bureau of Crime Statistics and Research

NSW Council on Violence Against Women

Peter Homel, Director, Crime Prevention Division

ODEOPE: Climate Survey Working Group

Chris Puplick, President, Anti-Discrimination Board

Olympic Coordination Authority: Access Committee

Eric Poulos, Senior Policy Officer, Anti-Discrimination Board.

Olympic Legislation Working Party

Rhonda Andrieux, Assistant Crown Solicitor

Ombudsman's Network Group

Chris Puplick, President, Anti-Discrimination Board

Partnerships Against Domestic Violence National Taskforce

Karen Heller, Manager, Violence Against Women Specialist Unit

Premiers Council for Women: Planning Advisory Group on Employment

Maggie Smyth, Manager Complaints Resolution Branch

Reference Group of the Review of the Legal Profession Act

Steve Mark, Legal Services Commissioner

Senior Officers Reference Group on the NSW Drug Strategy

Peter Homel, Director, Crime Prevention Division

Standing Committee of Criminal Justice System Chief Executive Officers

Dr Don Weatherburn, Director, Bureau of Crime, Statistics and Research (observer)

Standing Inter-Agency Committee on Court Security (SIACCS)

Bruce Kelly, Sheriff and Brian Murray, Policy Officer, Security

State Management Group for NSW Strategy to Reduce Violence Against Women

Peter Homel, Director, Crime Prevention Division

Sub-committee National Coronial Privacy Committee

Trevor Stacey, Registrar, Registry of Births, Deaths and Marriages (Chair)

Sydney 2000 Court Operations Review Committee

Bruce Kelly, Sheriff

Taskforce on Recidivism of Drug and Alcohol Offenders

Bruce Flaherty, Crime Prevention Division

Victims Advisory Board

Claire Vernon, Director, Victims Services, (Chairperson and Attorney General's representative)

Victims of Crime Bureau Interagency Forum

Claire Vernon, Director, Victims Services (Chairperson) and Marianne Curtis, Manager Victims of Crime Bureau (Deputy Chairperson)

Youth Justice Advisory Committee

Marcia Ella-Duncan, Executive Officer, Aboriginal Justice Advisory Council

Whole of Government Group on Pay Equity Inquiry

Angelene Falk, Legal Officer, Anti-Discrimination Board

Appendix 14

Complaints Handling

The Community Relations Division has formed an Intra-Departmental Working Party to finalise a complaints handling and client feedback protocol with a view to implementation in the year 2001. The protocol aims to assist Departmental staff and clients in resolving concerns and in collecting information which can be used in policy development and strategic planning to enhance client service.

The Working Party includes representatives from business centres that reflect the diversity of administrative arrangements within the Department and which involve high levels of client contact. The Working Party also plans to draw on other expertise within the Department as required.

Appendix 15

Ethnic Affairs Achievements and EEO Information

One of the Corporate Goals for the Department is to “continuously improve our services and increase satisfaction among our diverse clients”. The implementation of a broad range of ethnic affairs initiatives is a critical element in achieving this goal.

Achievements in 1999–2000:

- The Department has actively promoted participation by ethnic communities on committees and in consultation processes. For example: NSW Courts and Tribunals have continued to encourage ethnic community representation in User Group Forums; the Victims of Crime Interagency group includes representation from the Ethnic Affairs Commission; and the Registry of Births, Deaths and Marriages continued its Customer Council which includes representation from the Ethnic Affairs Commission.
- Increased availability of information in community languages, for example Local Courts developed eight information sheets for translation into Arabic, Mandarin and Vietnamese; the Anti-Discrimination Board produced posters targeting ethnic communities in 16 ethnic languages to increase awareness about discrimination; the Charter of Victims Rights was translated into Vietnamese; a pamphlet on Medical Panel Procedures is currently being prepared in community languages.
- The Strategy to Reduce Violence Against Women included a range of projects targeting ethnic communities, including the regional distribution of audio tapes and information cards on sexual assault and domestic violence in a number of community languages.
- The Industrial Relations Commission implemented a multilingual information sheet in 21 languages which incorporated information on the availability of telephone interpreter services.
- The Department has continued to promote staff participation in the Community Language Allowance Scheme (CLAS) and thus better

utilise the skills of its diverse staff. There are now 19 community languages spoken by 66 CLAS participants.

- During 1999–2000, the overall framework for Business Centre planning was reviewed and modified. The revised format for business centre plans includes a section where each Business Centre is required to identify their strategies to improve services to our diverse community.
- There has been a continuing emphasis on training for staff in the delivery of services to diverse clients. This included the presentation and promotion of the Department’s *Cross Cultural Communication and Producing Client Friendly Publications* courses.
- Training for Local Courts staff to promote their awareness and capacity to meet the needs of culturally diverse clients was piloted in the Illawarra and Campbelltown. A training package, based on the pilot is currently being designed to train 700 client service staff across Local Courts.
- The Local Courts network of staff volunteers from non-English speaking backgrounds (NESB) has expanded to 21 staff from 13 courts. The network is designed assist in developing strategies to improve client access to information and services in Local Courts. A two year training program was developed for members and a quarterly newsletter produced. Members participated in a number of regional activities including *Migrant Information Day* and *Stop Domestic Violence Day*.
- Community Justice Centres have continued to provide access to services for ethnic communities. In 1999–2000, 30 per cent of clients using this service identify their country of birth as “other than Australia”.
- The Anti-Discrimination Board continued to offer information on discrimination in 23 community languages and information for victims of violent crime on telephone interpreter services was made available on the Department’s website.

Actions and Initiatives to be implemented in 2000–2001:

- Ensure that Departmental services meet the needs of its diverse clients through the ongoing

participation of ethnic communities in Departmental consultation processes. For example: updating consultation protocols to ensure that input into legislative reform continues to be representative; continuing networking with ethnic community representatives and further promote their participation in Court User Forums; undertaking client surveys to identify needs of all clients in key business centres; and consulting with ethnic groups regarding issues to do with violence against women.

- The Department will continue to focus on developing its staff and involving them in the implementation of cross cultural service delivery initiatives. This will include the continued promotion of training of client service staff in cross cultural communication and producing client friendly publications.
- Specialised training will also be undertaken with 700 Local Courts staff with a client service role to promote awareness and capacity to meet the needs of culturally diverse clients.
- Continue the development of resources to facilitate improved cross cultural communication through the further implementation of the Courts Information Project which includes the translation of eight information sheets into Arabic, Vietnamese and Mandarin. These information sheets cover: Criminal Penalties; How to issue a claim for a debt; Getting time to pay a fine; Bail refunds; Sureties; Applications of Apprehended Violence Orders; The Suitor's Fund in NSW; and The role of the NSW Attorney General.
- Continue the Local Courts network of staff volunteers from non-English speaking backgrounds (NESB).
- Continue to increase access to information in community languages including expanding the range of multilingual print publications available to clients, increasing the availability of summaries of Law Reform Commission Papers in community languages; continuing the promotion of the Department's Language Link Resource Kit and increasing the availability of multilingual information on the Department's Internet site.
- Promote the Department's Court and Human Rights services to specific ethnic communities as part of a broader program of community education.
- Increase access to interpreter services for our clients by increasing staff awareness of interpreter services through training; increased use of agency letterhead including reverse side multilingual advice that interpreter assistance is available; wider installation of dual handsets; and increasing multilingual signage at client service points.
- Design and streamlining systems to capture data regarding usage of the Department's services by clients from racial, ethnic and ethno-religious minority groups.

Ethnic Affairs Agreements and Memorandums of Understanding

During 1998–99 the Attorney General's department entered into an Ethnic Affairs Agreement between Local Courts, the NSW Police and the Ethnic Affairs Commission for direct booking of interpreters for first court appearances. The agreement was finalised and commenced in June 1999.

This agreement has been incorporated into the Police and Courts Manual which has been distributed to all Local Courts and throughout the NSW Police service. Local Courts staff work with police on a local basis to increase access to interpreter services.

The Department will continue to foster a collaborative approach to this client service initiative through the ongoing implementation and monitoring of the agreement. Further implementation requires the Police service to modify the COPS system and revise the charge sheet format.

The Quarter Way to Equal Taskforce identified the need for interpreters in courts to have a better understanding of legal processes, language and procedures. During 1998–99 the Attorney General's Department signed a Memorandum of Understanding with the Ethnic Affairs Commission to develop and conduct a specialist training program to meet this need.

During 1999–2000 the Attorney General's Department and the Ethnic Affairs Commission

made an agreement with the University of Western Sydney to provide legal issues training to 450 Ethnic Affairs Interpreters over the next three years.

The training is scheduled to commence in October 2000 and to be completed in June 2003. A list of interpreters who have successfully completed the training will be compiled as persons complete the specialised training program.

STAFF NUMBERS AND EQUAL EMPLOYMENT OPPORTUNITY

As at 30 June 2000, there were 3,399 employees, excluding statutory appointees, casual and ministerial staff.

Level	Admin & Clerical Grade Equivalent	Total Staff	A	B	C	D	E	F
< \$26,276	Below CO 1	160	118	6	12	11	4	0
\$26,276-\$34,512	CO 1 to A&C Grade1	787	587	15	196	159	54	18
\$34,513-\$38,582	Grade 1 to 2	847	595	12	177	150	62	19
\$38,583-\$48,823	Grade 3 to 5	743	436	13	160	135	73	26
\$48,824-\$63,137	Grade 6 to 9	486	222	6	102	72	39	22
\$63,138-\$78,921	Grade 10 to 12	317	163	3	51	27	26	8
>\$78,921 (non-SES)	Above Grade 12 (non-SES)	31	11	0	4	2	2	0
>\$78,921 (SES)	SES	28	6	0	4	3	1	1
TOTAL		3,399	2,138	55	706	559	261	94

The total numbers of EEO group members in previous years were as follows:

	1998-99	1997-98	1996-97	1995-96
ATSI	48	60	55	48
NESB (Column C)	683	554	396	437
PWD (Column E)	259	243	170	183

A. Women

B. Aboriginal and/or Torres Strait Islander (ATSI)

C. Racial, ethnic or ethno-religious group which is a minority in Australia society (Previously NESB)

D. Language other than English was the first spoken as a child

E. Person with a disability (PWD)

F. Person with a disability who requires an adjustment to be made at work.

Appendix 16

Disability Strategic Plan

The Disability Strategic Plan provides an overview of the key interagency strategies and activities planned by the justice sector over the next four years to improve the delivery of services to people with disabilities. Highlights of achievements of the Plan during 1999–2000 follow:

1. Services and Programs

To provide and adapt services and programs to ensure that people with a disability do not experience discrimination as either users of Departmental services, as service providers, or as staff, and have their particular needs for services and support acknowledged and met.

Key Performance Indicators

- Establishment of an effective Advisory Council on Disability and agreement to a work program for the Council.
- Establishment of the position Coordinator, Disability Strategic Plan (DSP) in the Department.
- Establishment of a (DSP) Implementation Team in the Department.
- A Services Innovations Scheme will be established by the Department by June 1998.

Achievements

- Supported the Disability Advisory Council (DAC) and Internal Steering Committee (ISC) which both meet quarterly and provide strategic advice.
- Submitted periodic updates on the DSP implementation to the DAC and ISC.
- Converted the temporary position, Coordinator DSP into a permanent position.
- Developed and implemented the Flexible Service Delivery Pilot Project across three sites of the Department.
- Incorporated disability access issues into business centre business plans.

2. Access to the Justice System

To adopt practices within the Justice System which ensure that people with a disability are treated equally by the law and have equal access to legal services.

Key Performance Indicators

- Departmental response to the Law Reform Commission's review of People with Intellectual Disability and the Criminal Justice System.
- The Department will develop and implement action plans for enhancing access to the justice system for all people with a disability.
- A program of disability awareness training for the Public Defenders Office commenced by October 1997.
- Commence, during 1997, a joint review with the Judiciary of discriminatory court practices.

Achievements

- Committee on Intellectual Disability and the Criminal Justice System has been preparing three documents on:
 - Witnesses with intellectual disabilities
 - Police interviewing techniques of people with impaired intellectual functioning. And
 - diversion options for people with intellectual disabilities.
 - Coordinated cross government efforts to develop a Justice Portfolio: Disability Action Plan.
 - Conducted Disability Awareness Training courses for Public Defenders.
 - Completed and reviewed by the Quality Council the Strategic Quality Team on how *To Improve Access To Court Related Practices And Procedures For People With Disabilities*.
 - Engaged in ongoing discussion with the Judiciary and Judicial Commission on disability issues.
-

3. Access to Buildings and Facilities

To provide and adapt buildings and facilities, or services, to ensure that people with a disability do not experience discrimination as either users of Departmental services, as service providers or as staff, and have their particular needs for services and support acknowledged and met.

