19-20

Annual  
Report

Department of Justice  
and Community Safety

Appendices

**Publication information**

The Department of Justice and Community Safety acknowledges the traditional owners of the land on which we work, and pays respect to their Elders past, present and emerging.

‘Aboriginal’ is used as the Department of Justice and Community Safety’s standard reference for Aboriginal and Torres Strait Islander people. Prior to June 2018, ‘Koori’ was used as the department’s standard reference, and this term continues to be used in some departmental business units, affiliated organisations and documents, including the Koori Justice Unit, the Koori Courts, and the department’s Koori Inclusion Action Plan 2017-2020, Yarrwul Loitjba Yapaneyepuk – Walk the Talk Together.

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# 1. Disclosure index

The annual report of the department is prepared in accordance with all relevant Victorian legislations and pronouncements. This index has been prepared to facilitate identification of the department’s compliance with statutory disclosure requirements.

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# 

# 2. Budget Portfolio Outcomes

The budget portfolio outcomes provide comparisons between the actual financial statements of all general government sector entities within the portfolio and the forecast financial information (initial budget estimates) published in Budget Paper No.5 *Statement of Finances* (BP5). The budget portfolio outcomes comprise the comprehensive operating statements, balance sheets, cash flow statements, statements of changes in equity, and administered item statements.

The budget portfolio outcomes have been prepared on a consolidated basis and include all general government sector entities within the portfolio. Financial transactions and balances are classified into either controlled or administered categories consistent with the published statements in BP5.

The following budget portfolio outcomes statements are not subject to audit by the Victorian Auditor-General’s Office and are not prepared on the same basis as the department’s financial statements as these include the financial information of the following entities:

* Department of Justice and Community Safety
* Independent Broad-based Anti-corruption Commission
* Office of Public Prosecutions
* Residential Tenancies Bond Authority
* Sentencing Advisory Council
* Victoria Police
* Victoria State Emergency Services Authority
* Victorian Commission for Gambling and Liquor Regulation
* Victorian Equal Opportunity and Human Rights Commission
* Victorian Inspectorate
* Victorian Institute of Forensic Medicine
* Victorian Law Reform Commission
* Victorian Ombudsman
* Victorian Responsible Gambling Foundation

## Comprehensive operating statement for the year ended 30 June 2020

|  |  |  |  | ($million) |
| --- | --- | --- | --- | --- |
|  | 2019-20 Actual | 2019-20 Published budget (i) | Variance | Notes |
| **Income from transactions** |  |  |  |  |
| Output appropriations | 8,330 | 7,734 | 596 | (ii) |
| Special appropriations | 3 | 3 | 0 |  |
| Interest | 37 | 56 | (19) |  |
| Sale of goods and services | 28 | 18 | 10 |  |
| Grants | 95 | 106 | (11) |  |
| Other income | 57 | 33 | 24 |  |
| **Total income from transactions** | **8,550** | **7,950** | **600** |  |
| **Expenses from transactions** |  |  |  |  |
| Employee benefits | 4,080 | 3,752 | 328 | (iii) |
| Depreciation | 391 | 465 | (74) |  |
| Interest expense | 82 | 183 | (101) | (iv) |
| Grants and other transfers | 1,742 | 1,384 | 358 | (v) |
| Capital asset charge | 321 | 315 | 6 |  |
| Other operating expenses | 1,925 | 1,857 | 68 |  |
| **Total expenses from transactions** | **8,541** | **7,957** | **585** |  |
| **Net result from transactions (net operating balance)** | **9** | **(7)** | **15** |  |
| Other economic flows included in net result |  |  |  |  |
| Net gain/(loss) on non-financial assets | 15 | 11 | 4 |  |
| Net gain/(loss) on financial instruments and statutory receivables/payables | (14) | 0 | (14) |  |
| Other gains/(losses) from economic flows | (16) | 0 | (16) |  |
| **Total other economic flows included in net result** | **(15)** | **11** | **(26)** |  |
| **Net result** | **(6)** | **3** | **(11)** |  |
| **Other economic flows – other comprehensive income** |  |  |  |  |
| Changes in non-financial assets revaluation surplus | 307 | 0 | 307 | (vi) |
| Other | 7 | 0 | 7 |  |
| **Total other economic flows – other comprehensive income** | **314** | **0** | **314** |  |
| **Comprehensive result** | **308** | **3** | **303** |  |

(i) Figures published in the 2019-20 Victorian Budget, Budget Paper No. 5.

(ii) Output appropriations were higher than the original budget mainly due to funding provided after the 2019-20 Budget for firefighting related activities for the Metropolitan Fire Brigade and Country Fire Authority including the Fiskville and Regional Victoria funding. In addition, funding was provided for resources to support police operations, initiatives in response to the coronavirus (COVID-19) pandemic, and bushfire suppression and recovery activities.

(iii) Employee benefits expenses were higher than the original budget mainly due to increased costs under the Enterprise Bargaining Agreement (EBA), additional WorkCover costs, and additional costs in response to the bushfire season and the coronavirus (COVID-19) pandemic.

(iv) Interest expense was lower than the original budget mainly due to changes in the lease schedule for the Victoria Police complex at 311 Spencer Street Melbourne and the transfer of accommodation leases to the Department of Treasury and Finance’s (DTF’s) Shared Services Provider as at 1 November 2019.

(v) Grants and other transfers were higher than the original budget mainly due to the additional funding announced post Budget to support emergency services organisations including the Metropolitan Fire Brigade and Country Fire Authority, Fiskville and Regional Victoria funding to Country Fire Authority, and bushfire suppression and recovery activities. In addition, further grant payments were made to Victoria Legal Aid for the government announced Legal Assistance Package in response to the coronavirus (COVID-19) pandemic and the Commonwealth funded legal assistance bushfire initiative.

(vi) Changes in non-financial assets revaluation surplus were higher than the original budget mainly due to a managerial revaluation of the Department of Justice and Community Safety’s (DJCS) land and buildings as at 30 June 2020. Refer to note 8.4.2 of the DJCS’ financial statements for further

details.

## Balance sheet as at 30 June 2020

|  |  |  |  | ($million) |
| --- | --- | --- | --- | --- |
|  | 2019-20 Actual | 2019-20 Published budget (i) | Variance | Notes |
| **Assets** |  |  |  |  |
| **Financial assets** |  |  |  |  |
| Cash and deposits | 312 | 220 | 92 |  |
| Receivables from government | 1,335 | 1,468 | (133) | (ii) |
| Other receivables | 111 | 100 | 11 |  |
| Other financial assets | 229 | 271 | (42) |  |
| **Total financial assets** | **1,987** | **2,059** | **(72)** |  |
| **Non-financial assets** |  |  |  |  |
| Inventories | 23 | 17 | 6 |  |
| Non-financial assets classified as held for sale including disposal group assets | 3 | 2 | 1 |  |
| Property, plant and equipment | 6,915 | 8,337 | (1,422) | (iii) |
| Intangible assets | 194 | 131 | 63 |  |
| Other | 72 | 42 | 30 |  |
| **Total non-financial assets** | **7,207** | **8,530** | **(1,322)** |  |
| **Total assets** | **9,194** | **10,589** | **(1,394)** |  |
| Liabilities |  |  |  |  |
| Payables | 686 | 502 | 184 | (iv) |
| Borrowings | 1,524 | 2,768 | (1,244) | (v) |
| Provisions | 1,106 | 930 | 176 | (vi) |
| **Total liabilities** | **3,316** | **4,199** | **(884)** |  |
| **Net assets** | **5,878** | **6,390** | **(510)** |  |
| Equity |  |  |  |  |
| Accumulated surplus/(deficit) | 1,215 | 1,220 | (5) |  |
| Reserves | 1,808 | 1,393 | 415 | (vii) |
| Contributed capital | 2,855 | 3,777 | (922) | (viii) |
| **Total equity** | **5,878** | **6,390** | **(512)** |  |

(i) Figures published in the 2019-20 Victorian Budget, Budget Paper No. 5.

(ii) Receivables from government were lower than the original budget mainly due to lower than expected balances for funds managed on behalf of the State.

(iii) Property, plant and equipment was lower than the original budget mainly due to the Victoria Police complex at 311 Spencer Street Melbourne which reached practical completion in July 2020 and the rephase of capital programs post the 2019-20 Budget mainly in the Corrections and Youth Justice portfolio into 2020-21 and future years to align with expected deliverables.

(iv) Payables were higher than the original budget mainly due to higher than expected operating and capital expense accruals.

(v) Borrowings were lower than the original budget mainly due to changes in the lease schedule for the Victoria Police complex at 311 Spencer Street Melbourne and the transfer of office accommodation leases to DTF’s Shared Services Provider as at 1 November 2019.

(vi) Provisions were higher than the original budgets mainly due to higher than expected employee benefit provisions.

(vii) Reserves were higher than the original budget mainly due to a managerial revaluation of the DJCS’ land and buildings as at 30 June 2020. Refer to note 8.4.2 of the DJCS’ financial statements for further details.

(viii) Contributed capital was lower than the original budget mainly due to the rephasing and carryover of capital funding into 2020-21 and future years to align with expected deliverables across the Youth Justice and Corrections Victoria related initiatives.

## Statement of cash flows for the year ended 30 June 2020

|  |  |  |  | ($million) |
| --- | --- | --- | --- | --- |
|  | 2019-20 Actual | 2019-20 Published budget (i) | Variance | Notes |
| **Cash flows from operating activities** |  |  |  |  |
| **Receipts** |  |  |  |  |
| Receipts from Government | 8,065 | 7,449 | 616 | (ii) |
| Receipts from other entities | 140 | 121 | 19 |  |
| Interest received | 49 | 55 | (6) |  |
| Other receipts | 51 | 34 | 17 |  |
| **Total receipts** | **8,305** | **7,659** | **646** |  |
| **Payments** |  |  |  |  |
| Payments of grants and other transfers | (1,742) | (1,385) | (357) | (iii) |
| Payments to suppliers and employees | (5,790) | (5,562) | (228) | (iv) |
| Capital asset charge | (321) | (315) | (6) |  |
| Interest and other costs of finance paid | (82) | (182) | 100 | (v) |
| **Total payments** | **(7,935)** | **(7,445)** | **(491)** |  |
| **Net cash flows from/(used in) operating activities** | **370** | **214** | **155** |  |
| **Cash flows from investing activities** |  |  |  |  |
| Net investment | (21) | (11) | (10) |  |
| Payments for non-financial assets | (512) | (1,013) | 501 | (vi) |
| Proceeds from sale of non-financial assets | 32 | 34 | (2) |  |
| Net loans to other parties | 5 | 0 | 5 |  |
| **Net cash flows from/(used in) investing activities** | **(496)** | **(990)** | **494** |  |
| **Cash flows from financing activities** |  |  |  |  |
| Owner contributions by State Government | 213 | 878 | (665) | (vii) |
| Repayment of leases and service concession liabilities | (95) | (112) | 17 |  |
| Net borrowings | 8 | 0 | 8 |  |
| **Net cash flows from/(used in) financing activities** | **126** | **766** | **(640)** |  |
| **Net increase/(decrease) in cash and cash equivalents** | **0** | **(10)** | **9** |  |
| Cash and cash equivalents at the beginning of the financial year | 312 | 231 | (81) |  |
| **Cash and cash equivalents at the end of the financial year** | **312** | **220** | **(72)** |  |

(i) Figures published in the 2019-20 Victorian Budget, Budget Paper No. 5.

(ii) Receipts from government were higher than the original budget mainly due to funding provided after the 2019-20 Budget for firefighting related activities for the Metropolitan Fire Brigade and Country Fire Authority including the Fiskville and Regional Victoria funding. In addition, funding was provided for resources to support police operations, initiatives in response to the coronavirus (COVID-19) pandemic, and bushfire suppression and recovery activities.

(iii) Payments of grants and other transfers were higher than the original budget mainly due to additional grant payments to support emergency services organisations including the Metropolitan Fire Brigade and Country Fire Authority, Fiskville and Regional Victoria funding to Country Fire Authority, and bushfire suppression and recovery activities. In addition, further grant payments were made to Victoria Legal Aid for the government announced Legal Assistance Package in response to the coronavirus (COVID-19) pandemic and the Commonwealth funded legal assistance bushfire initiative.

(iv) Payments to suppliers and employees were higher than the original budget mainly due to higher than expected employee benefits expenses from increased costs under the Enterprise Bargaining Agreement (EBA), additional WorkCover costs, and additional costs as a result of the response to the bushfire season and the coronavirus (COVID-19) pandemic.

(v) Interest and other costs of finance paid were lower than the original budget mainly due to changes in the lease schedule for the Victoria Police complex at 311 Spencer Street Melbourne and the transfer of office accommodation leases to DTF’s Shared Services Provider as at 1 November 2019.

(vi) Payments for non-financial assets were lower than the original budget mainly due to changes in the lease schedule for the Victoria Police complex at 311 Spencer Street Melbourne and the rephase of capital programs into 2020-21 and future years mainly for the Corrections and Youth Justice portfolio to align with expected deliverables.

(vii) Owner contributions by State Government were lower than the original budget mainly due to the rephasing and carryover of capital funding into 2020-21 and future years to align with expected deliverables across the Youth Justice and Corrections Victoria related initiatives.

## Statement of changes in equity for the year ended 30 June 2020

|  |  |  |  |  | ($million) |
| --- | --- | --- | --- | --- | --- |
|  | Accumulated surplus/(deficit) | Contributions by owner | Revaluation surplus | Other reserves | Total  equity |
| **2019-20 Actual** |  |  |  |  |  |
| **Opening balance 1 July 2019** | 1,221 | 2,649 | 1,494 | 0 | 5,364 |
| Comprehensive result | (6) | 0 | 314 | 0 | 308 |
| Transactions with owners in their capacity as owners | 0 | 206 | 0 | 0 | 206 |
| **Closing balance 30 June 2020** | **1,215** | **2,855** | **1,808** | **0** | **5,878** |
| **2019-20 Published budget(i)** |  |  |  |  |  |
| **Opening balance 1 July 2019** | 1,216 | 2,899 | 1,393 | 0 | 5,508 |
| Comprehensive result | 3 | 0 | 0 | 0 | 3 |
| Transactions with owners in their capacity as owners | 0 | 878 | 0 | 0 | 878 |
| **Closing balance 30 June 2020** | **1,220** | **3,777** | **1,393** | **0** | **6,390** |
| **Variance** |  |  |  |  |  |
| **Opening balance 1 July 2019** | 5 | (250) | 101 | 0 | 144 |
| Comprehensive result | (9) | 0 | 314 | 0 | (305) |
| Transactions with owners in their capacity as owners | 0 | (672) | 0 | 0 | 672 |
| **Closing balance 30 June 2020** | **(4)** | **(922)** | **415** | **0** | **511** |

(i) Figures published in the 2019-20 Victorian Budget, Budget Paper No. 5.

## Administered items statement for the year ended 30 June 2020

|  |  |  |  | ($million) |
| --- | --- | --- | --- | --- |
|  | 2019-20 Actual | 2019-20 Published budget (i) | Variance | Notes |
| **Administered income** |  |  |  |  |
| Appropriations - payments made on behalf of the State | 267 | 36 | 231 | (ii) |
| Special appropriations | 37 | 82 | (45) |  |
| Sale of goods and services | 450 | 492 | (42) |  |
| Grants | 4 | 4 | 0 |  |
| Interest | 7 | 13 | (6) |  |
| Other income | 2,225 | 2,637 | (412) | (iii) |
| **Total administered income** | **2,990** | **3,263** | **(274)** |  |
| **Administered expenses** |  |  |  |  |
| Expenses on behalf of the State | 67 | 14 | 53 |  |
| Grants and other transfers | 238 | 77 | 161 | (iv) |
| Payments into the Consolidated Fund | 2,247 | 2,617 | (370) | (v) |
| **Total administered expenses** | **2,552** | **2,707** | **(156)** |  |
| **Income less expenses** | **438** | **556** | **(118)** |  |
| **Other economic flows included in net result** |  |  |  |  |
| Net gain/(loss) on non-financial assets | 0 | 1 | (1) |  |
| Net gain/(loss) on financial instruments and statutory receivables/payables | (501) | (312) | (189) | (vi) |
| **Total other economic flows included in net result** | **(501)** | **(311)** | **(190)** |  |
| **Net result** | **(63)** | **245** | **(308)** |  |
| **Other economic flows – other comprehensive income** |  |  |  |  |
| Adjustment to accumulated surplus/(deficit) due to a change in accounting policy | 0 | 0 | 0 |  |
| **Total other economic flows – other comprehensive income** | **0** | **0** | **0** |  |
| **Comprehensive result** | **(63)** | **245** | **(308)** |  |
| **Administered assets** |  |  |  |  |
| Cash and deposits | 311 | 60 | 251 | (vii) |
| Receivables | 317 | 1,830 | (1,513) | (viii) |
| Other financial assets | 0 | 4 | (4) |  |
| **Total administered assets** | **628** | **1,894** | **(1,266)** |  |
| **Administered liabilities** |  |  |  |  |
| Payables | 897 | 984 | (87) |  |
| Provisions | 127 | 1 | 126 | (ix) |
| **Total administered liabilities** | **1,024** | **984** | **39** |  |
| **Net assets** | **(396)** | **910** | **(1,305)** |  |

(i) Figures published in the 2019-20 Victorian Budget, Budget Paper No. 5.

(ii) Appropriations for payments made on behalf of the State were higher than the original budget mainly due to the receipt of funds for the Natural Disaster Relief Trust (NDRT) to make payments to aid in the State’s recovery from natural disasters. The NDRT transferred from the Department of Treasury and Finance (DTF) to the Department of Justice and Community Safety (DJCS) as part of a machinery of government (MOG) change as at 1 December 2019, which was not anticipated at the time the 2019-20 Budget was released.

(iii) Other income was lower than the original budget mainly due to a decrease in gambling tax income, and a decrease in road safety camera, on the spot, toll road evasion and court fine revenue as a result of the coronavirus (COVID-19) pandemic restrictions, which was not anticipated at the time the 2019-20 Budget was released.

(iv) Grants and other transfers were higher than the original budget mainly due to the NDRT payments to aid in the State’s recovery from natural disasters. The NDRT transferred from the DTF to the DJCS via a MOG change as at 1 December 2019, which was not anticipated at the time the 2019-20 Budget was released.

(v) Payments into the Consolidated Fund expense was lower than the original budget mainly due to an overestimation of the amount of cash that would be collected during the year.

(vi) Net gain/(loss) on financial instruments and statutory receivables/payables was higher than the original budget mainly due to a revaluation loss on the gambling tax receivable, which was not anticipated at the time the 2019-20 Budget was published.

(vii) Cash and deposits was higher than the original budget mainly due to the cash held in the NDRT. The NDRT transferred from the DTF to the DJCS via a MOG change as at 1 December 2019, which was not anticipated at the time the 2019-20 Budget was released.

(viii) Receivables were lower than the original budget mainly due to the identification during 2019-20 of previous errors dating back to at least 2006 in the calculation of and accounting treatment for the allowance for impairment losses from unpaid fines. Refer to note 4.3.1 of the DJCS’ financial statements for further details.

(ix) Provisions were higher than the original budget mainly due to a provision held in the NDRT for payments to aid in the State’s recovery from natural disasters. The NDRT was transferred from the DTF to the DJCS via a MOG change as at 1 December 2019, which was not anticipated at the time the 2019-20 Budget was released.

# 

# 3. Objective indicators and output performance measures

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## Ensuring community safety through policing, law enforcement and prevention activities

This objective aims to provide a safe and secure environment for the Victorian community. This objective delivers on activities relating to the provision of effective police and law enforcement services that aim to prevent, detect, investigate and prosecute crime, and promote safer road user behaviour. It focuses on activities that enable Victorians to undertake their lawful pursuits confidently, safely and without fear of crime.

### Progress toward achieving this objective

***Community safety during the day and night[[1]](#footnote-1)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2015–16 | 2016–17 | 2017–18 | 2018–19 |
| Walking alone in the neighbourhood during the day | 90.0 | 84.0 | 87.4 | 88.1 |
| Walking alone in the neighbourhood at night | 48.6 | 42.8 | 47.1 | 48.1 |
| At home at night | 87.1 | 79.1 | 83.0 | 83.8 |

This objective indicator reflects the department’s efforts to improve safety and provide a safe and secure environment for the community by measuring the level of safety that survey respondents (as a sample of Victorians) feel during the day and night.

In 2018–19, 88.1 per cent of Victorians surveyed felt ‘safe’ or ‘very safe’ when walking alone in their neighbourhood during the day and 48.1 per cent felt ‘safe’ or ‘very safe’ walking alone at night. 83.8 per cent of Victorians surveyed felt ‘safe’ or ‘very safe’ a home alone at night.

The percentage of Victorians surveyed who reported feeling ‘safe’ or ‘very safe’ show an improvement in 2018–19 compared to the previous year for all measures.

***Community safety on public transport[[2]](#footnote-2)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2015–16 | 2016–17 | 2017–18 | 2018–19 |
| Travelling alone on public transport during the day | 59.0 | 58.5 | 67.1 | 68.6 |
| Travelling alone on public transport at night | 25.6 | 23.3 | 31.3 | 32.3 |

This objective indicator reflects the department’s efforts to improve safety and provide a safe and secure environment for the community by measuring the level of safety that survey respondents (as a sample of Victorians) feel on public transport.

The percentage of Victorians surveyed who reported feeling ‘safe’ or ‘very safe’ on public transport during the day in 2018–19 was 68.6 per cent, representing a 1.5 percentage point increase compared the previous year. The national average for this measure in 2018–19 was 67.2 per cent, with Victoria 1.4 percentage points above the national average.

At night, 32.3 per cent of Victorians felt ‘safe’ or ‘very safe’ on public transport in 2018–19. This is slightly below the national average of 33.5 percent but represents an increase of one percentage point from the previous year.

***Road fatalities and injuries***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Rate of road fatalities | 267 | 238 | 269 | 229 |
| Rate of road injuries | 17,914 | 15,610 | 14,791 | 18,010 |

Victoria Police aims to contribute to a reduction in road crashes and related road deaths and hospitalisations by implementing the Towards Zero 2016–20 Road Safety Strategy, including operations targeting speeding, drug and drink driving, and   
high-risk drivers.

In 2019–20, there was a total of 229 road fatalities in Victoria which is a reduction of 40 compared with the previous year. The total number of road injuries increased by 21.8 per cent in 2019–20 compared with the previous year. This was due to a change in the methodology in identifying injuries to align with the processes of partner agencies, such as the Traffic Accident Commission (TAC) and VicRoads. This change ensures consistency and more accurately captures the number of reported injuries in vehicle collisions based on TAC claims.

#### Crime statistics

Crime statistics are based on reports from the public and crimes detected by police and demonstrate the department’s progress in ensuring community safety through policing, law enforcement and crime prevention activities. The Crime Statistics Agency (CSA) is responsible for processing and publishing Victorian crime statistics, independent of Victoria Police. A further breakdown of crime statistics is available on the CSA website: [crimestatistics.vic.gov.au](https://www.crimestatistics.vic.gov.au/?#query)

***Total recorded crimes[[3]](#footnote-3)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Other offences | 1,670 | 2,145 | 1,395 | 7,514 |
| Justice procedures offences | 69,902 | 71,090 | 76,649 | 81,389 |
| Public order and security offences | 36,025 | 34,743 | 34,848 | 31,338 |
| Drug offences | 30,352 | 29,868 | 32,539 | 36,951 |
| Property and deception offences | 315,163 | 287,994 | 287,093 | 303,931 |
| Crimes against the person | 79,116 | 80,040 | 81,054 | 83,114 |
| Total number of offences | 532,228 | 505,880 | 513,578 | 544,237 |

Crime statistics are based on reports from the public and crimes detected by police. Changes to recorded crime can be due to increased presence and focus on community safety throughout Victoria, police detection and enforcement activity, the introduction of new offences or increased police powers to enforce certain offences. For example, in March 2020 two new coronavirus (COVID-19) offence codes were introduced in response to breaches of the Chief Health Officer’s Directions under the *Public Health and Wellbeing Act 2008*. Changes may also be due to social, economic and environmental factors, or changing public confidence to report crime to police.

In the 2019–20 financial year, there was an increase in total recorded crime by 6.0 per cent from 513,578 offences in 2018–19 to 544,237 offences in 2019–20. There were increases in all offence categories except for public order and security offences, which fell by 10 per cent from 34,848 in 2018–19 to 31,338 in 2019–20.

The overall increase in total recorded crime was mostly driven by increases in property and deception offences, which increased by 16,838 between 2018–19  
and 2019–20. The increase in total recorded crime was also impacted by an in ‘other offences’, which increased by 6,119 between 2018–19 and 2019–20. This was related to the new public health and safety offences introduced as part of the response to coronavirus (COVID-19). Further about the CSA offence classification is available at [crimestatistics.vic.gov.au/about-the-data/explanatory-notes](https://www.crimestatistics.vic.gov.au/about-the-data/explanatory-notes?#query).

Increases in property and deception offences were mostly driven by an increase in theft offences, followed by burglary and property damage, but offset by a decrease in offences for arson.

Drug offences increased by 4,412 offences in 2019–20,  
representing an increase of 13.6 per cent for this category and justice procedures offences increased by 4,740 offences, representing a 6.2 per cent increase in this category. Crimes against the person also increased slightly by 2,060 offences, representing a 2.5 per cent increase for this category.

***Offence rates***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Total number of offences | 532,228 | 505,880 | 513,578 | 544,237 |
| Offence rate per 100,000 | 8,419 | 7,829 | 7,786 | 8,116 |

Offence rates per 100,000 people in the population provide a standardised method for comparing data across years.

There was a 6.0 per cent increase in recorded crime in 2018–19, which represented a 4.2 per cent increase in the offence rate per 100,000 people in the population.

While there was a 4.2 per cent increase in the offence rate from 7,786 in 2018–19 to 8,116 in 2019–20, there has been a decrease over the last four years. In 2016–17, the offence rate per 100,000 was 8,419, which is 3.6 per cent higher than the offence rate of 8,116 in 2019–20.

### Performance against output performance measures

#### Policing and Crime Prevention

Victoria Police strives to reduce violence and crime through law enforcement, judicial support, community assistance, guidance and leadership. The output reflects the Victorian Government’s focus on reducing the overall incidence and fear of crime and enhancing the safety of individuals and families. The Community Crime Prevention Program supports local communities in preventing crime as well as addressing local crime issues.

| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| --- | --- | --- | --- | --- | --- |
| QUANTITY | | | | | |
| Community calls for assistance to which a Victoria Police response is dispatched | number | 914,362 | 900,000 | 1.6 | ü |
| Contravention of family violence intervention order (FVIO) offences per 100 000 population | number | 716.8 | 670 | 7.0 | ü |
| The actual is above the target as an upward trend has been reported during the 2019–2020 reporting year. This is a positive result. | | | | | |
| Crimes against property – excluding family violence related crime (rate per 100 000 population) | number | 4,360.1 | 4,200 | -3.8 | ¡ |
| Crimes against property – family violence related crime (rate per 100 000 population) | number | 172.1 | 160 | 7.6 | ü |
| The actual is above the target due to the increase in family violence related criminal damages offences. This is a positive result. | | | | | |
| Crimes against the person – excluding family violence related crime (rate per 100 000 population) | number | 668 | 660 | -1.2 | ¡ |
| Crimes against the person – family violence related crime (rate per 100 000 population) | number | 571.4 | 580 | -1.5 | ¡ |
| Number of alcohol screening tests conducted | number | 2,524 006 | 3,000 000 | -15.9 | n |
| This actual is below the target due to impacts of the coronavirus (COVID-19) pandemic, with frontline testing being restricted. | | | | | |
| Number of hours of family violence related education provided to police | number | 5,032.9 | 1,995 | 152.3 | ü |
| This actual is above the target as further training courses were introduced to police employees during the 2019–20 reporting year. | | | | | |
| Number of prohibited drug screening tests conducted by booze and drug buses and highway patrol units | number | 132,580 | 150,000 | -11.6 | n |
| The actual is below the target due to impacts of the coronavirus (COVID-19) Pandemic, with frontline testing being restricted. | | | | | |
| Number of youth referrals | number | 912 | 1,200 | -24.0 | n |
| This actual is below the target due to data capture. If all Embedded Youth Outreach Program referrals were captured the actual would be above target. | | | | | |
| Police record checks conducted to contribute to community safety | number | 718,968 | 703,000 | 2.3 | ü |
| Total reported road fatalities in vehicle collisions | number | 229 | ≤200 | -14.5 | n |
| In 2019–20, road fatalities occurring on country roads accounted for 52.4 per cent of all road fatalities. Of road users, drivers accounted for 46.29 per cent of all road fatalities followed by pedestrians at 17.9 per cent. | | | | | |
| Total persons reported injured in vehicle collisions | number | 18,010 | 15,000 | -20.1 | n |
| In 2019–20, Victoria Police altered reporting process to align with partner agencies. The 2020–21 target will reflect the new methodology. | | | | | |
| QUALITY | | | | | |
| Community Crime Prevention grant payments properly acquitted | per cent | 100 | 100 | 0.0 | ü |
| Perceptions of safety - walking locally at night | per cent | 52.8 | 53 | -0.4 | ¡ |
| Proportion of community satisfied with policing services (general satisfaction) | per cent | 78.5 | 80 | -1.9 | ¡ |
| Proportion of drivers tested by road safety cameras who comply with posted speed limits | per cent | 99.9 | 99.5 | 0.4 | ü |
| Proportion of drivers tested who return clear result for prohibited drugs | per cent | 91.5 | 93 | -1.6 | ¡ |
| Proportion of Family Incident Report affected family members receiving referrals | per cent | 87.9 | 85 | 3.4 | ü |
| Proportion of successful prosecution outcomes | per cent | 93 | 92 | 1.1 | ü |
| Proportion of the community who have confidence in police (an integrity indicator) | per cent | 81.3 | 87 | -6.6 | n |
| The actual is below the target due to responses from total survey participants, not only those that had contact with police. This measure is highly responsive to changes in perception. | | | | | |
| TIMELINESS | | | | | |
| Proportion of crimes against the person resolved within 30 days | per cent | 38.1 | 45 | -15.3 | n |
| The actual is below the target due to increased crime rates and the diversion of Victoria Police resourcing tasked to manage COVID compliance enforcement. | | | | | |
| Proportion of property crime resolved within 30 days | per cent | 20.8 | 25 | -16.8 | n |
| The actual is below the target due to increased crime rates and the diversion of Victoria Police resourcing tasked to manage COVID compliance enforcement. | | | | | |
| COST | | | | | |
| Total output cost | $ million | 3,777.4 | 3,563.3 | -6.0 | n |
| The actual result is higher than the target reflecting the increased expenditure associated with police salaries, allowances and on-costs, WorkCover premium and accommodation leasing. In addition, there was increased expenditure for the implementation of the CBD Melbourne Security Measures initiative which was carried over from 2018–19. | | | | | |

Victoria Police Notes:

The performance variation (%) and the result rating recorded reflects how the outcome of the measure is interpreted.

2019–20 Revised Budget reflects estimated expenditure as at 2019–20 Budget Update.

Variance is between revised and actuals.

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

### Effective management of prisoners and offenders and provision of opportunities for rehabilitation and reparation

This objective relates to the management of the state’s adult correctional system. The overarching purpose of the correctional system is to promote community safety. It achieves this through effective management and provision of rehabilitation and reparation opportunities to prisoners and offenders under custodial and community-based supervision.

### Progress toward achieving this objective

***Escapes from corrective facilities***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Secure perimeter | 1 | 0 | 0 | 0 |
| Open perimeter | 2 | 9 | 3 | 1 |

There were no escapes reported from secure perimeter corrective facilities in 2017–18[[4]](#footnote-4), 2018–19 and 2019–20. There was one escape from an open perimeter corrective facility in 2019–20. One prisoner escaped from Dhurringile Prison (a minimum-security facility) and was subsequently returned to prison. This is a decrease from three escapes from open perimeter facilities in 2018–19.

***Percentage of community corrections orders completed***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Percentage of community corrections orders completed | 62.9 | 59.2 | 56.4 | 57.4 |

This objective indicator measures the proportion of orders discharged by Community Correctional Services (CCS) that were successfully completed, comprising parole orders, supervised court orders and reparation orders. In 2019–20, 57.4 per cent of orders were successfully completed, an increase from 56.4 per cent in 2018–19. This recent upward trend is largely attributable to an increase in the completion rate for supervised court orders.

***Rate of prisoner return to prison within two years***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Rate of prisoner return to prison within two years | 43.6 | 43.7 | 43.4 | 44.2 |

This objective indicator measures the percentage of prisoners released from custody after serving a sentence, who return to prison under sentence within two years of release. It indicates the broader operation of the criminal justice system as well as prisoner rehabilitation objectives. After declining in 2018–19, the rate of return to prison within two years increased to 44.2 per cent in 2019–20, impacted by an increase in the number of prisoners returning to prison to serve short sentences.

***Rate of offender return to corrective services within two years***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Rate of offender return to corrective services within two years | 16.2 | 16.4 | 15.6 | 17.1 |

This objective indicator measures the percentage of offenders who returned to corrective services for a subsequent sentenced episode (either prison or community corrections) within two years of successful discharge from a community corrections order. The offender rate of return to corrective services was 17.1 per cent in 2019–20, an increase from 2018–19. Most offender returns were to community corrections only, with less than one-fifth of those who returned to corrective services receiving a prison sentence[[5]](#footnote-5).

## Performance against output performance measures

#### Community-Based Offender Supervision

This output relates to the effective supervision of offenders in the community, including ensuring compliance with orders of the court and Adult Parole Board, engagement in programs to reduce reoffending and reparation to the community.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| QUANTITY | | | | | |
| Average daily offenders with reparation orders | number | 1,631 | 2,900 | -43.8 | n |
| The actual is below the target due to a significant slowdown of fine orders being issued following reforms to the fines system, compounded by the impact of coronavirus (COVID-19) on criminal justice system activity. | | | | | |
| Average daily offenders with supervised court orders | number | 9,704 | 11,750 | -17.4 | n |
| The actual is below the target due to a decrease in the number of community correction orders imposed by courts, compounded by the impact of coronavirus (COVID-19) on criminal justice system activity. | | | | | |
| Average daily prisoners on parole | number | 867 | 1,000 | -13.3 | n |
| The actual is below the target due to fewer prisoners being granted parole, following reforms to the parole system, and an increase in the proportion of shorter parole orders. | | | | | |
| Community-work hours performed | number | 450,764 | 700,000 | -35.6 | n |
| The actual is below the target due to a combination of factors, including fewer hours being ordered by the courts, fewer fine orders being issued and the adverse impact of coronavirus (COVID-19) restricting in-person attendance at community work sites. | | | | | |
| QUALITY | | | | | |
| Rate of return to corrective services within two years of discharge from a community corrections order | per cent | 17.1 | 16 | 6.9 | n |
| The actual is above the target due to growth in the number of offenders returning to both community corrections and prisons, as the impact of additional police and bail reforms have taken effect. | | | | | |
| Successful completion of parole orders | per cent | 78.5 | 75 | 4.7 | ü |
| Successful completion of reparation orders | per cent | 53.9 | 68 | -20.7 | n |
| The actual is below the target due to a combination of factors, including an increase in concurrent orders affecting successful completions and the transition to a new fines system. | | | | | |
| Successful completion of supervised court orders | per cent | 56.3 | 62 | -9.2 | n |
| The actual is below the target due to a combination of factors, including a more complex offender profile affecting successful completions. | | | | | |
| Percentage of community work hours ordered that are completed | per cent | 62.2 | 70 | -11.1 | n |
| The actual is below the target due to a combination of factors including fewer offenders undertaking fine orders, which have high completion rates, and a more complex offender profile impacting hours completed. | | | | | |
| Successful completion of violence related programs for family violence offenders in community corrections | per cent | 50 | 70 | -28.6 | n |
| The actual is below the target due to the transition to a new service delivery model for the Men’s Behaviour Change Program impacting completions in the first half of the financial year, as well as disruptions in the delivery of programs due to coronavirus (COVID-19) restrictions. | | | | | |
| TIMELINESS | | | | | |
| Offenders with a treatment or rehabilitation program condition who have been appropriately referred to a program | per cent | 93.9 | 95 | -1.2 | ¡ |
| COST | | | | | |
| Total output cost | $ million | 274.1 | 290.2 | 5.5 | ü |
| The actual result is lower than the target mainly due to a rephase from 2019–20 into future years and further delays for the Management of serious offender initiative. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

#### Prisoner Supervision and Support

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance measures | Unit of measure | 2019–20 actual | 2019–20  target | Performance variation (%) | Result |
| QUANTITY | | | | | |
| Average daily male prison utilisation rate of total male prison capacity | per cent | 89.2 | 90–95 | -0.9 | ¡ |
| Average daily female prison utilisation rate of total female prison capacity | per cent | 78.1 | 90–95 | -13.2 | n |
| The actual is below the target due to a decrease in the number of female prisoners during the coronavirus (COVID-19) pandemic period. The capacity of the women’s prisons has remained stable across quarter four 2019–20. | | | | | |
| Annual daily average number of male prisoners | number | 7,438 | 7,996–8,440 | -7.0 | n |
| The actual is below the target due to slower than forecast growth in male prisoner numbers, arising largely from the impact of changes to criminal justice system activity during the coronavirus (COVID-19) restrictions. | | | | | |
| Annual daily average number of female prisoners | number | 511 | 664–680 | -20.7 | n |
| The actual is below the target due to slower than forecast growth in female prisoner numbers, arising largely from the impact of changes to criminal justice system activity during the coronavirus (COVID-19) restrictions. | | | | | |
| Total annual number of random drug tests undertaken | number | 11,156 | 11,824–12,481 | -5.6 | n |
| The actual is below the target due to a decrease in prisoner numbers which is attributed to the impact of changes to criminal justice system activity during the coronavirus (COVID-19) restrictions. | | | | | |
| QUALITY | | | | | |
| Proportion of benchmark measures in prison services agreement achieved | per cent | 78.6 | 90 | -12.7 | n |
| The actual is below the target due to the coronavirus (COVID-19) restrictions in prisons, which has impacted the ability of prisons and providers to deliver services, along with continued pressures on the prison system from an increased remand population. | | | | | |
| Proportion of eligible prisoners in employment | per cent | 93.1 | 89 | 4.6 | ü |
| Rate of prisoner participation in education | per cent | 31.8 | 36 | -11.7 | n |
| The actual is below the target due to the impact of the coronavirus (COVID-19) restrictions, which has limited the ability of prisoners to access education programs across the prison system. | | | | | |
| Rate of return to prison within two years | per cent | 44.2 | 41 | 7.8 | n |
| The actual is above the target due to an increase in prisoners returning to custody with shorter sentences and more prisoners returning to prison on remand within two years and subsequently receiving a sentence. | | | | | |
| Percentage of positive random drug tests | per cent | 4.4 | 5 | -12.0 | ü |
| The actual is below the target due to the restrictions of prisoner movements and cessation or prisoner visits as part of the coronavirus (COVID-19) pandemic restrictions, which limits the availability of contraband. This is a positive result. | | | | | |
| Percentage of education modules successfully completed | per cent | 80.9 | 80 | 1.1 | ü |
| Average daily out of cell hours – secure prisons | number | 9.75 | 10.5 | -7.1 | n |
| The actual is below the target due to the impact of the coronavirus (COVID-19) restrictions which has led to restricted movements for prisoners across quarter four 2020. | | | | | |
| Average daily out of cell hours – open prisons | number | 13.84 | 14 | -1.1 | ¡ |
| TIMELINESS | | | | | |
| Assessment of prisoners ‘at risk’ undertaken within two hours | per cent | 99.6 | 100 | -0.4 | ¡ |
| Proportion of prisoner risk assessments completed within set timeframes | per cent | 98.6 | 95 | 3.8 | ü |
| COST | | | | | |
| Total output cost | $ million | 1,549.7 | 1,651.2 | 6.1 | ü |
| The actual result is lower than the target reflecting reduced demand for emergency beds which was announced as part of the corrections system expansion and men’s prison system capacity initiatives. This is partly offset by a redirection to the Infringement and Warrants output for the technology and resources to support Victoria’s fines system initiative and coronavirus (COVID-19) related expenses. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

## Effective supervision of young offenders through the provision of youth justice services promoting rehabilitation

This objective aims to promote opportunities for rehabilitation of children and young people in the youth justice system and contribute to the reduction of crime in the community by providing a range of services including diversion services, advice to courts, offending related programs, community-based and custodial supervision.

### Progress toward achieving this objective

***Percentage of community-based orders successfully completed***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Percentage of community-based orders successfully completed | 90.5 | 90.3 | 89.3 | 91.9 |

This objective indicator measures the proportion of sentenced community-based supervision orders successfully completed in the youth justice system. Young people subject to community-based supervision receive comprehensive case management including assessment, case planning, support, and offence-specific interventions.

The proportion of community-based orders successfully completed in 2019–20 was just under 92 per cent, slightly above the trend for the past three years. The Victorian youth justice system has a strong record in successfully supporting young people to complete their orders.

***Young people in youth justice participating in community reintegration activities***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Rate of participation in community reintegration activities | 53.4 | 79.4 | 75.1 | 67.9 |

This objective indicator measures young people in custody participating in the temporary leave program, which enables suitable young people to go on leave into the community toward the end of their sentence and support their successful transition back into the community. Community reintegration activities are intended to assist young people in custody to return to their communities after serving a period of detention.

The decrease in the participation rate in 2019–20 reflects the impact of coronavirus (COVID-19), where temporary leave from custody to undertake reintegration activities has been suspended for health and safety reasons.

### Performance against output performance measures

#### Youth Justice Community-Based Services

This output provides community statutory supervision and support to young people subject to community-based dispositions in order to divert young people from the youth justice system and minimise the likelihood of further offending.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| QUANTITY | | | | | |
| Average daily number of young people under community-based supervision | number | 761 | 900 | -15.4 | ü |
| The actual is below the target due to a reduction in young people under community-based supervision due to a focus on diversion. This reduction, paired with the reduction of young people under custodial supervision, is a positive result as it reflects that young people are being redirected from the Youth Justice system. | | | | | |
| Proportion of young people in youth justice under community-based supervision | per cent | 80.8 | 85 | -4.9 | ¡ |
| QUALITY | | | | | |
| Community-based orders completed successfully | per cent | 91.9 | 85 | 8.1 | ü |
| The actual is above the target due to the higher number of young people successfully completing their orders. | | | | | |
| TIMELINESS | | | | | |
| Young people on supervised orders who have an assessment and plan completed within six weeks of the commencement of the order | per cent | 58.1 | 95 | -38.8 | n |
| The actual is below the target due to the transition to the new case management framework which requires a greater series of tasks to be performed prior to the completion of case plans. Coronavirus (COVID-19) physical distancing and remote supervision practices have impacted the time needed to develop case plans. | | | | | |
| COST | | | | | |
| Total output cost | $ million | 70.3 | 67.0 | -4.9 | ¡ |
| The actual result is higher than the target largely due to an increase in corporate allocation attributed to this output. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

#### Youth Justice Custodial Services

This output provides supervision and rehabilitation, through the provision of case management, health and education services and the establishment of structured community supports, to assist young people to address offending behaviour, develop non-offending lifestyles and support reintegration of young people into the community on their exit from custody.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| QUANTITY | | | | | |
| Annual daily average number of young people in custody: male (under 15 years) and female | number | 21.3 | 15–25 | 0.0 | ü |
| Annual daily average number of young people in custody: males (15 years plus) | number | 160.1 | 210–250 | -23.8 | ü |
| The actual is below the target due to a decline in the number of young people in custody across the 2019–20 year due to a focus on diversion. This reduction, paired with the reduction in the annual daily average of young people under community-based supervision, is a positive result as it reflects that young people are being redirected from the Youth Justice system. | | | | | |
| Average daily custodial centre utilisation rate: males (15 years plus) | per cent | 72.1 | 90–95 | -19.9 | ü |
| The actual is below the target due to a decline in the number of young people in custody across the 2019–20 reporting year. This reduction is a positive result as it reflects that young males aged over 15 years are being redirected from custody. | | | | | |
| Average daily custodial centre utilisation rate: males (under 15 years) and female | per cent | 71 | 60–80 | 0.0 | ü |
| QUALITY | | | | | |
| Young people in youth justice participating in community re-integration activities | per cent | 67.9 | 80 | -15.1 | n |
| The actual is below the target as temporary leave from custody to undertake re-integration activities has been suspended for safety reasons to reduce transmission of coronavirus (COVID-19). | | | | | |
| TIMELINESS | | | | | |
| Young people on custodial orders who have an assessment and plan completed within six weeks of the commencement of the order | per cent | 46 | 95 | -51.6 | n |
| The actual is below the target due to the transition to the new case management framework which requires a greater series of tasks to be performed prior to the completion of case plans. Coronavirus (COVID-19) physical distancing and remote supervision practices have impacted the time needed to develop case plans. | | | | | |
| COST | | | | | |
| Total output cost | $ million | 169.8 | 168.1 | -1.0 | ¡ |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

## A fair and accessible criminal justice system that supports a just society based on the rule of law

This objective relates to the provision of criminal justice services that support legal processes and law reform. Services that support legal processes include legal assistance and education services, prosecution services, community mediation services, support for victims of crime, risk assessments for those working with or caring for children, infringement processing and enforcement activities and delivery of independent, expert forensic medical services to the justice system. Other services that contribute to this objective include legal policy advice to the government, law reform and sentencing advisory services.

### Progress toward achieving this objective

***Prosecutions completed and returning guilty outcomes***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Percentage of prosecutions completed and returning guilty outcomes | 90.1 | 91.8 | 91.9 | 91.6 |

The percentage of all prosecution matters within the Office of Public Prosecutions (OPP) completed with a guilty outcome contributes to the efficient and effective administration of court processes in the criminal justice system. In 2019–20, the proportion of all prosecution matters completed with a guilty outcome was 91.6 per cent, which was a marginal decrease from the 2018–19 result. The indicator remains at a high level compared with the long-run trend data, indicating that OPP and wider criminal justice initiatives, such as case-management practices, decision making and oversight mechanisms are having continued success.

***Legal advice and assistance provided[[6]](#footnote-6)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Legal advice and assistance | 178,371 | 179,253 | 190,527 | 163,081 |
| Information and Community Legal Education | 121,286 | 125,337 | 123,321 | 113,149 |

This objective indicator reports legal advice and community education sessions provided by Victoria Legal Aid (VLA) lawyers at VLA offices, via outreach services, or by phone or video conference, contributing to a fair and accessible criminal justice system.

The lower number of legal advice and assistance services delivered in 2019–20 is mainly due to the changes to court proceedings that were implemented in March 2020 due to coronavirus (COVID-19). These changes resulted in a significant reduction of duty lawyer services delivered by VLA. The monthly average for duty lawyer services delivered from July 2019 to February 2020 was 7,931. After the courts adjusted their proceedings, the monthly average decreased to 2,919 for  quarter four, 2020. VLA continued to deliver duty lawyer services where hearings proceeded, either  
in-person where appropriate or via telecommunications. It is anticipated that there will be a significant increase in services in the coming financial year as the courts move to hearing more matters online or via audio visual link (AVL).

VLA’s continued focus on family violence has meant that there was a smaller drop in these services compared to the other areas of law that VLA delivers. To ensure that family violence matters are prioritised and dealt with in a timely manner, VLA created a specialised family violence queue for callers to the Legal Help telephone line.

***Medico-legal death investigations***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of medico-legal death investigations | 6,129 | 6,405 | 6,534 | 7,039 |

This objective indicator reflects the number of medico-legal death investigations provided by the Victorian Institute of Forensic Medicine (VIFM), reflecting the ongoing support provided to legal processes in the resolution of cases for the coroner and for families. VIFM’s medico-legal death investigation workload is determined by the number of deaths reported to the coroner.

There has been a significant increase in demand for medico-legal death investigations over the past four years, with the number of reportable deaths increasing by 15 per cent since 2016–17.

*Law reform projects completed*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of law reform projects completed | 5 | 4 | 3 | 3 |

The VLRC contributes to a fair, just and inclusive legal system by examining, reporting and making recommendations on law reform. In 2019–20, the VLRC completed three law reform projects that contributed to this objective:

* Neighbourhood Tree Disputes (delivered July 2019)
* Contempt of Court (delivered February 2020)
* Committals (delivered March 2020).

***Number of Sentencing Advisory Council publications***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of SAC publications | 6 | 10 | 7 | 6 |

The Sentencing Advisory Council (SAC) publishes a range of reports to inform, educate and advise on sentencing issues that contribute to a fair and accessible justice system. In 2019–20, the SAC published the following reports:

* Deportation and Sentencing: An Emerging Area of Jurisprudence
* Rethinking Sentencing for Young Adult Offenders
* Time Served Prison Sentences in Victoria
* Crossover Kids: Vulnerable Children in the Youth Justice System Report 2: Children at the Intersection of Child Protection and Youth Justice across Victoria
* Crossover Kids: Vulnerable Children in the Youth Justice System Report 3: Sentencing Children Who Have Experienced Trauma
* Serious Offending by People Serving a Community Correction Order: 2018–19.

***Services provided to victims of crime against the person***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of services to victims of crime against the person | 42,672 | 38,181 | 39,708 | 38,697 |

This objective indicator measures the delivery of a suite of support services to victims of crime, including the Victims of Crime Helpline, the Victims Assistance Program (VAP), and Victims Register. Over the last financial year, the number of services provided to victims of crime (by number) decreased slightly from 39,708 in 2018–19 to 38,697 in 2019–20 as the number of new referrals from police decreased. However, the total client service (by hours) for new and existing VAP clients in the same time period increased by 4.7 per cent.

***Working with Children Checks processed (negative notices issued within three days of receiving decision)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Percentage negative notices issued within three days of receiving decision | 100 | 99.9 | 100 | 100 |

The percentage of negative Working with Children Notices issued within three days of receiving the decision is an indicator for the efficiency of Working with Children Check Victoria (WWCCV) within the criminal justice system.

In 2019–2020, WWCCV processed 348,000 applications. This is a 15.3 per cent decrease on the number processed in 2018–2019 (411,000). Over the last four years there has been a 0.6 per cent decrease in the number of negative notices issued, from 610 notices in 2016–17 to 606 in 2019–20. WWCCV continues to meet requirements to issue negative notices within three days of receiving decision.

***Infringement notices processed***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number (million) infringement notices processed | 3.0 | 2.7 | 2.4 | 2.1 |

This objective indicator counts the number of infringement notices issued by the road safety camera network, including red light cameras, supporting the government’s Towards Zero 2016–2020 Road Safety Strategy.

In the 2019–20 financial year, 2.1 million infringement notices were processed. Infringements from road safety cameras declined by approximately 13 per cent when compared with 2018–19. This is primarily due to toll road operators issuing one toll fine per week of travel, increasing their in-house collection activity for toll infringements and resulting in significantly fewer matters being referred to Victoria Police. In addition, works of some road safety camera systems reduced the number of operating cameras, which impacted the number of infringements issued. The 2019–20 bushfires and coronavirus (COVID-19) emergency also saw a reduction in traffic volume resulting in a reduction in the number of infringement notices processed.

### Performance against output performance measures

#### Public Prosecutions and Legal Assistance

This output delivers activities relating to Victoria’s public prosecutions service and VLA. The The OPP provides an independent, effective and efficient prosecutions service on behalf of the Director of Public Prosecutions (DPP). In addition to the prosecution of serious crimes, the OPP also provides professional support to prosecution witnesses and victims of crime involved in its cases. VLA is an independent statutory authority that provides a range of legal services for both Victorian and Commonwealth law matters. These services include legal representation, legal advice and advocacy and education services.

| Performance measures | Unit of measure | 2019–20 actual | 2019–20  target | Performance variation (%) | Result |
| --- | --- | --- | --- | --- | --- |
| QUANTITY | | | | | |
| Judicial Officer sitting days requiring prosecutors (OPP) | number | 12,164 | 11,000–13,000 | 0.0 | ü |
| Number of briefs prepared, and hearings attended (OPP) | number | 83,046 | 72,500–78,500 | 5.8 | ü |
| The actual is above the target due to increased court hearing volumes. | | | | | |
| Number of victim and witness consultations (OPP) | number | 18,007 | 12,500–14,500 | 24.2 | ü |
| The actual is above the target and reflects the impacts of the new victim and witness engagement processes introduced following new requirements in the Victims Charter Act 2006. | | | | | |
| Community Legal education and information services– excluding family violence related services | number | 89 829 | 105,000–115,000 | -14.4 | n |
| The Legal Help phone line is the major driver of legal information and advice sessions at VLA. As advice sessions are becoming more complex, they take longer to deliver, reducing staff availability to answer legal information calls. To accommodate a new working from home model, Legal Help also reduced operating hours by 20 per cent to ensure wellbeing of staff. | | | | | |
| Community legal education and information services –family violence related services | number | 23,320 | 26,000–28,000 | -10.3 | n |
| The Legal Help phone line is the main driver of family violence information sessions at VLA. As advice sessions are becoming more complex, they take longer to deliver, reducing staff availability to answer legal information calls. To accommodate a new working from home model for staff, Legal Help also reduced its operating hours by 20 per cent. The VLA has seen a significant increase in inquiries for assistance with family violence matters during coronavirus (COVID-19) and prioritised these matters with a new dedicated phone service. Prioritisation of family violence matters means that, while VLA is below its target, it has been able to answer more family violence information calls than other information calls. | | | | | |
| Duty lawyer services – excluding family violence related services (VLA) | number | 53,789 | 69,000–71,000 | -22.0 | n |
| The actual is below the target as a result of the State and Federal Courts making changes to their proceedings in response to the coronavirus (COVID-19) pandemic. Non urgent cases were adjourned until later in the year and a limited number of hearings went ahead either in-person or via telecommunication services. These changes resulted in a significant reduction of duty lawyer services delivered by the VLA in 2019–20. | | | | | |
| Grants of legal assistance provided by VLA – excluding family violence related services | number | 32,046 | 32,900 | -2.6 | ¡ |
| Legal advice and minor assistance for clients (VLA) – excluding family violence related services | number | 30,855 | 40,000–42,000 | -22.9 | n |
| The Legal Help phone line is the major driver of legal advice sessions at VLA. As advice sessions are becoming more complex, they take longer to deliver, reducing availability of staff to answer legal information calls. To accommodate a new working from home model, Legal Help also reduced its operating hours by 20 per cent to ensure the wellbeing of staff. | | | | | |
| *Family violence legal services (VLA)* | number | 46,115 | 45,000 | 2.5 | ü |
| Number of unique clients who accessed one or more of VLA’s legal services | number | 88,662 | 105,000 | -15.6 | n |
| The actual is below the target due to the changes to Court proceedings and it is likely that the lower number of duty lawyer services has resulted in a much lower than expected unique client count. The delivery of duty lawyer services was more severely impacted by coronavirus (COVID-19) and it is likely that without the disruptions to this service, VLA would have met the target. | | | | | |
| QUALITY | | | | | |
| Guilty outcomes (guilty pleas and trial convictions) as a percentage of case completions (OPP) | per cent | 91.6 | 89 | 2.9 | ü |
| Client satisfaction with services provided by Victoria Legal Aid | per cent | n/a | 80 | n/a | n/a |
| Court adjournments and reductions in face-to-face services means VLA has been unable to access clients to undertake the 2019–20 client satisfaction survey. Methods of delivering the service considering the coronavirus (COVID-19) pandemic will be considered in the 2020–21 financial year. | | | | | |
| TIMELINESS | | | | | |
| Proportion of trials which did not proceed to adjournment on application of the Crown (OPP) | per cent | 99.1 | 99 | 0.1 | ü |
| Average call wait time to the Legal Help phone line (VLA) | minutes | 15.3 | <10 | -53.0 | n |
| To accommodate a new working from home model, Legal Help has reduced its operating hours by 20 per cent to ensure staff wellbeing. Longer average call times and reduced operating hours has meant the average call wait has increased and remains above target. Methods to reduce the average call wait time are being considered in the next financial year. | | | | | |
| COST | | | | | |
| Total output cost | $ million | 312.6 | 286.4 | -9.1 | n |
| The actual result is higher than the target and reflects additional grant payments to Victoria Legal Aid including for the government announced, State and Commonwealth, Legal Assistance Package in response to the coronavirus (COVID-19) pandemic and Commonwealth funded Legal assistance for bushfires. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

#### Infringements and Warrants

This output reports on activities relating to the management of traffic and other infringement notices, the confiscation of assets obtained through criminal activity and enforcement action by the Sheriff’s Office Victoria. These activities serve as an administrative method for dealing with minor criminal offences, where a person alleged to have committed an offence has the option of paying a fixed penalty rather than going to court. The fixed penalty is intended to serve as a deterrent.

| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| --- | --- | --- | --- | --- | --- |
| QUANTITY | | | | | |
| Infringement notices processed | number (million) | 2.1 | 2.7–2.9 | -22.2 | n |
| The actual is below the target and can be attributed to Transurban changing their infringement processing procedures in preparation for a pending legislative change. In addition, roadworks contributed to the decrease in the number of infringement notices processed with some fixed camera areas (including the Hume Freeway, Forsyth Road and the Westgate Freeway) being decommissioned while major roadworks were undertaken. The coronavirus (COVID-19) pandemic also impacted the number of infringements issued due to a decrease in traffic volume on the roads due to lockdown restrictions. | | | | | |
| *Warrants actioned* | number | 480,088 | 300,000 | 60.0 | ü |
| The actual is above the target and can be attributed to the department introducing a range of processes and procedures which resulted in continual increases in Sheriff enforcement. In addition, the department also increased its targeted debt enforcement campaigns through SMS and letter activities to supplement the increased Sheriff enforcement activities. With introduction of new functionality to the VIEW system, it is anticipated that warrants actioned numbers will improve even further as enforcement activities increase in 2020–21. The full year result also includes activities in relation to open court warrants (primarily relating to the Magistrates’ Court) that have been paid or otherwise closed by the court. | | | | | |
| QUALITY | | | | | |
| *Prosecutable images* | per cent | 97.2 | 95 | 2.3 | ü |
| TIMELINESS | | | | | |
| Confiscated assets sold or destroyed within 90 days | per cent | 92.4 | 85 | 8.7 | ü |
| The actual is above the target due to a higher number of confiscated assets sold or destroyed within 90 days. | | | | | |
| Clearance of infringements within 180 days | per cent | 68.2 | 75 | -9.1 | n |
| As part of the ongoing transition to Fines Reform which commenced in December 2017, some enforcement activity was reduced. With the introduction of new system functions to the VIEW system, clearance rates are expected to improve as enforcement activities increase throughout 2020–21 with SMS messaging, targeted letter campaigns and increased outbound calls to remind fine recipients of their obligations. | | | | | |
| COST | | | | | |
| Total output cost | $ million | 219.2 | 230.3 | 4.8 | ü |
| The actual result is lower than the target mainly due to the decrease in depreciation expenditure and lower than estimated fines enforcement activities funded via a revenue retention agreement. In addition, there was a temporary underspend against the Transport Accident Commission funded Road Safety package which will be utilised in 2020–21. This was partly offset by a redirection within the department for the Technology and resources to support Victoria’s fines system initiative. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

#### Victims and Community Support Services

This output delivers programs that focus on victims and community support services. The Working with Children Check Unit, through the administration of the *Working with Children Act* *2005*, aims to reduce the incidence of sexual and physical offences against children by only allowing Victorian adults who pass the working with children check to work with children. The VSA is responsible for coordinating a whole of government approach to services for victims of crime against the person and for representing the voice of victims within the justice system. It provides practical assistance to help victims recover from the effects of crime. Consistent with Victoria’s commitment to the Aboriginal Justice Agreement, other initiatives focus on crime prevention and reducing reoffending of Aboriginal people in the criminal justice system.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| QUANTITY | | | | | |
| Victims receiving a service from the Victims of Crime Helpline, Victims Register, Youth Justice Group Conferencing and Victims Support (VSA) | number | 26,818 | 20,600 | 30.2 | ü |
| The actual is above the target with demand for victims receiving a service from the Victims of Crime Helpline continuing to increase through key referral pathways with Victoria Police and is largely attributed to referrals for, and response to, male victims of family violence. | | | | | |
| Victims receiving a service from the Victims Assistance Program (VAP) | number | 11,879 | 14,000 | -15.2 | n |
| Referrals to the VAP have decreased during the coronavirus (COVID-19) pandemic due to a reduction in Victoria Police referrals. This resulted in less referrals being made to the Victims Assistance Program (VAP) for ‘new’ clients. | | | | | |
| Grant and program funding administered by the KJU provided to Aboriginal Community Controlled Organisations (ACCOs) | per cent | 98.1 | 95 | 3.3 | ü |
| Number of Working with Children Checks processed | number (000) | 348.2 | 400-450 | -12.9 | n |
| The actual is below the target due to a decrease in the number of new applications received, which partly can be attributed to the coronavirus (COVID-19) pandemic restrictions. | | | | | |
| QUALITY | | | | | |
| Working with Children Checks: Assessment issued within three days of receiving a clear notification | per cent | 100 | 98 | 2.0 | ü |
| Working with Children Checks: Negative notices issued within three days of receiving the delegate’s decision | per cent | 99.5 | 100 | -0.5 | ¡ |
| COST | | | | | |
| Total output cost | $ million | 92.3 | 75.7 | -21.9 | n |
| The actual result is higher than the target mainly reflecting demand for the Working with Children Check scheme, additional resources to strengthen Workplace Safety and Place Reform, and increased family violence and mental health support. This was partly offset by a rephase of the Establishing a National Disability Insurance Scheme Worker Screening Service initiative from 2018–19 into future years. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

## A fair and accessible civil justice system that supports a just society with increased confidence and equality in the Victorian community

This objective aims to support the Victorian community through the provision of services relating to: rights and equal opportunity; life-event registration and identity protection; and advocacy and guardianship for Victorians with a disability or mental illness.

### Progress toward achieving this objective

***Complaint files received and handled by the Victorian Equal Opportunity and Human Rights Commission***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of complaint files received and handled | 748 | 908 | 890 | 914 |

This objective indicator focuses on the number of complaints received by the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) that raise a possible contravention of the *Equal Opportunity Act 2010* or the *Racial and Religious Tolerance Act 2001*.

Of the complaint files that were accepted for dispute resolution, the most common area of complaint related to employment, followed by goods and services and accommodation. Disability discrimination was the most frequent attribute of the complaint, followed by discrimination on the basis of race, sex, sexual harassment, carer status and employment activity.

The number of complaint files handled was higher in 2019–2020 compared to the previous year and has been increasing over the last four years due to various education and community engagement activities conducted by VEOHRC.

***People assisted through Public Advocate advice and education activities***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of advice and education activities | 15,611 | 17,932 | 18,244 | 17,806 |

This objective indicator counts the number of recorded instances of information and advice provided by the Office of the Public Advocate (OPA) and the number of people who attended community education sessions delivered by OPA. Information and advice is provided through enquiries to the advice service. These are primarily telephone enquiries, but also include some email and written correspondence, as well as direct attendance by a member of the public at OPA’s office. In 2019–20, OPA provided advice in response to 12,624 requests for information and advice. OPA also conducted 130 community education sessions in 2019–20 to community groups and professional bodies, such as health services, disability service providers, and legal professionals.

***Dispute resolution services provided in the Dispute Settlement Centre Victoria***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of dispute resolution services | 23,504 | 23,467 | 25,992 | 21,391 |

This objective indicator counts the number of direct client contacts for dispute resolution services delivered to organisations and members of the Victorian community.

The total number of services provided by the Dispute Settlement Centre Victoria (DSCV) increased in 2018–19 due to the commencement of the Access to Justice Partnership initiative with the Victorian Civil and Administrative Tribunal as part of the Fast Track Mediation and Hearing Program. However, the number of dispute resolutions services fell in 2019–20, due to resources being redirected to the Residential Tenancies Dispute Resolution Service as part of the department’s coronavirus (COVID-19) response.

***Births, deaths and marriages registration transaction accuracy rate***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Registration transaction accuracy rate | 99.3 | 99.5 | 98.6 | 99.0 |

This objective indicator reflects the level of accuracy of the Registry of Births, Deaths and Marriages (BDM) in capturing registration data provided by applicants.

BDM’s new core business system Registry Information Online (RIO) was implemented in February 2019 and provides a full range of online services that allow customers and service partners to submit registrable information and apply for birth, death, marriage, change of name and relationship certificates online. Since RIO was implemented there has been significant uptake of online services, particularly the submission of the birth registration statement by new parents, which was not previously available online (over 90 per cent of parents now submit this document online). This has significantly reduced the need to manually enter data from hardcopy forms and therefore assisted to ensure data accuracy.

### Performance against output performance measures

#### Protection of Personal Identity and Individual/Community Rights

This output protects personal identity through the registration of significant life events by BDM. It also protects individual and community rights through the work of the Victorian Equal Opportunity and Human Rights Commission (VEOHRC), the OPA and the Native Title Unit (NTU).

The VEOHRC provides education and capacity building and assists parties to resolve disputes. The OPA protects the rights, interests and dignity of people with disabilities and mental illness. The NTU seeks to increase the economic, social and cultural development of traditional owner communities by negotiating comprehensive settlements of native title claims.

| Performance measures | Unit of measure | 2019–20 actual | 2019–20  target | Performance variation (%) | Result |
| --- | --- | --- | --- | --- | --- |
| QUANTITY |  |  |  |  |  |
| Complaint files received and handled by VEOHRC | number | 914 | 900–1,050 | 0.0 | ü |
| Education and consultancy sessions delivered by VEOHRC | number | 251 | 350 | -28.3 | n |
| The actual is below the target due to the cessation of all face-to-face education delivery as of 13 March 2020 due to the coronavirus (COVID-19) pandemic and social distancing requirements. This was compounded by a lack of demand from clients due to financial uncertainty and diverted priorities due to coronavirus (COVID-19). VEOHRC worked throughout March to May 2020 to adapt the content and delivery of all eight of its general calendar education programs and five tailored education programs to live online delivery. | | | | | |
| Information and advice provided by VEOHRC | number | 6,650 | 8 000–8 500 | -16.9 | n |
| The actual is below the target due to the VEOHRC’s enquiry phone line service being unavailable to staff working remotely as a direct result of coronavirus (COVID-19). VEOHRC staff were reliant on providing the service via webchat, email, the community reporting tool and manual call backs when requested. VEOHRC was able to implement technology to facilitate access, for staff working remotely, to the enquiry phone line by May 2020. | | | | | |
| Groups in negotiation towards resolution of Native Title claims (NTU) | number | 4 | 4 | 0.0 | ü |
| Information and advice provided by OPA | number | 12,624 | 11,334–13,306 | 0.0 | ü |
| Community education sessions (OPA) | number | 130 | 130–150 | 0.0 | ü |
| Public Advocate auspiced volunteer interventions for people with a disability (OPA) | number | 7,777 | 7,900–8,200 | -1.6 | ¡ |
| New guardianship and investigation orders of VCAT actioned by OPA | number | 1,380 | 1,340–1,480 | 0.0 | ü |
| Advocacy matters opened by OPA | number | 284 | 348–389 | -18.4 | n |
| The actual is below the target in large part due to record high demand for guardianship and investigations services impacting resources available that may have been used for advocacy requests. In addition, there may have been an effect on demand from coronavirus (COVID-19), along with the ongoing effect on the advocacy sector of the NDIS funding provided directly to advocacy services. OPA forecasts some potential for increasing advocacy demand as a result of the new guardianship legislation. OPA is reviewing its model of advocacy with a view to maximising the office’s advocacy impact. | | | | | |
| Decisions made by the Public Advocate under the Medical Treatment Planning and Decisions Act (OPA) | number | 428 | 464–533 | -7.8 | n |
| The actual is below the target due to elective surgery being closed and, fewer medical decisions requested due to the coronavirus (COVID-19) pandemic. | | | | | |
| QUALITY |  |  |  |  |  |
| Births, Deaths and Marriages registration transaction accuracy rate (BDM) | per cent | 99.9 | 99 | 0.9 | ü |
| Customer satisfaction rating: Education and consultancy sessions delivered by VEOHRC | per cent | 88 | 85 | 3.5 | ü |
| Customer satisfaction rating: Conciliation delivered by VEOHRC | per cent | 95 | 85 | 11.8 | ü |
| The actual is above the target with a high customer satisfaction rating continuing to be achieved despite VEOHRC not being able to provide face-to-face conferencing due to the coronavirus (COVID-19) pandemic. | | | | | |
| Settlement rate of conciliation (VEOHRC) | per cent | 65 | 65 | 0.0 | ü |
| Customer satisfaction rating: BDM service centre | per cent | 93 | 85 | 9.4 | ü |
| The actual is above the target and reflected two customer surveys held in 2019–20. | | | | | |
| TIMELINESS |  |  |  |  |  |
| VEOHRC complaints finalised within six months | per cent | 85 | 85 | 0.0 | ü |
| Proportion of Native Title negotiations progressed in accordance with the Department’s annual work plan and timeframes monitored by the Federal Court (NTU) | per cent | 75 | 100 | -25.0 | n |
| The actual is below the target due to legal action taken by a third party and the impact of coronavirus (COVID-19) physical distancing restrictions. | | | | | |
| Complete applications for birth, death and marriage certificates processed within five days of receipt (BDM) | per cent | n/a | 95 | n/a | n/a |
| The measure has been amended to reflect changes to processing timeframes resulting from updates to BDM’s operating model. Due to these updates, data for 2019-20 is not available. | | | | | |
| Average number of days a guardianship or investigation order of VCAT is held on a wait list prior to being allocated to a delegated officer by the Public Advocate (OPA) | number | 22.0 | 15–19 | -16.0 | n |
| The actual is above the target due to a record high in demand for OPA’s guardianship services having significant flow-on effects to the pending list and wait times for new matters. Restrictions imposed as a result of coronavirus (COVID-19) created challenges for guardians in how they work with clients and services, which resulted in a backlog of cases awaiting allocation to a guardian. These factors have combined to challenge OPA’s ability to allocate all matters in a timely manner, although the proactive approach to working with restrictions to slow the spread of coronavirus (COVID-19) ensured the wait list for guardians has been maintained at manageable levels. | | | | | |
| COST | | | | | |
| Total output cost | $ million | 80.0 | 55.5 | -44.1 | n |
| The actual result is higher than the target primarily due to additional expenditure by the Registry of Births, Deaths and Marriages for the implementation of the new core business system and recommendations from a number of independent reviews. Additionally, higher than budgeted award payments approved by the Appeals Costs Board under the *Appeals Costs Act 1998* and supplementary funding for the Traditional Owner Settlements. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

#### Dispute Resolution and Civil Justice Support Services

This output provides dispute resolution and mediation services to members of the community through the DSCV. DSCV’s services cover neighbourhood disputes, workplace disputes and disputes within committees, clubs and incorporated associations. The output also provides strategic advice and practical legal solutions to the Victorian Government and its statutory authorities through the Victorian Government Solicitor’s Office (VGSO).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| QUANTITY | | | | | |
| Dispute resolution services provided in the Dispute Settlement Centre of Victoria (DSCV) | number | 21,391 | 25,000 | -14.4 | n |
| The actual is below the target due to resources being re-directed to the Residential Tenancies Dispute Service, as part of the response to coronavirus (COVID-19). | | | | | |
| QUALITY | | | | | |
| Overall client satisfaction rate (DSCV) | per cent | 93.4 | 85 | 9.9 | ü |
| The 2019–20 result reflects data relating to YTD March 2020 only. Due to a reduction of services, as part of the coronavirus (COVID-19) response, DSCV did not send client satisfaction surveys during the past quarter. | | | | | |
| Settlement rate of mediation (DSCV) | per cent | 64.2 | 65 | -1.2 | ¡ |
| Client satisfaction with quality of legal advice provided (VGSO) | per cent | 85 | 85 | 0.0 | ü |
| TIMELINESS | | | | | |
| Intake and mediation services conducted within agreed timeframes by the DSCV | per cent | 85.6 | 85 | 0.7 | ü |
| Client satisfaction with timeliness of legal advice provided (VGSO) | per cent | 85 | 85 | 0.0 | ü |
| COST | | | | | |
| Total output cost | $ million | 60.2 | 51.3 | -17.3 | n |
| The actual result is higher than the target mainly due to additional expenditure by the Victorian Government Solicitor’s Office associated with the high demand for legal services funded via revenue retention agreements. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

## Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment

This objective aims to deliver a coordinated, ‘all communities – all emergencies’ approach to emergency management, focusing on risk mitigation and active partnership with the Victorian community. Emergency management encompasses prevention, preparation and planning for, responding to and recovering from natural disasters (such as bushfires, floods and severe storms), the consequences of terrorism, hazardous material incidents (such as chemical spills and gas leaks), and individual and personal emergencies (such as land and sea rescues, car accidents and residential and commercial fires).