Key Performance Indicators

- Access Audits for buildings and facilities completed by end 1998.
- An initial program to upgrade access to priority buildings and facilities is included in the 1998–99 Budget, with further expenditure incorporated into subsequent Budgets, within the Department's Capital Works Maintenance Program.

Achievements

- Finalised 110 physical access audits of all country courthouses in August 1999.
- Enhanced access provisions at 22 Courts, costing \$500,000.
- Completed the inclusion of courthouse access audit specifications into the plan for access improvement works to courthouses.

4. Communications

To provide effective means of communicating information about all our services and activities for people with a disability, and to enable them to communicate effectively before the Courts and in Departmental programs, through appropriate communications practices and technologies.

Key Performance Indicators

- Acoustic audits carried out on each Court.
- Pilot Project on demand for hearing assistance completed by September 1998.
- Telephone Typewriter (TTY) access services introduced across the Department by September 1998.

Achievements

- Continued courtroom acoustic audits across the state. Recommendations for courtroom enhancements have been provided to Capital Works.
- Developed, publicised and implemented "Infra-Red" hearing assistance device program across all courts.
- Introduced another 5 TTYs across the Department, including several courthouses. Total in Department now 18.

5. Employment and Careers

To develop policies and practices which meet the Department's responsibilities as an EEO employer and which actively encourage employment and career opportunities for people with a disability.

Key Performance Indicators

- Workplace and work practice guidelines, and information on facilities for staff with a disability completed by March 1998.
- Review of job requirements and employment conditions completed by end of 1998.

Achievements

- Distributed selection guidelines for people with disabilities.
- Included within Performance Planning and Evaluation program disability awareness requirement.
- Integrated within job evaluations and employment conditions, issues relating to people with disabilities.
- Consultation undertaken with ADB and ODEOPE as required for issues arising. ODEOPE receives the EEO Annual Report and provides feedback the progress of EEO programs.
- Guidelines for Recruiting People with a Disability have been developed, distributed and promoted.

6. Staff Training

To ensure that staff of the Department are adequately trained to provide effective and non-discriminatory services and employment options for people with a disability.

Key Performance Indicators

- Training modules on disability awareness available by June 1997.
- Disability awareness training is provided for all managerial and supervisory staff by the end of 1998.
- Department's Quality Program, Performance Management Scheme, and other relevant service quality and staff appraisal procedures include disability awareness principles by March 1998.
- Training programs and venues are modified to make them fully accessible to people with a disability by July 1998.

Achievements

- Provided general disability awareness training courses for staff as part of annual departmental training program.
- Developed specific disability awareness training courses addressing the issues of people with hearing impairments, people with psychiatric Disabilities and people with intellectual disabilities.
- Ensured all training courses, including the Quality Team program, Client Service Skills and Performance Management Scheme integrated disability issues from both delivery and content perspectives.
- Assisted with the coordination of the Flexible Service Delivery Pilot Project.
- Provided all in-house training in accessible venues.

7. Consultation and Participation

To provide an open, consultative environment in the Department which ensures that people with a disability are consulted and participate in key decision-making forums within the Department.

Key Performance Indicators

- Establishment of an effective Advisory Council on Disability and agreement to a work program for the Council.
- People with a disability will be included in decision-making forums beyond the Disability Advisory Council's functions.
- Procedures for consultation and arrangements for participation in the Department's decision-making processes for people with disability will be evaluated for their effectiveness by service users.

Achievements

See Item 1: Access to Services and Programs.

8. Best Practice in Management

To adopt management practices within the Department which reflect/establish best practice in fulfilling government and departmental responsibilities, in meeting the needs and protecting the rights of people with disabilities.

Key Performance Indicators

- Disability awareness principles and responsibilities for implementing Departmental disability strategies and actions are incorporated into the 2000 round of performance agreements for managers.
- All Departmental Plans incorporate disability principles and the Department's disability strategies and actions.
- This Disability Strategic Plan in summary form is published and distributed widely.
- By December 1997, established procedures to continue to expand the Department's professional knowledge and expertise of issues relating to the effective implementation of the Disability Strategic Plan.

Achievements

- The performance of business centre managers was assessed through the business planning process. All business centre plans include disability awareness strategies.
- The review of the Department's planning process resulted in a format that required all business centre managers specify actions to eliminate discrimination against people with disabilities in our services and workplaces.
- The new Disability Strategic Plan 2000–2002 was developed in consultation with business centres, senior staff, other departments and the Disability Advisory Council.
- Strategies to address issues for people with disabilities were incorporated into the development of the Workplace Safety Improvement Plan (W.S.I.P.) 2000–2002. The IT Strategic Plan 2000–2003 and the Strategic Framework for Court Services 2000–2004.
- Maintained the profile of disability issues in the Department by ensuring regular coverage in Department's newsletter, Agenda.

9. Resourcing the Plan

To provide sufficient resources (money, people, skills and facilities) to implement the Plan within the timeframes established.

Key Performance Indicators

- Staff with responsibility for implementing the Plan in each business centre are identified.

Achievements

- Business centre managers are responsible for implementation of particular strategies of the Plan that relate to their core business and employment practices.

Appendix 17

Freedom of Information Statistics

Assessment of the impact during the year of the FOI requirements in the Department's activities

The Department received 18 FOI applications during the 1998–99 year and finalised 17. This compares with 29 applications processed during the 1998–99 period. There were also two applications for amendment of records.

There were only three out of the 17 applications that were refused in full, one of which was refused because the Department did not hold the

documents requested. In relation to the other two, the Department refused access on one matter as the documents related to the judicial functions of the Victims Compensation Tribunal and on the other because the document was an official record of Cabinet. The applicants did not seek an internal review in respect of these determinations.

Major issues that have arisen in connection with the Department's compliance with the FOI requirements
The Department was consulted by three NSW agencies in relation to documents that affected the

Department's business affairs and two agencies under other FOI legislation – Victorian and Commonwealth.

The Statement of Affairs and Summary of Affairs are now available on the Department's website.

As reported in previous years, a considerable amount of time is spent by Departmental officers answering FOI inquiries by the public. There continues to be a view that the NSW Attorney General's Department is responsible for the FOI Act.

Particulars of the circumstances and outcomes in which there have been any inquiries under the Act by the Ombudsman or any appeals under the Act to the Administrative Decisions Tribunal (ADT)

During the period one matter was finalised by the

Ombudsman and the decision of the Department was upheld. The documents were determined as exempt under the personal affairs exemption.

There are currently four matters pending before the Ombudsman, three of which relate to the one applicant. In relation to the other matter, after the review by the Ombudsman, all but one document was released. The Department has maintained its determination not to release this document providing reasons to the Ombudsman.

One application has been finalised by the ADT during the period. This matter was dismissed after there was no appearance by the applicant.

There are no matters pending before the ADT.

APPENDICES

Comparison of statistical information for 1998–99 and 1999–2000.

SECTION A

Numbers of new FOI requests – Information relating to numbers of new FOI requests received, those processed and those incomplete from the previous period.

FOI requests	Personal		Other		Total	
	98–99	99–00	98–99	99–00	98–99	99–00
A1 New (including transferred in)	17	6	11	12	28	18
A2 Brought forward	1	1	0	1	1	2
A3 Total to be processed	18	7	11	13	29	20
A4 Completed	17	6	10	11	27	17
A5 Transferred out	0	0	0	0	0	0
A6 Withdrawn	0	0	0	0	0	0
A7 Total processed	17	6	10	11	27	17
A8 Unfinished	1	1	1	2	2	3

SECTION B

What happened to completed requests?

Result of FOI requests	Personal		Other		Total	
	98–99	99–00	98–99	99–00	98–99	99–00
B1 Granted in full	5	2	1	5	6	7
B2 Granted in part	9	4	3	3	12	7
B3 Refused	3	0	6	3	9	3
B4 Deferred	0	0	0	0	0	0
B5 Completed	17	6	10	11	27	17

SECTION C

Ministerial Certificates – number issued during the period.

Ministerial Certificates	98–99	99–00
C1 Ministerial Certificates Issued	0	0

SECTION D

Formal consultations – number of requests requiring formal consultations (issued) and total number of formal consultations for the period.

Formal consultations	No. of requests requiring consultations (issued)		Total number of formal consultations	
	98-99	99-00	98-99	99-00
D1 No. of requests requiring formal consultations	4	7	13	12

SECTION E

Amendment of personal records – number of requests for amendment processed during the period.

Result of amendment request	Total	
	98-99	99-00
E1 Result of amendment – agreed	0	0
E2 Result of amendment – refused	1	2

SECTION F

Notation of personal records – number of requests for notation processed during the period.

Notation of personal records	Total	
	98-99	99-00
F1 No. of requests for notation	0	0

SECTION G

FOI requests granted in part or refused – basis of disallowing access – number of times each reason cited in relation to completed requests which were granted in part or refused.

Basis of disallowing or restricting access 99-00	Personal		Other		Total	
	98-99	99-00	98-99	99-00	98-99	99-00
G1 Section 19 – application incomplete, wrongly directed	0	0	0	0	0	0
G2 Section 22 – deposit not paid	0	0	1	0	1	0
G3 Section 25(1)(a1) – diversion of resources	0	0	1	0	1	0
G4 Section 25(1)(a) – exempt	9	3	5	5	14	8
G5 Section 25(1)(b)(c)(d) – otherwise available	2	2	1	0	3	2
G6 Section 28(1)(b) – documents not held	0	0	2	1	2	1
G7 Section 24(2) – deemed refused, over 21 days	1	0	1	0	2	0
G8 Section 31(4) – released to Medical Practitioner	0	0	0	0	0	0
G9 Totals	12	5	11	6	23	11

SECTION H

Costs and fees of requests processed

Costs	Assessed Costs		FOI fees received	
	98-99	99-00	98-99	99-00
H1 All completed requests	\$960.00	\$795.00	\$660.00	\$525.00

SECTION I

Discounts allowed – numbers of FOI requests processed during the period where discounts were allowed.

Type of discount allowed	Personal		Other	
	98-99	99-00	98-99	99-00
I1 Public Interest	1	0	3	1
I2 Financial hardship – pensioner/child	7	2	2	4
I3 Financial hardship – non-profit organisation	0	0	0	0
I4 Totals	8	2	5	5
I5 Significant correction of personal records	0	0	0	0

SECTION J

Days to process – number of completed requests by calendar days (elapsed time) taken to process.

Elapsed time	Personal		Other	
	98-99	99-00	98-99	99-00
J1 0-21 days	10	6	8	9
J2 22-35 days	3	0	2	0
J3 Over 35 days	2	0	2	2
J4 Totals	15	6	12	11

SECTION K

Processing time – number of completed requests by hours taken to process.

Processing hours	Personal		Other	
	98-99	99-00	98-99	99-00
K1 0-10 hours	16	5	8	10
K2 11-20 hours	1	1	2	1
K3 21-40 hours	0	0	0	0
K4 Over 40 hours	0	0	0	0
K5 Totals	17	6	10	11

SECTION L

Reviews and appeals – number finalised during the period.

Reviews and appeals	Total	
	98-99	99-00
L1 Number of internal reviews finalised	9	4
L2 Number of Ombudsman reviews finalised	2	1
L3 Number of ADT appeals finalised	1	1

Details of internal results – in relation to internal reviews finalised during the period.

Bases of internal review	Personal				Other			
	Upheld		Varied		Upheld		Varied	
	98-99	99-00	98-99	99-00	98-99	99-00	98-99	99-00
L4 Access/Amendment refused	4	2	2	0	3	0	0	0
L5 Deferred	0	0	0	0	0	0	0	0
L6 Exempt matter	3	0	2	1	3	1	0	0
L7 Unreasonable charges	0	0	0	0	0	0	0	0
L8 Charge unreasonable incurred	0	0	0	0	0	0	0	0
L9 Withdrawn	0	0	0	0	0	0	0	0
L10 Totals	7	2	4	1	6	1	0	0

Appendix 18

Disposal of Property

No residences or properties were disposed of in the 1999-2000 financial year. It is intended that the Department dispose of a departmental residence and a block of land at Wagga Wagga, and a further departmental residence at Port Macquarie during 2000-2001. Consideration will

also be given to other disposals and if considered feasible appropriate approvals will be sought.

Appendix 19

Costing of Annual Report

2,000 copies of the 1999-2000 Attorney General's Department Annual Report were produced at a cost of \$28.75 per unit including GST.