### Progress toward achieving this objective

***Value of domestic fire insurance claims[[7]](#footnote-7)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2015–16 | 2016–17 | 2017–18 | 2018–19 |
| Average value of claim ($) | 62,541 | 57,473 | 78,117 | 73,540 |
| Value per person in the population ($) | 27.19 | 21.69 | 29.40 | 26.31 |

The value of domestic fire insurance claims is an indication of the monetary value of asset losses from fire events through damage to domestic property and contents caused by the fire and firefighting operations.

The average value of fire event insurance claims in Victoria was $73,540 in 2018–19, in line with the Australian average of $72,768. This is equivalent to $26.31 per person in the population, which was slightly higher than the Australian result of $22.62*.*

The value of fire event insurance claims in Victoria showed an 18 per cent increase over a four-year period, from an average claim of $62,541 in 2015–16 to an average claim of $73,540 in 2018–19. However, the value per person in the population has fallen from $27.19 in 2015–16 to $26.31 in 2018–19.

There was a decrease in both the average value of claims and the value per person in the population from 2017–18 to 2018–19, which was consistent with national trends.

Rate of deaths from fire events[[8]](#footnote-8)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2015–16 | 2016–17 | 2017–18 | 2018–19 |
| Rate of deaths from fire deaths | 4.3 | 4.4 | 2.7 | 2.9 |

The rate of deaths from fire events is defined as the number of deaths per million people in a calendar year, whose underlying cause of death is related to smoke, fire and flames.

The rate of deaths from fire events in Victoria has decreased by 33 per cent from 4.3 deaths per million people in 2015–16 to 2.9 deaths per million people in 2018–19. However, it should be noted that annual fire death rates can be particularly volatile because of the small number of fire deaths and the influence of large irregular fire events.

### Performance against output performance measures

#### Emergency Management Capability

This output provides for the management of emergencies by developing and adopting emergency prevention and mitigation strategies, providing fire suppression and road crash rescue services and supporting local government and communities in disaster mitigation and recovery. Key components of this output reduce the level of risk to the community of emergencies occurring and the adverse effects of emergency events, such as death and injury rates.

| Performance measures | Unit of measure | 2019–20 actual | 2019–20  target | Performance variation (%) | Result |
| --- | --- | --- | --- | --- | --- |
| QUANTITY | | | | | |
| *Permanent operational staff* | number | 3,620 | 3,722 | -2.7 | ¡ |
| Permanent support staff | number | 1,538 | 1,548 | -0.6 | ¡ |
| Volunteers – Operational | number | 34,540 | 43,000–44,000 | -19.7 | n |
| While the 2019–20 actual is slightly below target, service delivery compliance continues to be met. The agencies continue to develop and implement volunteerism strategies to retain and recruit volunteers. | | | | | |
| Volunteers – Support | number | 24,762 | 21,000–22,000 | 12.6 | ü |
| The actual is above the target due to a reclassification of volunteers from “operational” to “support”. | | | | | |
| QUALITY | | | | | |
| Level 3 Incident Controller trained staff and volunteers | number | 73 | 96 | -24.0 | n |
| The actual is below the target due to anticipated Level 3 accreditations expected in the second half of 2019–20 pushed to quarter one 2020–21 as a result of the bushfire response over the summer period, and the current response to the coronavirus (COVID-19) pandemic. | | | | | |
| Road accident rescue accredited brigades/units | number | 131 | 131 | 0.0 | ü |
| Structural fire confined to room of origin | per cent | 82.4 | 80 | 3.0 | ü |
| Multi agency joint procurements of systems or equipment | number | 0 | 1 | -100.0 | n |
| There was no activity within the parameters of this performance measure. | | | | | |
| TIMELINESS | | | | | |
| Emergency response times meeting benchmarks – emergency medical response | per cent | 94.6 | 90 | 5.1 | ü |
| The actual is above the target due to performance exceeding the baseline target for this measure, noting the CFA data is not yet counted in this measure. The CFA is in the process of developing business rules to meet this measure. | | | | | |
| Emergency response times meeting benchmarks – road accident rescue response | per cent | 87.2 | 90 | -3.1 | ¡ |
| Emergency response times meeting benchmarks – structural fires | per cent | 89.5 | 90 | -0.6 | ¡ |
| COST | | | | | |
| Total output cost | $ million | 1,578.6 | 1,203.3 | -31.2 | n |
| The actual result is higher than the target mainly due to supplementary funding approved post budget including for the Country Fire Authority and Metropolitan Fire Brigade Operational Firefighters Enterprise Agreements, bushfire suppression, Establishment of the Fire Services Reform implementation, Independent investigation into the 2019–20 fire season, the release of funding for Fiskville remediation and the additional police call takers initiative. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

## A fair marketplace for Victorian consumers and businesses with responsible and sustainable liquor and gambling sectors

This objective relates to harm minimisation through the regulation of the gambling and liquor industries by promoting the empowerment of consumers and businesses to know their rights and responsibilities and promoting a well-functioning market economy through regulation and support to consumers and businesses.

### Progress toward achieving this objective

***Percentage of licensed venues with a rating greater than three stars***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Percentage with rating greater than three stars | 85 | 85 | 88 | 86 |

This percentage of licenced venues with a rating of greater than three stars demonstrates how the Victorian Commission for Gambling and Liquor Regulation (VCGLR) is encouraging and rewarding responsible behaviours in this sector. Licensed venues are categorised by a rating system which is determined based on the number of non-compliance incidents.

The overall portion of licences with a star rating greater than three decreased slightly from 88 per cent in 2018–19 to 86 per cent in 2019–20. However, the total number of liquor licences that had a star rating greater than three increased in this same period, from 19,062 in 2018–19 to 19,464 in 2019–20.

***Responsive Gamblers Help services***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Percentage clients receiving services within five days of referral | 94 | 95 | 96 | 96 |

This objective indicator measures the percentage of clients who receive a service within five days of referral to a Gambler’s Help service. The statewide system of Gambler’s Help services is responding to demand in a timely manner and supporting Victorians experiencing gambling related harm. Face-to-face services and Gambler’s Help counsellors across Victoria have transitioned to telehealth platforms (video and phone counselling) to effectively respond to coronavirus (COVID-19) restrictions.

***Increased access by consumers, tenants and businesses to digital information***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number (million) access to digital information | 3.5 | 4.0 | 3.8 | 4.6 |

This objective indicator measures the volume of consumer, tenant and business information disseminated throughout the community, mainly through access to online information provided by Consumer Affairs Victoria (CAV). By providing accurate information and support across digital channels, CAV empowers Victorians to exercise their consumer rights, and enables businesses to comply with consumer protection laws.

In 2019–20, Victorian consumers, tenants and businesses accessed information from CAV via a range of digital platforms, including:

* 4.46 million visits to [consumer.vic.gov.au](https://www.consumer.vic.gov.au/) representing a 21 per cent increase over the previous period, largely attributable to Victorians seeking information about the impacts of coronavirus (COVID-19) on consumer and renting rights
* 10,466 Twitter followers and 46,932 Facebook page likes at 30 June 2019
* over 114,900 transactions completed via myCAV, with more than 99,200 accounts created since its launch. myCAV provides Victorians with an online portal to apply for a licence or registration and manage their obligations, with instantaneous updates and lodgements.

### Performance against output performance measures

#### Regulation of the Victorian Consumer Marketplace

This output upholds a fair and competitive Victorian marketplace. As Victoria’s consumer regulator, CAV works to ensure that the market works effectively by detecting and addressing non-compliance with the law. The output provides for informing consumers and businesses about their rights and responsibilities under the law, engaging with business to ensure compliance, registration and occupational licensing for individuals and organisations and regulation of the residential tenancies market. The Domestic Building Dispute Resolution Victoria (DBDRV) is an independent government agency that provides free services to help resolve domestic (residential) building disputes.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| Quantity | | | | | |
| Number of court and administrative actions | number | 1,062 | 850 | 24.9 | ü |
| The actual is above target, due to the increased numbers of official warnings and infringement notices issued, which has been driven by targeted profiling of businesses. This is notwithstanding a decrease in business activity in the last quarter of 2019–20 due to coronavirus (COVID-19) restrictions. | | | | | |
| Information and advice provided to consumers, tenants and businesses: through other services including written correspondence, face-to-face and dispute assistance | number | 142,695 | 115,700 | 23.3 | ü |
| The actual is above the target due to increased consumer enquires, driven by the rental eviction moratorium and the restriction on telephone-based service put in place as part of the coronavirus (COVID-19) response. | | | | | |
| Information and advice provided to consumers, tenants and businesses: through telephone service | number | 234,632 | 302,900 | -22.5 | n |
| The actual is below the target due to the prioritisation of Residential Tenancy Dispute Resolution Scheme calls, and a reduction in capacity due to coronavirus (COVID-19) limitations. | | | | | |
| Transactions undertaken: Residential Tenancies Bonds Authority (RTBA) transactions | number | 492,822 | 476,000 | 3.5 | ü |
| Transactions undertaken: registration and licensing transactions | number | 91,637 | 95,500 | -4.0 | ¡ |
| Victims of family violence assisted with financial counselling | number | 3,439 | 3,750 | -8.3 | n |
| The actual is below the target as increasing client complexity continues to impact on client numbers with existing clients requiring support for longer periods. | | | | | |
| Dispute resolution services provided by Domestic Building Dispute Resolution Victoria | number | 6,619 | 6,000 | 10.3 | ü |
| The actual is above the target due to unusually high volumes of multiple party and multiple dwelling applications, 602 of which related to one development. | | | | | |
| Quality | | | | | |
| Rate of compliance with key consumer laws | per cent | 94.6 | 95 | -0.4 | ¡ |
| Proportion of high-priority breaches resulting in regulatory response | per cent | 100 | 100 | 0.0 | ü |
| Timeliness | | | | | |
| Regulatory functions delivered within agreed timeframes | per cent | 96.2 | 95 | 1.3 | ü |
| The actual is above the target due to the prompt processing of regulatory functions. | | | | | |
| COST | | | | | |
| Total output cost | $ million | 127.4 | 155.1 | 17.9 |  |
| The actual result is lower than the target mainly due to reduction in expenses for the Victorian Property Fund and Residential Tenancies fund as well as a rephase of the Engineers Registration Scheme into 2020–21. This was partly offset by the rental relief scheme for eligible job seekers as part of the response to the coronavirus (COVID-19) pandemic. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

#### Gambling and Liquor Regulation

This output provides for monitoring and regulation of gambling and liquor activities in Victoria, including the operations of the VCGLR and the Victorian Responsible Gambling Foundation (VRGF). It also provides leadership and strategic policy advice to the Minister for Liquor and Gaming Regulation on the regulation of the gambling and liquor industries, problem gambling and harm minimisation in relation to liquor and gambling.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| QUANTITY | | | | | |
| Liquor and gambling applications and licensee monitoring activities (VCGLR) | number | 55,917 | 50,000 | 11.8 | ü |
| The actual is above the target due to an ongoing high demand for proof of age cards. | | | | | |
| Liquor and gambling information and advice (VCGLR) | number | 128,611 | 128,000 | 0.5 | ü |
| Liquor inspections completed by the VCGLR – metropolitan | number | 4,649 | 5,400 | -13.9 | n |
| The actual is below target due to the impacts of coronavirus (COVID-19), specifically, the closure of numerous premises, and the temporary suspension of inspections. A trial of inspectors returning to in-field duties commenced in May 2020. | | | | | |
| Gambling inspections completed by the VCGLR – metropolitan | number | 1,150 | 1,350 | -14.8 | n |
| The actual is below target due to the impacts of coronavirus (COVID-19), specifically, the closure of numerous premises, and the temporary suspension of inspections. A trial of inspectors returning to in-field duties commenced in May 2020. | | | | | |
| Liquor inspections completed by the VCGLR – regional | number | 823 | 1,500 | -45.1 | n |
| The actual is below target due to the impacts of coronavirus (COVID-19), specifically, the closure of numerous premises, and the temporary suspension of inspections. A trial of inspectors returning to in-field duties commenced in May 2020. | | | | | |
| Gambling inspections completed by the VCGLR – regional | number | 135 | 250 | -46.0 | n |
| The actual is below target due to the impacts of coronavirus (COVID-19), specifically, the closure of numerous premises, and the temporary suspension of inspections. A trial of inspectors returning to in-field duties commenced in May 2020. | | | | | |
| Mainstream Gambler’s Help agency client service hours provided by therapeutic and financial counselling activities | number | 74,711 | 75,400 | -0.9 | ¡ |
| Increased access to digital information by the community and stakeholders who have an interest in gambling harm | number | 662,393 | 567,000 | 16.8 | ü |
| The actual is above the target due to the redirection of additional resources towards digital activity. This redirection was in response to the potential increase in the number of Victorians accessing online gambling instead of land-based gambling, as result of the coronavirus (COVID-19) restrictions. | | | | | |
| Operations with co-regulators to identify licensees supplying alcohol to minors or persons who are intoxicated – metropolitan (VCGLR) | number | 3 | 15 | -80 | n |
| The actual is below the target due to the severe bushfire season and the impact of the coronavirus (COVID-19) pandemic. High-risk venues were closed from March 2020 with those venues continuing to trade were considered low-risk. Gaming venues closed March 2020 and have not yet reopened. | | | | | |
| Operations with co-regulators to identify licensees supplying alcohol to minors or persons who are intoxicated – regional (VCGLR) | number | 3 | 5 | -40 | n |
| The actual is below the target due to the severe bushfire season and the impact of the coronavirus (COVID-19) pandemic. High-risk venues were closed from March 2020 with those venues continuing to trade were considered low-risk. Gaming venues closed March 2020 and have not yet reopened. | | | | | |
| Audits of casino operations undertaken by the VCGLR | number | 1,171 | 1,260 | -7.1 | n |
| The actual is below the target due to the temporary closure of the casino as a part of the coronavirus (COVID-19) response. | | | | | |
| Court and regulatory actions undertaken by the VCGLR | number | 1,086 | 3,440 | -68.4 | n |
| While the coronavirus (COVID-19) pandemic has impacted this measure largely as a result of the suspension of inspections, it was anticipated that the target would not be met. This measure will be reviewed as part of the 2020–21 BP3 process. | | | | | |
| QUALITY | | | | | |
| Liquor and gambling licensing client satisfaction (VCGLR) | per cent | 88 | 85 | 3.5 | ü |
| Liquor and gambling inspections conducted at high risk times | per cent | 12 | 12 | 0.0 | ü |
| TIMELINESS | | | | | |
| Calls to VCGLR client services answered within 60 seconds | per cent | 75.3 | 80 | -5.9 | n |
| The actual is below the target due to resourcing issues in the first half of the year. | | | | | |
| Gamblers Help Service clients who receive a service within five days of referral (VRGF) | per cent | 96.4 | 96 | 0.4 | ü |
| Liquor and gambling approvals, licence, permit applications and variations completed within set time (VCGLR) | per cent | 94.42 | 85 | 11.1 | ü |
| The actual is above the target due to increased efficiencies being achieved in line with the VCGLR’s Business Plan initiative to simplify licensing processes. | | | | | |
| COST | | | | | |
| Total output cost | $ million | 82.9 | 86.1 | 3.7 | ü |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

## Professional public administration[[9]](#footnote-9)

This objective relates to a values-driven, high-integrity public service characterised by employees who collaborate across government and in partnership with the community and other sectors, and who use evidence to support decisions that drive the progress of Victoria socially and economically.

### Progress toward achieving this objective

***Education and training activities delivered by the Office of the Victorian Information Commissioner***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of education and training activities delivered | 42 | 73 | 109 | 183 |

This objective indicator measures the number of education and training activities delivered by the Office of the Victorian Information Commissioner (OVIC), through events, educational resources and eLearning modules to support the introduction of Freedom of Information (FOI) professional standards. Since OVIC was established in 2017, the number of FOI education and training activities provided to VPS agencies has increased significantly. The program has shifted from predominately face-to-face online eLearning modules. OVIC has adapted to the impact of coronavirus (COVID-19) by delivering educational digital resources remotely where face-to-face training events were not possible.

***Client satisfaction with data security and privacy training provided (OVIC)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Percentage of client satisfaction | 99 | 98 | 98 | 95 |

Client satisfaction with data security and privacy training provided by OVIC is an indication of the quality of data security and privacy training programs to support a values-driven, high-integrity public service.

Since its establishment, OVIC has maintained a high quality of data and security training, evidenced by the high level of satisfaction for the online privacy training modules.

***Recommendations accepted by agencies upon completion of investigations by the Victorian Ombudsman***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 | 2017–18 | 2018–19 | 2019–20 |
| Number of recommendations accepted | 95 | 98 | 98 | 99 |

This objective indicator measures the number of recommendations accepted by agencies upon completion of investigations, demonstrating the regard agencies have for the investigative work of the Victorian Ombudsman and the impact of the office in achieving systemic change. Recommendations accepted by agencies have been consistently high for the last four years and the implementation of these recommendations is followed up by the Victorian Ombudsman in a biennial public report

### Performance against output performance measures

#### Public Sector Integrity[[10]](#footnote-10)

This output provides independent investigations of complaints concerning corrupt conduct, administrative actions, alleged breaches of privacy and allegation of serious misconduct. It oversees the Victorian Protective Data Security regime, enhances the Victorian Government’s transparency and openness, and provides advice, education and guidance to public agencies.

| Performance measures | Unit of measure | 2019–20 actual | 2019–20 target | Performance variation (%) | Result |
| --- | --- | --- | --- | --- | --- |
| Quantity | | | | | |
| Corruption prevention initiatives delivered by the Independent Broadbased Anticorruption Commission (IBAC) | number | 75 | 90 | -16.7 | n |
| Due to the impact of coronavirus (COVID-19) across the public sector and emergency restrictions, several IBAC prevention and engagement events did not proceed as planned. There was also a reduction in invitations/engagement requests from other public sector agencies and external stakeholders due to competing priorities and forced closures. The emergency measures also impacted on delivery of other prevention initiatives such as IBAC reports and other resources, due to delays in external stakeholder consultations to inform the development of content. | | | | | |
| Education and training activities delivered by Office of the Victorian Information Commissioner | number | 183 | 100 | 83.0 | ü |
| The actual is above the target due to a high number of educational resources published to support agencies to comply with the FOI professional standards issued in December 2019. This included a high number of educational digital mail outs, as the OVIC could no longer hold face-to-face training events following closure of the office in March 2020 as a consequence of coronavirus (COVID-19). | | | | | |
| Jurisdictional complaints finalised – Victorian Ombudsman (VO) | number | 16,152 | 14,000 | 15.4 | ü |
| The actual is above the target as the number of complaints finalised is contingent on approaches to the office by members of the public, which is an external factor beyond the control of the VO. | | | | | |
| Law enforcement, data security and privacy reviews completed | number | 4 | 5 | -20.0 | n |
| The actual is below the target due to changed work arrangements following the coronavirus (COVID-19) pandemic and being unable to complete scheduled in-person site inspections of Victoria Police facilities during the 2019–20 financial year. | | | | | |
| Proportion of standard IBAC investigations into public sector corrupt conduct (excluding police personnel conduct and police personnel corrupt conduct) completed within nine months | per cent | 100 | 60 | 66.7 | ü |
| The actual is above the target due to less complex investigations having a lower demand on specialist skills/capabilities, or complex forensic accounting and financial analysis, which are dependent on protracted legal and administrative processes. Standard investigations also represent a small proportion of investigations completed overall, with the majority being complex. | | | | | |
| Proportion of complex IBAC investigations into public sector corrupt conduct (excluding police personnel conduct and police personnel corrupt conduct) completed within 18 months | per cent | 75 | 60 | 25.0 | ü |
| The actual is above the target and is partly attributed to the successful recruitment of an additional investigations team and manager, and continued improvement of internal processes and resource management. | | | | | |
| Proportion of standard IBAC investigations into police personnel conduct and police personnel corrupt conduct completed within nine months | per cent | 100 | 60 | 66.7 | ü |
| The actual is above the target due to less complex investigations having a lower demand on specialist skills/capabilities or complex forensic accounting and financial analysis, which are dependent on protracted legal and administrative processes. Standard investigations also represent a small proportion of investigations completed overall, with the majority being complex. | | | | | |
| Proportion of complex IBAC investigations into police personnel conduct and police personnel corrupt conduct completed within 18 months | per cent | 71 | 60 | 18.3 | ü |
| The actual is above the target and is partly attributed to the successful recruitment of an additional investigations team and manager, and continued improvement of internal processes and resource management. | | | | | |
| Proportion of jurisdictional complaints independently investigated by the Victorian Ombudsman | per cent | 28 | 25 | 12.0 | ü |
| The actual is above the target due to the VO introducing 'batching' as a method to efficiently deal with enquiries into a number of complaints about an individual systemic issue. | | | | | |
| Reviews and complaints completed by Office of the Victorian Information Commissioner (OVIC) | number | 1,268 | 850 | 49.2 | ü |
| The actual is above the target due to OVIC's improved business processes which have resulted in effective and efficient management of incoming reviews and complaints as well as completing a backlog of reviews and complaints. | | | | | |
| Local Government Inspectorate (LGI) Governance recommendations adopted and implemented by councils | per cent | 100 | 100 | 0.0 | ü |
| Quality | | | | | |
| Client satisfaction with data security and privacy training provided | per cent | 95 | 90 | 5.6 | ü |
| The actual is above the target due to the ongoing delivery of quality privacy training. | | | | | |
| Office of the Victorian Information Commissioner applicants that appeal to VCAT | per cent | 4 | <25 | -84.0 | ü |
| This is a positive result. The actual reflects high quality decision making aligned to the substance and essence of the *Freedom of Information Act 1982* (Vic) in conjunction with constructive applicant engagement. | | | | | |
| Proportion of jurisdictional complaints where the original outcome is set aside by a review undertaken in accordance with the Ombudsman’s internal review policy | per cent | 0.1 | <1.50 | -93.3 | ü |
| This is a positive result as the target has been met. | | | | | |
| Recommendations accepted by agencies upon completion of investigations by the Victorian Ombudsman | per cent | 99 | 95 | 4.2 | ü |
| Satisfaction rating with corruption prevention initiatives delivered by IBAC | per cent | 93 | 95 | -2.1 | ¡ |
| Timeliness | | | | | |
| Complaints or notifications about public sector corrupt conduct (excluding police personnel conduct and police personnel corrupt conduct) assessed by IBAC within 45 days | per cent | 79 | 85 | -7.1 | n |
| The actual is below the target and is primarily due to the impacts of the coronavirus (COVID-19) pandemic with office closures, remote working arrangements, staff on special leave, delays in receiving information from other agencies and difficulties in processing incoming and outgoing mail. The results can also be partially attributed to process and resource impacts arising from the Public Interest *Disclosure Act 2013* (Vic), with new requirements coming into effect from 1 January 2020. All of these factors contributed to the increase in time taken to assess complaints and notifications. | | | | | |
| Complaints or notifications about police personnel conduct and police personnel corrupt conduct assessed by IBAC within 45 days measure | per cent | 68 | 90 | -24.4 | n |
| The actual is below the target primarily due to the impacts of the coronavirus (COVID-19) pandemic, with office closures, remote working arrangements, staff on special leave, delays in receiving information from other agencies and difficulties in processing incoming and outgoing mail. The results can also be partially attributed to process and resource impacts arising from the *Public Interest Disclosure Act*, with new requirements coming into effect from 1 January 2020. All of these factors contributed to the increase in time taken to assess complaints and notifications. The difference in results between the public sector and police results is largely attributed to the higher volume of police complaints and notifications received, representing approximately 60 per cent of all complaints and notifications. | | | | | |
| Complaints received by the Local Government Inspectorate assessed and actioned within five working days | per cent | 97 | 95 | 2.1 | ü |
| Complaints resolved within 30 calendar days of receipt by the Victorian Ombudsman (VO) | per cent | 89.6 | 95 | -5.7 | n |
| Performance for this measure has been impacted by coronavirus (COVID-19). Specifically, the VO has been cognisant of the pressure State Government agencies and departments are facing in their response to coronavirus (COVID-19) and as such, has lengthened response times required by agencies to respond to VO’s enquiries and have prioritised coronavirus (COVID-19) related inquiries. The economic uncertainty as a result of coronavirus (COVID-19) also led to an increase in demand on government services that further resulted in the VO receiving a significant increase in non-jurisdictional approaches, unduly consuming resources. The VO is committed to providing services to the broadest possible range of people and tailor its engagement to their unique and complex needs (e.g. vulnerable community cohorts). | | | | | |
| Responses within 15 days to written enquiries relating to the legislated responsibilities of the Office of the Victorian Information Commissioner | per cent | 97 | 90 | 7.8 | ü |
| The actual is above the target due to effective monitoring and management of privacy and data security enquiries and responses. | | | | | |
| Timeline agreed by FOI applicants for completion of reviews is met | per cent | 48 | 60 | -20.0 | n |
| The actual is below the target in part due to modified work practices owing to the coronavirus (COVID-19) pandemic including not being able to progress certain review applications because of an inability to conduct document inspections, obtain documents and/or the timely provision of submissions or responses from agencies. | | | | | |
| Councillor Conduct Panel applications made within 30 days of sustained allegations | per cent | 100 | 100 | 0.0 | ü |
| Cost | | | | | |
| Total output cost | $ million | 17 | 0.0 | 0.0 |  |
| The actual result is higher than the target due to the transfer of the Regulatory agencies from the Department of Premier and Cabinet as part of the Machinery of Government changes as at 1 May 2020. | | | | | |

Notes:

ü *Performance target achieved or exceeded.*

¡ *Performance target not achieved – within 5 per cent variance.*

n *Performance target not achieved – exceeds 5 per cent variance.*

# 4. Statutory authorities and offices by ministerial portfolio 2019–20

## Attorney-General

### Statutory offices

Chief Examiner and Examiner (jointly administered with the Minister for Police)

Commissioner for Uniform Legal Services Regulation (jointly administered with the Attorney-General of New South Wales)

Crown Counsel

Crown Prosecutors

Director of Public Prosecutions

Independent Broad-based Anti-Corruption Commission (IBAC)11

Public Advocate

Public Interest Monitor[[11]](#footnote-11)

Solicitor-General

Victims of Crime Commissioner

Victorian Legal Services Commissioner

Victorian Inspectorate11

Victorian Ombudsman11

### Administrative offices

Local Government Inspectorate11

Victorian Government Solicitor’s Office

### Statutory authorities

Appeal Costs Board

Coronial Council of Victoria

Court Services Victoria

Judicial College of Victoria

Judicial Commission of Victoria

Judicial Entitlements Panel

Legal Practitioners’ Liability Committee

Legal Services Council (Uniform Legal Services Regulation) (jointly administered with the Attorney-General of New South Wales)

Office of Public Prosecutions

Sentencing Advisory Council

Victorian Civil and Administrative Tribunal Rules Committee

Victims of Crime Consultative Committee

Victorian Equal Opportunity and Human Rights Commission

Victoria Law Foundation

Victoria Legal Aid

Victoria Legal Aid Panel of Independent Reviewers

Victorian Institute of Forensic Medicine

Victorian Law Reform Commission

Victorian Legal Admissions Board

Victorian Legal Services Board

Victorian Professional Standards Council

Victorian Traditional Owners Trust

Judicial and quasi-judicial bodies

Children’s Court of Victoria

Coroners Court of Victoria

County Court of Victoria

Magistrates’ Court of Victoria

Municipal Electoral Tribunals

Supreme Court of Victoria

Victims of Crime Assistance Tribunal

Victorian Civil and Administrative Tribunal

## Workplace Safety

### Statutory offices

Convenor of Medical Panels

### Statutory authorities

Accident Compensation Conciliation Service

Victorian Asbestos Eradication Agency

Victorian Work Cover Authority

## Consumer Affairs, Gaming and Liquor Regulation

### Statutory offices

Arbitrator, Sale of Land Act

Director of Consumer Affairs Victoria

### Statutory authorities

Business Licensing Authority

Consumer Policy Research Centre

Estate Agents Council

Independent Review Panel

Liquor Control Advisory Council

Motor Car Traders Claims Committee

Residential Tenancies Bond Authority

Responsible Gambling Ministerial Advisory Council

Sex Work Ministerial Advisory Committee

Victorian Commission for Gambling and Liquor Regulation

Victorian Responsible Gambling Foundation

## Corrections

### Statutory authorities

Adult Parole Board

Justice Health Ministerial Advisory Committee

Ministerial Community Advisory Committee (Custodial Community Permit Program)

Post Sentence Authority

Women’s Correctional Services Advisory Committee

## Emergency Services

### Statutory offices

Emergency Management Commissioner

Inspector-General for Emergency Management

### Statutory authorities

Country Fire Authority

Country Fire Authority Appeals Commission

Emergency Management Victoria

Emergency Services Telecommunications Authority

Metropolitan Fire and Emergency Services Appeals Commission

Metropolitan Fire and Emergency Services Board

Victoria State Emergency Service Authority

## Families and Children

### Statutory authorities

Youth Parole Board

## Police

### Statutory offices

Chief Commissioner and Deputy Commissioners of Police

Chief Examiner and Examiner (jointly administered with the Attorney-General)

### Statutory authorities

Firearms Appeals Committee

Police Registration and Services Board

Road Safety Camera Commissioner

Road Safety Camera Commissioner Reference Group

### Portfolio agencies

Victoria Police

# 5. Acts administered by justice and community safety portfolios as at 30 June 2020

## Attorney-General

*Acts Enumeration and Revision Act 1958*

*Administration and Probate Act 1958*

*Administrative Law Act 1978*

*Adoption Act 1984*

*Age of Majority Act 1977*

*Appeal Costs Act 1998*

*Attorney-General and Solicitor-General Act 1972*

*Bail Act 1977* – Except:

* *Section 3B (this section is jointly and severally administered with the Minister for Youth Justice)*

*Births, Deaths and Marriages Registration Act 1996*

*Charities Act 1978*

*Charter of Human Rights and Responsibilities Act 2006*

*Children, Youth and Families Act 2005* – Except:

* *Chapters 3 and 4 (these Chapters are jointly and severally administered with the Minister for Child Protection)*
* *Chapter 5 (except Division 2 of Part 5.2 and sections 359 and 359A) (these provisions are jointly and severally administered with the Minister for Youth Justice)*
* *Sections 359 and 359A (these sections are jointly and severally administered with the Minister for Victim Support and the Minister for Youth Justice)*
* *Part 6.2 (this Part is jointly and severally administered with the Minister for Youth Justice)*

(The Act is otherwise jointly and severally administered with the Minister for Child Protection and the Minister for Youth Justice)

*Choice of Law (Limitation Periods) Act 1993*

*Civil Procedure Act 2010*

*Classification (Publications, Films and Computer Games) (Enforcement) Act 1995*

*Commercial Arbitration Act 2011*

*Commonwealth Places (Administration of Laws) Act 1970*

*Commonwealth Powers (De Facto Relationships) Act 2004*

*Commonwealth Powers (Family Law-Children) Act 1986*

*Confiscation Act 1997* – Except:

* *Section 134* (this section is jointly and severally administered with the Minister for Crime Prevention)

*Constitution Act 1975 –*

* *Part III*
* *Division 1 of Part IIIAA* (this Division is jointly administered with the Premier)
* *Divisions 3 to 6 of Part IIIAA*
* *Section 88* in so far as it relates to the appointment of Crown Counsel and Crown Counsel (Advisings)

(The Act is otherwise administered by the Minister for Government Services, the Minister for Regulatory Reform, the Minister for Training and Skills and the Premier)

*Constitution (Supreme Court) Act 1989*

*Constitutional Powers (Coastal Waters) Act 1980*

*Constitutional Powers (Request) Act 1980*

*Co-operative Schemes (Administrative Actions) Act 2001*

*Coroners Act 2008*

*Corporations (Administrative Actions) Act 2001*

*Corporations (Ancillary Provisions) Act 2001*

*Corporations (Commonwealth Powers) Act 2001*

*Corporations (Victoria) Act 1990*

*Council of Law Reporting in Victoria Act 1967*

*County Court Act 1958*

*Court Security Act 1980*

*Court Services Victoria Act 2014*

*Courts (Case Transfer) Act 1991*

*Crimes Act 1958*

*Crimes at Sea Act 1999*

*Crimes (Assumed Identities) Act 2004*

*Crimes (Controlled Operations) Act 2004*

*Crimes (Mental Impairment and Unfitness to be Tried) Act 1997* – Except:

* *Sections 38C-38E, 38ZW, 42, 46 and 74* (these sections are jointly and severally administered with the Minister for Victim Support)
* *Sections 48-55, 57A, 57B, 58, 58A and 60-63(1), Division 3 of Part 7 and Part 7A* (these provisions are jointly administered with the Minister for Disability, Ageing and Carers and the Minister for Mental Health)
* *Part 5A* (this Part is jointly administered with the Minister for Disability, Ageing and Carers, the Minister for Mental Health and the Minister for Youth Justice)
* *Part 7C* (this Part is jointly administered with the Minister for Mental Health)

*Criminal Organisations Control Act 2012*

*Criminal Procedure Act 2009*

*Crown Proceedings Act 1958*

*Defamation Act 2005*

*Domestic Building Contracts Act 1995 –*

* *Part 5* (The Act is otherwise administered by the Minister for Consumer Affairs, Gaming and Liquor Regulation)

*Domicile Act 1978*

*Electoral Act 2002 –*

* Part 8

(The Act is otherwise administered by the Minister for Government Services and the Premier)

*Electronic Transactions (Victoria) Act 2000*

*Equal Opportunity Act 2010*

*Evidence Act 2008*

*Evidence (Miscellaneous Provisions) Act 1958*

*Family Violence Protection Act 2008* – Except:

* *Parts 5A, 5B and 11, Division 1A of Part 13, sections 210A and 210B* (these provisions are administered by the Minister for Prevention of Family Violence)

(The Act is otherwise jointly and severally administered with the Minister for Prevention of Family Violence)

*Federal Courts (State Jurisdiction) Act 1999*

*Fences Act 1968*

*Fines Reform Act 2014*

*Foreign Judgments Act 1962*

*Fortification Removal Act 2013*

*Freedom of Information Act 1982*12

*Guardianship and Administration Act 1986*

*Guardianship and Administration Act 2019*

*Honorary Justices Act 2014*

*Imperial Acts Application Act 1980*

*Imprisonment of Fraudulent Debtors Act 1958*

*Independent Broad-based Anti-corruption Commission Act 2011*12

*Infringements Act 2006*

*Instruments Act 1958* – Except:

* In so far as it relates to the functions of the Registrar-General and the management of the Office of the Registrar-General (in so far as it relates to those matters, the Act is administered by the Minister for Planning)

*Interpretation of Legislation Act 1984*

*Judgment Debt Recovery Act 1984*

*Judicial College of Victoria Act 2001*

*Judicial Commission of Victoria Act 2016*

*Judicial Entitlements Act 2015*

*Judicial Proceedings Reports Act 1958*

*Juries Act 2000*

*Jurisdiction of Courts (Cross-vesting) Act 1987*

*Jury Directions Act 2015*

*Land Acquisition and Compensation Act 1986*

*Land Act 1958 –*

* In so far as it relates to the exercise of powers relating to leases and licences under Subdivisions 1 and 2 of Division 9 of Part I in respect of land described as Crown Allotment 22D of Section 30, Parish of Melbourne North being the site of the Victorian County Court
* In so far as it relates to the land described as Crown Allotment 16 of Section 5, Elwood, Parish of Prahran being the site of the former Elwood Police Station:
* Except *Division 6 of Part I, Subdivision 3 of Division 9 of Part I, section 209* and the remainder of the Act where it relates to the sale and alienation of Crown Lands as set out in Administrative Arrangements Order No. 58 (these provisions are administered by the Assistant Treasurer)
* Except sections 201, 201A and 399
* Sections 22C-22E
* *Sections 201, 201A and 399* in so far as they relate to the land described as Crown Allotment 16 of Section 5, Elwood, Parish of Prahran being the site of the former Elwood Police Station (in so far as they relate to that land, these provisions are jointly administered with the Assistant Treasurer)

(The Act is otherwise administered by the Assistant Treasurer, the Minister for Corrections, the Minister for Creative Industries, the Minister for Energy, Environment and Climate Change, the Minister for Government Services, the Minister for Health, the Minister for Ports and Freight and the Minister for Roads and Road Safety)

*Land Titles Validation Act 1994*

*Legal Aid Act 1978*

*Legal Identity of Defendants (Organisational Child Abuse) Act 2018*

*Legal Profession Uniform Law Application Act 2014*

*Legal Profession Uniform Law (Victoria)*

*Leo Cussen Institute (Registration as a Company) Act 2011*

*Limitation of Actions Act 1958*

*Local Government Act 1989 –*

* Sections 44-46, 48 and 49
* Sections 223A, 223B and 223C[[12]](#footnote-12)
* Sections 223BA-223BM12
* *Section 243* in so far as it relates to municipal electoral tribunals and inspectors of municipal administration12
* Schedule 4

(The Act is otherwise administered by the Minister for Local Government, the Minister for Planning and the Minister for Roads and Road Safety)

*Magistrates’ Court Act 1989*

*Maintenance Act 1965*

*Major Crime (Investigative Powers) Act 2004* – Except:

* *Part 3* (this Part is jointly administered with the Minister for Police and Emergency Services)

*Marriage Act 1958*

*National Redress Scheme for Institutional Child Sexual Abuse (Commonwealth Powers) Act 2018* –

* The Act is jointly and severally administered with the Minister for Victim Support

*National Domestic Violence Order Scheme Act 2016*

*Oaths and Affirmations Act 2018*

*Ombudsman Act 1973*12 – Except:

* *Sections 3 – 6* (these sections are administered by the Premier)

*Open Courts Act 2013*

*Parliamentary Committees Act 2003*12 –

* *Sections 7, 7A and 52* (in so far as these sections relate to public interest disclosures about conduct by or in the Victorian Inspectorate, these sections are jointly and severally administered with the Premier)

(The Act is otherwise administered by the Premier)

*Penalty Interest Rates Act 1983*

*Perpetuities and Accumulations Act 1968*

*Personal Property Securities (Commonwealth Powers) Act 2009*

*Personal Property Securities (Statute Law Revision and Implementation) Act 2010*

*Personal Safety Intervention Orders Act 2010*

*Powers of Attorney Act 2014*

*Privacy and Data Protection Act 2014*12

*Professional Standards Act 2003*

*Property Law Act 1958* – Except:

* In so far as it relates to the functions of the Registrar-General and the management of the Office of the Registrar-General (in so far as it relates to those matters, the Act is administered by the Minister for Planning)

*Public Interest Disclosure Act 2012*12

*Public Interest Monitor Act 2011*12

*Public Notaries Act 2001*

*Public Prosecutions Act 1994*

*Relationships Act 2008 –*

* The Act is jointly and severally administered with the Minister for Equality

*Religious and Successory Trusts Act 1958*

*Residential Tenancies Act 1997 –*

* *Part 11* (except subsection 447(1) and section 480)

(The Act is otherwise administered by the Minister for Consumer Affairs, Gaming and Liquor Regulation, the Minister for Disability, Ageing and Carers, the Minister for Housing and the Minister for Planning)

*Royal Victorian Institute for the Blind and other Agencies (Merger) Act 2005*

*Sentencing Act 1991* – Except:

* *Division 1C of Part 3 and section 89F* (these provisions are jointly and severally administered with the Minister for Victim Support)
* *Subdivision 4 of Division 2 of Part 3* (this Subdivision is jointly administered with the Minister for Youth Justice)
* *Division 2 of Part 3BA* (this Division is jointly administered with the Minister for Disability, Ageing and Carers)
* *Divisions 3 to 6 of Part 3A* (these Divisions are jointly administered with the Minister for Corrections)

*Settled Land Act 1958*

*Severe Substance Dependence Treatment Act 2010 –*

* Sections 9-11 and 14-22

(The Act is otherwise administered by the Minister for Mental Health)

*Sheriff Act 2009*

*St Andrew’s Foundation Act 1997*

*Status of Children Act 1974*

*Summary Offences Act 1966*

*Supreme Court Act 1986*

*Surveillance Devices Act 1999*

*Telecommunications (Interception) (State Provisions) Act 1988*

*Terrorism (Commonwealth Powers) Act 2003*

*Terrorism (Community Protection) Act 2003* – Except:

* *Part 4* (this Part is administered by the Minister for Police and Emergency Services)

*Traditional Owner Settlement Act 2010*

*Transfer of Land Act 1958* – Except:

* In so far as it relates to the functions of the Registrar of Titles and the management of the Office of Titles (in so far as it relates to those matters, the Act is administered by the Minister for Planning)

*Trustee Act 1958*

*Trustee Companies Act 1984 –*

* The Act is jointly administered with the Treasurer

*Unauthorized Documents Act 1958*

*Valuation of Land Act 1960 –*

* *Divisions 1 and 2 of Part III, Divisions 4 and 5 of Part III* where they relate to the determination of appeals by a Land Valuation Division of the Victorian Civil and Administrative Tribunal and *Part IV* in so far as it relates to the administration of the above provisions

(The Act is otherwise administered by the Minister for Planning)

*Vexatious Proceedings Act 2014*

*Victims’ Charter Act 2006 –*

* Section 21

(The Act is otherwise administered by the Minister for Victim Support)

*Victims of Crime Assistance Act 1996* –

* The Act is jointly and severally administered with the Minister for Victim Support

*Victims of Crime Commissioner Act 2015* –

* The Act is jointly and severally administered with the Minister for Victim Support

*Victoria Law Foundation Act 2009*

*Victoria Park Land Act 1992*

*Victorian Civil and Administrative Tribunal Act 1998*

*Victorian Inspectorate Act 2011*12

*Victorian Institute of Forensic Medicine Act 1985*

*Victorian Law Reform Commission Act 2000*

*Vital State Projects Act 1976 –*

* Sections 5-16

(The Act is otherwise administered by the Premier)

*Wills Act 1997*

*Working with Children Act 2005*

*Workplace Injury Rehabilitation and Compensation Act 2013 –*

* Division 1 of Part 6

(The Act is otherwise jointly and severally administered by the Assistant Treasurer and the Minister for Workplace Safety)

*Wrongs Act 1958*

## Minister for Consumer Affairs, Gaming and Liquor Regulation

*Associations Incorporation Reform Act 2012*

*Australian Consumer Law and Fair Trading Act 2012*

*Business Licensing Authority Act 1998*

*Business Names (Commonwealth Powers) Act 2011*

*Casino Control Act 1991* – Except:

* *Sections 128H-128L* (except *section 128K(2)*) (these provisions are administered by the Minister for Planning)
* *Section 128K(2)* (this section is administered by the Assistant Treasurer)

*Casino (Management Agreement) Act 1993*

*Chattel Securities Act 1987*

*Company Titles (Home Units) Act 2013*

*Consumer Credit (Victoria) Act 1995*

*Conveyancers Act 2006*

*Co-operatives National Law Application Act 2013*

*Co-operatives National Law (Victoria)*

*Credit Act 1984*

*Credit (Administration) Act 1984*

*Credit (Commonwealth Powers) Act 2010*

*Domestic Building Contracts Act 1995* – Except:

* *Part 5* (this Part is administered by the Attorney-General)

*Estate Agents Act 1980*

*Fundraising Act 1998*

*Funerals Act 2006*

*Gambling Regulation Act 2003* – Except:

* *Section 2.2.6* (this section is administered by the Minister for Racing)
* *Section 3.4.33* (this section is administered by the Treasurer)
* *Division 1A and Division 2 of Part 2 of Chapter 4* (these Divisions are jointly administered with the Minister for Racing)
* *Sections 4.3.12 and 6A.4.2* (these sections are administered by the Treasurer)
* *Part 5 of Chapter 4* (this Part is jointly administered with the Minister for Racing)
* *Division 1 of Part 3 of Chapter 10* (this Division is administered by the Treasurer)
* *Part 6A of Chapter 4* (this Part is administered by the Treasurer)

*Goods Act 1958*

*Liquor Control Reform Act 1998*

*Motor Car Traders Act 1986*

*Owners Corporations Act 2006*

*Partnership Act 1958*

*Professional Engineers Registration Act 2019*

*Residential Tenancies Act 1997 –*

* Sections 23A-25, 27, 32, 33, 45-48, 74-77, 82, 90, 91, 91A, 102, 102A, 103, 104(1), 104(4), 104(5), 104(6), 105(2), 105(2A), 105(3), 124, 128, 130-134, 141-142B, 142D-212, 213AA-215, 230, 232-234, 241, 277, 289A, 291-327, 329-333, 335-339, 341, 343-366, 373-376, 385, 388, 388A, 390, 390A, 395-398, 399A-439M, 480, 486-499, 501-504 and 505A-510C
* *Section 66(1)* (this section is jointly administered with the Minister for Housing)
* *Section 142C* (this section is jointly and severally administered with the Minister for Housing)
* *Part 12A and section 511* (these provisions are jointly and severally administered with the Minister for Disability, Ageing and Carers and the Minister for Housing)

(The Act is otherwise administered by the Attorney-General, the Minister for Housing and the Minister for Planning)

*Retirement Villages Act 1986*

*Rooming House Operators Act 2016*

*Sale of Land Act 1962*

*Second-Hand Dealers and Pawnbrokers Act 1989*

*Sex Work Act 1994*

*Subdivision Act 1988 –*

* *Part 5*
* *Section 43* (in so far as it relates to Part 5)

(The Act is otherwise administered by the Minister for Planning)

*Travel Agents Repeal Act 2014*

*Veterans Act 2005 –*

* *Part 4*

(The Act is otherwise administered by the Minister for Veterans)

*Victorian Commission for Gambling and Liquor Regulation Act 2011*

*Victorian Responsible Gambling Foundation Act 2011*

*Warehousemen’s Liens Act 1958*

## Minister for Corrections

*Community Based Sentences (Transfer) Act 2012*

*Corrections Act 1986*

*Crown Land (Reserves) Act 1978 –*

* *Sections 17B, 17BAA, 17BA, 17CA, 17D, 17DAA, 18A and 18B*, in so far as they relate to the exercise of powers in relation to the land shown as Crown Allotment 15 on Certified Plan 009176 and Crown Allotment 16 on Certified Plan 1, Section B1, Parish of Ararat, lodged with the Central Plan Office

(The Act is otherwise administered by the Assistant Treasurer, the Minister for Business Precincts, the Minister for Energy, Environment and Climate Change, the Minister for Health, the Minister for Ports and Freight, the Minister for Tourism, Sport and Major Events and the Premier)

*International Transfer of Prisoners (Victoria) Act 1998*

*Land Act 1958* –

* In so far as it relates to the exercise of powers relating to leases and licences under Subdivision 1 of Division 9 of Part I in respect of –
* land identified in Certified Plan 114680-A dated 8 February 1995
* land shown as Allotment 8B, Section 13 on Certified Plan 116685 and Allotment 4A, Section 17 on Certified Plan 116944 lodged in the Central Plan Office
* land shown as hatched on the plan numbered LEGL./95-80 lodged in the Central Plan Office

(The Act is otherwise administered by the Assistant Treasurer, the Attorney-General, the Minister for Creative Industries, the Minister for Energy, Environment and Climate Change, the Minister for Government Services, the Minister for Health, the Minister for Ports and Freight and the Minister for Roads and Road Safety )

*Parole Orders (Transfer) Act 1983*

*Prisoners (Interstate Transfer) Act 1983*

*Sentencing Act 1991* –

* Divisions 3-6 of Part 3A (these Divisions are jointly administered with the Attorney-General)

(The Act is otherwise administered by the Attorney-General, the Minister for Disability, Ageing and Carers, the Minister for Victim Support and the Minister for Youth Justice)

*Serious Offenders Act 2018* – Except:

* *Sections 134, 135, 153 and 154* (these sections are jointly and severally administered with the Minister for Victim Support)

## Minister for Crime Prevention

*Confiscation Act 1997 –*

* *Section 134* (this section is jointly and severally administered with the Attorney-General)

*Crime Statistics Act 2014 –*

* The Act is jointly and severally administered with the Minister for Police and Emergency Services

## Minister for Police and Emergency Services

*Australian Crime Commission (State Provisions) Act 2003*

*Control of Weapons Act 1990*

*Country Fire Authority Act 1958*

*Crime Statistics Act 2014 –*

* The Act is jointly and severally administered with the Minister for Crime Prevention

*Emergency Management Act 1986*

*Emergency Management Act 2013*

*Emergency Services Telecommunications Authority Act 2004*

*Firearms Act 1996*

*Firefighters’ Presumptive Rights Compensation and Fire Services Legislation Amendment (Reform) Act 2019*

*Graffiti Prevention Act 2007*

*Major Crime (Investigative Powers) Act 2004 –*

* *Part 3* (this Part is jointly administered with the Attorney-General)

(The Act is otherwise administered by the   
Attorney-General)

*Metropolitan Fire Brigades Act 1958*

*Police Assistance Compensation Act 1968 –*

* The Act is jointly and severally administered with the Minister for Victim Support

*Police Regulation (Pensions) Act 1958* – Except:

* *Part III* (this Part is administered by the Assistant Treasurer)

*Private Security Act 2004*

*Road Safety Camera Commissioner Act 2011*

*Seamen’s Act 1958*

*Sex Offenders Registration Act 2004*

*Terrorism (Community Protection) Act 2003 –*

* Part 4

(The Act is otherwise administered by the   
Attorney-General)

*Unlawful Assemblies and Processions Act 1958*

*Victoria Police Act 2013*

*Victoria State Emergency Service Act 2005*

*Witness Protection Act 1991*

## Minister for Victim Support

*Children, Youth and Families Act 2005* –

* *Sections 359 and 359A* (these sections are jointly and severally administered with the Attorney-General and the Minister for Youth Justice)

(The Act is otherwise administered by the Attorney-General, the Minister for Child Protection and the Minister for Youth Justice)

*Crimes (Mental Impairment and Unfitness to be Tried) Act 1997* –

* *Sections 38C-38E, 38ZW, 42, 46 and 74* (these sections are jointly and severally administered with the Attorney-General)

(The Act is otherwise administered by the Attorney-General, the Minister for Disability, Ageing and Carers, the Minister for Mental Health and the Minister for Youth Justice)

*National Redress Scheme for Institutional Child Sexual Abuse* (Commonwealth Powers) Act 2018

* The Act is jointly and severally administered with the Attorney-General

*Police Assistance Compensation Act 1968* –

* The Act is jointly and severally administered with the Minister for Police and Emergency Services
* *Sentencing Act 1991 –*
* *Division 1C of Part 3 and section 89F* (these provisions are jointly and severally administered with the Attorney-General)

(The Act is otherwise administered by the Attorney-General, the Minister for Corrections, the Minister for Disability, Ageing and Carers and the Minister for Youth Justice)

*Serious Offenders Act 2018* –

* *Sections 134, 135, 153 and 154* (these sections are jointly and severally administered with the Minister for Corrections)

*Victims’ Charter Act 2006* – Except:

* *Section 21* (this section is administered by the Attorney-General)

*Victims of Crime Assistance Act 1996* –

* The Act is jointly and severally administered with the Attorney-General

*Victims of Crime Commissioner Act 2015* –

* The Act is jointly and severally administered with the Attorney-General

## Minister for Workplace Safety

*Accident Compensation Act 1985*

*Accident Compensation (Occupational Health and Safety) Act 1996*

*Asbestos Diseases Compensation Act 2008*

*Dangerous Goods Act 1985*

*Equipment (Public Safety) Act 1994*

*Occupational Health and Safety Act 2004*

*Workers Compensation Act 1958* – Except:

* *Division 8 of Part 1* (this Division is administered by the Treasurer)

*Workplace Injury Rehabilitation and Compensation Act 2013* – Except:

* *Division 1 of Part 6* (this Division is administered by the Attorney-General)
* *Sections 492-495* in so far as they relate to WorkSafe’s budget, financial reporting and management of the WorkCover Authority Fund (in so far as they relate to those matters, these sections are jointly administered with the Assistant Treasurer)
* *Sections 515-518* (these sections are jointly administered with the Assistant Treasurer)

## Minister for Youth Justice

*Bail Act 1977* –

* *Section 3B* (this section is jointly and severally administered with the Attorney-General)

(The Act is otherwise administered by the   
Attorney-General)

*Children, Youth and Families Act 2005* – Except:

* *Chapters 3 and 4* (these Chapters are jointly and severally administered by the Attorney-General and the Minister for Child Protection)
* *Chapter 5* (except Division 2 of Part 5.2 and sections 359 and 359A) (these provisions are jointly and severally administered with the Attorney-General)
* *Sections 359 and 359A* (these sections are jointly and severally administered with the Attorney-General and the Minister for Victim Support)
* *Part 6.2* (this Part is jointly and severally administered with the Attorney-General)

(The Act is otherwise administered jointly and severally with the Attorney-General and the Minister for Child Protection)

*Commission for Children and Young People Act 2012 –* Except:

* *Part 4* (this Part is administered by the Minister for Child Protection)

(The Act is otherwise jointly and severally administered with the Minister for Child Protection)

*Crimes (Mental Impairment and Unfitness to be Tried) Act 1997 –*

* *Part 5A* (this Part is jointly administered with the Attorney-General, the Minister for Disability, Ageing and Carers and the Minister for Mental Health)

(The Act is otherwise administered by the Attorney-General, the Minister for Disability, Ageing and Carers, the Minister for Mental Health and the Minister for Victim Support)

*Sentencing Act 1991 –*

* *Subdivision 4 of Division 2 of Part 3* (this Subdivision is jointly administered with the Attorney-General)

(The Act is otherwise administered by the Attorney-General, the Minister for Corrections, the Minister for Disability, Ageing and Carers and the Minister for Victim Support)

# 6. Legislation enacted in 2019–20 (passed between 1 July 2019 and 30 June 2020)

## Attorney-General

*Crimes Amendment (Manslaughter and Related Offences) Act 2020*

*Dangerous Goods Amendment (Penalty Reform) Act 2019*

*Justice Legislation Amendment (Criminal Appeals) Act 2019*

*Justice Legislation Amendment (Serious Offenders and Other Matters) Act 2019*

*Justice Legislation Miscellaneous Amendments Act 2019*

*Sentencing Amendment (Emergency Worker Harm) Act 2020*

*Wage Theft Act 2020*

## Minister for Consumer Affairs, Gaming and Liquor Regulation

*Consumer Legislation Amendment Act 2019*

## Minister for Police and Emergency Services

*Police Legislation Amendment (Road Safety Camera Commissioner and Other Matters) Act 2019*

*Road Safety and Other Legislation Amendment Act 2019*

## Minister for Workplace Safety

*Workplace Safety Legislation Amendment (Workplace Manslaughter and Other Matters) Act 2019*

# 7. People management

## Comparative workforce data

#### As at 30 June 2020

|  | All employees | | Ongoing(a) | | | Fixed-term and casual | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Head count | FTE | Full time (head count) | Part time (head count) | FTE | Head count | FTE |
| Gender | | | | | | | |
| Woman | 5469 | 5134 | 3964 | 684 | 4438 | 821 | 696 |
| Man | 4727 | 4624 | 4081 | 78 | 4135 | 568 | 489 |
| Self-described(b) | 5 | 4 | 4 | 1 | 4 | 0 | 0 |
| **Age** | | | | | | | |
| Under 25 | 377 | 359 | 215 | 10 | 222 | 152 | 137 |
| 25–34 | 2762 | 2671 | 2153 | 182 | 2279 | 427 | 392 |
| 35–44 | 2688 | 2552 | 2083 | 289 | 2283 | 316 | 269 |
| 45–54 | 2446 | 2363 | 2037 | 147 | 2139 | 262 | 224 |
| 55–64 | 1610 | 1538 | 1330 | 97 | 1398 | 183 | 140 |
| Over 64 | 318 | 279 | 231 | 38 | 256 | 49 | 23 |
| **Classifications** | | | | | | | |
| **VPS 1-6** | **4446** | **4193** | **3114** | **546** | **3495** | **786** | **698** |
| VPS 1 | 5 | 5 | 0 | 0 | 0 | 5 | 5 |
| VPS 2 | 730 | 660 | 470 | 108 | 540 | 152 | 120 |
| VPS 3 | 927 | 880 | 636 | 105 | 708 | 186 | 172 |
| VPS 4 | 996 | 926 | 708 | 125 | 793 | 163 | 133 |
| VPS 5 | 1055 | 1014 | 764 | 122 | 853 | 169 | 161 |
| VPS 6 | 733 | 708 | 536 | 86 | 601 | 111 | 107 |
| **Senior Employees** | **151** | **149** | **139** | **9** | **146** | **3** | **3** |
| STS | 22 | 22 | 18 | 1 | 19 | 3 | 3 |
| Executives | 129 | 127 | 121 | 8 | 127 | 0 | 0 |
| **Allied Health** | **157** | **143** | **110** | **37** | **135** | **10** | **8** |
| Allied Health 2 | 9 | 9 | 8 | 0 | 8 | 1 | 1 |
| Allied Health 3 | 95 | 87 | 68 | 25 | 85 | 2 | 2 |
| Allied Health 4 | 53 | 47 | 34 | 12 | 42 | 7 | 5 |
| **Community Corrections Practitioner** | **1009** | **972** | **822** | **87** | **880** | **100** | **92** |
| CCP Grade 1 | 55 | 48 | 16 | 2 | 18 | 37 | 30 |
| CCP Grade 2 | 106 | 103 | 83 | 9 | 89 | 14 | 14 |
| CCP Grade 3 | 430 | 420 | 365 | 26 | 382 | 39 | 38 |
| CCP Grade 4 | 342 | 326 | 286 | 46 | 316 | 10 | 10 |
| CCP Grade 5 | 68 | 67 | 64 | 4 | 67 | 0 | 0 |
| CCP Grade 6 | 8 | 8 | 8 | 0 | 8 | 0 | 0 |
| **Custodial Officers** | **3438** | **3342** | **3029** | **30** | **3047** | **379** | **295** |
| COG 1 | 54 | 54 | 1 | 0 | 1 | 53 | 53 |
| COG 2a | 2284 | 2190 | 1936 | 23 | 1949 | 325 | 241 |
| COG 2b | 754 | 753 | 748 | 5 | 752 | 1 | 1 |
| COG 3 | 273 | 272 | 272 | 1 | 272 | 0 | 0 |
| COG 4 | 51 | 51 | 51 | 0 | 51 | 0 | 0 |
| COG 5 | 8 | 8 | 8 | 0 | 8 | 0 | 0 |
| COG 6 | 12 | 12 | 11 | 1 | 12 | 0 | 0 |
| COG 7 | 2 | 2 | 2 | 0 | 2 | 0 | 0 |
| **Sheriff’s Officers** | **143** | **143** | **142** | **1** | **143** | **0** | **0** |
| Trainee Sherriff’s Officers | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sheriff’s Officer | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Senior Sheriff’s Officer | 115 | 115 | 114 | 1 | 115 | 0 | 0 |
| Supervisor | 18 | 18 | 18 | 0 | 18 | 0 | 0 |
| Regional Manager | 8 | 8 | 8 | 0 | 8 | 0 | 0 |
| Deputy Sheriff | 2 | 2 | 2 | 0 | 2 | 0 | 0 |
| **Children Youth and Family Workers** | **253** | **238** | **168** | **43** | **199** | **42** | **39** |
| CYF Grade 1 | 11 | 9 | 4 | 2 | 5 | 5 | 4 |
| CYF Grade 2 | 79 | 76 | 51 | 5 | 54 | 23 | 22 |
| CYF Grade 3 | 98 | 90 | 61 | 24 | 78 | 13 | 12 |
| CYF Grade 4 | 30 | 29 | 23 | 6 | 28 | 1 | 1 |
| CYF Grade 5 | 18 | 17 | 14 | 4 | 17 | 0 | 0 |
| CYF Grade 6 | 17 | 17 | 15 | 2 | 17 | 0 | 0 |
| **Youth Justice Workers** | **597** | **577** | **523** | **5** | **527** | **69** | **50** |
| YJW Grade 1 | 501 | 481 | 429 | 4 | 432 | 68 | 49 |
| YJW Grade 2 | 55 | 55 | 54 | 1 | 55 | 0 | 0 |
| YJW Grade 3 | 9 | 9 | 8 | 0 | 8 | 1 | 1 |
| YJW Grade 4 | 21 | 21 | 21 | 0 | 21 | 0 | 0 |
| YJW Grade 5 | 9 | 9 | 9 | 0 | 9 | 0 | 0 |
| YJW Grade 6 | 2 | 2 | 2 | 0 | 2 | 0 | 0 |
| Other | 7 | 5 | 2 | 5 | 5 | 0 | 0 |
| Legal Officers | 7 | 5 | 2 | 5 | 5 | 0 | 0 |
| **Total employees** | **10,201** | **9,762** | **8,049** | **763** | **8,577** | **1,389** | **1,185** |

Notes:

a. ‘Ongoing employee’ means an employee engaged on an open-ended contract of employment and executives engaged on a standard executive contract who were active in the last pay period of June.

b. From 2017–18, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

All figures reflect active public service employees in the department, employed in the last full pay period in June each year.

The figures exclude those persons on leave without pay or absent on secondment, external contractors/consultants, temporary staff employed by employment agencies, and a small number of people who are appointees to a statutory office but not employees as defined in the *Public Administration Act 2004* (such as persons appointed to a non-executive board member role, to an office of a commissioner or to a judicial office).

This data excludes Victorian Institute of Forensic Medicine medical and executive staff.

This data includes public service employee numbers for discrete agencies that are serviced by staff employed by the department’s Secretary including for the Office of Public Advocate, Victorian Institute of Forensic Medicine and the Victorian Law Reform Commission. These employees have been reported in both the Department of Justice and Community Safety’s annual report and the annual report prepared by the Office of Public Advocate and Victorian Institute of Forensic Medicine.

The Public Interest Monitor is a discrete agency within the justice and community safety portfolio. The head of this agency is a public service body head who employs public servants independent of the departmental Secretary. This agency does not produce its own annual report. As at 30 June 2020, the Office had two ongoing, part time employees (1.4 FTE).

The following agencies are discrete agencies within the justice and community safety portfolio. The heads of these agencies are public service body heads who employ public servants independent of the departmental Secretary. These agencies are required to produce their own annual reports. Employee numbers for the following agencies are published in their annual reports:

* Office of Public Prosecutions
* Road Safety Camera Commissioner
* Victoria Police
* Victorian Electoral Commission
* Victorian Equal Opportunity and Human Rights Commission
* Victorian Commission for Gambling and Liquor Regulation
* Victorian Responsible Gambling Foundation.

#### As at 30 June 2019

|  | All employees | | Ongoing(a) | | | Fixed-term and casual | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Head count | FTE | Full time (head count) | Part time (head count) | FTE | Head count | FTE |
| **Gender** | | | | | | | |
| Woman | 5412 | 5067 | 3842 | 650 | 4284 | 920 | 783 |
| Man | 4713 | 4590 | 4030 | 73 | 4081 | 610 | 509 |
| Self-described | 3 | 2 | 2 | 1 | 2 | 0 | 0 |
| Age | | | | | | | |
| Under 25 | 461 | 443 | 276 | 11 | 284 | 174 | 159 |
| 25–34 | 2748 | 2648 | 2128 | 160 | 2234 | 460 | 414 |
| 35–44 | 2621 | 2474 | 1984 | 282 | 2173 | 355 | 301 |
| 45–54 | 2446 | 2345 | 1983 | 149 | 2089 | 314 | 256 |
| 55–64 | 1580 | 1510 | 1308 | 95 | 1375 | 177 | 135 |
| Over 64 | 272 | 239 | 195 | 27 | 212 | 50 | 27 |
| **Classification** | | | | | | | |
| **VPS 1-6** | **4446** | **4195** | **3092** | **522** | **3451** | **832** | **744** |
| VPS 1 | 10 | 10 | 0 | 0 | 0 | 10 | 10 |
| VPS 2 | 779 | 710 | 486 | 106 | 554 | 187 | 156 |
| VPS 3 | 917 | 863 | 643 | 95 | 705 | 179 | 158 |
| VPS 4 | 973 | 919 | 693 | 111 | 768 | 169 | 151 |
| VPS 5 | 1043 | 999 | 731 | 121 | 819 | 191 | 180 |
| VPS 6 | 724 | 694 | 539 | 89 | 605 | 96 | 89 |
| **Senior Employees** | **141** | **138** | **127** | **11** | **135** | **3** | **3** |
| STS | 36 | 35 | 30 | 3 | 32 | 3 | 3 |
| Senior Executive Service Officer | 105 | 103 | 97 | 8 | 103 | 0 | 0 |
| **Allied Health** | **154** | **142** | **103** | **33** | **127** | **18** | **15** |
| Allied Health 2 | 29 | 28 | 22 | 2 | 24 | 5 | 4 |
| Allied Health 3 | 78 | 73 | 55 | 17 | 67 | 6 | 6 |
| Allied Health 4 | 47 | 41 | 26 | 14 | 36 | 7 | 5 |
| **Community Corrections Practitioner** | **1098** | **1043** | **873** | **89** | **931** | **136** | **112** |
| CCP Grade 1 | 84 | 64 | 18 | 4 | 21 | 62 | 43 |
| CCP Grade 2 | 113 | 110 | 90 | 6 | 94 | 17 | 16 |
| CCP Grade 3 | 473 | 461 | 398 | 24 | 413 | 51 | 48 |
| CCP Grade 4 | 352 | 333 | 293 | 53 | 328 | 6 | 5 |
| CCP Grade 5 | 67 | 66 | 65 | 2 | 66 | 0 | 0 |
| CCP Grade 6 | 9 | 9 | 9 | 0 | 9 | 0 | 0 |
| **Custodial Officers** | **3356** | **3241** | **2889** | **27** | **2903** | **440** | **338** |
| COG 1 | 114 | 114 | 18 | 0 | 18 | 96 | 96 |
| COG 2a | 2146 | 2033 | 1782 | 22 | 1793 | 342 | 240 |
| COG 2b | 750 | 749 | 745 | 4 | 748 | 1 | 1 |
| COG 3 | 275 | 274 | 273 | 1 | 273 | 1 | 1 |
| COG 4 | 51 | 51 | 51 | 0 | 51 | 0 | 0 |
| COG 5 | 8 | 8 | 8 | 0 | 8 | 0 | 0 |
| COG 6 | 12 | 12 | 12 | 0 | 12 | 0 | 0 |
| COG 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Sheriff’s Officers** | **155** | **154** | **153** | **2** | **154** | **0** | **0** |
| Trainee Sheriff’s Officers | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sheriff’s Officer | 9 | 9 | 9 | 0 | 9 | 0 | 0 |
| Senior Sheriff’s Officer | 116 | 115 | 114 | 2 | 115 | 0 | 0 |
| Supervisor | 20 | 20 | 20 | 0 | 20 | 0 | 0 |
| Regional Manager | 9 | 9 | 9 | 0 | 9 | 0 | 0 |
| Deputy Sheriff | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| **Children Youth and Family Workers** | **236** | **226** | **161** | **30** | **183** | **45** | **43** |
| CYF Grade 1 | 10 | 7 | 4 | 2 | 5 | 4 | 2 |
| CYF Grade 2 | 86 | 84 | 54 | 7 | 59 | 25 | 25 |
| CYF Grade 3 | 82 | 79 | 57 | 11 | 65 | 14 | 14 |
| CYF Grade 4 | 29 | 28 | 22 | 5 | 26 | 2 | 2 |
| CYF Grade 5 | 13 | 12 | 10 | 3 | 12 | 0 | 0 |
| CYF Grade 6 | 16 | 16 | 14 | 2 | 16 | 0 | 0 |
| **Youth Justice Workers** | **534** | **514** | **473** | **5** | **477** | **56** | **37** |
| YJW Grade 1 | 427 | 408 | 369 | 3 | 372 | 55 | 36 |
| YJW Grade 2 | 52 | 51 | 49 | 2 | 50 | 1 | 1 |
| YJW Grade 3 | 22 | 22 | 22 | 0 | 22 | 0 | 0 |
| YJW Grade 4 | 23 | 23 | 23 | 0 | 23 | 0 | 0 |
| YJW Grade 5 | 10 | 10 | 10 | 0 | 10 | 0 | 0 |
| YJW Grade 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Other** | **8** | **6** | **3** | **5** | **6** | **0** | **0** |
| Legal Officers | 8 | 6 | 3 | 5 | 6 | 0 | 0 |
| **Total employees** | **10128** | **9659** | **7874** | **724** | **8367** | **1530** | **1292** |

Notes:

a. ‘Ongoing employee’ means an employee engaged on an open-ended contract of employment and executives engaged on a standard executive contract who were active in the last pay period of June.

b. From 2017–18, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

This data excludes Victorian Institute of Forensic Medicine medical and executive staff.