Appendix 20

Time for Payment of Accounts

	1997-98	1998-99	1999-2000
No. of payments	96,742	96,106	87,968
Total value (\$000s)	247,496	245,144	251,933
% paid on time	100	100	100

Appendix 21

Funds Granted

The Crime Prevention Division of the Attorney General's Department provided the following grants:

Safer Community Compact Grants:

Byron Bay Community Safety Committee (Byron Shire Council)

Last Night, First Light Millennium Celebrations
Funds granted: \$37,500.00 from CPD (total grant \$130,000.00)

The Byron Bay Community Safety Committee developed a crime prevention plan aimed specifically at Millennium Celebrations. The project was successful in reducing the number of reported incidents of anti-social behaviour and alcohol related crime. The area received more than twice the number of visitors (estimated at 40,000) in 1999 than for the 1998 celebrations. The Committee has reported to the Division indicating that the strategies were successful in maintaining low Accident and Emergency attendance and arrest rates.

Orange City Council

Amount of Grant: \$60,060.00

The project attempts to redress the perception amongst many residents in Orange that the CBD area is the principal location for anti-social behaviour. The project will be administered by the Youth Crime Prevention Project located within the Council's Community Services Section and is set to target two priority issues faced in the Orange Local Government area – malicious damage and property theft.

Kempsey Shire Council

Amount of Grant: \$47,000.00

The project aims to address two concerns – anti-social behaviour in the Central Business District

and public incivility and anti-social behaviour in South and West Kempsey. These concerns will be addressed through the development of programs such as a Courtesy Patrol to complement existing Police and community youth services and the development of community agreements on meeting places, public drinking and noise limits after 10.00 p.m. The project also aims to assist the promotion of positive relationships between police and local residents.

Lismore City Council

Amount of Grant: \$135,343.88 over two years

The Lismore Local Government Area Crime Prevention Plan aims to develop a safer environment in the Lismore area and to improve community safety in the Nimbin. This is to be achieved by monitoring crime in the CBD and using environmental design factors to improve safety and reduce the fear of crime. The plan also proposes to build the community's image of safety. Lismore Council has adopted a partnership approach to crime prevention and has endeavoured where possible to include local organisations and other government agencies.

Wollongong City Council

Amount of Grant: \$118,000.00 over two years

The Wollongong Crime Prevention Strategy aims to address:

- drug and alcohol issues;
- the fear of crime and concerns for safety; and
- young people and public space.

The Strategy will be implemented by the Wollongong City Council in conjunction with the Safe Community Action Team (SCAT). SCAT is a partnership developed by the Council with local businesses, government and community organisations. Wollongong Council will also establish a Youth Advisory Committee.

The Committee will increase young people's participation in local government process and allow them a greater voice in policy and decision making.

Innovative Grants:

**The Rural Development Centre, UNE
Property Crime Victimisation and Crime
Prevention on Farms**

Amount of Grant \$76,019.00 over two years

The Project will research property crime in rural NSW in order to develop new policing and crime prevention strategies aimed particularly at farm crime. The strategies will then be included in training programs for police and farmers and as part of a kit aimed at improving security on farms. There will also be an education program developed to be introduced into Agricultural Colleges, Universities and TAFE. A similar program may also be developed for the Police Academy in Goulburn.

**Wyong Shire Council
Building Social Capital in New Communities**

Amount of Grant: \$60,000.00 over two years

This project aims to build a sense of community in two new urban release areas. The Council intends to build a social infrastructure that will provide support to residents and reduce stress amongst families living on the estate. The project will be documented to develop a Practical Guide providing operational details as to the logistics and protocols involved in the trial.

**The School of Cultural Histories and
Futures, UWS
Young Driver Awareness Training**

Amount of Grant: \$63,038.00

This project is aimed at changing the degree of cultural acceptance of unsafe driving practices amongst young people (17–25). The project aims to reduce the influence of peer pressure by using workshops to look at the justifications young people have for unsafe driving practices and also what they regard to be good driving practices.

**Fairfield City Council
Family Connections**

Amount of Grant: \$18,250.00

The Family Connections Project, based on the Victorian FAST (Families and Schools Together)

project will work with children aged under 11 and their families to improve family functioning and relationships with peers, education staff and the wider community. The project aims to develop strategies and procedural guidelines for inclusion in a training kit to be made available State-wide.

**The Hunter Star Foundation
Creating Partnerships for Change:
Community Problem/Community Solution**

Amount of Grant: \$120,000.00 over two years

The project aims to develop a best practice model on developing employment skills and business partnerships for young people at risk or who have already had contact with juvenile justice. The project focuses on decreasing detention rates in juvenile detention centres and reducing recidivism of incarcerated young people. The project will be documented to produce a resource that can be used by other communities to assist them in implementing similar programs.

Specific Grants:

**YWCA Young Offenders Mentoring Project
Year 2**

Location: Parramatta and Coffs Harbour/Clarence

Amount of Grant: \$247,078.00 per annum

This is the second year of a three year project being jointly funded by the Crime Prevention Division and the Department of Juvenile Justice. The Project is conducted by the YWCA Big Sister/Big Brother program and has established a number of supporting relationships between at risk young people and appropriate adult mentors.

**Safer Towns & Cities Project
Canterbury Bankstown Year 2**

Amount of Grant: \$60,000.00

The project aims to develop a crime prevention plan using a coordinated multi-agency approach involving all relevant local services. The plan will be developed to reduce and prevent crimes of concern to the local community. The plan, once completed, can then be submitted for endorsement by the Attorney General as a Safer Community Compact.

Aboriginal Consultation Guidelines

Amount of Grant: \$60,000.00

This project will develop a set of guidelines aimed at assisting local government to effectively consult

with and involve Aboriginal communities in the crime prevention planning process. Once developed these guidelines will be distributed to every council within NSW. Applications for this grant closed recently and further details will be available after all applications have been assessed and the successful applicant notified.

Aboriginal Night Patrols

Location: Kempsey and Narrandera

Amount of Grant: \$5,000.00 and \$700.00 respectively

Aboriginal Night Patrols were established in these areas to transport young people in public places at night to their home or some other safe place. These patrols were established to reflect the principle that communities often have the solutions that can effectively address local problems. Both these projects have been successful in providing a consistent and effective service to their local community.

Operational Area Grants:

Miyay Birray Youth Service Inc: Street Beat Project Year 2

Location: Moree

Amount of Grant: \$70,450.12

The Moree Street Beat Project has been operating for 12 months. The project has now been extended for a further year. This allows the Miyay Birray Youth Service to continue to provide access to a mobile youth worker and a transport service in Moree after dark.

Ballina District Community Services

Association: Street Beat Project Year 2

Location: Ballina CBD

Amount of Grant: \$75,000.00

This is the second year of funding for the Ballina Street Beat Project. The project will continue to ensure that a youth worker is employed on the streets of Ballina to work jointly with police, publicans, restaurateurs, young people and their parents to address the issue of young people on the streets at night without proper supervision.

Violence Against Women Specialist Unit – Local Domestic Violence Committee Grants Program 1999–2000

Grants of \$600 are provided to Local Domestic Violence Committees in NSW to assist in their

activities. The Local Domestic Violence Committee Grants Program is operated by the Violence Against Women Specialist Unit.

Local Domestic Violence Committees funded in 1999–2000

Albury Wodonga Local Domestic Violence Committee

Ballina Domestic Violence Liaison Committee

Bathurst Domestic Violence Liaison Committee

Batlow Voices Against Violence Committee

Bega Domestic Violence Committee

Blue Mountains Domestic Violence Committee

Brewarrina Community Against Violence Group

Broken Hill Domestic Violence Committee

Byron Shire Domestic Violence Liaison Committee

Camden/Wollondilly Local Domestic Violence Committee

Canterbury Local Domestic Violence Liaison Committee

Casino/Mid Richmond Domestic Violence Liaison Committee

Central Coast Domestic Violence Committee

Cessnock Domestic Violence Liaison Committee

Clarence Valley Domestic Violence Liaison Committee

Coffs Harbour Domestic Violence Committee

Coonabarabran, Domestic Violence Committee for the Shire of Coonamble Domestic Violence Committee

Cowra Domestic Violence Committee

Crookwell Women's Health & Safety Committee

Denilquin Domestic Violence Liaison Committee

Eastern Suburbs Domestic Violence Committee

Eastlakes Domestic Violence Committee

Eurobodalla Domestic Violence Committee

Far North Coast Domestic Violence Liaison Committee

Forster Tuncurry Domestic Violence Committee

Gilgandra Domestic Violence Committee

Glen Innes Domestic Violence Liaison Committee	Port Stephens Local Domestic Violence Committee
Grenfell Voices Against Violence	Queanbeyan Domestic Violence Committee
Griffith Local Domestic Violence Committee	Ryde Hunters Hill Domestic Violence Liaison Committee
Gundagai Domestic Violence Liaison Committee	Shoalhaven Domestic Violence Committee
Gunnedah Violence Against Women & Child Protection Action Group	South Sydney Domestic Violence Committee
Hastings Domestic Violence Committee	Southern Highlands Domestic Violence Committee
Hawkesbury Action Group Against Domestic Violence	St George Domestic Violence Committee
Hills Domestic Violence Committee, The	Sutherland Shire Domestic Violence Committee
Hornsby Ku Ring Gai Domestic Violence Committee	Tumbarumba Anti-Violence Group
Illawarra Committee Against Domestic Violence	Tweed Valley Committee Against Domestic Violence
Inner West Domestic Violence Liaison Committee	Ulladulla Domestic Violence Committee
Inverell Domestic Violence Committee	Wallsend/Toronto Local Domestic Violence Committee
Lake Cargelligo Domestic Violence Committee	Western Region Domestic Violence Collective
Lithgow Domestic Violence Liaison Committee	Young Domestic Violence Committee
Liverpool Local Domestic Violence Liaison Committee	Beat Graffiti Grants Program:
Lower North Shore Domestic Violence Liaison Committee	Ashfield Municipal Council
Macarthur Domestic Violence Committee	Darrell Jackson Gardens
Maitland Local Domestic Violence Committee	Engage a professional artist and a variety of local young people to do two legal theme murals within a well utilised park in Ashfield. Amount of funding: \$6,000.00
Manly Warringah Domestic Violence Committee	Auburn Council
Manning Valley Domestic Violence Monitoring Committee	Graffiti Mural Design
Marrickville/Leichhardt Domestic Violence Committee	Anti-waste theme and multicultural graffiti murals to be designed and painted in the Auburn area by local young people. Amount of funding: \$11,330.00
Monaro Domestic Violence Committee	Bankstown City Council
Mudgee and District Against Domestic Violence	Expansion of Moveable Murals and Graffiti Solutions Project
Narrabri Domestic Violence Liaison Committee	Youth arts program, including aerosol art workshops with tutors covering art and mural training, voice and drama; community events, murals on Council work vans and selected sites, legal walls, job skills and portfolio development and an education kit. Amount of funding: \$15,000.00
Nepean Domestic Violence Network	Bathurst PCYC
Newcastle Domestic Violence Committee	Youth Art Program
Orange Domestic Violence Action Group	Employ an aboriginal artist to run art workshops for aboriginal young people; to produce art works
Outer West Domestic Violence Committee	
Parkes Domestic Violence Committee	
Parramatta-Holroyd Domestic Violence Committee	

for inclusion in the redevelopment of three bus shelters in Kelso. Amount of funding: **\$3,960.00**

**Blacktown City Council
Mt Druitt Aerosol Mural Project**

Expand Council's existing graffiti program to include an art project involving local young people painting a mural on a council underpass. Amount of funding: **\$3,850.00**

**Blacktown Youth Services & Blacktown PCYC
Youth Mural Project 2000**

An aerosol artist will conduct a series of art workshops and mural projects for local young people, including education on illegal graffiti (tagging) and negotiating legal sites. Amount of funding: **\$14,619.25**

**Bulli PCYC
Beat Graffiti – Art on the Streets**

A youth arts program in conjunction with club cultural activities including: art exhibitions, excursions, working bees for park restoration and aerosol art. Three major project areas Corrimal, Bulli and Thirroul at Police and Community Youth Clubs, parks and Seaside Arts Festival. Amount of funding: **\$15,000.00**

**Canterbury City Council
Graffiti Task Force**

Employ a designated project coordinator and establish two project teams to identify local graffiti issues and hotspots and; to develop a comprehensive training program including artistic and employment related skills for young people, in particular young people who are unemployed and of non-english speaking background. Amount of funding: **\$15,000.00**