This data includes public service employee numbers for discrete agencies that are serviced by staff employed by the department’s Secretary including for: The Office of Public Advocate, Victorian Institute of Forensic Medicine and the Victorian Law Reform Commission. These employees have been reported in both the Department of Justice and Community Safety’s annual report and the annual report prepared by the following agencies:

The following agencies are discrete agencies within the justice and community safety portfolio. The heads of these agencies are public service body heads who employ public servants independent of the departmental Secretary. These agencies are required to produce their own annual reports. Employee numbers for the following agencies are published in their annual reports:

* Office of Public Prosecutions
* Road Safety Camera Commissioner
* Victoria Police
* Victorian Electoral Commission
* Victorian Equal Opportunity and Human Rights Commission
* Victorian Commission for Gambling and Liquor Regulation
* Victorian Responsible Gambling Foundation.

## Workforce data: Local Government Inspectorate

The following table discloses the head count and full-time staff equivalent (FTE) of all active public service employees of the Local Government Inspectorate, employed in the last full pay period in June of the current reporting period, and in the last full pay period in June of the previous reporting period (2019).

#### As at 30 June 2020

|  | All employees | | Ongoing(a) | | | Fixed-term and casual | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Head count | FTE | Full time (head count) | Part time (head count) | FTE | Head count | FTE |
| **Gender** | | | | | | | |
| Woman | 7 | 7 | 7 | 0 | 7 | 0 | 0 |
| Man | 4 | 4 | 4 | 0 | 4 | 0 | 0 |
| Self-described(b) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Age** | | | | | | | |
| Under 25 | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| 25–34 | 2 | 2 | 2 | 0 | 2 | 0 | 0 |
| 35–44 | 4 | 4 | 4 | 0 | 4 | 0 | 0 |
| 45–54 | 3 | 3 | 3 | 0 | 3 | 0 | 0 |
| 55–64 | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| Over 64 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Classification** | | | | | | | |
| VPS 1-6 | 11 | 11 | 11 | 0 | 11 | 0 | 0 |
| VPS 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VPS 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VPS 3 | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| VPS 4 | 4 | 4 | 4 | 0 | 4 | 0 | 0 |
| VPS 5 | 4 | 4 | 4 | 0 | 4 | 0 | 0 |
| VPS 6 | 2 | 2 | 2 | 0 | 2 | 0 | 0 |
| **Senior Employees** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| STS | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Senior Executive Service Officer | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total employees** | **11** | **11** | **11** | **0** | **11** | **0** | **0** |

Notes:

a. ‘Ongoing employee’ means an employee engaged on an open-ended contract of employment and executives engaged on a standard executive contract who were active in the last pay period of June.

b. From 2017–18, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

All figures reflect active public service employees in the inspectorate, employed in the last full pay period in June each year.

The figures exclude those persons on leave without pay or absent on secondment, external contractors/consultants, temporary staff employed by employment agencies, and a small number of people who are appointees to a statutory office but not employees as defined in the *Public Administration Act 2004* (such as persons appointed to a non-executive board member role, to an office of a commissioner or to a judicial office).

#### As at 30 June 2019

|  | All employees | | Ongoing(a) | | | Fixed-term and casual | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Head count | FTE | Full time (head count) | Part time (head count) | FTE | Head count | FTE |
| **Gender** | | | | | | | |
| Woman | 5 | 5 | 5 | 0 | 5 | 0 | 0 |
| Man | 5 | 5 | 5 | 0 | 5 | 0 | 0 |
| Self-described(b) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Age** | | | | | | | |
| Under 25 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25–34 | 3 | 3 | 3 | 0 | 3 | 0 | 0 |
| 35–44 | 3 | 3 | 3 | 0 | 3 | 0 | 0 |
| 45–54 | 3 | 3 | 3 | 0 | 3 | 0 | 0 |
| 55–64 | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| Over 64 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Classification** | | | | | | | |
| VPS 1-6 | 9 | 9 | 9 | 0 | 9 | 0 | 0 |
| VPS 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VPS 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VPS 3 | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| VPS 4 | 2 | 2 | 2 | 0 | 2 | 0 | 0 |
| VPS 5 | 4 | 4 | 4 | 0 | 4 | 0 | 0 |
| VPS 6 | 2 | 2 | 2 | 0 | 2 | 0 | 0 |
| **Senior Employees** | **1** | **1** | **1** | **0** | **1** | **0** | **0** |
| STS | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Senior Executive Service Officer | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| **Total employees** | **10** | **10** | **10** | **0** | **10** | **0** | **0** |

Notes:

a. ‘Ongoing employee’ means an employee engaged on an open-ended contract of employment and executives engaged on a standard executive contract who were active in the last pay period of June.

b. From 2017–18, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

All figures reflect active public service employees in the inspectorate, employed in the last full pay period in June each year.

The figures exclude those persons on leave without pay or absent on secondment, external contractors/consultants, temporary staff employed by employment agencies, and a small number of people who are appointees to a statutory office but not employees as defined in the *Public Administration Act 2004* (such as persons appointed to a non-executive board member role, to an office of a commissioner or to a judicial office).

## Workforce data: Victorian Government Solicitor’s Office

The Victorian Government Solicitor’s Office (VGSO) is a discrete agency within the justice and community safety portfolio. The head of this agency is a public service body head who employs public servants independent of the departmental Secretary. As this agency does not produce its own annual report, employee numbers are reported below.

#### As at 30 June 2020

|  | All employees | | Ongoing(a) | | | Fixed-term and casual | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Head count | FTE | Full time (head count) | Part time (head count) | FTE | Head count | FTE |
| **Gender** | | | | | | | |
| Woman | 188 | 171 | 111 | 48 | 143 | 29 | 28 |
| Man | 52 | 51 | 37 | 4 | 40 | 11 | 11 |
| Self-described(b) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Age** | | | | | | | |
| Under 25 | 13 | 13 | 8 | 0 | 8 | 5 | 5 |
| 25–34 | 105 | 103 | 70 | 8 | 76 | 27 | 27 |
| 35–44 | 75 | 62 | 35 | 33 | 56 | 7 | 6 |
| 45–54 | 32 | 29 | 21 | 10 | 28 | 1 | 1 |
| 55–64 | 14 | 14 | 13 | 1 | 14 | 0 | 0 |
| Over 64 | 1 | 1 | 1 | 0 | 1 | 0 | 0 |
| **Classification** | | | | | | | |
| VPS 1-6 | 145 | 136 | 84 | 24 | 100 | 37 | 36 |
| VPS 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VPS 2 | 40 | 39 | 19 | 1 | 20 | 20 | 19 |
| VPS 3 | 51 | 45 | 25 | 14 | 33 | 12 | 12 |
| VPS 4 | 19 | 18 | 15 | 2 | 16 | 2 | 2 |
| VPS 5 | 16 | 15 | 11 | 4 | 14 | 1 | 1 |
| VPS 6 | 19 | 19 | 14 | 3 | 17 | 2 | 2 |
| Senior Employees | 11 | 11 | 9 | 2 | 11 | 0 | 0 |
| STS | 5 | 5 | 3 | 2 | 5 | 0 | 0 |
| Executives | 6 | 6 | 6 | 0 | 6 | 0 | 0 |
| Legal Officer | 84 | 75 | 55 | 26 | 72 | 3 | 3 |
| Solicitor 2 | 7 | 7 | 5 | 0 | 5 | 2 | 2 |
| Solicitor 3 | 11 | 11 | 10 | 1 | 11 | 0 | 0 |
| Senior Solicitor | 25 | 23 | 20 | 4 | 22 | 1 | 1 |
| Principal Solicitor | 41 | 34 | 20 | 21 | 34 | 0 | 0 |
| **Total employees** | **240** | **222** | **148** | **52** | **183** | **40** | **39** |

Notes:

a. ‘Ongoing employee’ means an employee engaged on an open-ended contract of employment and executives engaged on a standard executive contract who were active in the last pay period of June.

b. From 2017–18, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

All figures reflect active public service employees in the VGSO, employed in the last full pay period in June each year.

The figures exclude those persons on leave without pay or absent on secondment, external contractors/consultants, temporary staff employed by employment agencies, and a small number of people who are appointees to a statutory office but not employees as defined in the Public Administration Act 2004 (such as persons appointed to a non-executive board member role, to an office of a commissioner or to a judicial office).

#### As at 30 June 2019

|  | All employees | | Ongoing(a) | | | Fixed-term and casual | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Head count | FTE | Full time (head count) | Part time (head count) | FTE | Head count | FTE |
| **Gender** |  | | | | | | |
| Woman | 173 | 156 | 99 | 47 | 129 | 27 | 27 |
| Man | 49 | 48 | 39 | 2 | 40 | 8 | 8 |
| Self-described(b) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Age** |  | | | | | | |
| Under 25 | 8 | 8 | 6 | 0 | 6 | 2 | 2 |
| 25–34 | 98 | 93 | 60 | 12 | 67 | 26 | 26 |
| 35–44 | 65 | 56 | 34 | 25 | 50 | 6 | 6 |
| 45–54 | 34 | 31 | 24 | 9 | 30 | 1 | 1 |
| 55–64 | 17 | 16 | 14 | 3 | 16 | 0 | 0 |
| Over 64 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Classification** | | | | | | | |
| **VPS 1-6** | **118** | **108** | **70** | **24** | **84** | **24** | **24** |
| VPS 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VPS 2 | 35 | 33 | 14 | 4 | 16 | 17 | 17 |
| VPS 3 | 41 | 35 | 21 | 16 | 31 | 4 | 4 |
| VPS 4 | 20 | 19 | 17 | 2 | 18 | 1 | 1 |
| VPS 5 | 9 | 8 | 7 | 1 | 7 | 1 | 1 |
| VPS 6 | 13 | 13 | 11 | 1 | 12 | 1 | 1 |
| **Senior Employees** | **10** | **10** | **9** | **1** | **10** | **0** | **0** |
| STS | 1 | 1 | 0 | 1 | 1 | 0 | 0 |
| Executives | 9 | 9 | 9 | 0 | 9 | 0 | 0 |
| **Legal Officer** | **94** | **86** | **59** | **24** | **75** | **11** | **11** |
| Solicitor 2 | 10 | 10 | 6 | 0 | 6 | 4 | 4 |
| Solicitor 3 | 15 | 15 | 12 | 1 | 13 | 2 | 2 |
| Senior Solicitor | 30 | 28 | 20 | 6 | 24 | 4 | 4 |
| Principal Solicitor | 39 | 33 | 21 | 17 | 32 | 1 | 1 |
| **Total employees** | **222** | **204** | **138** | **49** | **169** | **35** | **35** |

Notes:

a. ‘Ongoing employee’ means an employee engaged on an open-ended contract of employment and executives engaged on a standard executive contract who were active in the last pay period of June.

b. From 2017–18, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

All figures reflect active public service employees in the VGSO, employed in the last full pay period in June each year.

The figures exclude those persons on leave without pay or absent on secondment, external contractors/consultants, temporary staff employed by employment agencies, and a small number of people who are appointees to a statutory office but not employees as defined in the Public Administration Act 2004 (such as persons appointed to a non-executive board member role, to an office of a commissioner or to a judicial office).

## Reconciliation of executive numbers at 30 June 2020

### Senior Executive Service officer definition

For department purposes, a Senior Executive Service (SES) officer is defined as a person employed as an executive under Part 3 of the *Public Administration Act 2004* (the Act). For a public body, a SES officer is defined as an executive under Part 3 of the Act or a person to whom the Victorian Government’s policy on Executive Remuneration in public entities applies. All figures reflect employment levels at the last full pay period in June of the current and corresponding previous reporting year.

The definition of a SES officer does not include a statutory office holder or an accountable officer.

The following tables show the SES officers of the department and its portfolio agencies as at 30 June 2020:

* Table 1a shows the total number of SES officers for the department by gender.
* Table 1b shows the total number of SES officers for the Victorian Government Solicitor’s Office by gender.
* Table 1c shows the total number of SES officers for the Local Government Inspectorate by gender.
* Table 2 provides a reconciliation of executive numbers presented between the Report of Operations and Note 9.9 ‘Remuneration of executives’ in the Financial Statement.
* Table 3 provides the total executive numbers for all the department’s portfolio agencies.
* Tables 1 to 3 also show the variations, denoted by ‘var’, between the current and previous reporting periods.

***Table 1a – Total number of SES officers for the department broken down by gender***

|  | All | | Man | | Woman | | Self-described(a) | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Classification | No. | Var. | No. | Var. | No. | Var. | No. | Var. |
| Secretary | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| SES-3 (EO1) | 11 | -1 | 4 | -1 | 7 | 0 | 0 | 0 |
| SES-2 (EO2) | 40 | 11 | 18 | 6 | 22 | 5 | 0 | 0 |
| SES-1 (EO3) | 77 | 14 | 30 | 5 | 47 | 9 | 0 | 0 |
| **Total** | **129** | **24** | **52** | **10** | **77** | **14** | **0** | **0** |

Notes:

a. From 2017–2018, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

The number of executives in this Appendix is based on the number of executive positions that are occupied at the end of the financial year. Note 9.7 ‘Remuneration of executives’ in the Financial Statement lists the actual number of executive officers and the total remuneration paid to executive officers over the course of the reporting period. The Financial Statement note does not include the Accountable Officer (Secretary) and does not distinguish between executive levels or disclosure separations. Separations are executive officers who have left the department during the relevant reporting period. To assist readers these two disclosures are reconciled below.

***Table 1b – Total number of SES officers for the Victorian Government Solicitor’s Office broken down by gender***

|  | All | | Man | | Woman | | Self-described(a) | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Classification | No. | Var. | No. | Var. | No. | Var. | No. | Var. |
| SES-3 (EO1) | 0 | -1 | 0 | 0 | 0 | -1 | 0 | 0 |
| SES-2 (EO2) | 5 | -3 | 1 | -1 | 4 | -2 | 0 | 0 |
| SES-1 (EO3) | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| **Total** | **6** | **-3** | **1** | **-1** | **5** | **-2** | **0** | **0** |

Notes:

a. From 2017–2018, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

***Table 1c – Total number of SES officers for the Local Government Inspectorate broken down by gender***

|  | All | | Man | | Woman | | Self-described(a) | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Classification | No. | Var. | No. | Var. | No. | Var. | No. | Var. |
| SES-3 (EO1) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SES-2 (EO2) | 0 | -1 | 0 | -1 | 0 | 0 | 0 | 0 |
| SES-1 (EO3) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **0** | **-1** | **0** | **-1** | **0** | **0** | **0** | **0** |

Notes:

a. From 2017–2018, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

***Table 2 – Reconciliation of executive numbers***

|  |  |  |
| --- | --- | --- |
|  | 2019–20 | 2018–19 |
| Executives (Financial Statement note 9.7) | 173 | 140 |
| Add:  Accountable Officer (Secretary)  Chief Executive Officer, Sentencing Advisory Council  Chief Executive Officer, Victorian Law Reform Commission  Executives at the Royal Commission into the Management of Police Informants(a) | 1  1  1  0 | 1  1  1  6 |
| Less:  Separations  Inactive executive officers(b)  Chief Finance Officer(c)  Active executives of the Victorian Government Solicitor’s Office(d) | -39  -1  -1  -6 | -25  -10  0  -9 |
| **Total executive numbers** | **129** | **105** |

Notes

a. Executives at the Royal Commission into the Management of Police Informants have been included in note 9.7 of the department’s financial statements. Last year they were excluded, however changes to their funding has resulted in their inclusion in 2019–20.

b. Includes executives on secondment or paid after the last pay period of the financial year, however they are still part of note 9.7 in the department’s financial statements.

c. Due to the employment arrangement, the Chief Finance Officer is reflected as an executive in note 9.7 of the department’s financial statements, however is not included in the workforce data number.

d. Executives of the Victorian Government Solicitor’s Office are not included in the department’s executive numbers but are included in note 9.7 of the department’s financial statement.

***Table 3 – Number of SES officer for the department’s portfolio agencies***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Total | | Man | | Woman | | Self-described(a) | |
| **Portfolio agencies** | **No.** | **Var.** | **No.** | **Var.** | **No.** | **Var.** | **No.** | **Var.** |
| Accident Compensation Conciliation Service | 5 | 0 | 1 | 0 | 4 | 0 | 0 | 0 |
| Consumer Policy Research Centre | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Country Fire Authority (b) | 32 | 1 | 20 | 0 | 12 | 1 | 0 | 0 |
| Court Services Victoria | 25 | 9 | 10 | 4 | 15 | 5 | 0 | 0 |
| Emergency Services Telecommunications Authority | 17 | 2 | 13 | 2 | 4 | 0 | 0 | 0 |
| Independent Broad-based Anti-Corruption Commission | 15 | -4 | 7 | -2 | 8 | -2 | 0 | 0 |
| Local Government Inspectorate | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Metropolitan Fire and Emergency Services Board | 12 | -4 | 7 | -4 | 5 | 0 | 0 | 0 |
| Office of Public Prosecutions | 4 | 0 | 2 | -1 | 2 | 1 | 0 | 0 |
| Office of the Legal Services Commissioner | 4 | 2 | 2 | 0 | 2 | 2 | 0 | 0 |
| Office of the Ombudsman Victoria | 6 | 2 | 2 | 2 | 4 | 0 | 0 | 0 |
| Office of the Road Safety Camera Commissioner | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Office of the Victorian Information Commissioner | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Victoria Law Foundation | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Victoria Legal Aid | 10 | 1 | 6 | 1 | 4 | 0 | 0 | 0 |
| Victoria Police | 32 | 5 | 14 | 0 | 18 | 5 | 0 | 0 |
| Victoria State Emergency Service | 7 | 1 | 4 | 1 | 3 | 0 | 0 | 0 |
| Victorian Asbestos Eradication Agency | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Victorian Commission for Gambling and Liquor Regulation | 4 | -1 | 2 | -1 | 2 | 0 | 0 | 0 |
| Victorian Equal Opportunity and Human Rights Commission | 3 | 1 | 0 | 0 | 3 | 1 | 0 | 0 |
| Victorian Government Solicitor’s Office (c) | 6 | -3 | 1 | -1 | 5 | -2 | 0 | 0 |
| Victorian Inspectorate | 2 | 1 | 0 | 0 | 2 | 1 | 0 | 0 |
| Victorian Institute of Forensic Medicine | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Victorian Responsible Gambling Foundation | 1 | 0 | 0 | -1 | 1 | 1 | 0 | 0 |
| Victorian WorkCover Authority (d) | 47 | -3 | 27 | 3 | 20 | -6 | 0 | 0 |
| Total | 237 | 10 | 119 | 3 | 118 | 7 | 0 | 0 |

Notes:

a. From 2017–18, Financial Reporting Direction 29C requires that disclosure of gender include three categories: woman, man and self-described. ‘Woman’ and ‘man’ are gender identity terms. Some employees use terms such as ‘gender diverse’, ‘non-binary’ or a number of other terms to describe their gender identity. Employees may wish to use ‘self-described’ to report their gender identity.

b. 2019 figures for the Country Fire Authority have been adjusted from those published in the department’s 2019 Annual Report. The number of women reported in the 2019 Annual Report was 10, it has been adjusted to 11. The total number of executives has increased from 30 to 31.

c. The Victorian Government Solicitor’s Office is an administrative office under the Public Administration Act 2004.

d. 2019 figures for the Victorian WorkCover Authority have been adjusted from those published in the department’s 2019 Annual Report. The number of women reported in the 2019 Annual Report was 25, it has been adjusted to 26. The total number of executives has increased from 49 to 50.

For the purposes of this table, SES Officers are defined as employees who have significant management responsibility and receive a total remuneration package (TRP) of $185,711 or more.

All figures reflect executive employment levels as at the last full pay period in June each year.

The figures exclude those persons on leave without pay or absent on secondment, external contractors/consultants and temporary staff employed by employment agencies.

The above table is provided by the Victorian Public Sector Commission. Validation of this data is in progress at the time of publication and subject to change.

The Independent Broad-based Anti-Corruption Commission, Local Government Inspectorate, Office of the Ombudsman Victoria, Office of the Victorian Information Commissioner and Victorian Inspectorate transferred into the department’s portfolio from the Department of Premier and Cabinet on 1 May 2020 as part of a MoG change.

2020 data includes CEO and Commissioner data for Court Services Victoria, Victorian Commission for Gambling and Liquor Regulation, Victorian Responsible Gambling Foundation and Victorian Equal Opportunity and Human Rights Commission as collected in the Public Entity Executive Remuneration Survey (PEERS) data collection.

## Comparative workforce data

The following tables disclose the annualised total salary for senior employees of the department and the Victorian Government Solicitor’s Office, categorised by classification, employed in the last full pay period in June of the current reporting period. The salary amount is reported as the full-time annualised salary.

The Local Government Inspectorate did not have an executive officer or STS employed in the last full pay period in June of the current reporting period.

***Annualised total salary, by $20,000 bands, for executives and other senior non-executive staff of the department***

|  |  |  |  |
| --- | --- | --- | --- |
| Income band (salary) | Senior Executive Service officers | STS | Other |
| < $160,000 | 2 |  | 2 |
| $160,000 – 179,999 | 9(a) | 5(e) | 10(f) |
| $180,000 – 199,999 | 44(b) | 5 | 1 |
| $200,000 – 219,999 | 30(c) | 9 | 1 |
| $220,000 – 239,999 | 11(d) | 3 |  |
| $240,000 – 259,999 | 5 |  |  |
| $260,000 – 279,999 | 8 |  |  |
| $280,000 – 299,999 | 4 |  |  |
| $300,000 – 319,999 | 6 |  |  |
| $320,000 – 339,999 | 7 |  |  |
| $340,000 – 359,999 | 2 |  |  |
| $360,000 – 379,999 |  |  |  |
| $380,000 – 399,999 |  |  |  |
| $400,000 – 419,999 |  |  |  |
| $420,000 – 439,999 |  |  |  |
| $440,000 – 459,999 |  |  |  |
| $460,000 – 479,999 |  |  |  |
| $480,000 – 499,999 |  |  |  |
| $500,000 – 519,999 | 1 |  |  |
| Total | 129 | 22 | 14 |

Notes:

The salaries reported above are for the full financial year, at a 1-FTE rate, and excludes superannuation and costs associated with vehicle leasing arrangements.

a. There is one executive employed on a part-time basis at a 0.9 FTE rate.

b. There are four executives employed on a part-time basis, two at a 0.8 FTE rate and two at a 0.9 FTE rate.

c. There are two executives employed on a part-time basis, one at a 0.6 FTE rate and one at a 0.8 FTE rate.

d. There is one executive employed on a part-time basis at a 0.8 FTE rate.

e. There is one STS employed on a part-time basis at a 0.8 FTE rate.

f. There is one Custodial Officer grade 6 employed on a part-time basis at a 0.8 FTE rate.

***Annualised total salary, by $20,000 bands, for executives and other senior non-executive staff of the Victorian Government Solicitor’s Office***

|  |  |  |
| --- | --- | --- |
| Income band (salary) | Senior Executive Service officers | STS |
| < $160,000 |  |  |
| $160,000 – 179,999 |  | 1(a) |
| $180,000 – 199,999 |  |  |
| $200,000 – 219,999 |  | 2 |
| $220,000 – 239,999 | 2 | 2(b) |
| $240,000 – 259,999 | 1 |  |
| $260,000 – 279,999 | 2 |  |
| $280,000 – 299,999 |  |  |
| $300,000 – 319,999 | 1 |  |
| $320,000 – 339,999 |  |  |
| $340,000 – 359,999 |  |  |
| $360,000 – 379,999 |  |  |
| $380,000 – 399,999 |  |  |
| $400,000 – 419,999 |  |  |
| $420,000 – 439,999 |  |  |
| $440,000 – 459,999 |  |  |
| $460,000 – 479,999 |  |  |
| $480,000 – 499,999 |  |  |
| Total | 6 | 5 |

Notes:

The salaries reported above are for the full financial year, at a 1-FTE rate, and excludes superannuation and costs associated with vehicle leasing arrangements.

a. There is one STS employed on a part-time basis at a 0.9 FTE rate.

b. There is one STS employed on a part-time basis at a 0.6 FTE rate.

## Health, safety and wellbeing

The department delivered significant safety and wellbeing initiatives throughout the year including the delivery of a new Justice Incident Management System (JIMS), and a holistic and proactive employee wellbeing service.

The department is committed to the safety of its employees and all employees are encouraged to take an active role in maintaining health, safety and wellbeing within their workplace. In support of this, the department continues to maintain an extensive network of 107 designated work groups, with 307 health and safety representatives (including deputy health and safety representatives) and 111 nominated management representatives. During the 2019–20 period, a total of 90 health and safety representatives were elected or re-elected.

Continuing the enhancement to the Occupational Health and Safety Management System (OHSMS), several documents were transitioned into a performance-based model. These included the local contractor engagement and management procedure, the Occupational Health and Safety (OHS) incident reporting procedure, OHS incident investigation procedure, and the OHSMS document management procedure. These procedures clearly demonstrate responsibilities and accountabilities, outlining processes in clear steps. Accompanying these procedures, a number of supporting documents were developed to provide additional guidance, these included: health and safety committee meeting agenda templates and guidelines for use to improve operational consultation arrangements at a local level, along with a suite of documents with regards to WorkCover processes.

### New Justice Incident Management System

In July 2019 the department launched the JIMS for recording and managing OHS incidents. The larger number of reported OHS incidents in 2019–20 is widely attributed to the ease of use of JIMS at the staff level.

***Number of incidents and rate per 100 FTE***

Line graph showing the number of incidents and the rate per 100 full time employees, 2017-18 to 2019-20.

For number of incidents, 2,051 in 2017-18, 3,225 in 2018-19 and 3,573 in 2019-20.

For the rate per100 full time employees, 23.5 in 2017-18, 3.12 in 2018-19 and 34.1 in 2019-20.


The department has leveraged the new system to improve analysis and reporting to executives, managers and health and safety representatives. Training was provided to staff across the department on how to effectively utilise JIMS to record and investigate incidents. To support this work, the department developed six guides for staff to use as a quick reference point. System reporting was developed and implemented, providing the department with daily incident reports for prisons and youth justice, weekly reports for prisons, youth justice, sheriff’s, and community correctional services, as well as monthly reports for regional stakeholders.

### Employee Wellbeing Support

In 2019–20 the department engaged a new employee wellbeing services provider, Converge International (Converge), to support employees with a free confidential counselling program. Counselling is provided face-to-face or at any time via telephone/zoom. Assistance includes seven ‘people assist’ streams, a manager assistance hotline and online portal, five specialist hotlines, an online resource portal, and a critical incident and rapid response service. The seven ‘people assist’ streams include general employee assistance, support with career, legal, money, family, conflict, nutrition and lifestyle issues. Converge reported 1,131 new cases over the period of the financial year compared to 417 by the previous provider in 2018–19. This 170 per cent increase reflects the much wider range of support offered by Converge and the addition of regular on-site counselling sessions. Measuring utilisation against the government industry rate, the department was 3.6 per cent higher at 11.3 per cent (11.3 new cases per 100 FTE).

### Health and wellbeing

The department supports the whole of Victorian Government Mental Health and Wellbeing Charter to create a mentally sound and safe workplace, promoting positive mental health through proactive programs and leadership, and providing pathways to appropriate support, recovery and return to work provisions.

The department implemented the Provisional Payments Pilot which provides support to emergency workers, including Corrections Victoria and Youth Justice custodial services employees, who experience a workplace mental health injury. The pilot enabled access to payments for mental health treatment prior to the determination of the WorkCover claim by our insurer, with 17 employees engaging in the pilot during 2019–20.

In 2019–20 the health and wellbeing team coordinated 59 mental health leadership training sessions for executives, leaders and frontline managers, with 788 people leaders attending. The department engaged an external provider to develop and deliver a mental health training session to all employees. This session was designed as a face-to-face session and was placed on hold prior to program rollout as a result of coronavirus (COVID-19).

The department also assisted staff in managing the impact of vicarious trauma through on-site sessions as well as video modules available to all staff via the department’s online learning system.

In further understanding the health and wellbeing needs of our staff, several additional initiatives were conducted in 2019–20. This included:

* Work health checks provided to staff across business areas such as Sheriff’s, Youth Justice, Corrections Victoria and Corporate Governance and Support, with 1,317 checks undertaken across 18 sites.
* Financial wellbeing sessions covering a range of topics.
* Engagement of VicSuper to provide 32 onsite sessions across the state.
* The launch of the ‘Wherefit’ program, allowing staff members to access fitness memberships to partner locations at a discount, with over 896 staff engaging in the program.
* A wellness room established at the Cherry Creek Youth Justice project construction site which is available to all staff on the site.

### Influenza vaccinations

All department employees were provided the opportunity to participate in a free influenza vaccination program. Over 4,000 employees participated in the program in 2019–20. Alternatives to onsite vaccinations were also made available, with over 500 employees taking advantage of these options.

### Coronavirus (COVID-19)

In response to coronavirus (COVID-19), the department quickly established several protocols to track and manage the impact on its staff, whilst also transitioning most employees to a remote working model. Guidelines to support staff on working away from the office and how managers can support staff working from home were produced and published.

In addition to existing Employee Wellbeing Support, the department engaged an additional service offering, CoronaCare. CoronaCare is aimed at supporting staff managing issues relating to self-quarantine due to coronavirus (COVID-19). This service is focused on providing proactive check-ins to assess the needs of the employee, provide support and coping strategies, and maintain connection.

More than 2,000 people working remotely and in frontline roles participated in an employee wellbeing survey, providing the department with genuine insights into their experience of our new work environment during the coronavirus (COVID-19) pandemic. Overall, the results paint a positive picture of how the department has adapted and over 91 per cent reported that they were coping well or thriving in their new work setting or with new procedures.

People working in frontline roles were aware of operating procedures changing to include personal protective equipment (70 per cent) and knowing how to obtain it when they need it. Similarly, 99 per cent of staff working remotely told us they were confident in their new environment and are managing the shift to interacting with colleagues digitally. Despite the challenges, many employees working remotely said that they have enjoyed the benefits of not having to commute to work, a more flexible work schedule, reduced environmental footprint, better work-life balance and increased productivity.

### Incident management

There were 3,573 employee-related incidents reported for the department and its portfolio entities in JIMS in 2019–20.

An incident is reported in the case of an event resulting in a hazard, near miss or injury. The department requires all incidents to be reported and investigated.

The figure below demonstrates an 11 per cent increase in the number of incidents reported from 2018–19 to 2019–20. The rate of incidents reported per 100 FTE has grown over the past three years. This increase is a result of improved ease of reporting as well as better understanding of reporting requirements. There has also been a 15 per cent decrease in injuries reported and a 30 per cent decrease in injuries requiring first aid or further medical treatment, versus the significant number of new hazards reported in relation to coronavirus (COVID-19).

### Compliance reporting

Over the past 12 months, WorkSafe Victoria inspectors visited department locations 203 times and issued 91 improvement notices to the department. Fifty-seven of the entries and 63 of the improvement notices resulted from various WorkSafe projects, which included task forces focusing on areas such as prison industry activities, employees returning to work after injury, coronavirus (COVID-19) response and a review of existing WorkCover claims. In the latter part of the year virtual meetings were conducted as a result of coronavirus (COVID-19). The department recorded no prosecutions in 2019–20.

#### WorkCover premium

The department’s premium calculation is based on a combination of factors including the total number of employees, total remuneration, the industry risk factor and the department’s claims history. The figure below shows the department’s premium rate over the past six financial years.

***Department premium rate from 2014–15 to 2019–20***

Line graph showing the department premium rate, 2014-15 to 2019-20.

The line shows 0.0141 in 2014-15, 0.0175 in 2015-16, 0.0206 in 2016-17, 0.0221 in 2017-18, 0.0325 in 2018-19 and 0.0363 in 2019-20.