**Cessnock City Council
Legalised Graffiti Program**

Conducting a graffiti audit, educational workshops with a tutor, painting at six legal sites and a graffiti art competition. Amount of funding: **\$7,890.00**

**Channel FreeYouth Media Access
Fusion**

Provide media training in digital art and involve emerging aerosol artists in a mentoring scheme with established artists in the creation of a legal

mural, production of a broadcast quality video and website. Amount of funding: **\$5,000.00**

**Cowra Shire Council
The River Park Youth Art Project**

Engage a coordinating artist and youth artists to paint a mural on a highly vandalised water reservoir building located near a sports ground in Cowra. Local school aged youth to be involved in submission of designs for incorporation into the mural. Amount of funding: **\$12,584.85**

**HomeBase Youth Service Tuncurry
Skate Park Mural**

A joint project with HomeBase and Tuncurry TAFE will involve young people in the design and painting of a mural on a newly completed Skate Park. Amount of funding: **\$5,485.90**

**Hornsby Shire Council
Graffiti Solutions Project**

A comprehensive graffiti management program involving: rapid response at target sites, a graffiti policy, a graffiti reporting hot line to council, establishment of legal sites and a community art project including a workshop, mini-murals and large mural. Amount of funding: **\$13,000.00**

**Lane Cove Council
Lane Cove Community Aerosol Art Project**

Involve young people interested in aerosol art in the design and production of legal murals. These murals will be painted after the design work with assistance of professional artist and facilitator. Amount of funding: **\$5,000.00**

**Maroubra PCYC
Millenium Rug – Maroubra PCYC**

Further develop existing arts and crafts program including weekend graffiti art workshops run by a local artist to paint a mural on a carpet for the foyer of PCYC. Amount of funding: **\$5,354.00**

**Marrickville Council
Graffiti Solutions Policy and Practice:
Marrickville Experience**

Contract a project coordinator to consult key stakeholders and develop a best practice policy and procedure. Coordinate a series of aerosol art workshops with a professional artist and develop accredited training. Amount of funding: **\$15,000.00**

**Mission Employment Punchbowl
YALE Youth Art Language Employment**

Engage an artist and involve young people in the production of four murals in the Bankstown, Canterbury, Hurstville and Sutherland areas, providing skills training to disadvantaged young participants. Amount of funding: **\$7,500.00**

**North Sydney Council and PCYC
Aeroglyphics**

Develop cooperative partnerships between agencies and young people. Improve artistic skills of young people through workshops that culminate in permanent and mobile murals, e.g. Royal North Shore Hospital and the Neutral Bay Streetscape and related web page design. Amount of funding: **\$15,000.00**

**PCYC NSW Ltd (Burwood Parramatta
Penrith)
YATAWS**

In conjunction with Youth By Design conduct a series of aerosol art workshops with art tutors at PCYCs at Burwood, Parramatta and Penrith. Project will include displays of artwork, clean up of some graffiti sites, aerosol art murals and a public awareness campaign. Amount of funding: **\$24,115.00**

**Port Macquarie PCYC
Stop the Scribble**

Expansion of successful Stop the Scribble program to provide legal artistic opportunities for young people at risk. Recruitment of young people to clean graffiti and create murals for community and public art at three sites in the Hastings area. Amount of funding: **\$5,950.00**

**Queanbeyan City Council
Graffiti Art Project**

A group of young offenders from a high school behavioural cottage will work with experienced street artists to discuss, design and paint six large mural art boards to be installed on the walls of the cottage. Amount of funding: **\$5,000.00**

**Riverstone Neighbourhood Centre and
Blacktown City Council
Riverstone Youth Development – Beat
Graffiti Project**

To provide a permanent legal graffiti wall, tuition

and alternative art resources including an airbrush and t-shirts for disadvantaged young people in the Riverstone area. Amount of funding: **\$3,000.00**

**Shellharbour City Council
Croom Indoor Stadium Good Graffiti
Community Art Project**

Employ four artists to work with young people including NESB and indigenous communities to produce images for a good graffiti mural – large scale outdoor mural for Croom Indoor Stadium. Also a public awareness campaign and mural celebration. Amount of funding: **\$6,000.00**

**Sutherland Shire Council and Sutherland
College of TAFE
Cronulla Pedestrian Tunnel**

Embellishment of a pedestrian tunnel near Cronulla Railway Station and the ferry wharf. Mural project theme – underwater scene of local Bay areas. Employ tutors, coordinators and lecturers through TAFE. Project involves Youth By Design and local young people. Amount of funding: **\$15,000.00**

**Sydney City Mission
Poetry “n” Motion**

A six week series of creative writing, discussion and art workshops around graffiti and an exhibition of these art works. Involving tutors and young people from seriously disadvantaged backgrounds developing artistic and social skills. Amount of funding: **\$4,928.00**

**Ulladulla and Districts Blessing of the Fleet
Festival Committee Inc
Beat Graffiti Ulladulla SK8 Park**

Artists and young people to design and paint murals at the SK8 Park facility which is the centre of national and international youth culture activities, in conjunction with community cultural festival and tourism events. Amount of funding: **\$5,000.00**

**Warringah Council
Warringah Graffiti Project**

Expansion of successful graffiti project. Employ a well known graffiti artist to coordinate a program of mobile art tutoring sessions and seven murals. Inspect, document and clean up illegal graffiti by council maintenance and graffiti crew participants. Amount of funding: **\$15,000.00**

WAYS Waverley Action for Youth Services Beach Front Urban Art Project

A program involving skills development, access to education, training and employment for young people involved in the design and painting of a 100 metre theme wall mural at the Bondi Olympic venue. Amount of funding: **\$15,000.00**

Woolloomooloo Youth and Children's Service Providers Group – Baptist Inner City Ministries Beat Graffiti

A strategy involving three major projects. Establishment and maintenance of a legal tagging wall; painting a multicultural mural and establishment of a Graffiti Response Team, including a skills program and employment for young trainees. Amount of funding: **\$15,000.00**

Wyong Shire Council Youth 2000 Arts Program

Engage a community based advisory/management committee. Employ a community artist and guest tutors to mentor and work with young people. Plan and design a mural for the regional youth facility. Assist development of a graffiti policy for the Shire. Amount of funding: **\$9,433.00**

Appendix 22

Recycling Performance

The strategies identified in the Department's Waste Management and Purchasing Plan were progressed. A new position of Energy and Environment Coordinator was created which assumed responsibility for promoting and reporting on the Department's Plan. Benchmarking of the quantity of paper goods with recycled content being purchased is being facilitated by the introduction of a service level agreement covering these items.

Appendix 23

Risk Management and Insurance Activities

The major risks in the Department are the security of assets and accidents resulting in workers compensation and insurance claims.

The Department has full workers compensation, motor vehicle accident, property, liability and

miscellaneous cover provided by the Treasury Managed Fund (TMF) managed by GIO General Limited.

The TMF is a self-insurance scheme which provides a systematic and coordinated approach to the practice of risk management.

Under this structure, benchmarking was introduced as a gauge of performance with premiums determined by a combination of benchmarks and the Department's claims experience.

In respect of the Department's 1999–00 workers compensation premium, although there was a minor improvement in the benchmark, there was a still a significant shortfall between the funding provided by Treasury and the actual premium paid by the Department.

There was a small decrease in the Department's motor vehicle insurance premium due to an improvement in the benchmark and a decrease in the number and cost of claims.

Risk management policies and procedures are continually being reviewed, with the aim of enhancing the Department's risk management profile, thereby reducing future premiums.

Appendix 24

Legislation Allocated to Attorney General's Department

(as at 30 June 2000)

Administration of Justice Act 1924 No 42
Administration (Validating) Act 1900 No 38
Administrative Decisions Tribunal Act 1997 No 76
Anglican Church of Australia (Bodies Corporate) Act 1938 No 15
Animals Act 1977 No 25
Anti-Discrimination Act 1977 No 48 (except part, Premier)
Antiochian Orthodox Church Property Trust Act 1993 No 20
Application of Laws (Coastal Sea) Act 1980 No 146
Arbitration (Civil Actions) Act 1983 No 43
Attachment of Wages Limitation Act 1957 No 28
Australian Mutual Provident Society Act 1988 No 47
Australian Mutual Provident Society (Demutualisation and Reconstruction) Act 1997 No 56

- Bail Act 1978 No 161
- Benevolent Society (Reconstitution) Act 1998 No 153
- Births, Deaths and Marriages Registration Act 1995 No 62
- Burns Philp Trustee Company Limited Act 1990 No 82
- Charitable Trusts Act 1993 No 10
- Children (Criminal Proceedings) Act 1987 No 55
- Children (Protection and Parental Responsibility) Act 1997 No 78
- Children's Court Act 1987 No 53
- Choice of Law (Limitation Periods) Act 1993 No 94
- Churches of Christ in NSW Incorporation Act 1947 No 2
- Churches of Christ, Scientist, Incorporation Act 1962 No 21
- Classification (Publications, Films and Computer Games) Enforcement Act 1995 No 63
- Commercial Arbitration Act 1984 No 160
- Common Carriers Act 1902 No 48
- Commonwealth Bank (Interpretation) Act 1953 No 29
- Commonwealth Places (Administration of Laws) Act 1970 No 80
- Commonwealth Powers (Family Law – Children) Act 1986 No 182
- Community Justice Centres Act 1983 No 127
- Community Protection Act 1994 No 77
- Companies (Acquisition of Shares) (Application of Laws) Act 1981 No 62
- Companies (Acquisition of Shares) (NSW) Code
- Companies (Administration) Act 1981 No 64
- Companies and Securities (Interpretation and Miscellaneous Provisions) (Application of Laws) Act 1981 No 63
- Companies and Securities (Interpretation and Miscellaneous Provisions) (NSW) Code
- Companies (Application of Laws) Act 1981 No 122
- Companies (NSW) Code
- Compensation Court Act 1984 No 89
- Compensation to Relatives Act 1897 No 31
- Confiscation of Proceeds of Crime Act 1989 No 90
- Constitutional Powers (Coastal Waters) Act 1979 No 138
- Contractors Debts Act 1997 No 110
- Coptic Orthodox Church (NSW) Property Trust Act 1990 No 67
- Coroners Act 1980 No 27
- Corporations (NSW) Act 1990 No 83
- Costs in Criminal Cases Act 1967 No 13
- Council of Law Reporting Act 1969 No 59
- Crimes Act 1900 No 40
- Crimes at Sea Act 1998 No 173
- Crimes (Offences at Sea) Act 1980 No 145
- Crimes Prevention Act 1916 No 80
- Criminal Appeal Act 1912 No 16
- Criminal Procedure Act 1986 No 209
- Criminal Records Act 1991 No 8
- Crown Advocate Act 1979 No 59
- Crown Proceedings Act 1988 No 70
- Crown Prosecutors Act 1986 No 208
- Damage by Aircraft Act 1952 No 46
- Damages (Infants and Persons of Unsound Mind) Act 1929 No 25
- De Facto Relationships Act 1984 No 147
- Defamation Act 1974 No 18
- Director of Public Prosecutions Act 1986 No 207
- Discharged Servicemen's Badges Act 1964 No 49
- Disorderly Houses Act 1943 No 6
- District Court Act 1973 No 9
- Domicile Act 1979 No 118
- Dormant Funds Act 1942 No 25
- Drug Court Act 1998 No 150
- Drug Misuse and Trafficking Act 1985 No 226
- Dust Diseases Tribunal Act 1989 No 63
- Employees Liability Act 1991 No 4
- Evidence Act 1995 No 25
- Evidence (Audio and Audio Visual Links) Act 1998 No 105
- Evidence (Children) Act 1997 No 143
- Evidence (Consequential and Other Provisions) Act 1995 No 27, Schedule 2
- Evidence on Commission Act 1995 No 26
- Factors (Mercantile Agents) Act 1923 No 2
- Family Provision Act 1982 No 160
- Federal Courts (State Jurisdiction) Act 1999 No 22
- Felons (Civil Proceedings) Act 1981 No 84
- Financial Transaction Reports Act 1992 No 99
- Fines Act 1996 No 99
- Foreign Judgments Act 1973 No 39
- Forfeited Recognizances and Bail Act 1954 No 25
- Forfeiture Act 1995 No 65
- Frustrated Contracts Act 1978 No 105
- Futures Industry (Application of Laws) Act 1986 No 66
- Futures Industry (NSW) Code