The department’s premium rate has increased as a result of increases in total remuneration, with an increase to the department’s FTE in 2019–20. Retrospectively the transfer of youth justice claims history to the department, as well as ongoing claims relating to the 2015 Metropolitan Remand Centre riot have also contributed to a higher premium rate.

### Claims management

The department actively manages workers compensation, rehabilitation and return to work cases to assist employees to remain at work or to facilitate an early and safe return following an injury. In supporting injured employees returning to work, the department consults the injured worker, the treating practitioner and the business areas to ensure appropriate return to work plans are developed with progress monitored.

The department has an established community of practice to assist employees to refine and standardise practices, improve return to work outcomes and support injured employees. Youth justice custodial services has established a governance group to provide oversight of all WorkCover claims across the business group. This group is working closely with staff to increase understanding of continuous dynamic risk assessment to reduce the risk of injury in the workplace.

The following data from WorkSafe relates to the department and its portfolio entities. The next three figures, for standard claims, lost time claims and 13 week claims, includes youth justice claims data following its transfer to the department on 3 April 2017. These figures demonstrate that although the overall number of claims has decreased, the number of longer-term claims per 100 FTE is increasing. This outcome is reflected in the average cost per standard claim increasing from $63,095 in 2018–19 to $84,569 in 2019–20, and in the increase in standard mental health claims from 0.82 per 100 FTE in 2018–19, to 0.90 in 2019–20.

#### Standard claims

A standard workers compensation claim is one in which employer liability surpasses the insurer’s excess of medical and like expenses or there are ten days or more of worker incapacity, whichever occurs first. The standard claims data for the reporting year and previous two financial years is shown below.

The number of standard claims decreased from 355 in 2018–19 to 321 in 2019–20, and this was reflected in the rate of standard claims per 100 FTE, which decreased from 3.4 in 2018–19 to 3.1 in 2019–20.

***Number of standard claims and rate per 100 FTE***

Line graph showing the number of standard claims and the rate per 100 full time employees, 2017-18 to 2019-20.
For standard claims, 327 in 2017-18, 335 in 2018-19 and 321 in 2019-20.
For rate per 100 full time employees, 3.8 in 2017-18, 3.4 in 2018-19 and 3.1 in 2019-20.


#### Lost time claims

A lost time injury claim represents a claim where one or more days of compensation is paid by the insurer. The number of lost time claims increased from 167 in 2018–19 to 191 in 2019–20. While there has been a small increase in FTE, the higher number of lost time claims has resulted in the rate per 100 FTE increasing from 1.6 in 2018–19 to 1.8 in 2019–20.

***Lost time claims and rate per 100 FTE***

Line graph showing the number of lost time claims and the rate per 100 full time employees, 2017-1 to 2019-20.
For lost time claims, 153 in 2017-18, 167 in 2018-19 and 191 in 2019-20.
For rate per 100 full time employees, 1.8 in 2017-18, 1.6 in 2018-19 and 1.8 in 2019-20.


### 13 week claims

A 13 week claim involves 13 weeks or more of weekly benefits paid, and is a subset of all standard claims. The figure below shows that in 2018–19, there were 73 employees off work after 13 weeks of compensation compared to 84 employees in 2019–20. The rate of 13 week claims increased, from 0.7 per 100 FTE in 2018–19 to 0.8 per 100 FTE in 2019–20.

***Claims exceeding 13 weeks and rate per 100 FTE***

Line graph showing the number of claims exceeding 13 weeks and the rate per 100 full time employees, 2017-18 to 2019-20.
For claims exceeding 13 weeks, 65 for 2017-18, 73 for 2018-19 and 84 for 2019-20.
For rate per 100 full time employees, 0.7 for 2017-18, 0.7 for 2018-19 and 0.8 for 2019-20.


***Performance against OHS management measures***

| Measure | KPI | 2017–18 | 2018–19 | 2019–20 |
| --- | --- | --- | --- | --- |
| Incidents | Number of incidents | 2,051 | 3,225 | 3,573 |
| Rate per 100 FTE | 23.5 | 31.2 | 34.1 |
| Number of incidents requiring first aid and/or further medical treatment | 874 | 1,246 | 877 |
| Claims | Number of standard claims (a) | 327 | 355 | 321 |
| Rate per 100 FTE | 3.8 | 3.4 | 3.1 |
| Number of lost time claims (a) | 153 | 167 | 191 |
| Rate per 100 FTE | 1.8 | 1.6 | 1.8 |
| Number of claims exceeding 13 weeks (a) | 65 | 73 | 84 |
| Rate per 100 FTE | 0.7 | 0.7 | 0.8 |
| Fatalities | Fatality claims | 0 | 0 | 0 |
| Claim costs | Average cost per standard claim (a) | $64,501 | $63,095 | $84,569 |
| Return to work | Percentage of claims with return to work plan <30 days | Not available(b) | 100% | 100% |
| Management commitment | Evidence of OHS policy statement, OHS objectives, regular reporting to senior management of OHS, and OHS plans (signed by CEO or equivalent). | In progress | Completed | Completed |
| Evidence of OHS criteria in purchasing guidelines (including goods, services and personnel). | In progress | Completed | Completed |
| Consultation and participation | Evidence of agreed structure of designated workgroups (DWGs), health and safety representatives (HSRs), and issue resolution procedures (IRPs). | Completed | Completed | Completed |
| Compliance with agreed structure on DWGs, HSRs, and IRPs. | Completed | Completed | Completed |
| Number of quarterly OHS Committee meetings. | 5 | 3(c) | 3(c) |
| Risk management | Percentage of internal audits/inspections conducted as planned. | Not available(b) | Not available(d) | Not available(e) |
| Percentage of reported incidents investigated. | Not available(b) | 70% | 78% |
| Number of Improvement Notices issued across the department by WorkSafe Inspector. | 8 | 47 | 91 |
| *Percentage of issues identified and actioned arising from:* |  |  |  |
| Internal audits | Not available(b) | Not available(d) | Not available(e) |
| HSR provisional improvement notices | 100% | 100% | 100% |
| WorkSafe notices. | 100% | 100% | 100% |
| Training | *Percentage of managers and employees that have received OHS training:* |  |  |  |
| Induction | 70% | 83%(f) | 86% |
| Management training | Not available(b) | 15%(g) | 24%(g) |
| Contractors and temps | Not available(b) | 84%(h) | 85%(h) |
| *Percentage of HSRs trained:* |  |  |  |
| Upon acceptance of role (initial training) | Not available(b) | 87% | 41%(i) |
| Re‑training (annual refresher) | Not available(b) | 27% | 2%(i) |
| Minimum Data Set – Lead Indicators | Rate of absenteeism – days lost per 100 FTE | 1097 | 1136 | 1092 |
| Rate of turnover – employees per 100 FTE | 10.51 | 14.85 | 9.90 |
| Employee Assistance Program access – employees per 100 FTE | 4.8 | 4.0 | 10.8 |
|  | Reported matters per 100 FTE | 5.66 | 8.93 | 13.26 |
|  | Investigated reported matters | 54% | 68% | 77% |
|  | Training in Mental Health and Wellbeing (MHWB) – Senior Leaders | Not available(b) | 62% | 12%(l) |
|  | Training in MHWB – People Leaders | Not available(b) | 87% | 41%(l) |
|  | Training in MHWB – Staff | Not available(j) | Not available(j) | 10%(l) |
|  | Peer support program – per 100 FTE (k) | Not available(b) | 0.049 | 0.045 |
|  | Calendar of mental health and wellbeing activities | 4 | 8 | 12 |

Notes:

a. Data sourced from Victorian WorkCover Authority, trading as WorkSafe.

b. Data from prior years was not recorded for reporting purposes.

c. OHS risk reports tabled with and presented to Board of Management for review.

d. The OHS audit procedure was launched in April 2019. An endorsed formal audit schedule and resources are yet to be established.

e. The OHS audit procedure is in the process of moving to the Assurance business group.

f. Indicates the completion rate of active employees hired in 2018–19 with training due in 2018–19.

g. Indicates the percentage of managers who received OHS training in the relevant financial year. All employees are required to complete three mandatory OHS eLearning modules when they first commence with the department, there is no specific ongoing mandatory OHS base training for managers.

h. Indicates the completion rate of contractor’s assigned relevant online module in the relevant financial year.

i. Potential to provide training adversely affected by coronavirus (COVID-19).

j. Training for all staff under development to be rolled out in 2019–20.

k. Indicates the rate per 100 FTE at participating locations.

l. Delivery of face-to-face training programs placed on hold due to coronavirus (COVID-19).

#### Embedding Child Safe Standards and the Reportable Conduct Scheme

Child Safe Standards are compulsory for all entities that provide services or facilities to children and are designed to assist entities to prevent child abuse, encourage the reporting of abuse and improve responses to allegations of child abuse.

The Reportable Conduct Scheme requires the department to respond to and investigate allegations of child abuse (and other child-related misconduct) made against employees and volunteers and to notify the Commission for Children and Young People of those allegations.

In 2019–20, the department commenced a review of its compliance with the Child Safe Standards and the development of a long-term strategy to support compliance. Identified gaps will be addressed over the next two years through local business unit implementation plans.

With a focus on professional development, a Child Safe Standards and Reportable Conduct Foundation learning and development program was delivered in Youth Justice Custodial Services and included in all Youth Justice induction programs. The department delivered a Child Safe Champion professional development program aimed to provide staff with information on how to identify child abuse, a background to the Child Safe Standards and Reportable Conduct Scheme, embedding a culture of child safety within the context of the department, understanding the needs of vulnerable children and young people, empowering children and young people and situational risk prevention. This program was extended to statutory bodies which fall within the justice portfolio.

The department recognises the importance of empowering children and young people who engage with the department. To support this, an empowering children and young people strategy is being developed and will be supported by a Guide for Communicating with Children and Young People.

The department continues to review the reportable conduct reporting and investigation process to ensure that it responds in a way which supports and balances the needs of children, young people and employees. This work is done in consultation with the Commission for Children and Young People.

### Disability, diversity and inclusion

#### Compliance with the Disability Act 2006

*The Disability Act 2006* (the Act) reaffirms and strengthens the rights of people with a disability and requires that public sector bodies (including all government departments) prepare a disability action plan and report on its implementation in their annual report.

A disability action plan is a strategic plan which helps an organisation remove barriers that prevent people with a disability from using the organisation’s goods, services and facilities, and from gaining and keeping employment.

Disability action planning strives to promote inclusion and participation in the community and achieve changes in attitudes and practices that may result in discrimination.

Absolutely Everyone: State disability plan for   
2017–2020 is the Victorian Government’s framework for enabling people with a disability to participate and contribute to the social, economic and civic life of their community. Over time the government will consider ways to align disability action plans to the State disability plan.

#### Reducing barriers to persons with a disability obtaining and maintaining employment

###### Disability scholarships

An annual disability scholarship is administered by the department to support students with a disability to gain qualifications which will enable them to obtain employment in the justice system. In 2019–20, the department opened applications for the scholarship program to students with disability who are studying justice-related courses at Victorian universities, offering three scholarships. Due to the impacts of coronavirus (COVID-19) on work priorities and resourcing, the awarding of scholarships was delayed until early 2020–21.

###### Diversity and inclusion adviser

The department created and recruited to the role of Diversity and Inclusion Adviser, which is a prioritised position for a person with disability. The Diversity and Inclusion Adviser will support the development and implementation of a departmental diversity and inclusion action plan. The adviser will provide expert assistance and guidance to working groups to communicate and deliver on the plan. The role will also lead the implementation and monitoring of the department’s Getting to Work, Victorian Public Sector (VPS) Disability Action Plan 2018–2025. The strategy aims to increase the representation of people with disability employed by the department through recruitment, development and retention of people with disability. A key focus of this role will be to develop a Disability Employment and Retention Strategy and identify and implement new ways to progress and build our reputation as an employer of choice. This new role will work with all levels across the department and be the first point of contact for our employees and potential employees with disability.

###### Employment pathways for people with disability

To provide places in the VPS Graduate Program for as many people with disability as possible, the department delivered a tailored advertising campaign and promoted it to key disability organisations and networks. A workshop was conducted for potential applicants with disability which provided information on the application process, tips on applying and advice on requesting adjustments in the recruitment process and workplace. Participants had the opportunity to talk with an employee with disability about their experience in the department. As a result, there were 64 applications from people with disability. Out of eight available positions, six were filled by people with disability.

Seven business groups committed to a Stepping Into internship with the Australian Disability Network which is a paid internship scheme that matches talented university students with disability with roles in leading Australian businesses and organisations.

*Recruitment of people with disability*

The department undertook a range of activities to increase the recruitment of people with disability including:

* Establishment of a Disability Employment Working Group to attract and recruit people with disability.
* Updating of recruitment policy, position descriptions and advertising templates to be more inclusive.
* Establishment of a 12-month partnership with JobAccess to increase capability.
* Commitment to future promotional materials reflecting diversity, including disability.
* Inclusion of the Australian Disability Network symbol on advertised positions via SEEK.
* Established connections with three disability employment providers with a view to access their services.
* Continued the success of the 2019 AccessAbility Day into a program for 2020.

#### Achieving tangible changes in attitudes and practices that discriminate against people with disability

###### Disability champion

Peta McCammon, Deputy Secretary, Service Delivery Reform, Coordination and Workplace Safety is the department’s Disability Champion and is represented on the Disability Champion Round Table. The Disability Champion Round Table consists of Deputy Secretaries nominated by the Victorian Secretaries Board who are accountable for the delivery of fit-for-purpose actions that lead to meaningful employment and increased representation of people with disability across every level of their organisations. The group meet at a minimum of twice a year.

###### DJCS Enablers Network

The department has established an enablers network to progress our aim to become a leading disability confident employer, to advance equity, equality, accessibility, and inclusion for people with disability in the justice and community safety sectors.

The DJCS Enablers Network is a sub-committee that supports the wider VPS Enablers network that:

* advocates for its members
* provides advice on systemic barriers to full participation in employment
* acts as role model – leading by example in being respectful and inclusive in our words and actions
* collaborates with stakeholders to create a disability-confident public sector
* promotes disability inclusion – understanding and learning from each other; seeing our differences as a source of strength and pride
* organises social and networking events
* runs professional development activities.

###### Reasonable adjustments training

In early 2020, reasonable adjustments training was delivered to managers across the department. This training aimed to increase understanding of the nature of workplace adjustments and departmental obligations to ensure staff with disability are effectively supported to undertake their role. A dedicated Reasonable Adjustment Policy will be developed in early 2020–21 to support the adoption and embedding of reasonable adjustments for staff with disability as part of workplace practices.

#### Responding to Victoria’s culturally and linguistically diverse and newly arrived communities

In order to ensure that the justice systems and services are accessible to all Victorians, including those from culturally and linguistically diverse (CALD) and newly arrived communities, in 2019–20:

* Consumer Affairs Victoria and the Registry of Births, Deaths and Marriages provided departmental information in a wide range of community languages
* Departmental agencies including the Victorian Responsible Gambling Foundation (VRGF) and the Victorian Commission for Gambling and Liquor Regulation (VCGLR) held targeted information sessions for CALD and newly arrived communities. Sessions aimed to provide support and information around services such as Consumer Affairs Victoria, the Dispute Settlement Centre of Victoria and help for issues related to gambling and gaming
* Victorian prisons maintained various cultural and religious observances
* Victorian prisons delivered culturally appropriate programs to prisoners from CALD backgrounds, ensuring that they were able to maintain cultural and community connection.

###### Annual multicultural reporting

*The Multicultural Victoria Act 2011* requires that the department report on activities undertaken to engage with CALD and newly arrived Victorians. The department reports these activities as part of a whole of Victorian Government report on multicultural affairs, which is tabled in Parliament annually.

###### Cultural Diversity Plan

The Cultural Diversity Plan 2017–21 aims to ensure that the department’s key services are accessible to individuals and communities from culturally and linguistically diverse backgrounds.

###### Diversity training and education for staff

The Respect in the Workplace e-Learn was delivered to 1,875 departmental staff in 2019–20. The training promotes respectful behaviours toward people from CALD communities and those who are newly arrived. The training outlines behavioural expectations regardless of gender identity, age, caring responsibilities, language, cultural background, ethnicity, disability, sexual orientation, education, socio-economic status, experience, skills and beliefs.

Cultural awareness training is also an integral aspect of induction training for large employee groups such as Prison Officers, Youth Justice Workers and new staff to Community Corrections Services.

### Aboriginal inclusion and employment

The department is committed to building its Aboriginal workforce by supporting several employment pathways for Aboriginal people across all business areas in both identified and non-identified roles. With the assistance of the department’s Aboriginal Employment Team, business units are supported to access various Aboriginal employment programs and pathways.

Employment opportunities are promoted to the Aboriginal community with Aboriginal applicants supported throughout the recruitment process.

The department prioritises and embeds self-determination within its Statement of Direction   
2019–23 to build a fair and accessible justice system for Aboriginal people. The department works in partnership with the Aboriginal Justice Caucus, a self-determining body that has been in existence for 18 years and strongly represents the voices and issues of Aboriginal communities and the Aboriginal community sector. The Aboriginal Justice Caucus comprises the Aboriginal community members of the Aboriginal Justice Forum, including the nine Chairs of the Regional Aboriginal Justice Advisory Committees and Aboriginal representatives of Aboriginal peak bodies and Aboriginal Community-Controlled Organisations (ACCOs). The Aboriginal Justice Caucus is a strong governance model for direct Aboriginal community input to tackle Aboriginal over-representation in the criminal justice system and strengthening the department’s cultural diversity and inclusion.

The department’s Aboriginal Inclusion Action Plan Yarrwul Loitjba Yapaneyepuk Walk the Talk Together brings a strong Aboriginal voice to efforts to improve Aboriginal justice outcomes and strengthen the department as a place of cultural diversity and inclusion. It is aligned to other policy frameworks including Barring Djinang Aboriginal Employment Strategy, the Victorian Aboriginal Affairs Framework, and the Commonwealth’s Indigenous Procurement Policy and Closing the Gap targets.

#### Building our Aboriginal workforce and cultural capabilities

The department has a strong commitment to expand, develop and retain its Aboriginal employees, working towards a 2.5 per cent Aboriginal workforce. Under the Koori Employment and Career Strategy, the department has established clear pathways and tailored initiatives for new and existing Aboriginal employees to support individuals’ career potential.

During 2019–20 the department employed one Aboriginal young person under the Youth Employment Scheme (YES), and four Aboriginal graduates, including the department’s first Aboriginal TAFE graduate under a pilot Victorian Public Sector Commission (VPSC) program.

The new Aboriginal TAFE graduate program creates pathways into public sector careers by placing Aboriginal vocational students into VPS-2 level graduate positions across the VPS. All Aboriginal trainees, tertiary graduates and TAFE graduates are offered ongoing employment upon the successful completion of their programs.

As at June 2020, the department had 210 Aboriginal employees, equating to 2.06 per cent of our total workforce. Of this number, 68 per cent are employed in non-identified roles.

To further our commitment to both Aboriginal employment and tackling over-representation in the criminal justice system the department now has over 60 Aboriginal Prison Officers employed across the state’s prisons.

To ensure that the department’s cultural capabilities and services are more responsive to the cultural needs of Aboriginal people, the department’s Koori Cultural Respect Framework helps ensure employees have the knowledge to deliver our services in more culturally appropriate ways and create work environments which are culturally inclusive to Aboriginal employees.

Access to NAIDOC Leave and Ceremonial/Cultural Leave for Aboriginal employees is now also embedded into the department’s payroll system and more readily accessible to enable Aboriginal employees to apply online.

##### Aboriginal and Torres Strait Islander Tertiary Pathway Scholarships

The department’s Aboriginal and Torres Strait Islander Tertiary Pathway Scholarships, ranging between $10,000 to $30,000, support Aboriginal tertiary students or employees in completing their justice related studies. During 2019–20 the department provided four tertiary students with scholarships, which are now directly linked to the department’s Aboriginal Graduate Program, providing a strong professional employment pathway for upcoming tertiary graduates.

##### Youth Employment Scheme

In 2019–20, the department placed 13 trainees as part of the Youth Employment Scheme including one Aboriginal Youth Employment Scheme trainee. One trainee with disability also successfully completed their traineeship on 31 July 2020 and subsequently commenced a fixed-term position at the Melbourne Justice Service Centre on 3 August 2020.

##### Aboriginal employee networks

Aboriginal employees share a broad range of cultural knowledge and experiences and are encouraged to join the department’s growing Aboriginal employee networks which currently have a statewide membership of over 180 employees. The networks meet regularly throughout the year in regional locations and collectively during the annual statewide Aboriginal Employee Network conference.

The department continues to focus on supporting our young Aboriginal employees through the dedicated Aboriginal Youth Network which regularly brings together Aboriginal employees between the ages of 16 to 25. Rotating between regions for better accessibility, the culturally inclusive network meets up to six times per year providing structured peer support and age-specific professional development activities.

##### Aboriginal Career Development Fund

The establishment of the department’s Aboriginal Career Development Fund in 2018 supports one-off  
professional development activities for individual Aboriginal staff up to $3,000.

The fund enables Aboriginal employees to apply for financial support to pursue professional career development and is a key component of the department’s Career Development Program. The fund may be used for internal or external training and cover all or part of the cost of the proposed activity. To date 27 Aboriginal departmental employees have accessed the fund.

### Equity and participation

#### Carers Recognition Act 2012

The department continued to meet its obligations under the *Carers Recognition Act 2012* (the Act).

The department recognises and values the role of carers in the community and the importance of carer relationships in providing ongoing care and assistance to people in need of support due to being older, having a disability, ongoing medical condition, or having a mental illness.

The department’s All Roles Flex guidelines (the guidelines) encourages the use of flexible work arrangements, recognising the growing need for employees to balance work and personal commitments.

The guidelines enable employees who are carers to request a change to their work arrangements to assist them with their caring responsibilities. This includes providing access to accrued leave entitlements or considering a wider range of flexible working options and arrangements such as changes to hours of work that creates better balance so they can meet their carer responsibilities.

The department is willing to consider reasonable adjustments to support employees who require a carer to attend the workplace. This takes into consideration the carer relationship principles and responsibilities set out in the Act.

The department also provides a range of workplace policies for managers and employees that support the guiding principles contained in the Act including:

* the right to request flexible working arrangements (whole of government policy)
* all roles flex guidelines
* hours of work guidelines and related policy
* personal/carer’s leave policy (whole of government policy)
* purchased leave policy
* respect in the workplace policy and guidelines.

#### Family violence support

During 2019–20, the department continued the development and implementation of a suite of supports for employees who are experiencing family violence. This included the rollout of foundational family violence training for all employees with an additional module for managers and supervisors.

In March 2020 this foundational family violence training was adapted to be delivered remotely to ensure delivery continues during the coronavirus (COVID-19) state of emergency.

Specific advice was written for departmental managers on how to support their staff working from home during coronavirus (COVID-19) who may be experiencing family violence. This was published on the department’s Information Hub and shared to all managers by email.

#### LGBTIQ inclusion

In 2019–2020, the department continued its work to increase lesbian, gay, bisexual, trans, gender diverse, intersex, queer and questioning (LGBTIQ) inclusion reflecting its commitment by providing accessible justice programs and services to the Victorian LGBTIQ community.

The department consulted with several organisations with expertise in providing a safe and supportive workplace for LGBTIQ people. These included Transgender Victoria and Minus 18 as well as the Office of the Commissioner for Gender and Sexuality, to support its work in building a better workplace and more inclusive practices. The work program encompassed delivery of LGBTIQ awareness training across the department’s workforce, including specific Transgender and Gender Diverse Awareness sessions at several prison locations, and distribution of information flyers regarding various aspects of LGBTIQ communities and how to provide positive support.

To show support for LGBTIQ employees and the Victorian community, a number of executives including the Sheriff attended the annual Midsumma Pride March along with employees from the department marching in the event for a fourth year running.

The department’s executive leaders continued to champion inclusion, marking important dates on the LGBTIQ calendar by holding events such as Wear It Purple Day and asking executives to participate in a video about the vital role everyone plays in supporting LGBTIQ youth, the importance of inclusion in the workplace and the need to ensure the department is inclusive in everything they do.

# 8. Environmental performance and targets

The department uses an Environmental Management System (EMS), based on the international standard ISO 14001, to manage and reduce its environmental impacts and to meet government requirements, including the *Commissioner for Environmental Sustainability Act* *2003.* The department’s EMS framework includes:

* an Environment and Climate Change policy that encompasses operational activities
* an Environmental Management Plan (EMP), including a communications and engagement plan for training, awareness raising activities and environmental compliance site visits.

In 2019–20, key achievements included:

* a revision of the department’s Environmentally Sustainable Design (ESD) guidelines and reporting processes
* the construction of a new wastewater treatment system at Langi Kal Kal Prison
* an increase of the department’s solar capacity by 874kW
* an increase in Landmate program activities including the planting of 49,309 native plants and the erection of 44.5 kilometres of environmental fencing This translates to approximately 5,735 individual prisoner workdays — an increase of 6.5 per cent from the previous year
* the completion of climate risk vulnerability assessments for selected correctional facilities
* the procurement of 3,000 tonnes of greenhouse gas emissions offsets.

## Environmental performance

This section is in accordance with the G4 Global Reporting Initiative environmental indicators:

* 302–1 Energy consumption within the organisation
* 302–3 Energy intensity
* 305–2 Energy indirect (Scope 2) Green House Gas (GHG) emissions
* 305–3 Other indirect (Scope 3) GHG emissions
* 305–5 Reduction of GHG emissions
* 307–1 Non-compliance with environmental laws and regulations.

This section contributes to select targets within the United Nations Sustainable Development Goals (SDGs):

* Goal 7 – affordable and clean energy
* Goal 12 – responsible consumption and production
* Goal 13 – climate action.

## Changes to scope of reporting

Consumption data is from 1 April 2019 to 31 March 2020. The department prepares a biennial Environmental Management Plan (EMP) that sets out actions and targets which support the long-term environmental objectives of the department. The new EMP (2020–22) seeks to integrate innovative technologies across operations, reduce resource consumption and fulfil the department’s climate change commitments.

Historically, a small number of warehouse and  
non-office sites were reported as ‘office’ facilities. These locations are now included in the ‘non-office’ category to better reflect the operational nature of these facilities.

In a limited number of offices where small numbers of departmental staff are co-located with another Victorian Government entity in the same building, the entity who is the owner or primary lessee is responsible for Financial Reporting Directions (FRD) 24D reporting for all staff in the building. Office reporting has been updated to reflect this, predominantly impacting per square metre metric.

***Summary trend report***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2017–18 | 2018–19 | 2019–20 | 2019–20 trend compared to 2018–19 (%) |
| Energy (MJ/m2) | 1,016  (367)(a) | 1,000  (383)(a) | 967  (412)(a) | -3%  (8%)(a) |
| Waste (kg/FTE) | 55 | 47 | (b) | (b) |
| Paper (reams/FTE) | 11.8 | 11.5 | 11.9 | 3% |
| Water (kL/m2) | 2.0  (0.5)(a) | 1.8  (0.4)(a) | 1.7  (0.4)(a) | -6%  (0%)(a) |
| Transportation fleet (tonnes CO2e/1,000km) | 0.24 | 0.18 | 0.15 | -17% |

Notes:

a. This figure represents office-based data only to allow for direct comparison with other government departments, as required by the Commissioner for Environmental Sustainability. It excludes facilities covered under the ‘non-office’ category.

b. No waste audits were conducted in 2019–20 due to coronavirus (COVID-19) restrictions.

MJ — Megajoule; kg — kilogram; ream — 500 sheets of paper; kL — kilolitre; tonne— 1,000 kilograms; CO2e — carbon dioxide equivalent;   
m2 — square metre; FTE — Full Time Equivalent (staff).

Data for sites unavailable for the full year has been extrapolated as per FRD24D guidelines.

In line with this year’s changes to scope of reporting, data for the 2018–19 year has been updated to remove sites co-located with other Victorian Government entities where the primary lessee is responsible for FRD24D reporting, warehouses now reported as non-office facilities and more accurate data sets for locations where available.

The emission factor for carbon dioxide equivalent is sourced from the National Greenhouse Accounts Factor, August 2019.

Fifty-three per cent of the department’s total full-time employees (FTE) are office-based, accounting for 26 per cent of the department’s facility net lettable area.

### Energy

Non-office facilities account for 89 per cent of the department’s energy consumption. Electricity is the primary source of energy for lighting, heating, industry operations and construction works. Natural gas and bottled gas (Liquefied Petroleum Gas) are used largely for heating and cooling. Within offices, energy is used for heating, ventilation and air conditioning (HVAC), lighting, and office equipment.

Energy efficiency and onsite renewable energy generation initiatives such as the installation of photovoltaic solar panels have helped to reduce the department’s overall energy usage compared to the previous year despite an expansion of non-office facilities. The department’s long-term transition to low carbon operations, paired with a continued decarbonisation of the state’s electricity grid, have supported the decline in the department’s emissions in 2019–20.

As part of the new EMP targets, the department seeks to reduce its total electricity consumption by 5 per cent and to ensure that at least 10 per cent of the department’s total electricity is renewably sourced by 2022.

A number of energy reduction projects were implemented during 2019–20, including:

* Installation of over 874kW of photovoltaic solar panels across a number of sites. Within the reporting period, the solar panels have collectively produced 3,292,662 MJ of power thus saving over 1,000 tonnes of CO2 to date. The department has also installed over 1,300kW of photovoltaic solar panels.
* Upgrading of HVAC units at the Dame Phyllis Frost Centre to a more energy efficient system.

The largest tenancy, 121 Exhibition Street, Melbourne, has maintained a National Australian Built Environment Rating System (NABERS) energy rating of 4.5 out of five stars. A new tenancy, 50 Franklin Street, Melbourne, has incorporated a range of energy efficient measures into its fitout including lighting, IT equipment and appliances in addition to other ESD features. The building is currently seeking to achieve the Australian Excellence Five Star Green Star Interiors scorecard.

***Energy use 2019–20***

Total energy usage segmented by primary source — megajoules (MJ)

|  | Non-office | Office | Total |
| --- | --- | --- | --- |
| Electricity | 146,729,848 | 37,598,431 | 184,328,279 |
| Electricity (green power) | 0 | 0 | 0 |
| Natural gas | 199,596,579 | 8,245,855 | 207,842,434 |
| LPG | 29,451,444 | 164,256 | 29,615,700 |
| Total | 375,777,871 | 46,008,542 | 421,786,413 |

**Total greenhouse gas emissions segmented by primary source (tonnes of CO2e)**

|  | Non-office | Office | Total |
| --- | --- | --- | --- |
| Electricity | 45,649 | 11,697 | 57,346 |
| Electricity (green power) | – | – | – |
| Natural gas | 11,064 | 457 | 11,521 |
| LPG | 1,891 | 11 | 1,902 |
| Total | 58,604 | 12,165 | 70,769 |

Notes:

Office-based staff account for 53 per cent of the department’s total full-time employees (FTE), accounting for 26 per cent of the department’s facility net lettable area.

***Energy intensity 2019–20***

**Total energy usage segmented by primary source — megajoules (MJ)**

|  | Non-office | Office | Total |
| --- | --- | --- | --- |
|  | Non-office | Office | Average |
| Energy used per person (MJ/ FTE) | – | 9,126(a) | - |
| Energy used per unit of space (MJ/ m2) | 1,158 | 412 | 967(b) |

Notes:

a. Energy used per FTE (MJ/FTE) is applicable only to office-based buildings; usage for operational facilities cannot be apportioned against FTE use only.

b. This reflects the average MJ consumed per m2 across the department (non-office and offices).

### Water

Water usage at non-office facilities accounts for 94 per cent of the department’s total water consumption. Primary areas for water consumption are prison industries, kitchen operations and bathrooms. For offices, water is largely used for cooling towers, bathroom/kitchen amenities and consumption. The largest tenancy, 121 Exhibition Street, Melbourne, has a NABERS water rating of four out of five stars.

* As part of the new EMP targets, the department will aim to reduce total non-office potable water consumption by 5 per cent from 2018–19 levels by 2022.

Departmental water reduction projects include:

* the construction of a new wastewater treatment system at Langi Kal Kal Prison
* continued use of water timers for showers, sink taps and sprinklers to limit the overuse of water in prisons
* utilisation of stormwater ponds in prisons to capture rainwater and irrigate lawns
* ongoing operation of the ‘pipes and riser’ infrastructure at Dhurringile prison which reduces irrigation water wastage
* requiring water efficiencies for new builds as per the department’s ESD Guidelines.

***Total potable water usage 2019–20***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Non-office | Office | Total |
| Kilolitres | 686,979 | 46,771 | 733,750 |

Notes:

Potable water – water that is safe or suitable for drinking. Consumption relates to metered and billed supplies only.

Fifty-three per cent of the department’s total full-time employees (FTE) are office-based, accounting for 26 per cent of the department’s facility net lettable area.

***Potable water usage intensity 2019–20***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Non-office | Office | Average |
| Water used per person (kL/ FTE) | – | 9.3(a) | – |
| Water used per unit of space (kL/m2) | 2.1 | 0.4 | 1.7(b) |

Notes:

a. Water used per FTE (kL/FTE) is applicable only to office-based buildings. Usage for operational facilities cannot be apportioned against FTE.

b. This value reflects the average kL consumed per m2 across the department (non-office and offices).

### Paper and procurement

The department procures a range of goods and services, including:

* contractor and consultancy services
* printing, stationery and other office equipment
* technology and health services.

As part of the new EMP targets, the department will ensure that 100 per cent of capital projects over $50 million adhere to the department’s ESD guidelines by 2022.

Examples of paper and procurement projects include:

* an increase of all external print jobs meeting a minimum two-star (out of five) green accreditation to 75 per cent from 70 per cent in the previous year
* a requirement to apply the department’s ESD Guidelines for Capital Works to all prison construction projects
* the adoption of the Victorian Social Procurement Framework (SPF) and contribution to the Department of Treasury and Finance (DTF) Whole of Government report on the SPF
* the inclusion of sustainable procurement clauses and targets in tender documentation
* requesting that products are reused or disposed of through a waste management plan
* environmental certification for products (e.g. forest stewardship certified products)
* identifying environmental opportunities through new prison industries projects.

***Total department paper usage 2019–20***

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Non-office | Office | Total |
| Reams | 36,385 | 76,349 | 112,734 |

Notes:

Paper usage data provided by the WoVG supplier, COS. Paper purchased outside the WoVG supplier is not included

***Paper intensity 2019–20***

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Non-office | Office | Average |
| Paper used per FTE (reams/ FTE) | 8.1 | 15.1 | 11.9(a) |
| Recycled content (per cent) | | | |
| >75 per cent | 91 | 98 | 96 |
| 50-75 per cent | – | – | – |
| <50 per cent | 9 | 2 | 4 |

Notes:

Ream – 500 sheets of paper.

a. The value reflects the average reams of paper consumed per FTE across the department (non-office and office).