- Greek Orthodox Archdiocese of Australia Consolidated Trust Act 1994 No 65
- Habitual Criminals Act 1957 No 19
- Holy Apostolic Catholic Assyrian Church of the East Property Trust Act 1992 No 10
- Home Invasion (Occupants Protection) Act 1998 No 109
- Imperial Acts Application Act 1969 No 30
- Inclosed Lands Protection Act 1901 No 33
- Industrial Relations Act 1996 No 17, sections 147, 148 (except in relation to the appointment of Commissioners), 149, 150, 151, 152, 153, 154, 156 (3), 157 (3), 159 (2), 164 (2), 168, 180, 185 (2) (d) and (e), 196, 197, 207, 208, 381, 382, 383, 407 (in relation to provisions administered by the Attorney General), Schedule 2 (in relation to provisions administered by the Attorney General), and Schedule 4 (in relation to provisions administered by the Attorney General), (remainder, Minister for Industrial Relations)
- Inebriates Act 1912 No 24
- Infants' Custody and Settlements Act 1899 No 39
- Inheritance Act 1901 No 19
- Insurance Act 1902 No 49
- Insurance (Application of Laws) Act 1986 No 13
- Intoxicated Persons Act 1979 No 67
- Judges' Pensions Act 1953 No 41
- Judgment Creditors' Remedies Act 1901 No 8
- Judicial Office (Papua New Guinea) Act 1979 No 177
- Judicial Officers Act 1986 No 100
- Jurisdiction of Courts (Cross-vesting) Act 1987 No 125
- Jurisdiction of Courts (Foreign Land) Act 1989 No 190
- Jury Act 1977 No 18
- Justices Act 1902 No 27
- Land and Environment Court Act 1979 No 204
- Law Courts Limited Act 1977 No 10
- Law Foundation Act 1979 No 32
- Law Reform Commission Act 1967 No 39
- Law Reform (Law and Equity) Act 1972 No 28
- Law Reform (Marital Consortium) Act 1984 No 38
- Law Reform (Miscellaneous Provisions) Act 1944 No 28
- Law Reform (Miscellaneous Provisions) Act 1946 No 33
- Law Reform (Miscellaneous Provisions) Act 1965 No 32
- Law Reform (Vicarious Liability) Act 1983 No 38
- Legal Aid Commission Act 1979 No 78
- Legal Profession Act 1987 No 109
- Lie Detectors Act 1983 No 62
- Limitation Act 1969 No 31
- Liquor Act 1982 No 147, Part 2 (remainder, Minister for Gaming and Racing)
- Listening Devices Act 1984 No 69
- Local Courts Act 1982 No 164
- Local Courts (Civil Claims) Act 1970 No 11
- Lutheran Church of Australia (NSW District) Property Trust Act 1982 No 101
- Maintenance, Champerty and Barratry Abolition Act 1993 No 88
- Maintenance Orders (Facilities for Enforcement) Act 1923 No 4
- Marketable Securities Act 1970 No 72
- Married Persons (Equality of Status) Act 1996 No 96
- Matrimonial Causes Act 1899 No 14
- Mental Health (Criminal Procedure) Act 1990 No 10
- Methodist Church of Samoa in Australia Property Trust Act 1998 No 96
- Mining Act 1992 No 29, section 293 (remainder, Minister for Mineral Resources)
- Minors (Property and Contracts) Act 1970 No 60
- Monopolies Act 1923 No 54
- Moratorium Act 1932 No 57
- Notice of Action and Other Privileges Abolition Act 1977 No 19
- Oaths Act 1900 No 20
- Parliamentary Papers (Supplementary Provisions) Act 1975 No 49
- Partnership Act 1892 55 Vic No 12
- Periodic Detention of Prisoners Act 1981 No 18, Part 2 (remainder, Minister for Corrective Services)
- Piracy Punishment Act 1902 No 69
- Police Offences Act 1901 No 5 (except part, Minister for Police)
- Presbyterian Church of Australia Act 1971 No 42
- Pre-Trial Diversion of Offenders Act 1985 No 153
- Printing and Newspapers Act 1973 No 46
- Privacy Committee Act 1975 No 37
- Privacy and Personal Information Protection Act 1998 No 133
- Professional Standards Act 1994 No 81
- Protected Estates Act 1983 No 179
- Public Defenders Act 1995 No 28
- Public Notaries Act 1997 No 98

- Public Trustee Act 1913 No 19
- Recovery of Imposts Act 1963 No 21
- Reorganised Church of Jesus Christ of Latter Day Saints Trust Property Act 1959 No 13
- Restraints of Trade Act 1976 No 67
- Roman Catholic Church Communities' Lands Act 1942 No 23
- Roman Catholic Church Trust Property Act 1936 No 24
- Royal Institute for Deaf and Blind Children Act 1998 No 6
- Russian Orthodox Church Property Trust Act 1991 No 91
- Sale of Goods Act 1923 No 1
- Sale of Goods (Vienna Convention) Act 1986 No 119
- Scout Association of Australia (NSW Branch) Incorporation Act 1928 No 26
- Sea-Carriage Documents Act 1997 No 92
- Search Warrants Act 1985 No 37
- Securities Industry (Application of Laws) Act 1981 No 61
- Sentencing Act 1989 No 87 (except parts, Minister for Corrective Services)
- Sheriff Act 1900 No 16
- Solicitor General Act 1969 No 80
- Standard Time Act 1987 No 149
- Status of Children Act 1996 No 76
- Statutory Duties (Contributory Negligence) Act 1945 No 1
- Stewards' Foundation of Christian Brethren Act 1989 No 172
- Suitors' Fund Act 1951 No 3
- Summary Offences Act 1988 No 25
- Sunday (Service of Process) Act 1984 No 45
- Supreme Court Act 1970 No 52
- Supreme Court (Summary Jurisdiction) Act 1967 No 72
- Telecommunications (Interception) (NSW) Act 1987 No 290
- Testator's Family Maintenance and Guardianship of Infants Act 1916 No 41
- Theatres and Public Halls Act 1908 No 13
- Trustee Act 1925 No 14
- Trustee Companies Act 1964 No 6
- Trustees Delegation of Powers Act 1915 No 31
- Unauthorised Documents Act 1922 No 6
- Uncollected Goods Act 1995 No 68
- Uniting Church in Australia Act 1977 No 47
- Victims Compensation Act 1996 No 115
- Victims Rights Act 1996 No 114
- Voluntary Workers (Soldiers' Holdings) Amendment Act 1974 No 27, sections 4 to 9 (remainder, Minister for Land and Water Conservation)
- Westpac Banking Corporation Act 1995 No 76
- Wills, Probate and Administration Act 1898 No 13 (except parts, Treasurer)
- Witnesses Examination Act 1900 No 34
- Workplace Video Surveillance Act 1998 No 52
- Young Offenders Act 1997 No 54 (except parts, Minister for Juvenile Justice)

Appendix 25

Legislative Changes

Legislation Assented to between 1 July 1999 and 30 June 2000 follows:

- Crimes Amendment (Offensive Weapons) Act 1999
- Federal Courts (State Jurisdiction) Act 1999
- Courts Legislation Amendment Act 1999
- Crimes Legislation Amendment Act 1999
- Drug Court Amendment Act 1999
- Criminal Procedure Amendment (Sexual Assault Communications Privilege) Act 1999
- Professional Standards Amendment Act 1999
- Local Courts Amendment (Part-Time Magistrates) Act 1999
- Crimes Amendment (Apprehended Violence) Act 1999
- Crimes And Courts Legislation Amendment Act 1999 No 91
- Crimes (Sentencing Procedure) Act 1999
- Crimes (Administration of Sentences) Act 1999
- Crimes Legislation Amendment (Sentencing) Act 1999
- Electronic Transactions Act 2000
- Protected Estates Amendment (Investment) Act 2000
- Evidence (Audio and Audio Visual Links) Amendment Act 2000
- Summary Offences Amendment Act 2000
- Legal Profession Amendment (Mortgage Practices) Act 2000
- Anti-Discrimination Amendment (Carers' Responsibilities) Act 2000
- Supreme Court Amendment (Referral of Proceedings) Act 2000
- Legal Profession Amendment (Complaints and Discipline) Act 2000

Intoxicated Persons Amendment Act 2000
 Administrative Decisions Tribunal Legislation Amendment Act 2000
 Courts Legislation Amendment Act 2000
 Crimes Legislation Amendment Act 2000

Trustee Companies Amendment Bill 2000
 Occupational Health and Safety Amendment (Sentencing Guidelines) Act 2000
 Victims Compensation Amendment Bill 2000

Appendix 26

Occupational Health and Safety

There was a decrease in the total number of hours lost due to work related injuries and illnesses in 1999–2000. The number of hours lost due to work related injuries and illnesses in 1999–2000 was 15,087 compared to 19,586 in 1998–99.

Work related injuries and illnesses for 1999–2000

Type of Injury	Number of Injuries												Total
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Body Stress	3	4	3	11	4	9	6	9	6	2	7	4	68
Fall/Slip	1	4	4	5	5	2	1	5	7	0	8	8	50
Mental Stress	1	3	2	5	2	1	1	0	3	2	1	1	22
Hit by Objects	3	5	1	3	4	3	2	2	0	0	4	2	29
Vehicle	0	1	4	0	0	0	0	1	3	1	2	0	12
Other	1	2	0	0	2	5	1	2	2	1	1	1	18
Total	9	19	14	24	17	20	11	19	21	6	23	16	199
Hours Lost	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
	790	2,126	1,128	3,911	1,053	3,775	451	392	892	35	258	276	15,087

Occupational Health, Safety and Workplace Safety Improvement Plan

The development and drafting of the *Workplace Safety Improvement Plan* commenced. Consultation occurred with Department staff at all levels through: a survey sent to all staff members; a series of consultative Focus Groups; visits to business centres across NSW; and individual stakeholder meetings.

The *Workplace Safety Improvement Plan* will outline a strategic plan that will ensure the Department's facilities, work environments, work practices and training are as safe as reasonably practicable for the Department's staff and clients. The *Plan* will also include performance indicators that will be incorporated into the Department's Corporate and Business Plans.

Appendix 27

Court Statistics

Administrative Decisions Tribunal

	General	Equal Opportunity	Legal Services	Community Services	Retail Leases	Appeals
Dismissed/no appearance/withdrawn	186	135	25	32	27	12
Orders made	168	16	24	0	6	8
Total	354	151	49	32	33	20
TIMELINESS (mths)						
Age of oldest matter disposed of	13	47	80	40	12	10
Age of oldest matter pending	27	46	79	50	10	15
No. disposed of in < 6 mths	308	25	7	13	26	15
No. disposed of in < 12 mths	44	50	18	0	7	5
No. disposed of in > 12 mths	2	55	12	1	0	0
No. disposed of in > 2 yrs	0	21	12	18	0	0

Compensation Court and Dust Diseases Tribunal

	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Compensation Court							
Matters Registered	22,489	26,302	23,364	18,602	15,855	17,166	20,459
Matters Disposed	19,852	21,990	23,508	19,661	17,873	19,680	20,710
Matters at hand at 30 June	17,083	21,395	21,251	20,192	18,174	15,660	15,409
Average delay (weeks)	39	39	39	38	45	42	42
Dust Diseases Tribunal							
Matters Registered	367	169	207	202	227	179	256
Matters Disposed	141	191	179	222	219	237	222
Matters at hand at 30 June	449	427	455	435	443	385	419*

* As at 30 June 2000, 727 Cross Claims are on hand (filed in connection with initiating process)

District Court

Criminal

Sydney	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Trials Registered	998	680	788	783	733	586
Trials Disposed	953	744	766	749	840	890
Matters on Hand	731	645	678	712	621	321
Sydney West	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Trials Registered	1,096	680	946	1,121	790	617
Trials Disposed	1,009	744	872	1,048	1,139	833
Matters on Hand	519	645	572	854	503	290
Country	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Trials Registered	1,224	1,149	1,116	1,276	1,121	1,012
Trials Disposed	1,021	1,062	864	1,099	1,286	1,130
Matters on Hand	767	777	1,008	1,195	1,016	891
NSW	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Trials Registered	3,318	2,775	2,889	3,180	2,644	2,215
Trials Disposed	2,983	2,678	2,536	2,896	3,265	2,853
Matters on Hand	2,019	1,994	2,467	2,761	2,140	1,502

Compliance with Trial Time Standards

	112 days			6 months			12 months			> 1 year		
	1997-98	1998-99	1999-00	1997-98	1998-99	1999-00	1997-98	1998-99	1999-00	1997-98	1998-99	1999-00
Sydney												
Custody	56%	52%	63%	26%	33%	26%	17%	13%	11%	1%	2%	0%
Bail	19%	12%	17%	20%	14%	19%	29%	28%	31%	32%	45%	33%
Sydney West												
Custody	47%	45%	49%	28%	29%	38%	23%	23%	12%	1%	2%	1%
Bail	19%	14%	17%	18%	16%	20%	34%	34%	30%	29%	36%	33%
Country												
Custody	41%	52%	54%	29%	29%	26%	26%	17%	19%	3%	2%	2%
Bail	11%	14%	13%	14%	13%	12%	37%	32%	28%	38%	41%	46%
NSW												
Custody	48%	50%	55%	28%	30%	29%	22%	18%	14%	2%	2%	1%
Bail	16%	13%	16%	17%	15%	17%	34%	32%	30%	33%	40%	38%

District Court

Civil

Sydney	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Statements of Claim	8,876	7,601	6,451	7,432	6,642	8,837
Praecipes	4,335	*	*	*	*	*
Disposals	8,927	8,552	9,620	6,670	5,974	7,265
Pending	5,237	*10,222	*5,106	*6250	7,704	9,706
Sydney West	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Statements of Claim	2,886	2,870	1,902	2,373	2,726	1,962
Praecipes	1,769	*	*	*	*	*
Disposals	2,731	2,329	2,847	2,617	2,699	2,294
Pending	1,481	*4,692	2,823	1,915	1,797	1,502
Country	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Statements of Claim	4,640	4,261	2,513	4,242	5,279	3,927
Praecipes	3,164	*	*	*	*	*
Disposals	2,990	3,773	4,919	4,116	4,110	3,463
Pending	3,139	*6,835	*4,518	3,810	3,870	4,412
NSW	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Statements of Claim	16,402	14,732	10,866	14,047	14,603	14,726
Praecipes	9,268	*	*	*	*	*
Disposals	14,648	14,654	17,386	13,403	12,783	13,022
Pending	9,857	*21,748	*12,447	11,975	13,371	15,620

* New data collection procedures were introduced during 1995-96, since then pending has included all matters commenced, and not just those previously considered to be active. Also Praecipes for Trial were abandoned.

NB. Figures are adjusted on the basis of regular stocktakes undertaken at the Court's various venues, hence the inputs and outputs against the annual pending figures do not balance.

Percentage Compliance Rate Within

	12 Months			18 Months			24 Months			>24 Months		
	97-8	98-9	99-0	97-8	98-9	99-0	97-8	98-9	99-0	97-8	98-9	99-0
Sydney	65%	44%	54%	27%	18%	25%	7%	6%	10%	1%	32%	11%
Sydney West	63%	58%	62%	29%	21%	23%	7%	7%	9%	1%	14%	6%
Country	64%	54%	54%	26%	23%	28%	9%	8%	9%	1%	15%	9%
NSW	64%	49%	56%	27%	20%	25%	8%	8%	9%	1%	23%	10%

NB. These figures relate to finalised case managed matters only. Case management commenced on 1 January 1996 and initially only included matters started after that date. From 1 January 1998, all remaining matters were absorbed into the case management program and are included in the subsequent statistics, regardless of when they commenced. This is the reason for some of the disparity in the figures.

Civil Median Time from Commencement to Finalisation

	1998-99	1999-00
Sydney	13.4 months	11.4 months
Sydney West	10.9 months	10.4 months
Country	11.3 months	11.6 months
NSW	12.2 months	11.3 months

Industrial Relations Commission

	1997-98	1998-99	1999-00
Cases on Hand (as at 30 June)	5,501	4,458	4,369
Total Cases Filed	7,366	6,828	6,789
Total Cases Finalised	5,362	8,008	6,878
Median time (days) from commencement to finalisation			
Industrial Disputes	111	124	133
Unfair Dismissals	106	114	96
Enterprise Agreements	22	24	22
Awards	32	49	84
Unfair Contracts	238	288	399
Appeals	174	205	200
Criminal Prosecutions	305	366	292
Total Cases Resolved			
Industrial Disputes	896	971	963
Unfair Dismissals	2,847	4,795	3,518
Enterprise Agreements	310	410	349
Awards	625	836	1,165
Unfair Contracts	145	335	306
Appeals	95	115	106
Criminal Prosecutions	216	265	258

Land and Environment Court

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
CLASS 1						
Matters registered	1,014	876	780	902	1,020	1,291
Matters disposed	993	1,068	931	932	978	1,269
Matters on hand (as at 30 June)	444	377	351	447	608	770
Median time from commencement to finalisation (months)	4	5	4	4	4	5
CLASS 2						
Matters registered	271	181	212	238	182	46
Matters disposed	277	229	225	210	204	82
Matters on hand (as at 30 June)	132	105	113	163	163	129
Median time from commencement to finalisation (months)	3	5	2	3	3	3
CLASS 3						
Matters registered	281	171	162	188	442	298
Matters disposed	366	256	166	266	313	368
Matters on hand (as at 30 June)	262	166	187	128	264	205
Median time from commencement to finalisation (months)	5	5	4	4	6	5
CLASS 4						
Matters registered	255	280	321	314	246	98
Matters disposed	310	315	345	372	320	112
Matters on hand (as at 30 June)	105	144	193	198	182	177
Median time from commencement to finalisation (months)	4	4	3	5	5	5

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
CLASS 5						
Matters registered	63	84	128	165	90	96
Matters disposed	66	75	121	157	106	143
Matters on hand (as at 30 June)	59	85	120	138	132	86
Median time from commencement to finalisation (months)	6	6	5	6	7	6
CLASS 6						
Matters registered	*	*	2	1	0	1
Matters disposed	*	*	1	0	1	1
Matters on hand (as at 30 June)	*	*	2	1	0	0
Median time from commencement to finalisation (months)	*	*	6	6	6	6
CLASS 7						
Matters registered	*	*	*	*	*	0
Matters disposed	*	*	*	*	*	0
Matters on hand (as at 30 June)	*	*	*	*	*	0
Median time from commencement to finalisation (months)	*	*	*	*	*	n.a.

* Note: Class 6 matters commenced in 1996-97.

Class 7 matters commenced in 1999-00.

n.a. Not available.

Class 1 – Environmental Planning and Protection Appeals Division.

Class 2 – Local Government and Miscellaneous Appeals Division.

Class 3 – Land Tenure, Valuation, Rating and Compensation Division.

Class 4 – Environmental Planning and Protection: Civil Enforcement.

Class 5 – Environmental Planning and Protection: Summary Criminal Enforcement.

Class 6 – Appeals from convictions relating to environmental offences (appeals from Magistrates in Local Court prosecutions for environmental offences).

Class 7 – Other appeals relating to environmental offences (appeals from Magistrates in Local Court prosecutions for environmental offences – prosecutor).

Local Courts

	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Criminal Matters								
New Matters	217,489	218,329	197,071	211,490	228,671	230,825	242,222	244,988
Finalised Matters	218,237	221,571	199,345	210,783	229,528	232,303	242,513	244,300
Matters on Hand (30 June)	20,768	18,587	19,779	20,496	22,309	24,378	25,141	27,423
Children's Court (Criminal)								
New Matters	18,481	20,097	21,625	21,778	24,320	23,339	20,891	18,545
Finalised Matters	18,229	19,476	21,365	21,886	24,270	23,947	21,156	20,059
Children's Court (Care)								
New Matters	2,013	2,493	2,571	2,508	2,539	2,849	2,944	3,236
Finalised Matters	1,979	2,426	2,615	2,468	2,379	2,572	2,834	3,027

	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
TOTAL, Children's Court Matters								
New Matters	20,494	22,590	24,196	24,286	26,859	26,188	23,835	21,781
Finalised Matters	20,208	21,902	23,980	24,354	26,649	26,519	23,990	23,086
Matters on Hand (30 June)	2,658	3,163	3,226	3,038	3,430	4,009	3,995	3,573
Family Law Matters								
New Matters	14,299	14,285	14,836	13,111	11,974	12,303	11,369	10,631
Finalised Matters	13,681	13,952	13,411	13,145	12,069	12,226	11,252	10,644
Matters on Hand (30 June)	1,535	1,458	1,190	1,115	1,145	1,168	1,177	1,088
Civil Claim, Small Claims								
New Matters	n/a	n/a	n/a	8,703	8,425	7,572	7,416	7,202
Finalised Matters	n/a	n/a	n/a	7,284	6,878	6,606	6,000	5,547
Matters on Hand (30 June)	n/a	n/a	n/a	1,110	2,082	3,044	4,320	5,673
Civil Claim, General Division								
New Matters	n/a	n/a	n/a	5,222	5,091	5,095	4,787	4,729
Finalised Matters	n/a	n/a	n/a	6,322	5,694	5,133	4,519	4,473
Matters on Hand (30 June)	n/a	n/a	n/a	1,217	2,064	2,102	2,379	2,584
TOTAL, Civil Claims Matters								
New Matters	26,234	28,506	28,801	13,925	13,516	12,667	12,205	11,931
Finalised Matters	27,850	30,100	31,827	13,606	12,572	11,739	10,519	10,020
Matters on Hand (30 June)	2,922	3,032	3,006	2,327	4,146	5,146	6,700	8,255
Statement of Claims	199,973	196,953	186,624	197,097	192,703	198,614	204,125	175,390
LOCAL COURTS, ALL MATTERS								
New Matters	278,516	283,710	264,904	262,812	281,020	281,983	289,631	289,331
Finalised Matters	279,976	287,525	268,563	261,888	280,818	282,787	288,274	288,050
Matters on Hand (30 June)	27,883	26,240	27,201	26,976	31,030	34,701	37,013	40,339
Median waiting time (weeks)	13	11	10	11	13	13	13	14
APPREHENDED VIOLENCE								
	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Applications issued								
Personal Violence	n/a	n/a	9,563	10,227	11,750	13,847	13,526	14,021
Domestic Violence	n/a	n/a	21,634	23,879	27,707	25,821	23,555	22,392
Total	n/a	n/a	31,197	34,106	39,457	39,668	37,081	36,413
Apprehended Violence – Final Orders Made								
Personal Violence	n/a	n/a	n/a	n/a	n/a	n/a	n/a	7,402
Domestic Violence***	n/a	n/a	14,575	16,159	19,131	20,735	18,710	16,322
*** During 1994-95 – 1997-98, the number of Domestic Violence Final Orders Made included conditional bail orders and final orders made by court.								
After Hours Justice Services								
Telephone Interim Order Applications	n/a	n/a	1,305	3,181	5,166	9,761	10,141	10,464

Supreme Court

Common Law Division

Criminal List

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Matters registered	107	111	118	124	111	113
Matters completed	68	83	88	110	138	152
Matters on hand (as at 30 June)	136	117	147	162	134	121
Time from committal to date of trial (months, as at 30 June)						
Custody	8	18	17	16	13	13
Bail	12	21	23	24	21	21

Civil List (Sydney Registry)

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Administrative Law						
New filings	89	156	134	130	108	98
Disposals (court)	52	34	25	74	57	106
Matters on hand (as at 30 June)	134	156	192	178	127	75
Time from registration to finalisation (months, as at 30 June)	<12	<12	<12	5-6	7-8	8

Civil Matters

New filings	4,663	4,956	5,390	3,803	3,732	3,235
Disposals	1,629	2,100	2,170	4,386 ¹	1,375	3,913 ²
Matters on hand (as at 30 June) ³	5,200	5,878	5,366	2,111	2,108	2,582
Time awaiting hearing (months, as at 30 June)						
Holding List ⁴	4.75	6	7	1.9	1.7	1

Summons

Matters registered	198	181	133	94	68	577
Matters completed	254	130	52	92	100	413
Matters on hand (as at 30 June)	175	199	280	282	249	396

Notes:

- 1 Includes proceedings transferred to the District Court following the commencement of the District Court Amendment Act 1997.
- 2 Includes inactive proceedings dismissed pursuant to Part 32A.
- 3 Excludes matters proceeding to default judgment, summons matters and 4,236 class action cases.
- 4 Measured from completion of case management to the first call-up for allocation of a hearing date.