### Sustainable transport and fleet

Staff use both Victorian Government and departmental pool vehicles for travel between offices, prisons and community worksites.

As part of the new EMP, the department will explore options to strengthen a zero-emissions transport future by seeking to increase the proportion of electric vehicles in its leased fleet to at least eight per cent by 2022.

Examples of fleet emission reduction activities include:

* continued implementation of an average internal emissions efficiency target of 130 grams of CO2 per km and a sliding scale surcharge in order to reduce fleet emissions
* ongoing implementation of the Supplementary Motor Vehicle Policy, mandating a default low-emission vehicle, unless exceptional operational requirements need to be considered. Currently, 55 per cent of the fleet is comprised of hybrid vehicles, with three per cent being plug-in hybrid electric vehicles
* partnership with RMIT University to analyse future electric vehicle opportunities for the department
* development of the electric vehicle charging infrastructure guidance for capital works.

In 2019–20, the department’s transport fleet intensity continued to decrease with a reduction of 17 per cent compared to the previous year. This can be attributed, in part to the efficiency gains from the department’s Supplementary Motor Vehicle Policy which mandates a default low-emission vehicle.

The department continues to procure carbon offsets for fleet and air travel and will continue to assess its emissions from fleet as it reaches the end of the Victorian Government Climate Change Pledge in 2020.

***Total department transportation (vehicle fleet performance by fuel type) 2019–20***

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Passenger fleet | Other | Total |
| **Fuel consumption (megajoules)** | | | |
| Petrol | 17,407,835 | 3,081,115 | 20,488,950 |
| Diesel | 753,013 | 11,847,138 | 12,600,151 |
| LPG | 32,056 | 113,293 | 145,349 |
| E-10 | 24,655 | 18,056 | 42,711 |
| **Total** | **18,217,559** | **15,059,602** | **33,277,161** |
| **Distance travelled (kilometres)** | | | |
| Petrol | 9,881,336 | 1,416,200 | 11,297,536 |
| Diesel | 292,817 | 3,646,901 | 3,939,718 |
| LPG | 7,782 | 30,566 | 38,348 |
| E-10 | 160,007 | 91,144 | 251,151 |
| **Total** | **10,341,942** | **5,184,811** | **15,526,753** |
| **Greenhouse gas emissions (tonnes CO2e)** | | | |
| Petrol | 1,213 | 215 | 1,428 |
| Diesel | 53 | 835 | 888 |
| LPG | 2 | 7 | 9 |
| E-10 | 2 | 1 | 3 |
| **Total** | **1,270** | **1,058** | **2,328** |

***Transport intensity (vehicle fleet performance by fuel type) 2019–20***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description | Passenger fleet | | Other | Average  (whole of department) |
| **Greenhouse gas emissions efficiency (tonnes CO2e/1,000km)** | | | | |
| Petrol | 0.12 | 0.15 | | 0.13 |
| Diesel | 0.18 | 0.23 | | 0.23 |
| LPG | 0.25 | 0.23 | | 0.23 |
| E-10 | 0.01 | 0.01 | | 0.01 |
| **Overall intensity (whole of department)** | **0.12** | **0.20** | | **0.15** |

Notes:

The overall intensity represents the average intensity per vehicle class or fuel type.

Fleet data is sourced from vehicle logbooks and the fuel purchase records (both fuel cards and petty cash records) of the department fleet and Victorian Government Vehicle Pool. Approved fleet growth is not included. Departmental fleet data include a number of statutory entities, including the Victorian Institute of Forensic Medicine (VIFM), the Victorian Law Reform Commission and Commissioner (VLRC) and the Victorian Equal Opportunity and Human Rights Commission (VEOHRC).

### Transport

A large portion of the department’s air travel involves staff attending or presenting at conferences, and other operational requirements.

***International and domestic air travel 2019–20***

|  |  |
| --- | --- |
| Description | Total |
| Distance travelled (km) | 2,205,534 |
| Greenhouse gas emissions (tonnes CO2e) | 252 |

Notes:

km: kilometres, tonnes: 1,000 kilograms, CO2e: carbon dioxide equivalent.

Departmental air travel data includes a number of statutory entities and excludes the Office of Public Prosecutions (OPP).

An update to emissions calculations has been obtained through the departmental air travel provider.

The department has elected to procure 3,000 tonnes of carbon offsets to cover both fleet and air travel emissions for the year. This year, the department has selected GreenFleet’s local biodiverse native reforestation projects in Victoria.

#### Sustainable transport

The department’s annual ‘Justice for the Environment’ survey shows the commuter choices of staff traveling to and from work using sustainable transport options such as car-pooling, train, tram, bus, bicycle and walking. For the reporting period, a significant number of respondents (64 per cent) worked from home as a result of coronavirus (COVID-19).

***Sustainable transport 2019–20***

|  |  |  |
| --- | --- | --- |
| Area | Total sustainable transport (%) | Working from home (%) |
| CBD | 65 | 89 |
| Regions | 13 | 52 |
| Metro | 12 | 39 |

Notes:

Sustainable transport information is taken from the department’s Justice for the Environment survey completed in 2020.

Sustainable Transport data excludes staff who were on leave or worked from home during the survey period (the week of 3 June 2020).

### Waste

While office environments generate general waste, recyclables and organic waste; prisons generate waste from site activities such as wood, concrete, steel, paint, and waste from farming and livestock production. The reduction of waste volumes and the diversion of waste to reuse options and recycling continues at prison sites.

Examples of waste reduction activities are:

* single cleaning chemical contract across all prison locations, modernising dispensing equipment, reducing chemical usage and reusing containers
* establishment of a single waste and recycling provider across all prison locations to provide better information on waste and recycling volumes
* the collection of e-waste for recycling across all locations as required by legislation from 1 July 2019
* an ongoing trial of the diversion of Consumer Affairs Victoria-seized products from landfill disposal to destructive recycling where possible
* continued diversion of food waste to a composting system, with the resulting compost used on correctional centre horticultural plots
* the collection of 62,943 kilograms of rubbish
* restoration and donation of approximately 350 abandoned bicycles to community groups
* donation of 3,809 items made from recycled materials such as furniture, reusable bags, toys, kangaroo pouches, bird nesting boxes, possum boxes, pet beds and an additional 739 boomerang bags.

Historically, the department has carried out waste audits on various sites to determine recycling rates and greenhouse gas emissions from waste to landfill. For the reporting period, waste audits could not be carried out due to coronavirus (COVID-19) restrictions.

The new EMP targets will aim to reduce total volume (kg) of landfill and increase the recycling rate per FTE by five per cent from 2018–19 levels by 2022.

### Environmental compliance, communication and training

The department is required to comply with state and federal legislation, including but not limited to:

* *Environment Protection Act 1970*
* *Flora and Fauna Guarantee Act 1988*
* *Climate Change Act 2017*
* *Planning and Environment Act 1987*
* *Water Act 1989*
* *Environment Protection and Biodiversity Conservation Act 1999*

These Acts provide a legal framework to ensure the department’s operations and services comply with requirements regulating its impact on the environment. The department works closely with key stakeholders such as local councils and other government departments and regulators, including the Environment Protection Authority (EPA). This year, the department received neither fines nor non-monetary sanctions related to environmental non-compliance and relinquished one EPA licence with the decommissioning of the Barwon Prison wastewater treatment plant.

The environmental licences and agreements held by the department include:

* one EPA licence related to wastewater treatment and discharge
* various bore, surface and groundwater licences
* various trade waste permits and septic tanks licences
* numerous planning permits for buildings, works and vegetation removal
* a federal approval for impacts to threatened biodiversity under the Environment Protection and Biodiversity Conservation Act 1999
* for broadscale land clearing and construction of the Cherry Creek Youth Justice facility.

In 2019–20, the department undertook actions to improve compliance with environmental legislation, including:

* the completion of the construction of a new wastewater treatment system at Langi Kal Kal Prison
* the establishment of site-specific Environmental Local Controls at publicly operated prisons
* environmental compliance site assessments at all publicly operated prisons
* commissioning a climate vulnerability assessment, the findings of which will inform climate change initiatives such as improving resilience to extreme weather events and climate adaptation planning
* development of a Construction Environmental Management Plan Framework to ensure infrastructure projects plan for and maintain compliance with requirements for managing environmental impacts on construction site
* inclusion of mandatory reporting on planning, environment, biodiversity and heritage protection requirements and compliance in the CSBA’s new project reporting system.

Education and communication initiatives include:

* delivery of the department’s World Environment Day celebrations digitally, with staff participating in an interactive quiz
* online workshops on planning and environment requirements for infrastructure projects
* continued roll out of the ‘Justice for the Environment’ e-learn program with 245 staff completing the training in 2019–20 with the total number to 2,366 since training was introduced in 2015
* running the annual Justice for the Environment Survey
* endorsement of the department in the Commissioner for Environmental Sustainability 2018–19 strategic audit report for aligning its targets with the United Nations SDGs and for updating its Supplementary Motor Vehicle Policy.

### Partnerships and land management

The department’s Community Correctional Services (CCS) area works in partnership with other government departments, industries, educational providers and not-for-profit organisations to develop and manage community work programs. Some court orders require offenders to undertake unpaid community work. CCS facilitates a range of unpaid community work projects in order for offenders to successfully meet the requirements of their orders. CCS also encourages the engagement of offenders in socially valuable work aimed at developing and promoting a positive work ethic and other work-related skills. Suitable offenders can engage in work for the community that provides environmental benefits. Examples of environment related activities in 2019–20 include:

* use of 47,600 litres of locally harvested rainwater on community work projects
* fuel reduction works in fire-prone areas and related maintenance work on almost 4,000,000 square metres of land
* land maintenance activities including the removal of noxious weed, mulching and mowing on over 1,200,000 square metres of land
* reduction of waste to landfill by removing logos from private organisation uniforms that would have otherwise been sent to landfill. This activity provided 5,188 items of clothing to those in need in Australia and abroad, a 73 per cent increase from the previous year
* planting of 104,663 trees and the removal of 295,025 square metres of graffiti using recycled waste and biodegradable cleaning products and paint in the graffiti removal program. Since 2005, the program has removed an equivalent of 191.7 Melbourne Cricket Ground’s worth of graffiti.

The new EMP targets seek to protect a minimum of 200 hectares (eight per cent) of the department-managed land for biodiversity conservation by 2022.

Throughout 2019–20, the department has continued to strengthen the consistency and reach of the prisoner Landmate Environmental Program across the state. The program’s Memorandum of Understanding (MOU) with the Department of Environment, Land, Water and Planning outlines the model for how this program works. Going into the fifth year of this model, the program has achieved better awareness and understanding amongst its key customers such as Landcare groups, Catchment Management Authorities and local government. The department is currently in the process of negotiating the next MOU.

The program, consisting of supervised prisoner crews working on environmental projects, provides significant benefit to local communities and a tangible form of prisoner reparation. Prisoners also gain education and training in skills relating to natural resource management, with the aim of improving their successful reintegration to the community and reducing recidivism.

In 2019–20, environmental projects included various tree planting and fencing projects where the department partnered with local community groups across the state. Landmate is now partnering with 14 local shire councils across the state which has helped drive an increase in woody weed removal work. Despite the devastating bushfires across the country, disaster recovery work by Landmate crews was minimal (four days). This was a result of the support from the Australian Army, BlazeAid and significant donations from the public.

In 2019–20 the consistency of the Landmate program provision of support to the community continued with 1,149 crew days, a decrease of 2.5 per cent compared with last year. coronavirus (COVID-19) impacted the program throughout March 2020, when crews were restricted from operating and resulted in that month delivering 50 per cent of the monthly average.

Landmate’s achievements also saw the planting of 49,309 native plants, the erection of 44.5 kilometres of environmental fencing and what translated to approximately 5,735 individual prisoner workdays, an increase of 6.5 per cent from the previous year.

Following the official launch of the Landmate website in 2018, marketing of the program has continued to facilitate Landmate applications, providing clarity for the program’s criteria and enabling communication of Landmate’s achievements in the community.

For further information about how to apply for Landmate assistance, project planning advice and detail about the program’s achievements go to   
[landmate.vic.gov.au](https://www.landmate.vic.gov.au/?#query)

# 9. Assurance

## Community Safety Trustee

On 20 April 2017, the Victorian Government announced the appointment of Mr Ron Iddles OAM, APM as the Community Safety Trustee (Trustee). The Trustee holds the government to account for delivering the initiatives and reforms set out in the Community Safety Statement. The Trustee is independent to government and the Justice Assurance and Review Office (JARO) provides administrative and program management support to assist the Trustee to fulfil his functions.

To date, the Trustee has provided five independent reports to the Minister for Police and Emergency Services. These focus on the progress of government’s implementation of Community Safety Statement initiatives, as well as tracking towards its outcomes.

## Inspector-General for Emergency Management

The Inspector-General for Emergency Management (IGEM) is an independent statutory role and Governor in Council appointment, providing assurance to government and the community in respect of emergency management arrangements in Victoria and fostering their continuous improvement. The IGEM reports to the Minister for Police and Emergency Services and an office provided by the department assists the current Inspector-General, Tony Pearce, to deliver his legislated functions.

IGEM works with emergency management sector partners and the community to strengthen emergency management arrangements and community safety in Victoria. IGEM strives to give Victorians confidence that the emergency management arrangements are effective and are helping to keep communities safe.

All of the IGEM’s assurance activities are guided by the Assurance Framework for Emergency Management. The framework and its principles seek to drive a more coordinated, less burdensome and more valuable approach to assurance activities in the sector and generate continuous improvement across the emergency management system in Victoria. Adoption of this approach contributes to better outcomes for Victorian communities before, during and after emergencies.

IGEM conducts and reports on its full program of assurance activities in accordance Part 7 of the *Emergency Management Act 2013.*

IGEM’s reports and publications are available online at [igem.vic.gov.au](https://www.igem.vic.gov.au/?#query)

## Justice Assurance and Review Office

JARO operates as an internal review and assurance function to advise the Secretary on the performance of the youth justice and adult correctional systems. JARO assists the Secretary to fulfil their statutory obligations to monitor the performance of all youth justice and adult correctional services under the *Children, Youth and Families Act 2005* and section 7 of the *Corrections Act 1986*.

JARO operates separately and independently from the department’s Youth Justice and Corrections Victoria groups and acts as an additional line of assurance against emerging and enduring risk within both systems.

JARO provides the Secretary with current, objective information on areas of risk, the adequacy of existing controls and opportunities for improvement through activities including:

proactive reviews into areas of risk in youth justice and adult correctional systems

reviews into serious incidents and allegations within youth justice and adult correctional systems

monitoring the performance of the systems including youth justice precincts, youth justice community services, prisons, CCS and other adult correctional services

coordinating the Minister for Corrections’ volunteer Independent Prison Visitor Scheme.

Where JARO identifies opportunities for improvement, it makes recommendations for change in consultation with Corrections Victoria or the Youth Justice groups. JARO also considers recommendations within the context wider system reforms, ensuring consistency and avoiding duplication.

### Independent prison visitors

The Independent Prison Visitor Scheme, established in 1986, is coordinated by JARO. Independent Prison Visitors (IPVs) are volunteers appointed by the Minister for Corrections for a five-year term.

As at 30 June 2020, there were 29 IPVs. These volunteers attend prisons, speak to prisoners and staff, and provide the Minister for Corrections with independent and objective advice from a community perspective on the operation of Victoria’s prisons.

During the period, 1 July 2019 to 30 June 2020, IPVs provided JARO with 147 reports. These reports made positive observations and identified matters requiring action and/or follow up by either JARO, the relevant prison and/or Corrections Victoria. On 17 March 2020, JARO suspended all IPV visits as part of the response to coronavirus (COVID-19). As at 30 June 2020, Victoria’s Chief Health Officer had still not deemed it safe for visits to resume.

### Reviews completed in 2019–20

JARO conducts proactive reviews to provide the Secretary with objective advice regarding current and emerging issues in the youth justice and adult correctional systems. Thematic reviews assure the Secretary about the performance of the system and foster continuous improvement for a high-performing system. JARO completed one thematic review in 2019–20.

#### Maori and Pacific Islander review

In 2015, several maximum-security prisoners who identified as Maori and Pacific Islander (MAPI) were involved in serious ‘unprovoked’ assaults on staff. Corrections Victoria’s management of these incidents were effective but reactive. JARO’s review sought to examine the needs of the MAPI cohort to improve staff safety and reduce reoffending. The review raised several issues for consideration by Corrections Victoria.

#### Reviews of incidents

JARO reviews serious incidents within youth justice precincts, youth justice community services, prisons, CCS and other adult correctional services to identify systemic risks, consider the adequacy of existing controls and the appropriateness of the response to the incident. Incidents are selected for review based on level of risk, which is determined using JARO’s risk assessment framework or through referral by the Secretary, the divisional heads or the relevant Minister.

##### Corrections Victoria

In 2019–20, JARO completed two reviews into significant incidents that occurred within adult correctional centres.

##### Youth Justice

In 2019–20, JARO completed zero reviews into significant incidents that occurred within youth justice precincts.

#### Reviews of death

JARO conducts reviews in response to natural and unnatural deaths within a custodial or correctional facility. The death of offenders or young persons, who were subject to youth justice or Community Corrections Order (CCO), may also be reviewed in certain circumstances. As a central contact point for the department, JARO plays a critical role in the provision of advice to the Coroners Court of Victoria.

##### Adult deaths in custody

Each time an adult dies in custody, JARO prepares a report for the Secretary and the Coroner and monitors the coronial investigation and any recommendations.

In 2019–20, there were 13 deaths in adult correctional centres across Victoria compared with 19 the previous year. Of the 13 deaths this financial year, two were from apparent suicide, and nine from apparent natural causes. The other two deaths are classified as unknown, pending further information from either the Medical Examiner’s Report or inquest findings. During this period, JARO completed 17 reviews into the deaths of adult prisoners.

##### Offender deaths

JARO also prepares a report for the Coroner when a parolee or a person subject to a CCO combined with a period of imprisonment, dies within three months of their release from prison. A report may also be completed, at the request of the Coroner, for any person who has been in custody or under supervision of CCS. During 2019–20, JARO prepared 19 reports into parolee and offender deaths.

#### Impact of reviews

Through its reviews, JARO aims to mitigate emerging and enduring risks and drive continuous improvement within the adult correctional and youth justice systems.

A number of key changes and improvements have been made to the adult correctional and youth justice systems in 2019–20 as a result of recommendations made by JARO related to:

* amending guidelines
* administration/record Keeping
* new initiatives
* reinforcing guidelines
* staff training.

#### Integrity Policy

As part of Machinery-of-Government changes, the Integrity Policy team moved from DPC to the department on 1 May 2020. The IP team are responsible for policy and governance arrangements supporting Victoria’s integrity bodies.

### Post Sentence Authority

The Post Sentence Authority (the Authority) is a statutory body which contributes to the protection of Victorians through independent oversight of Victoria’s post sentence scheme. It is responsible for reviewing the progress of serious offenders who are placed on a Supervision Orders or Detention Orders by the courts, monitoring their compliance with the conditions of their orders and monitoring ongoing risks of reoffending.

The Authority comprises up to ten members and the department provides a secretariat to assist the Authority to administer its functions under the *Serious Offenders Act 2018* (the Act). The department also provides administrative and business services to support the Authority’s efficient operation.

The Authority has several legislative powers under the *Serious Offenders Act 2018* which enable it to support community protection by rigorously monitoring serious offenders and their risks of reoffending. When a serious offender’s risk escalates, the Authority can take action to contain that risk and protect the community. Equally, the Authority can make decisions to support the treatment and rehabilitation of offenders. In undertaking its work, the Authority gives paramount consideration to the safety and protection of the community.

In 2019–20 the Authority:

* convened 200 hearings and considered 981 matters
* conducted 69 interviews with serious offenders
* issued 287 directions to support the management and contain the risks of serious offenders residing in the community
* issued 16 formal warnings to serious offenders for contraventions of supervision order conditions.

The Authority also reviews the delivery of coordinated services to offenders by a panel made up of representatives from Corrections Victoria, the Department of Health and Human Services and Victoria Police.

These services are contained in Coordinated Services Plans which detail the agreed services, tailored to the specific risks and behaviours of each serious offender subject to a supervision order. In 2019–20 the Authority convened 85 meetings to review 355 individual Coordinated Services Plans.

As a result of coronavirus (COVID-19), the Authority transitioned to remote working arrangements, and used video-conferencing technology to facilitate its formal hearings. This enabled serious offenders to continue to be present at hearings when required.

## Integrity

### Independent Broad-based Anti-corruption Commission

The Independent Broad-based Anti-corruption Commission (IBAC) is Victoria’s independent anti-corruption and police oversight agency, responsible for preventing and exposing public sector corruption and police misconduct. Working towards the vision of a Victorian public sector that actively resists corruption, IBAC:

* receives and assesses complaints and notifications
* investigates allegations of serious or systemic corruption and police misconduct
* undertakes strategic research and other initiatives to inform the public sector, police, and the community on the impacts of corruption and how it can be prevented.

IBAC’s jurisdiction covers the entire Victorian public sector including all government departments, agencies, local councils, schools and universities, public hospitals, parliamentarians, the judiciary and the police.

IBAC reports directly to the Victorian Parliament and operates under oversight by both state and Commonwealth authorities, including the Victorian Parliament’s Integrity and Oversight Committee and the Victorian Inspectorate.

### Local Government Inspectorate

The Local Government Inspectorate (the Inspectorate) is the dedicated integrity agency for local government in Victoria.

Led by the Chief Municipal Inspector, the Inspectorate investigates offences under the *Local Government Act 2020* and may examine, investigate and prosecute any matter relating to a council’s operations or electoral matters.

Additionally, the Inspectorate conducts compliance audits, governance examinations of councils and delivers a guidance and education program to improve governance and transparency of operations across the sector.

Key achievements of 2019–20 include:

* completion of a major investigation into governance and wrongdoing issues and provided sector-wide guidance on governance
* commencement of preparations for 2020 Council general elections including developing an MOU with the Victorian Electoral Commission to improve information sharing and complaints management
* worked with key stakeholders to implement new local government and Public Interest Disclosure legislation
* successful transition to remote working arrangements during coronavirus (COVID-19).

### Office of the Victorian Information Commissioner

The Office of the Victorian Information Commissioner (OVIC) is the primary regulator and source of independent advice to the community and the Victorian Government about how the public sector collects, uses and shares information. OVIC:

* promotes and oversees the state’s information privacy regime
* established and monitors the Victorian protective data security framework
* conducts reviews, investigates complaints and monitors compliance with the state’s freedom of information legislation
* has a key focus in promoting understanding and acceptance of the *Freedom of Information Act 1982* across the VPS.

### Public Interest Monitor

The *Public Interest Monitor Act 2011* created the offices of the Principal Public Interest Monitor and Deputy Public Interest Monitors. The Public Interest Monitor (PIM) began operation on 10 February 2013. The PIM exercises monitoring functions under the *Telecommunications (Interception and Access) Act 1979 (Cth)* by virtue of the *Telecommunications (Interception) (State Provisions) Act 1988*; the *Surveillance Devices Act 1999*; the *Major Crime (Investigative Powers) Act 2004*; the *Terrorism (Community Protection) Act 2003* and the *Witness Protection Act 1991*.

The PIM represents the public interest and provides greater accountability in the collection of evidence by warrants, orders and coercive powers that intrude on the privacy and civil liberties of Victorians.

The PIM tests the content and sufficiency of the information relied upon for each warrant or order and attends the hearing of the relevant application. The PIM also monitors decisions by Victoria Police to admit persons to, or remove persons from, its witness protection program.

### Victorian Inspectorate

The Victorian Inspectorate (VI) was established in 2013 by the *Victorian Inspectorate Act 2011*, to provide oversight of other integrity, accountability or investigatory bodies and their officers. The VI is the key oversight body in Victoria’s integrity system.

The Inspector is appointed by the Governor in Council and holds office for a term of five years. As an Independent Officer of the Parliament, the Inspector reports directly to Parliament. The Attorney-General has administrative responsibility for the *Victorian Inspectorate Act 2011*.

The VI is overseen by two parliamentary committees:

* Integrity and Oversight Committee
* Public Accounts and Estimates Committee.

The VI is committed to providing the Parliament and the people of Victoria with independent assurance that other integrity, accountability or investigatory bodies and their officers, which collectively constitute Victoria’s ‘integrity system’, act lawfully and properly in the performance of their functions.

Under the *Victorian Inspectorate Act 2011*, the VI receives and investigates complaints, monitors how bodies use their coercive powers and inspects records of bodies that use covert powers including the conduct of controlled operations and the use of surveillance devices and police counter-terrorism powers. In addition, the VI has a key function under the *Public Interest Disclosures Act 2012* to receive disclosures and to assess and investigate some public interest complaints.

The model of integrity oversight adopted by the Victorian Parliament is unique in Australia in how it vests in a single entity (the VI) the oversight of multiple integrity bodies. This allows the VI to take a leadership role within the integrity system and apply learnings from its oversight of any one entity across the board, as appropriate. The VI leads improvements to the integrity system through considered integrity responses to identified non-compliance and other issues.

### Victorian Ombudsman

The Victorian Ombudsman (VO) is a constitutionally independent officer of the Victorian Parliament, whose principal function is to enquire into or investigate administrative actions taken by or in any government department, authority, local council or public body to which the *Ombudsman Act 1973* applies.

The VO may conduct an enquiry or investigation on receipt of a complaint, on her own motion, or on referral from Parliament. She can also investigate public interest complaints that involve improper conduct or detrimental action and other complaints on referral from IBAC.

Further, the VO has the power to enquire into or investigate whether an administrative action is compatible with *Victoria’s Charter of Human Rights and Responsibilities Act 2006 (Vic),* or whether in making a decision there was a failure to give proper consideration to a relevant human right set out in the Charter.

Major legislative reform to the integrity system took place in 2019–20, with the *Integrity and Accountability Legislation Amendment (Public Interest Disclosures, Oversight and Independence) Act 2019* making significant changes to the *Ombudsman Act 1973*, as well as to others which affect the VO’s operations.

Most of the amendments came into effect from 1 January 2020, and provide the office with additional functions to review the complaint practices and procedures of authorities, conduct alternative dispute resolution, provide education and training to the Victorian community and the public sector about matters relating to the functions of the Ombudsman and promote improved public sector administration.

# 10. Statutory compliance

**Financial Management Compliance Attestation 2019–20**

I, Rebecca Falkingham, Secretary of the Department of Justice and Community Safety (DJCS), certify that DJCS has complied with the applicable Standing Directions under *the Financial Management Act 1994* and Instructions, except for the following Material Compliance Deficiencies:

* Direction 3.4 Internal control system – 7 Managing payroll: (a) bona fide payment to employees, including recoupment of over payment of salaries; and (b) correct payment made based on the rate in accordance with any written law, industrial award or industrial agreement, and for hours worked.

In 2019-20, the department in consultation with other agencies identified payroll issues; including that in previous years superannuation on leave loading for some shift workers was not being paid when it ought. The department commenced remediation of the issue, paid outstanding superannuation owed up to 1 April 2020 and notified affected employees, thus meeting the Australian Taxation Office superannuation guarantee amnesty deadline. This meant the department has not fully complied with the requirements of this Direction and Instruction in 2019–20. This issue has now been addressed with superannuation to be paid on all forms of leave loading. In 2020–21 the department is also further reviewing and strengthening its payroll processes to address any remaining issues.

* Direction 3.4 Internal control system – 3 Managing revenue: a) promptly, completely and accurately identifying, managing, recording and reporting of revenue; and b) the timely and appropriate writingoff of revenue.

During 2019-20, DJCS addressed a material compliance deficiency declared in 2018–19 (under Instruction 3.4.3) in managing fines administered revenue. In 2019–20 DJCS made significant improvements to Victorian Infringement and Enforcement Warrant (VIEW) financial reporting functionality by producing financial reports to support the system and the reporting of fines administered revenue. DJCS has used these financial reports to prepare its 2019–20 financial statements and performed additional verification procedures over fines infringement financial data, reporting and reconciliation processes. However, as these financial reports were not available for the entire financial year and additional verification and reconciliation process identified issues with previous accounting treatment for administered fines, the department has not been fully compliant for all of 2019–20 with the requirements in this Direction and Instruction. Production and validation of these financial reports and additional verification and reconciliation processes, also undertaken in 2019–20, identified and corrected errors reported in previous financial years. This did not affect fines previously issued or associated cash collections and does not relate to the infringement management system. As these reports are now inplace and will be available for the full 2020–21 financial year, previous material compliance deficiencies have already been addressed. In 2020–21 to address remaining deficiencies, further improvements will be made to controls, financial reports and validation processes. DJCS policies and procedures will also be updated to reflect the use of the financial reports.

Signed



**Rebecca Falkingham**  
SECRETARY, DEPARTMENT OF JUSTICE AND COMMUNITY SAFETY

Date: 26 October 2019

## Capital projects/asset investment programs

The department and its related portfolio entities manage a range of capital projects to deliver services for government.

Information on the new and existing capital projects for departments and the broader Victorian public sector is contained in the most recent Budget Paper No. 4: State Capital Program (BP4) which is available on DTF’s website.

During the year, the department completed the following capital projects with a total estimated investment (TEI) of $10 million or greater. The details related to these projects are reported below.

***Capital projects reaching practical completion during the financial year ended 30 June 2020***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Project Name | Original completion date | Latest approved completion date | Practical completion date | Original approved TEI (a) budget  ($ million) | Latest approved TEI budget  ($ million) | Actual  TEI cost  ($ million) | Variation between actual cost and latest approved TEI budget |
| Mobile camera replacement program | June 2018 | June 2020 | June 2020 | 17.061 | 17.061 | 13.160 | 3.899 |

***Capital projects reaching financial completion during the financial year ended 30 June 2019***

Nil.

## Statement of compliance with the Building Act 1993

The Minister for Finance guidelines, pursuant to section 220 of the *Building Act 1993*, promote better standards for buildings owned by the Crown and public authorities, and require entities to report on achievements. The department is responsible for 82 properties used for legal, court, prison and emergency services. Other corporate entities within the portfolio, such as the CFA, the MFB and Victoria Police, will report separately on building compliance issues.

### New buildings conforming to standards

In 2019–20, all works controlled by the department were required to be conducted in accordance with the provisions of the *Building Act 1993*, relevant building regulations and other statutory requirements.

The department has established appropriate mechanisms to ensure compliance, including the issuing of building permits and occupancy certificates and inspection of works. Agencies of the department are exempt from lodging building plans with local councils.

### Buildings maintained in a safe and serviceable condition

Mechanisms in place within the department to ensure buildings are maintained in a safe and serviceable condition include:

* a contract with an external service provider to manage all building essential service tasks, in accordance with legislative requirements
* the development of departmental program targeting compliance with the Asset Management Accountability Framework
* collaboration with the Victorian Asbestos Eradication Agency in accordance with that agency’s work plan
* the development of a departmental works program forming part of the overall departmental investment strategy
* a program to monitor and review effectiveness of these mechanisms.

### Buildings with combustible cladding

Registered fire engineers (RED Fire Engineers Pty Ltd) were contracted to conduct a fire risk assessment for those departmental buildings identified as having combustible cladding. The risk assessment contract required a site visit, material testing, and a final report with rectification recommendations.

All reports and recommendations were emailed to each entity for implementation. EMV is working with these agencies through its Emergency Management Sector Assets and Infrastructure Committee on building compliance and acquittal against ratings and any rectification recommendations.

Four buildings (Tabcorp Melton, Legends café Melton, Sandown Greyhound racing and Ballarat District Trotting Club) were transferred to the Department of Jobs, Precincts and Regions (DJPR) as part of the MoG changes. Final reports were provided to DJPR.

Sunshine MFB and Warrnambool MFB received a low risk rating, and the MFB Burnley Training Complex received a low to medium risk rating.

HM Prison Langi Kal Kal received a low risk rating with no rectification required.

Final reports have been provided to Cladding Safety Victoria who continue working towards rectification.

DTF, through the Shared Service Provider, are working with landlords to assess all departmental leased buildings.

### Existing buildings conforming to standards

All departmental buildings comply with Minister for Finance guidelines. The mechanisms established by the department are intended to maintain compliance and the effectiveness of those mechanisms is continuously monitored.

### Registered building practitioners

The department requires building practitioners carrying out building works to be registered and for registration to be maintained throughout the course of the works.

***Capital projects commenced and completed 2019–20***

|  |  |  |
| --- | --- | --- |
| Capital project | Total project budget ($m) | Permits issued and works to be certified at end |
| **Commenced** | | |
| Maribyrnong Residential Facility | 10.218 | Permits issued and works certified at practical completion |
| Chisholm Road Prison Project | 118.530 | Permits issued and works to be certified at end |
| New Youth Justice Facility | 429.942 | Permits issued and works to be certified at end |
| Prison Infill Expansion – Barwon | 285.411 | Permits issued and works to be certified at end |
| Prison Infill Expansion – Barwon | 7.029 | Permits issued and works to be certified at end |
| Prison Infill Expansion – Metropolitan Remand Centre | 181.953 | Permits issued and works to be certified at end |
| Wangaratta SES | 4.784 | Permits issued and works to be certified at end |
| Northcote SES | 9.070 | Permits issued and works to be certified at end |
| **Completed** | | |
| Maribyrnong Residential Facility | 10.216 | Works certified at practical completion |
| Barwon Substation Upgrade | 8.5 | Works certified at practical completion |
| Barwon 10 Bed Detention Unit | 19.757 | Works certified at practical completion |
| Dame Phyllis Frost Centre – 132 bed expansion | 54.942 | Works certified at practical completion |
| Dame Phyllis Frost Centre – Critical Infrastructure | 21.520 | Works certified at practical completion |
| Youth Justice Secure Bed Expansion – Parkville and Malmsbury | 95.937 | Works certified at practical completion |
| Youth Justice Strengthening – Coliban Unit and Parkville Remand | 56.106 | Works certified at practical completion |
| Port Phillip Prison Capital Works – Fire Ring Main | 4.300 | Works certified at practical completion |
| Port Phillip Prison Capital Works – Scarborough South Exercise Yards | 1.712 | Works certified at practical completion |
| Melbourne Remand Centre Reinforcement Works | 65.559 | Works certified at practical completion |
| Dhurringile-Kyabram VESDA Replacement | 0.613 | Works certified at practical completion |
| Victorian Institute of Forensic Medicine – Soil Capping | 0.392 | Works certified at practical completion |
| Justice Accommodation Expansion Program (JAEP) – Justice Service Centre (JSC) Melton | 1.9 | Works certified at practical completion |
| JAEP – JSC Echuca | 1.27 | Works certified at practical completion |
| JAEP – JSC Sunshine | .3.5 | Works certified at practical completion |
| JAEP – JSC Kyneton | 0.575 | Works certified at practical completion |
| JAEP – JSC Lilydale | 1.8 | Works certified at practical completion |
| JAEP – JSC Camp Street | 0.648 | Works certified at practical completion |

## Information and Communication Technology Expenditure

Information and communication technology (ICT) expenditure refers to the department’s costs in providing business-enabling ICT services. It comprises Business As Usual (BAU) ICT expenditure and Non-Business As Usual (Non-BAU) ICT expenditure. BAU ICT expenditure primarily relates to ongoing activities to operate and maintain the department’s current ICT capability.   
Non-BAU ICT expenditure relates to extending or enhancing the department’s current ICT capabilities.