Equity Division

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Admiralty List						
New filings	15	27	23	32	28	15
Disposals (court)	6 ⁵	7	1	8	8	16
Matters on hand (as at 30 June)	9	15	16	22	19	14
Time from registration to finalisation (months, as at 30 June)	<12	<12	6-9	6-9	6-9	9
Equity List						
New filings	4,252	3,528	3,973	4,262	4,027	4,303
Disposals ⁶	1,487	1,265	1,679	2,103	2,263	2,713
Matters on hand (as at 30 June) ⁷	643	537	537	512	412	326
Time from readiness to hearing (months, as at 30 June)						
General list	15	6-12	13-16	12	12-14	9-10
Short matters	1-3	3-6	1-3	1-3	1-3	<1
Masters' list	5-7	6-12	6-9	7-8	5-6	5

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Commercial List						
New filings	275	284	317	159	157	177
Disposals (court)	268	256	307	221	142	142
Matters on hand (as at 30 June)	171	199	209	147	162	197
Time from registration to finalisation (months, as at 30 June)	9	6-9	6-9	6-9	6-9	9
Construction List						
New filings	93	59	71	62	55	40
Disposals (court)	97	45	56	78	47	47
Matters on hand (as at 30 June)	48	62	77	61	69	62
Time from registration to finalisation (months, as at 30 June)	9	6-9	6-9	6-9	6-9	9
Probate List						
Applications filed	20,218	19,805	20,053	20,574	20,051	19,424
Grants made	22,377	20,728	21,131	21,936	21,811	22,058
Time to grant applications (days)	2	2	2	2	2	2

Notes:

- 5 This figure is incomplete because details of disposals are not available for 1994.
- 6 These are Registrar's disposals only.
- 7 Represents cases that have been managed by the Registrar and are ready to be allocated a hearing before a Judge or Master. The total number of pending cases as at 30 June 2000 was 3,321 (which includes cases that are currently before the Registrar for case management, inactive matters and finalised cases which remain "open" on the Court's computer system).

Court of Criminal Appeal

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Appeals lodged	758	776	761	753	850	902
Appeals disposed	879	818	812	709	652	827
Matters on hand (as at 30 June)	568	526	475	519	699	773
Median delay from readiness to hearing (weeks, as at 30 June) ⁸	-	-	-	9.5	14	10

Notes:

- 8 Data on median delay was not available prior to 1997-98.

Court of Appeal

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Appeals lodged	780	792	753	791	696	659
Appeals disposed	755	1,121	917	795	816	714
Matters on hand (as at 30 June)	1,230	924	713	709	622	567
Time to finalisation (months, as at 30 June) ⁹						
General List ¹⁰	35	33.2	23.7	23-24	21-22	14
Other lists	-	-	-	10-16	7-8	6

Notes:

- 9 Prior to 1997-98 delay was measured from the time that readiness to proceed to hearing was established. From 1997-98 onward, delay was measured from lodgement of the notice of appeal.
- 10 Prior to 1996-97 the General List represented the majority of appeals to be heard (approximately 80 per cent at June 1996). Since then the General List has been considerably reduced and represents approximately 25 per cent of appeals to be heard.

Costs Assessment Scheme ¹¹

	1995-96	1996-97	1997-98	1998-99	1999-00
Applications lodged	2,146	2,661	2,763	2,566	2,415
Applications assigned to assessors	-	-	2,852	2,527	2,359
Matters disposed	-	-	1,916	2,014	2,449
Matters on hand (as at 30 June)	-	-	-	-	198

Notes:

11 The Scheme commenced on 1 July 1994 and, from 1 July 1995, became the exclusive method of assessment of legal costs for most NSW jurisdictions. Limited details only are available for 1995-96 and 1996-97 because computerised information management reporting was not available during that period.

Appendix 28

Publications

The Attorney General's Department of NSW produces a wide variety of publications that are made available to the public. Copies of these publications may be obtained by contacting the organisation listed as producing the publication. Contact details are in Appendix 1.

The following represents a list of publications produced by the Department this year, as well as other existing publications. A full listing of existing publications can be obtained from each business centre.

Departmental Publications:

Attorney General's Department *Annual Report 1998-99*

Attorney General's Department *Corporate Plan 1999-2001*

Disability Strategic Plan 1997-2000

Agenda staff newsletter (monthly)

LawZone: A new way of searching. Improving community access to legal information on the Internet (December 1999)

Strategic Framework for Court Services 2000-2004

Aboriginal Justice Advisory Council

Ngilya (newsletter)

Administrative Decisions Tribunal

Administrative Decisions Tribunal - Dissatisfied with a government decision? We can help (brochure)

Administrative Decisions Tribunal (booklet)

Anti-Discrimination Board

New publications this year include:

Anti-Discrimination Guidelines for Hoteliers

Anti-Discrimination Guidelines for Managers of Local Councils

Anti-Discrimination Guidelines for Local Government Councillors

Anti-Discrimination Guidelines - Identifying and Eliminating Discrimination in NSW Industrial Instruments

Discrimination and Harassment: The Rights and Responsibilities of Employees (a training resource for vocational education programs)

Attorney General's Library

NSW Attorney General's Library (brochure)

NSW Attorney General's Library Inter Library Loans (brochure)

NSW Attorney General's Library External Members (brochure)

Current Awareness Bulletin (weekly information bulletin)

News Extracts Bulletin (weekly information bulletin)

Hot Topics (monthly information bulletin)

New Titles (monthly information bulletin)

Legislation Bulletin (bi-monthly information bulletin)

Annual Legislation Bulletin (published annually)

Bureau of Crime Statistics

Research Reports

The Stolen Goods Market in NSW: An interview study with imprisoned burglars (R. Stevenson & L. Forsythe, 1998)

Juveniles in Crime – Part 1: Participation Rates and Risk Factors (J. Baker, 1998)

Bulletins

Crime Trends in NSW: The Crime Victim Survey Picture (K. Freeman, 1998)

Mental Health and the Criminal Justice System (K. Freeman, 1998)

Are the courts becoming more lenient? Recent trends in convictions and penalties in NSW Higher and Local Courts (J. Baker, 1998)

Measuring Crime Dispersion (M. Chilvers, 1998)

Crime Against International Tourists (J. Allen, 1999)

Predicting Violence Against Women: The 1996 Women's Safety Survey (C. Coumarelos & J. Allen, 1999)

Cannabis and Crime: Treatment Programs for Adolescent Cannabis Use (L. Trimboli & C. Coumarelos, 1999)

Statistical Reports

Crime and Justice Facts 1998

NSW Criminal Courts Statistics 1997

NSW Recorded Crime Statistics 1998

Key Trends in Crime and Justice 1998

Community Relations Division

Protocol – Charitable Trusts Act 1993

Suitor's Fund – Information for Applicants

Procedure for Processing Application for compensation in respect of convictions which have quashed pursuant to the grant of a Pardon

Departmental Protocol for processing applications pursuant to section 474 of the Crimes Act 1900

Department Protocol for processing applications pursuant to section 474 of the Crimes Act 1900 and which have been referred to the Attorney General's Department by the Office of the Governor

Guidelines for applicants in Costs in Criminal Cases

Guidelines – Costs Against the Crown

Guidelines for Remission of Driving Disqualification

Guidelines for Remission on Hardship and Compassionate Grounds

Protocol – Part 13A Crimes Act 1900

Daylight Saving (Fact Sheet)

Justice of the Peace Handbook

Compensation Court and Dust Disease Tribunal

Compensation Court Annual Review 1998 (report)

Crime Prevention Division

Crime Prevention Resource Manual (Program Outline of the "One 2 One" pilot project for mentoring juvenile offenders)

NSW Strategy to Reduce Violence Against Women Information Bulletin (quarterly newsletter)

Responses to the Interim Position paper on Programs for perpetrators of Domestic Violence (NSW Council on Violence Against Women)

NSW Strategy to Reduce Violence Against Women Regional Action Plans for the period January 1998 – June 1999 for the following regions:

- *Far West;*
- *Macquarie;*
- *Mid Western;*
- *Central Sydney;*
- *Wentworth;*
- *Western Sydney;*
- *South Eastern Sydney Region;*
- *Mid North Coast;*
- *South Western Sydney;*
- *Northern Sydney;*
- *Illawarra Region;*
- *Greater Murray;*
- *Central Coast Region;*
- *Southern Region;*
- *New England Region;*
- *Northern Rivers Region; and*
- *Hunter Region.*

Hey Sister Girl It Only Takes One Step! (A pamphlet designed and written by Aboriginal women for Aboriginal women in the Western Sydney and Wentworth regions, providing information on violence issues with contact details for local and State-wide services. This pamphlet was modified to suit a number of different regions.)

Violence Prevention Plan for the South West Slopes Area for the period September 1998–June 1999 (NSW Strategy to Reduce Violence Against Women)

This is a Sponge (poster published by the Albury-Wodonga Let's Lift the Lid campaign. The poster has been re-printed and distributed across the State)

Reclaiming the Trains (a poster drawing attention to women's experiences of train travel)

Reclaiming the Trains (T-shirt featuring design elements from the Reclaiming the Trains poster)

Reclaiming the Trains (badge – there are two versions featuring design elements from the Reclaiming the Trains poster. One badge featured older women while the second featured younger women.)

Utterbox – Young Women Speaking Out Against Violence (CD with music written and performed by young people from the Illawarra region)

Utterbox – Young People Speaking Out Against Violence (poster promoting the CD of the same name)

Hey Sister Girl You Need to Read This! (pamphlet designed and written by Aboriginal women for Aboriginal women in the Illawarra and Southern regions providing information on violence issues with contact details for local and State-wide services)

Violence is a Crime (poster designed by Aboriginal women for Aboriginal women in the Illawarra and Southern regions)

No Time Is Right to Fight at Bathurst High (notepads featuring the winning slogan from a competition held at Bathurst High School)

Be Safe, Get Justice. Women, violence and the law – different groups, different needs (pamphlet providing information on violence and services available – originally produced for women in the Northern Sydney region and later adapted for women in the Central Sydney region)

Be Safe, Get Justice. Women, violence and the law – different groups, different needs (booklet written to accompany a seminar on issues pertaining to women, violence and the law held in the Northern Sydney region)

Be Safe, Get Justice. Women, violence and the law – different groups, different needs (poster advertising a seminar held in the Northern Sydney region)

Living Without Violence (poster and postcard advertising an art exhibition with the theme of living without violence. The art works exhibited were produced by women living in the Western Sydney region.)

Criminal Law Review Division

Homosexual Advance Defence (Final Report of the Working Party)

Law Courts Library

Electronic Resources Guide

Law Courts Library Bulletin (bi-monthly)

Law Courts Library Guide

Law Courts Library Guide to the Rare Book Collection

Law Courts Library Inter-Library Loan Guide

Law Courts Library Tour Guide

Legal Representation Office

The Legal Representation Office – A pamphlet for witnesses at the Police Integrity Commission (brochure)

The Legal Representation Office – A pamphlet for witnesses at the Independent Commission Against Corruption (brochure)

Legislation and Policy Division

Publications released by the Division during the year:

National Competition Policy Review of the *Legal Profession Act 1987*, Issues Paper, Volumes 1-3, August 1998

National Competition Policy Review of the *Legal Profession Act 1987* Report, November 1998

Attorney General's Guidelines on Making Access Directions under Part 6 of the *State Records Act 1998*

Report on the Review of the *Financial Transaction Reports Act 1992*, December 1998

Report on the Statutory Review of the *Charitable Trusts Act 1993*, April 1999

Office of the Legal Services Commissioner
Without Prejudice – Clients and Conduct (bimonthly educational newsletter for the profession and consumers)

The OLSC (general brochure which gives an overview of our services)

Lawyers Fees (guide for consumers on how lawyers bill their clients)

Communicating with your client (an educational video for practitioners on improving customer service)

Winning with your lawyer (an educational video for consumers on rights and responsibilities in the lawyer client relationship)

Office of the Protective Commissioner
OPC Annual Report (report) and *Annual Report Highlights* (brochure)

Office of the Protective Commissioner – financial management services for people with a disability (brochure)

Private financial management for people with a disability (booklet)

Estate management for people with a disability (booklet)

OPC News (bi-annual newsletter)

Client Feedback – complaints and compliments (brochure)

Office of the Public Guardian
After the Hearing: A Guide for People Legally Appointed as Guardian in NSW (manual)

Guardianship Functions – An Explanation (manual)

Annual Report (report)

Regards (newsletter for service providers)

Onguard! (newsletter for private guardians)

What is a Guardian? (brochure)

Office of the Sheriff
Jury Duty: A Rewarding Responsibility (brochure with information for jurors in NSW)

Jury Summons (brochure)

Recruitment and Selection (for prospective staff of the Sheriff's Office)

Occupational Health and Safety Policy Statement (statement)

Privacy NSW

New publications this year include:

Plain English Guide to the Privacy and Personal Information Protection Act

Guide to the Information Protection Principles

Guide to making Privacy Management Plans

Guide to making Privacy Codes of Practice

Guide to Internal Reviews

Guide to Public Registers

Registry of Births Deaths and Marriages

1998 Top 100 NSW Baby Names Book (booklet for sale to consumers)

How To Trace Your Family History (booklet for sale to consumers)

State Debt Recovery Office

The New Fine Enforcement System (brochure)

Supreme Court

The Supreme Court of NSW Annual Review 1998 (report)

Mediation and Evaluation in the Supreme Court of NSW (information kit)

The Supreme Court – its place in the State Court structure (brochure)

The Supreme Court – its work and structure (brochure)

The Supreme Court – its Judicial Officers (brochure)

Sureties – procedures in the Supreme Court (brochure)

Bail refund procedures (brochure)

Victims Services

Are you a Victim of Crime? (interpreter assistance)

Compensation for Victims of Sexual Assault (brochure)

Compensation for Family members of Homicide Victims (brochure)

Compensation for Victims of Violent Crime (brochure)

Approved Counselling Scheme for Victims of Violent Crime (brochure)

The Victims of Crime Chronicle – Issues 4 & 5 (brochure)

Victim Impact Statements – Information Package (brochure)

Compensable Injuries – Schedule of Injuries (brochure)

Victims Support Service – Information For You (brochure in conjunction with the Sydney City Mission)

Appendix 29

NSW Government Action Plan for Women

The NSW Attorney General's Department is committed to the principles of equity, access, rights and participation. This commitment is reflected in our policies, programs and services which aim to improve outcomes for women.

The primary objective from the NSW Government Action Plan for Women, which has been integrated into departmental operations, is to reduce violence against women. A number of strategies have been implemented by the Department over the past year in pursuit of this objective. These strategies form part of the

Government's commitment to overcome some of the barriers which prevent women from participating fully in all aspects of society.

The Department also works in partnership with other government agencies to promote workplaces that are equitable, safe and responsive to all aspects of women's lives.

Reducing Violence Against Women

The Violence Against Women Specialist Unit in the Department was established in 1997 to provide a coordinated approach to addressing the needs of women experiencing violence. The Unit, jointly funded by the Attorney General's Department, Department of Health, NSW Police Service and the Department of Community Services, in partnership with the Department for Women, is responsible for implementing the NSW Strategy for Reducing Violence Against Women.

The Unit develops strategic policy responses to issues of violence against women and supports strategies and programs aimed at the prevention of violence. The Unit manages seventeen Regional Violence Prevention Specialists, who work to enhance linkages between government and non-Government agencies, conduct community education and training and develop regional violence prevention plans. The Unit also provides executive support to the NSW Council on Violence Against Women.

Table 1: Reducing Violence Against Women – Achievements

Goals	Outcomes	Strategies	Achievements 1999–2000
Responses to the issue of violence against women occur within a whole of government framework.	Articulation of violence against women as a key issue for government.	Inform regional and local directions through central level coordination from the State Management Group. Develop regional and local priorities in partnership with Regional Reference Groups.	<ul style="list-style-type: none"> State Management Group, chaired by the Director General, met five times. Provision of high level policy advice by Council on Violence Against Women on issues related to violence against women. Key policy issues identified by Regional Reference Groups. 17 Regional Action Plans completed and distributed.

Goals	Outcomes	Strategies	Achievements 1999–2000
Policy development and implementation occur in a coordinated manner across central, regional and local levels.	Relevant departments, agencies and stakeholders meet on a regular basis, regarding policy development and implementation at a local, regional and central level.	Oversee a strategic, integrated and cross-agency approach to planning and delivery of services responding to violence against women.	<ul style="list-style-type: none"> • The Unit engaged with Strategy Partners and other agencies to promote coordinated responses to policy issues. • The coordination of policy implementation at regional levels facilitated by Regional Violence Prevention Specialists. • Specialised work to enhance linkages within and between government and non-government agencies.
Strategies aimed at preventing violence against women are developed and implemented.	Increase community understanding of the nature and extent of violence against women. Challenge community attitudes that allow violence against women to occur.	Identify causes of violence against women and strategies to prevent it occurring. Promote the provision of appropriate responses when women first report violence, with a focus on preventing further violence.	<ul style="list-style-type: none"> • Regional Violence Prevention Specialists delivered community education events and developed educational materials. • Continued development of a State-wide public education campaign with the message that “violence against women is against all the rules”.
Improve access by ensuring regular consultation with the community.	Provision of quality services reflecting the diverse needs of women who experience violence.	Improve access to appropriate health, welfare and legal services for all women who experience violence.	Regional consultations and forums held to facilitate communication between agencies and women from non-English speaking backgrounds, women who have a disability, older women, lesbians, and women from Aboriginal and Torres Strait Islander communities.

Promoting workplaces that are equitable, safe and responsive to all aspects of women's lives

The Anti-Discrimination Board has a number of functions which involve promoting workplaces that are equitable, safe and responsive to all aspects of women's lives. These functions are:

- conducting research and community education on discrimination issues;
- providing legal and policy advice to government; and
- advising the Industrial Relations Commission on the issue of discrimination in the workplace.

Table 2: Promoting workplaces that are equitable, safe and responsive to all aspects of women's lives – Achievements

Goals	Outcomes	Strategies	Achievements 1999–2000
Identify any specific dimensions of OH & S and rehabilitation which have a differential impact on women and take appropriate action.	Employers provide a healthy and safe workplace for pregnant women workers and pregnant women have greater protection from pregnancy discrimination.	<ul style="list-style-type: none"> • Participate in the development a code of practice covering pregnancy in the workplace. • Provide training for employers and community groups. 	<ul style="list-style-type: none"> • The ADB, in association with WorkCover and the Department of Industrial Relations has continued development of a Code of Practice covering pregnancy in the workplace taking into account recent changes in industrial relations legislation. Publication is expected shortly. • The ADB conducts regular training sessions for employers and community groups drawing attention to matters such as pregnancy discrimination and recent amendments to State legislation making unlawful discrimination based on carer's responsibilities. • The ADB has been working with the federal Human Rights and Equal Opportunity Commission on follow-up activities related to the Commission's report on pregnancy in the workplace.
Develop a whole of government approach to improving the delivery of information and increasing understanding about employment rights of women workers.	Women, employers and unions have "seamless" access to information on all aspects of women's employment rights.	<ul style="list-style-type: none"> • Implement a training and education strategy. • Provide high level advice to Government. 	<ul style="list-style-type: none"> • The ADB has established a number of training plans and modules and produced several publications which focus on the rights of women, including rights in the workplace and anti-harassment strategies. • The ADB advises the Attorney General on applications for exemptions from the Anti-Discrimination Act to authorise the provision of women-only services which address the special needs or continuing disadvantages faced by women in the workplace. • The ADB maintains a regular consultation forum with women's groups and organisations and during the last year has focused attention on issues related to the concerns of older women, indigenous women and women in custodial institutions.

Appendix 30

Electronic Service Delivery

The Attorney General's Department has striven to maximise the benefits available through the electronic delivery of services to both its external and intra-departmental clients.

The department's range of electronic services is extensive, and it has either implemented or is in the process of designing and trialling the following services:

LawLink NSW Website

The success of the department's implementation and design of these electronic services is reflected in the exceptional growth in the number of users of the department's website, *LawLink NSW*. During the 1999 calendar year, the website registered a sixfold growth in the number of pages viewed from over 220,000 to 1.2 million per month and by June 2000 *LawLink NSW* was registering over 1.9 million pages viewed per month.

The high quality of information available on this website, its practicability for web users and ease of navigation and accessibility is reflected in the fact that in May 2000, Top100, an Internet based rating organisation, rated *LawLink NSW* as the most popular legal website in Australia.

Lawlink NSW offers users online access to thousands of pages of legal information including:

- downloadable forms from the Supreme Court, Administrative Decisions Tribunal, Victims Compensation Tribunal and Industrial Relations Commission;
- a history of the NSW Legal system for students and historians;
- plain English Guide to lodging an application in the Land and Environment Court;
- factsheets on discrimination and lodging complaints at the Anti-Discrimination Board (with the Board registering as one of the strongest sites on *LawLink NSW* with nearly 120,000 pages viewed in June 2000 alone);
- brochures on privacy laws in NSW;
- guidelines and policies on public and private guardianship;
- information on applying for probate in the Supreme Court;
- an overview of the criminal trial process in the District Court;
- the full text of selected Law Reform Commission reports going back to 1968; and
- crime trends and bulletins from the Bureau of Crime Statistics and Research.

CaseLaw NSW Website

CaseLaw NSW was launched in May 1999 and is an online database incorporating multiple courts through one entry point including the Supreme Court, NSW Court of Appeal and Criminal Appeal, Land and Environment Court, the Administrative Decisions Tribunal and the Industrial Relations Commission. In the coming year, it is estimated that *CaseLaw NSW* will register over 1.5 million page views.

CaseLaw NSW databases are sourced directly from the participating courts and tribunals and as a result decisions are available more quickly than on any other free Internet service in Australia. In fact, the judgments are usually made available to the public on the same day as the decision is handed down, often within a few hours.

The implementation of a new form of citation by participating courts and tribunals during 1999 means that judgments published electronically via *CaseLaw NSW* can now be cited in court. This gives practitioners, and the community, complete access to the major decisions of these courts and provides cheaper access to an accessible source of legal precedents.

Design of the site is based upon intuitive navigation and addresses appropriate accessibility issues. To further assist web users accessing the Caselaw site, a new search engine has been designed with testing and implementation of this search engine scheduled to be completed by October 2000.

CaseLaw NSW was a semi-finalist for an Australian Internet Award for best professional/industry website in 1999.

Court Lists

Daily court lists are available on *LawLink NSW*. A subscription service that allows lawyers to

automatically receive court lists every day via email is also in operation.

LawZone Project

This project is in collaboration with other justice sector organisations, including the Law Foundation, Law Society, Department of Fair Trading, Legal Aid Commission, Legal Information Access Centres and Redfern Legal Centre. Its aim is to develop and implement a new search facility based on metadata that will provide a more reliable result for Internet users searching for legal resources.

NSW Online Genealogical Indexes

In March 1999, the Registry of Births, Deaths and Marriages began offering online free searches of its Birth, Death and Marriage indexes, enabling clients to find genealogical information for family history research leading to the purchase of certificate copies.

In April 2000, the Registry of Births, Deaths and Marriages' NSW online genealogical indexes site recorded approximately 20,000 searches on average each day.

E-commerce

The Registry of Births, Deaths and Marriages is currently trialling a new system to allow users to pay for certificates online via credit card. The introduction OCV will remove the need for manual verification of payment details using instead an automated procedure with the customer's credit card details being transmitted to the ANZ bank for real time verification and deduction of funds. This service will be a test bed for extending Internet payment services across the Department and courts.

Secure Lodgement of Court Documents and Electronic Signatures

In collaboration with the legal profession, the Law Society of NSW and Land and Environment Court, the Department is currently designing a system to allow legal practitioners to lodge court documents online while ensuring the security, authenticity and integrity of the lodgement.

The security issues are will be resolved through the introduction of a system of electronic signatures or PKI (Public Key Infrastructure), the testing of which is being currently undertaken by the Department.

Electronic Credit Card Payments

The State Debt Recovery Office is currently involved in the development and implementation of a facility to allow credit card payments for SDRO debtors via the telephone using an Interactive Voice Recognition (IVR) system. The system will be established in conjunction with Telstra using a "piggy back" mechanism onto the existing Australia Post payments system already utilised by SDRO for its manual payments.

Online Transcript Service

The Reporting Services Bureau is currently developing an online ordering and delivery of transcripts to judges, the court, parties to the case and other qualified persons.

Online Birth, Death and Marriage Certificate Validation

The Registry of Birth, Deaths and Marriages (BDM) is currently trialling this project which will allow service providers such as the banks, RTA and Social Security to check details of a birth, death and marriage certificate online via restricted access to the BDM database. This service is designed to reduce the incidence of forged birth certificates being used when an identification process is required and also creates a new revenue stream for the Registry to support its role as the first point of contact in NSW for life event data.

Online life event registration

During 1999, the Registry of Births, Deaths and Marriages commenced a trial of a new service to allow providers of registration data (i.e. the Department of Health for births, Funeral Directors for deaths and Celebrants for marriages) to submit their data electronically using the Internet.

A prototype system is being trialled for the online registration of deaths by Funeral Directors. When fully operational, this service will reduce data preparation costs, and data entry errors, freeing Registry staff to concentrate on other value-added client service functions. It will also improve the timeliness of registrations.

InfoLink Intranet Facility

The Attorney General's department offers an Intranet facility, *InfoLink*, which provides a bulletin board and information service, including updates on staff matters, management tools and current issues, such as the Olympics for which an information site was developed.