The ICT expenditure amounts as disclosed in this note includes additional expenses such as depreciation that are classified differently within the financial statements. Therefore, the ICT expenditure amounts in this note will not match the technology services expense amounts disclosed in note 3.5 of the financial statements.

For the 2019-20 reporting period, the department had a total ICT expenditure of $215.088 million, comprising of $121.660 million in BAU ICT expenditure and $93.428 million in non-BAU ICT expenditure, as shown in the table below.

**($ thousand)**

|  |  |  |  |
| --- | --- | --- | --- |
| Business As Usual (BAU)  ICT Expenditure | Non-Business As Usual (non-BAU) ICT Expenditure | Non-Business As Usual (non-BAU) ICT Expenditure | Non-Business As Usual (non-BAU) ICT Expenditure |
|  | (Operational Expenditure and Capital Expenditure) | Operational Expenditure | Capital Expenditure |
| 121,660 | 93,428 | 80,550 | 12,878 |

## Procurement

### Reforming procurement

In 2019–20, the department delivered several significant procurement reforms.

A new Chief Procurement Officer (CPO) was appointed in 2019–20 and the reporting line for procurement staff from across the department to the CPO continued, in order to strengthen information sharing and oversight of procurement activities. These changes were a continuation of the organisational restructure which commenced in 2018–19.

A name change from the Office of the Chief Procurement Officer to Procurement Services has been adopted to highlight the increased focus of the procurement team on actively procuring within the department. A project is underway to streamline procurement processes to simplify procurement activities for suppliers and department staff.

The department introduced the concept of a category lead model that will support procurement activities within the department into the future. The first category pilot, Information Technology has commenced. A new data analysis tool was implemented to support the identification of suitable categories going forward.

Procurement Services continued to support the department during coronavirus (COVID-19), procuring urgent PPE and other supplies under the crisis procurement policy.

Procurement Services continued to work with DTF to implement a data analytics tool and supplier survey.

The upgrade of the Zycus application, including electronic signing of contracts, was completed in June 2020 to provide further data for reporting and analysis in procurement, oversight of departmental contracts, and remote signing.

Procurement Services is also leading a Procure to Pay process review project to simplify purchasing and payment processes for suppliers and the department.

### Social Procurement Framework

Victoria’s Social Procurement Framework (SPF) became fully operational on 1 September 2018 and applies to the procurement of all goods, services and construction works.

The framework enables departments and agencies to deliver greater benefits from their procurement spend. This approach is based on expenditure and is aligned with the Local Jobs First (Victorian Industry Participation Policy), Major Projects Skills Guarantee, Supplier Code of Conduct, Sustainable Procurement Standard ISO20400 and Infrastructure Sustainability rating scheme.

The DJCS Social Procurement Strategy 2019–21 was approved by the Secretary on 24 April 2020. The strategy embodies the department’s commitment to deliver positive social, economic and environmental outcomes in its procurement processes.

The department prioritised the following social procurement objectives for 2019–2021:

* opportunities for Victorian Aboriginal people
* opportunities for disadvantaged Victorians
* opportunities for Victorians with disability
* environmentally sustainable outputs
* implementation of the Climate Change Policy objectives (please refer to Appendix 8).

As many as five Justice statutory agencies have opted to align to the department’s strategy and will report independently on social procurement Activities. These entities include Business Licensing Authority (BLA), Country Fire Authority (CFA), Sentencing Advisory Council (SAC), Victorian Law Reform Commission (VLRC) and the Victorian Institute of Forensic Medicine (VIFM).

Throughout 2019–20, the department has successfully developed the following areas in its approach to implementing the strategy.

The department has updated procurement templates and guidance materials to include information and requirements relating to social procurement to appropriately influence Victorian suppliers to deliver social outcomes through supplier selection and contract awarding procedures.

A Social Procurement working group, consisting of champion enablers across the department, has been established to progress strategic social objectives and optimise opportunity activation across various business units.

|  | Year on year analysis | | | |
| --- | --- | --- | --- | --- |
| 2018–19 | | 2019–20 | |
| Social procurement metric – based on total spend | No. of suppliers | Expenditure ($ million) | No. of suppliers | Expenditure ($ million) |
| Victorian social enterprise | 88 | 10.46 | 144 | 40.22 |
| Victorian Aboriginal Businesses | 30 | 0.62 | 44 | 5.09 |
| Victorian social enterprises led by a mission for people with a disability and Australian Disability Enterprises (ADEs) | 19 | 1.3 | 20 | 4.71 |
| Victorian social enterprises led by a mission for the disadvantaged | 22 | 1.63 | 26 | 8.16 |

As part of the department’s focus on creating opportunities for Victorian Aboriginal businesses and the whole of Victorian Government’s commitment to an annual one per cent Aboriginal procurement target, the department has developed its Aboriginal Implementation Plan 2019 to increase supply chain opportunities for Victorian Aboriginal businesses and create employment and training opportunities for Aboriginal people living in Victoria. This implementation plan has been endorsed by the Deputy Secretary, Corporate Governance and Support in April 2020.

The department continues to work with Social Traders, a leading social enterprise accreditation body which aims to create opportunities for Victorians who are disadvantaged or living with disability, and Supply Nation, Australia’s largest database of verified Aboriginal businesses.

### Victorian Industry Participation Policy

In August 2018, the *Local Jobs First Act 2003* was amended bringing together the Victorian Industry Participation Policy (VIPP) and the Major Project Skills Guarantee (MPSG) policy, which were previously administered separately.

Victorian Government departments and public sector bodies are required to apply the Local Jobs First policy in all projects valued at $3 million or more that are statewide or in metropolitan Melbourne, or for projects valued at $1 million or more in regional Victoria.

MPSG applies to all construction projects valued at $20 million or more.

The MPSG guidelines and VIPP guidelines will continue to apply to respective projects where contracts have been entered prior to 15 August 2018.

#### Projects (standard) commenced 2019–20

During 2019–20, the CSBA commenced one regional Local Jobs First Standard project totalling $3.47 million. The MPSG did not apply to this project.

The outcomes expected from the implementation of the Local Jobs First policy to this project, where information was provided, are as follows:

* a local content commitment of 91 per cent
* a total of four jobs (annualised employee equivalent (AEE)) committed, including the creation of two new jobs and the retention of two existing jobs (AEE)
* the retention of one existing apprenticeship.

#### Projects (standard) completed 2019–20

There were no Local Jobs First standard projects completed by the CSBA during 2019–20 financial year.

#### Projects (strategic) – commenced 2019–20

During 2019–20, the CSBA commenced 19 Local Jobs First Strategic Projects, valued at $219.6 million.

These projects comprised the following:

* nine projects based in metropolitan Melbourne representing 99 per cent of estimated local content
* nine projects based in regional Victoria with an average estimated local content of 99 per cent
* one statewide project representing 100 per cent of estimated local content.

The MPSG applied to the following projects:

* one project based in metropolitan Melbourne representing 99.1 per cent of estimated local content
* one project based in regional Victoria representing 92 per cent of estimated local content.

The outcomes reported from the implementation of the policy, where information was provided, were as follows:

* an average of 99 per cent of local content outcome recorded
* a total of 746 jobs AEE committed, including the creation of 135 new jobs and the retention of 611 existing jobs
* 52 new apprenticeships, traineeships and cadetships created
* 60 existing apprenticeships, traineeships and cadetships retained.

#### Projects (strategic) completed 2019–20

During 2019–20, the CSBA completed two Local Jobs First Strategic projects, valued at $749,073. The projects were based in metropolitan Melbourne with an average estimated local content of 100 per cent. The MSPG did not apply to these projects.

The outcomes reported from the implementation of the policy where information was provided, were as follows:

* an average of 100 per cent of local content outcome recorded
* a total of 2.4 AEE positions were retained.

During 2019–20, five small-to-medium sized businesses were engaged through the supply chain on these projects.

During 2019–20, the CSBA commenced a project based in metropolitan Melbourne under the Crisis Procurement Policy in response to coronavirus (COVID-19). The project meets the Local Jobs First standard project threshold. CSBA is working with the Department of Jobs, Precincts and Regions (DJPR) for a Local Jobs First exemption by the end of the Victorian State of Emergency and coronavirus (COVID-19).

For grants provided during 2019–20, a total of four interaction reference numbers were required, which entailed a conversation with the Industry Capability Network (Victoria) Ltd.

### National Competition Policy

The department continues to comply with the requirements of the National Competition Policy, including compliance with Victoria’s Competitive Neutrality Policy. An exemption for prison industries was given by the DPC as the primary focus of their activities is employing prisoners and undertaking vocational training.

## Disclosure of major contracts

The department has disclosed, in accordance with the requirements of government policy and accompanying guidelines, all contracts greater than $10 million in value entered into during 2019–20. Details of contracts that have been disclosed in the Victorian Government contracts publishing system can be viewed at: [procurement.vic.gov.au](https://www.buyingfor.vic.gov.au/)

Contractual details have not been disclosed for contracts where disclosure is exempted under the *Freedom of Information Act 1982* and/or government guidelines.

## Details of consultancies (valued at $10,000 or greater)

In 2019–20, there were 32 consultancies where the total fees payable to the consultants were $10,000 or greater. The expenditure for these engagements is $1.90 million (excluding GST). For comparison, total expenditure incurred during 2018–19 in relation to these consultancies was $5.75 million (excluding GST). Details of individual consultancies are outlined below.

| Consultant | Purpose of consultancy | Start date | End date | Total approved project fee (excl. GST) | Expenditure 2019–20 (excl. GST) | Future expenditure (excl. GST) |
| --- | --- | --- | --- | --- | --- | --- |
| INVESTEC AUSTRALIA LTD | Provision of Commercial and Financial Advisory Services to the Gambling Licensing Program | 2/10/2019 | 16/06/2020 | $355,979 | $355,979 | $0 |
| RMIT  UNIVERSITY | Victim Services Review – Future State Design and Demand Modelling | 10/12/2019 | 14/04/2020 | $343,647 | $343,647 | $0 |
| INFECTION PREVENTION AUSTRALIA | Advise on coronavirus (COVID-19) related matters | 1/02/2020 | 31/03/2021 | $155,520 | $7,394 | $148,126 |
| DELOITTE RISK ADVISORY PTY LIMITED | Time Target Review | 12/09/2019 | 2/06/2020 | $155,325 | $155,325 | $0 |
| CAPIRE CONSULTING GROUP PTY LTD | Crime Prevention Strategy Engagement | 31/08/2019 | 26/06/2020 | $154,337 | $154,337 | $0 |
| KPMG | Return on investment framework for crime prevention initiatives. | 12/12/2019 | 1/01/2020 | $136,034 | $135,580 | $454 |
| KPMG | Gunaikurnai Land and Waters Aboriginal Corporation Recognition and Settlement Agreement Initial Outcomes Review | 1/11/2019 | 30/04/2020 | $121,540 | $12,154 | $109,386 |
| KINTSUGI ALLIANCE PTY LTD | Preparation to implement Crime Prevention Strategy and Strategic Framework for CVE | 11/05/2020 | 24/09/2020 | $99,000 | $67,925 | $31,075 |
| CUBE GROUP MANAGEMENT CONSULTING AUSTRALIA PTY LTD | Family Violence – Multi-Agency Risk Assessment and Management Framework (MARAM) alignment | 24/06/2019 | 12/03/2020 | $72,323 | $72,323 | $0 |
| DELOITTE TOUCHE TOHMATSU | Youth Justice Head office staffing to deliver government priorities | 24/09/2019 | 4/12/2019 | $65,933 | $65,933 | $0 |
| GHD PTY LTD | Investigations on the wastewater system at the Hopkins Correctional Centre | 1/08/2019 | 29/06/2020 | $57,511 | $57,511 | $0 |
| GAMING CONSULTANTS INTERNATIONAL | Technical Advisory Specialist Services | 27/06/2019 | 23/06/2020 | $54,375 | $54,375 | $0 |
| ANTHONY NICHOLSON | Expert Reference Group Public Drunkenness | 30/10/2019 | 31/03/2020 | $49,999 | $45,455 | $4,544 |
| BLAYNEY MANAGEMENT SERVICES | Expert Reference Group Public Drunkenness Member | 30/10/2019 | 31/03/2020 | $49,999 | $45,455 | $4,544 |
| ANDREW  CAPPIE-WOOD | Review of the Victorian Criminal Organisation Laws for the office of ED Priority Projects | 1/06/2020 | 16/06/2020 | $46,800 | $46,800 | $0 |
| PITCHER PARTNERS CONSULTING PTY LTD | Commercial & Financial Advisory services for Emergency Alert Phase 4 (EAP4) | 25/02/2020 | 25/03/2020 | $38,390 | $38,390 | $0 |
| ERNST AND YOUNG | Perceptions Survey Wave 2 | 22/06/2020 | 7/09/2021 | $36,364 | $0 | $36,364 |
| THE CENTRE FOR EXCELLENCE IN CHILD AND FAMILY WELFARE INC | Ensure the Northern Community Support Groups is compliant with Act 2015 Vic | 1/06/2020 | 2/10/2020 | $34,850 | $0 | $34,850 |
| MARGARET JEAN WHITE | Review of the Victorian Criminal Organisation Laws for the office of ED Priority Projects | 5/06/2020 | 19/06/2020 | $34,400 | $34,400 | $0 |
| LABOUR MARKET ALTERNATIVES PTY LTD | Labour Market Alternatives Accommodation Efficiency Analysis 310120 | 28/10/2019 | 31/01/2020 | $31,091 | $31,091 | $0 |
| DAVID CAPLE AND ASSOC PTY LTD | Parkville Youth Justice Precinct (PYJP) – Provision of Independent review of OVA Policy | 11/06/2019 | 30/10/2019 | $26,500 | $26,500 | $0 |
| ALMALIKI & CO PTY. LTD | ALMALIKI – Crime Prevention Strategy Multicultural Engagement | 19/03/2020 | 30/03/2020 | $21,000 | $21,000 | $0 |
| BYTESMART  PTY LTD | ByteSmart – Office of Road Safety Camera Commissioner (ORSCC) – Consulting for Downtime Investigation | 3/03/2020 | 24/07/2021 | $21,000 | $8,864 | $12,136 |
| UNIVERSITY OF MELBOURNE | University of Melbourne Report | 30/08/2019 | 10/03/2020 | $17,273 | $17,273 | $0 |
| AERIUM PTY LTD | Attendance at monthly CSBA Advisory Board meeting (Dec) | 16/12/2019 | 6/04/2020 | $16,000 | $16,000 | $0 |
| SCHOKMAN CONSULTING GROUP PTY LTD | Support ERG Public Drunkenness and Recommendations for Developing a Public Health Model | 26/03/2020 | 16/04/2020 | $13,875 | $13,875 | $0 |
| ARUP PTY LTD | Pre and post bollard installation assessment of pedestrian movement at the Flinders St / Swanston St. | 26/09/2019 | 25/10/2019 | $13,800 | $13,800 | $0 |
| VISA EXECUTIVE PTY LTD | Consulting services relating to Temp Skills Shortage (subclass 482) Visa application for Specialised Offender Assessment and Treatment Services (SOATS) | 1/02/2020 | 24/03/2020 | $12,267 | $12,267 | $0 |
| CLAYTON UTZ | Medical Certificate for Cause of Death (MCCD) recommendation for improvement of process | 14/05/2019 | 3/09/2019 | $12,188 | $12,188 | $0 |
| SWINBURNE UNIVERSITY OF TECHNOLOGY | HUME Shepparton YJ – Swinburne University of Technology Centre for Forensic Behavioural Science Research | 26/06/2019 | 26/07/2019 | $11,072 | $11,072 | $0 |
| DESIGNED INTERVENTIONS | Aboriginal Dispute Resolution Program | 31/07/2019 | 21/08/2019 | $10,600 | $10,600 | $0 |
| UNIVERSITY OF SYDNEY | Pro-social and positive responses to crime fear project by community crime prevention unit | 8/05/2019 | 20/11/2019 | $10,000 | $10,000 | $0 |

### Details of consultancies under $10,000

In 2019–20, there were 10 consultancies where the total fees payable to the consultants were under $10,000. The expenditure for these engagements is $51,525 (excluding GST). For comparison, total expenditure incurred during 2018–19 in relation to these consultancies was $37,076 (excluding GST). Details of individual consultancies are outlined below.

| Consultant | Purpose of consultancy | Start date | End date | Total approved project fee (excl. GST) | Expenditure 2019–20  (excl. GST) | Future expenditure (excl. GST) |
| --- | --- | --- | --- | --- | --- | --- |
| ADP CONSULTING PTY LTD | Performance specification and cost plan | 30/09/2019 | 30/10/2019 | $8,000 | $8,000 | $0 |
| MOHAMED FIRDAUSY MOHIDEEN | Review on reportable death project | 30/04/2020 | 14/05/2020 | $7,145 | $7,145 | $0 |
| GAREN CREST PTY LTD | Youth Justice Centre staff wellbeing and Support | 5/07/2019 | 22/08/2019 | $7,000 | $7,000 | $0 |
| TRUTH AGENCY | Content for 2019 Community Safety Statement and debrief | 28/06/2019 | 26/07/2019 | $6,250 | $6,250 | $0 |
| BROOKE  INSTITUTE  PTY LTD | Victorian Legal Admissions Board Jote to Paypal Consulting fees for ongoing works. | 11/06/2020 | 19/06/2020 | $5,950 | $5,950 | $0 |
| LANDES TODD LARSON | Data analysis and preparation  of a focussed brief for Redress Scheme | 16/11/2019 | 16/03/2020 | $5,000 | $5,000 | $0 |
| THE BEHAVIOURAL ARCHITECTS | Focus Groups | 27/06/2019 | 26/07/2019 | $5,000 | $5,000 | $0 |
| WIRE WOMENS INFORMATION | WIRE for Victims of Crime Commissioner | 26/05/2020 | 29/06/2020 | $4,980 | $4,980 | $0 |
| THOUGHTFUL WORKS | TAFE site managers community of practise session for Education, Training and Employment Branch Corrections Victoria | 25/07/2019 | 23/08/2019 | $1,200 | $1,200 | $0 |
| TYMUR HUSSEIN | PYJP- Practice leader debrief session | 27/06/2019 | 26/07/2019 | $1,000 | $1,000 | $0 |

### Government advertising expenditure

In 2019–20, there were four government advertising campaigns with total media spend of $100,000 or greater (exclusive of GST). The details of each campaign are outlined below.

***Details of government advertising expenditure in 2019–20 (campaigns with a media spend of $100,000 or greater)***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Campaign summary | Expenditure 2019–20 ($ excluding GST) | | | | | Total |
| **Start/end date** | **Advertising (Media)** | **Creative and campaign development** | **Research and evaluation** | **Print and collateral** | **Other campaign expenditure** |  |
| **Emergency Worker Harm Prevention campaign**  Emergency workers often face challenging and violent situations in their everyday work. This can have profound physical, mental and behavioural consequences.  The Emergency Worker Harm Prevention campaign aimed to raise awareness that violence against emergency workers is never acceptable, no matter the situation. The very nature of emergency services work means that providing a safe working environment is critical. That is why new laws are now in place to protect them from harm. | | | | | | |
| Emergency Worker Harm Prevention campaign: 29 December 2019 – 1 February 2020 | $136,969.81 | $58,750 | $87,000 | $0 | $0 | $282,719.81 |
| **Fire Rescue Victoria campaign**  The Fire Rescue Victoria campaign was implemented to inform the community of the commencement of Fire Rescue Victoria on 1 July 2020 and the reforms to how fire services are delivered in Victoria. | | | | | | |
| Fire Rescue Victoria campaign: 22 June 2020 – 30 June 2020 | $250,668.96\* | $198,194\* | $48,700\* | $0\* | $0\* | $497,562.96\* |
| **Victorian Fire Season campaign**  The Victorian Fire Season campaign is an annual Victorian bush and grassfire awareness campaign that aims to improve community understanding of fire and fire risk; encourage Victorians to take responsibility for their own safety; and prompt people to leave early to minimise injury and loss of life due to fire. The campaign ran from 27 October 2019 to 30 March 2020. | | | | | | |
| 1. Victorian Fire Season Campaign  (27 October 2019 – 29 February 2020)  2. March Extension (1 March 2020 – 31 March 2020) | $7,797,413.15 | $2,517,113.90 | $205,462.35 | $176.16 | $187,376.65 | $10,707,542.21 |
| **Water Safety campaign**  Established in 1998, Play It Safe by the Water is an annual public education and awareness program that aims to increase awareness of safety issues around water and reduce the number of fatal and non-fatal drowning incidents in Victoria. The 2019–20 Water Safety advertising campaign targeted men aged 45–64 years as a priority audience, and men aged 25–44 years from Chinese and Indian communities. | | | | | | |
| Water Safety campaign: 15 December 2019 – 30 March 2020 (cancelled before 18 April end date due to coronavirus (COVID-19) pandemic advertising activity) | $601,514.59 | $228,598 | $140,000 | $0 | $1,132.65 | $971,245.24 |

\* Expenses for the Fire Rescue Victoria campaign still being finalised.

## Freedom of Information Act 1982

The *Freedom of Information Act 1982* (the Act) allows the public a right of access to documents held by the department. The purpose of the Act is to extend as far as possible the right of the community to access information held by government departments, local councils, ministers and other bodies subject to the Act.

An applicant has a right to apply for access to documents held by a department. This comprises documents both created by the department or supplied to the department by an external organisation or individual, and may also include maps, films, microfiche, photographs, computer printouts, computer discs, tape recordings and videotapes. Information about the type of material produced by the department is available on the department’s website under its Part II information statement.

The Act allows a department to refuse access, either fully or partially, to certain documents or information.

Examples of documents that may not be accessed include:

* cabinet documents
* some internal working documents
* law enforcement documents
* documents covered by legal professional privilege, such as legal advice
* personal information about other people
* information provided to a department in-confidence
* information that is confidential under another Act (such as the *Corrections Act 1986*).

From 1 September 2017, the Act has been amended to reduce the Freedom of Information (FOI) processing time for requests received from 45 days to 30 days. However, when external consultation is required under ss29, 29A, 31, 31A, 33, 34 or 35, the processing time automatically reverts to 45 days. Processing time may also be extended by periods of 30 days, in consultation with the applicant. With the applicant’s agreement, this may occur any number of times. However, obtaining an applicant’s agreement for an extension cannot occur after the expiry of the timeframe for deciding a request.

If an applicant is not satisfied by a decision made by the department, under section 49A of the Act they have the right to seek a review by the Office of the Victorian Information Commissioner (OVIC) within 28 days of receiving a decision letter.

### Making a request

FOI requests can be lodged online at [ovic.vic.gov.au](https://ovic.vic.gov.au/). An application fee of $29.60 applies. Access charges may also be payable if the document pool is large, and the search for material, time consuming.

Access to documents can also be obtained through a written request to the department’s FOI Unit, as detailed in s17 of the Act.

When making an FOI request, applicants should ensure requests are in writing, and clearly identify what types of material/documents are being sought.

Requests for documents in the possession of the department should be addressed to:

**Freedom of Information Unit**Department of Justice and Community Safety  
121 Exhibition Street  
Melbourne VIC 3000

Telephone enquiries can be made to the department’s FOI Unit on (03) 8684 0063 and email enquiries to   
foi@justice.vic.gov.au.

Requests for documents held by the department’s portfolio statutory bodies that are subject to FOI, such as the Country Fire Authority, Court Services Victoria, Emergency Services Telecommunications Authority, Metropolitan Fire Brigade, Office of Public Prosecutions, Victoria Police and Victoria State Emergency Services should be sent directly to the relevant statutory body. A list of the department’s statutory bodies that are subject to FOI can be found at [justice.vic.gov.au](https://www.justice.vic.gov.au/?#query).

### FOI statistics/timeliness

During 2019–20, the department received 1,356 applications. Of these requests, 51 were from Members of Parliament, 36 from the media, and the remainder from the general public.

The department made a total of 1,357 FOI decisions during the 12 months ending 30 June 2020.

Three hundred and three decisions were made within the statutory 30-day time period, 56 decisions within an extended statutory 31-45 day time period and 78 decisions within a further extended period with the applicant’s agreement. Of the decisions made outside time, 611 were made within a further 45 days and 64 decisions were made in greater than 45 days.

A total of 1,112 FOI access decisions were made where access to documents was granted in full, granted in part or denied in full. Of those access decisions, 245 were made after mandatory extensions had been applied or agreed upon by the applicant. The average time taken to finalise requests in 2019–20 was 44.4 days. Of requests finalised, the average number of days over the statutory time period to decide the request was 7.8 days.

During 2019–20, 66 requests were subject to a complaint/review by OVIC. Seven requests progressed to the VCAT.

### Further information

Further information regarding the operation and scope of FOI can be obtained from the Act; regulations made under the Act; and [ovic.vic.gov.au](https://ovic.vic.gov.au/)

### Public Interest Disclosure Act 2012

The department encourages employees and the public to report known or suspected incidents of corrupt or improper conduct.

The *Public Interest Disclosure Act 2012* provides certain protections to people who make disclosures of improper conduct by public officers and/or bodies and establishes the process for the investigation of such matters.

The department has a zero-tolerance approach to improper or corrupt conduct by employees or any reprisal against those who report improper or corrupt conduct.

Disclosures of improper or corrupt conduct by departmental staff or contractors can be made to the Secretary or a Public Interest Disclosure’s Coordinator.

Alternatively, disclosures can be made directly,   
to the IBAC:

**IBAC**  
Level 1, North Tower, 459 Collins Street  
MELBOURNE VIC 3000  
Phone: 1300 735 135  
Website: [ibac.vic.gov.au](https://ibac.vic.gov.au/)

Further information about making and handling protected disclosures is available at [justice.vic.gov.au](https://www.justice.vic.gov.au/?#query)

In 2019–20, the department assessed 11 disclosures, which is a decrease of 6 from the previous financial year.

***Protected disclosures***

|  |  |  |
| --- | --- | --- |
|  | 2018–19 | 2019–20 |
| The number of disclosures made by an individual to the department and notified to the Independent Broad‑based Anti‑corruption Commission | 17 | 11 |

# 11. Additional information

In compliance with the requirements of the Standing Directions of the Minister for Finance, the following information is provided in the Additional Information component of the department’s Annual Report, found at [justice.vic.gov.au](https://www.justice.vic.gov.au/?#query):

* a statement that declarations of pecuniary interests have been duly completed by all relevant officers
* details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary
* details of publications produced by the entity about itself, and how these can be obtained
* details of changes in prices, fees, charges, rates and levies charged by the entity
* details of any major external reviews carried out on the entity
* details of major research and development activities undertaken by the entity
* details of overseas visits undertaken including a summary of the objectives and outcomes of each visit
* details of major promotional, public relations and marketing activities undertaken by the entity to develop community awareness of the entity and its services
* details of assessments and measures undertaken to improve the occupational health and safety of employees
* a general statement on industrial relations within the entity and details of time lost through industrial accidents and disputes
* a list of major committees sponsored by the entity, the purposes of each committee and the extent to which the purposes have been achieved.

Details of all contractors have been retained by the department and are available on request, subject to the provisions of the *Freedom of Information Act 1982* (the Act). This includes:

* contractors engaged
* services provided
* expenditure committed to for each engagement.

Details of contractors can be provided upon request by contacting:

Executive Director, Strategic Communication Branch  
Department of Justice and Community Safety  
GPO Box 4356  
MELBOURNE VIC 3000

[internalcommunication@justice.vic.gov.au](mailto:internalcommunication@justice.vic.gov.au)

# 12. Acronyms

ACCO Aboriginal Community Controlled Organisation

ADF Australian Defence Force

AJA Aboriginal Justice Agreement

BDM Registry of Births, Deaths and Marriages

BRV Bushfire Recovery Victoria

CALD Culturally and linguistically diverse

CAV Consumer Affairs Victoria

CCC Crisis Council of Cabinet

CCO Community Correction Orders

CCS Community Correctional Services

CEO Chief Executive Officer

CFA Country Fire Authority

CMI Chief Municipal Inspector

COAG Council of Australian Governments

CPO Chief Procurement Officer

CSA Crime Statistics Agency

CSS Community Safety Statement

CWS Child Witness Service

DBDRV Domestic Building Dispute Resolution Victoria

DET Department of Education and Training

DHHS Department of Health and Human Services

DJCS Department of Justice and Community Safety

DPC Department of Premier and Cabinet

DPP Director of Public Prosecutions

DSCV Dispute Settlement Centre of Victoria

DTF Department of Treasury and Finance

DWG Designated Working Group

EMC Emergency Management Commissioner

EMP Environmental Management Plan

EMS Environmental Management Strategy

EMV Emergency Management Victoria

EO Executive Officer

EPA Environmental Protection Authority

EDS Environmentally Sustainable Design

FOI Freedom of Information

FRC Fire Rescue Commissioner

FRD Financial Reporting Directions

FRV Fire Rescue Victoria

FTE Full Time Equivalent

GST Goods and Services Tax

HSR Health and Safety Representative

IBAC Independent Broad-based Anti-corruption Commission

ICT Information Communication Technology

IGEM Inspector–General for Emergency Management

IMES Infringement Management and Enforcement Services

IRP Issue Resolution Procedure

JAEP Justice Accommodation Expansion Program

JARO Justice Assurance and Review Office

JIMS Justice Incident Management System

JSC Justice Service Centre

KPI Key Performance Indicator

LEAP Law Enforcement Assistance Program

LGA Local Government Area

LGBTIQ Lesbian, gay, bisexual, trans and gender diverse, intersex, queer and questioning

LGI Local Government Inspectorate

MHWB Mental Health and Wellbeing

MFB Metropolitan Fire and Emergency Services Board

MoG Machinery of government

MOU Memorandum of Understanding

NDIS National Disability Insurance Scheme

NGO Non-government organisations

NLAP National Legal Assistance Partnership

NPA National Partnership Agreement

NTU Native Title Unit

OHS Occupational Health and Safety

OPA Office of the Public Advocate

OPIM Office of the Public Interest Monitor

OPP Office of Public Prosecutions

ORSCC Office of the Road Safety Camera Commissioner

OVA Occupational Violence and Aggression

OVIC Office of the Victorian Information Commissioner

PIM Public Interest Monitor

PPE Personal Protective Equipment

PSA Post Sentence Authority

PSIO Personal Safety Intervention Order

PSO Protective Services Officer

REMPC Regional Emergency Management Planning Committee

ROGS Report on Government Services

RTBA Residential Tenancies Bond Authority

SAC Sentencing Advisory Council

SALO Sheriff’s Aboriginal Liaison Officer

SCC State Control Centre

SES Senior Executive Service

SOV Sheriff’s Office Victoria

STS Senior Technical Specialist

TAC Transport Accident Commission

TEI Total Estimated Investment

VALS Victorian Aboriginal Legal Service

VAP Victim Assistance Program

VCAT Victorian Civil and Administrative Tribunal

VCGLR Victorian Commission for Gambling and Liquor Regulation

VEOHRC Victorian Equal Opportunity and Human Rights Commission

VGSO Victorian Government Solicitor’s Office

VI Victorian Inspectorate

VIFM Victorian Institute of Forensic Medicine

VLA Victoria Legal Aid

VLRC Victorian Law Reform Commission

VO Victorian Ombudsman

VPS Victorian Public Sector

VPSC Victorian Public Sector Commission

VRGF Victorian Responsible Gambling Foundation

VSA Victims Support Agency

VSSR Victim Services Support and Reform

WDP Work and Development Program

WWCCV Working with Children Check Victoria

YSS Youth Support Services

1. This is a measure reported by Productivity Commission’s Report on Government Services (ROGS). The most recent data available for this objective indicator is 2018–19. 2019–20 data will be published in the 2021 ROGS. [↑](#footnote-ref-1)
2. Metrics relating to community safety on public transport have been separated out for the 2019–20 Annual Report for transparency. The most recent data available for this objective indicator is 2018–19. 2019–20 data will be published in the 2021 ROGS. [↑](#footnote-ref-2)
3. Note: Recorded crime data relating to previous years may change in subsequent data extracts as the Victoria Police Law Enforcement Assistance Program (LEAP) is a live database and information are continually updated in LEAP as investigations progress and cases are completed by Victoria Police. Data provided by Crime Statistics Agency are correct at the time of extract from LEAP. [↑](#footnote-ref-3)
4. One additional minimum-security prisoner absconded while on escorted leave in 2017–18. This incident is not classified as an open perimeter or secure perimeter escape according to ROGS counting rules. [↑](#footnote-ref-4)
5. Due to a review of application of counting rules undertaken in 2018, the offender rates differ from those published in reports prior to 2017–18. [↑](#footnote-ref-5)
6. Previous data reported information sessions and Community Legal Education only. The data has been updated to include legal advice and assistance services, consistent with the measure description. This better represents VLA’s performance. Data has been recalculated for the current and previous years. [↑](#footnote-ref-6)
7. Source: ROGS 2020. Note this is the most recent data available from ROGS as 2019–20 data is published in 2021. Time series financial data are adjusted to 2018–19 dollars using the Domestic Final Demand (DFD) deflator (2018–19 = 100). Data relating to insurance claims may not reflect actual asset losses due to insurance pay-outs being limited by the estimated value of assets a policy holder provides when taking out insurance. [↑](#footnote-ref-7)
8. Source: ROGS 2020. Note this is the most recent data available from ROGS as 2019–20 data is published in 2021. [↑](#footnote-ref-8)
9. This objective was published in 2019–20 Budget Paper under the output performance statement for the Department of Premier and Cabinet. The entities associated with this objective transferred to the Department of Justice and Community Safety effective 1 May 2020 following Machinery of Government (MoG) changes. [↑](#footnote-ref-9)
10. This output was published in 2019–20 Budget Paper under the output performance statement for the Department of Premier and Cabinet. The entities associated with this objective transferred to the Department of Justice and Community Safety effective 1 May 2020 following MoG changes. [↑](#footnote-ref-10)
11. Transferred to the Department of Justice and Community Safety effective 1 May 2020 following MoG changes. [↑](#footnote-ref-11)
12. This legislation transferred to the Department of Justice and Community Safety in May 2020 following MoG changes. [↑](#footnote-ref-12)