

JusticeReview

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DEPARTMENT OF JUSTICE

Victoria
The Place To Be

2 Prison honours Anzacs

4 Championship Moves campaign

6 Celebrating cultural diversity

8 Tackling family violence

Issue 2, 2009

Responding to changing needs



Each region (shown on the map above) has a regional director:

Barwon South West Andrew Reaper	Hume John Duck
Eastern Metro Jan Noblett	Loddon Mallee Jodi Henderson
Gippsland Will Crinall	North Western Metro Mick Carroll
Grampians Catherine Darbyshire	Southern Metro Gabrielle Levine.

The Department of Justice has moved to a regional management model to improve access to justice services across Victoria.

Department Secretary Penny Armytage said the move aligns with the State Government's commitment to drive growth in provincial Victoria.

"The new organisational model is creating 'one stop shops' for Victorians, with a Justice Service Centre to be located in each of the eight State Government regions," she said.

"Justice Officers – a newly created front-of-house role – will work in these centres to act as the first point of contact between Justice and the community."

Justice Service Centres in Berwick, Ballarat and Box Hill opened during July and planning is well underway for the other centres in Broadmeadows, Wangaratta and Bendigo. There are existing Justice Service Centres in Carlton, Morwell and Geelong.

"For the first time, the department has executive officer-level regional directors," Penny said.

Each director will oversee operations, staffing and budgets in their region and will manage regional services.

These services include prisons/Community Correctional Services, Consumer Affairs, Sheriff's Operations, Appropriate Dispute Resolution, the Justice for Refugees Program, Responsible Alcohol Victoria Compliance, and Regional Aboriginal Justice Advisory Committee Networks/Local Aboriginal Justice Action Committees.

"The new arrangements build on the work that our regional coordinators and network committees have achieved over the past four years," Penny said.

"People living in metropolitan and regional Victoria will have better access to justice services through these changes."

Regional staff would also benefit from locating a range of services in the one centre, she said. Shared office arrangements were more efficient and encouraged people to work more closely together, and staff would have improved work and training opportunities as well as better facilities.

"July 1 was an important milestone," Penny said. "But there is much work to do together as we continue to strive to improve the services we provide to the Victorian community."

Making a difference

Two women who have made a big difference to communities across Victoria have received the Department of Justice's highest award.

Justine Tyrrell and Amber Brodecky received the accolade at this year's Justice Awards ceremony on 4 June. The annual awards celebrate individual dedication, team effort, and community spirit.

Department Secretary Penny Armytage and executive directors handed out 19 Justice Awards to 106 individuals and team representatives.

Justine and Amber received the Secretary's 'One Justice' Award – the department's highest level of recognition.

"The Secretary's 'One Justice' Award is the pinnacle award for the department," Penny said. "Both Justine and Amber should feel immensely proud."

Justine, who works with Consumer Affairs Victoria as Program Manager, Prostitution, provided outstanding leadership in developing a strategic policy framework that streamlined the government approach to prostitution control.

Amber, who works as Communities and Media Relations Director at the Office of the Emergency Services Commissioner, was recognised for her leadership in emergency management and contribution to a strategy for informing communities during emergencies.

"It's very rewarding to have the work of a phenomenal team recognised," Justine said.

"The work on prostitution regulation was a big group effort not just by Consumer Affairs Victoria and Justice but across the whole of government."

Amber said it was an honour to be recognised but there was still much work ahead in the area of emergency communications and community engagement.

"I'm very proud to receive this award but humble in the knowledge that we still have a lot of work in front of us to help make the Victorian community safer," she said.

"It has been a tough year and moments like this, that provide an opportunity to pause and consider what has been achieved, are a welcome break."

A special awards ceremony was held to recognise the dedication of staff and volunteers who responded during the aftermath of the February bushfires.

"The people receiving awards today made a real difference to our community during that time, often going beyond their normal duties and sacrificing much to aid our state's response to the bushfires," Penny said.

She said it was important to "celebrate our achievements and be aware of the value of what we do here."

"Today's nominees can hopefully be a source of inspiration to others."



Pinnacle award winners, Justine Tyrrell and Amber Brodecky, celebrate at the 2009 Justice Awards ceremony.



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Secretary's message



In this edition, we report on the annual Justice Awards ceremony. This event celebrates the hard work and achievements of staff and volunteers within the Department of Justice.

The theme of the 2009 awards was 'making a difference', and the response of staff and volunteers to the catastrophic bushfires earlier this year showed how we do make a difference. In recognition of those who went 'above and beyond' in their work, this year's Justice Awards included the Justice Awards - Bushfire Response.

We are learning from the experiences of last bushfire season and working hard to ensure continual improvements so Victorians are best prepared to respond to emergencies and natural disasters.

Another way we are improving our services to Victorians is by shifting to a regional model.

The new structure took effect on 1 July. Regionalisation will provide local leadership, better resources and support for our operations across the whole of Victoria.

More services will be located in newly refurbished or purpose-built accommodation in the regions, giving better access to justice services for everyone.

Change can be challenging, and I thank all the people who are working behind the scenes to ensure successful implementation of the regional model.

I look forward to the challenges ahead as the department further develops its regional operations and forges new partnerships across Victoria.

Penny Armytage
Secretary

Prison garden honours Anzac memory

Prisoners and staff at the Melbourne Remand Centre commemorated Australia's fallen soldiers at a new memorial garden on Anzac day this year.

The memorial, built by prisoners and staff from donated materials, was dedicated at a formal ceremony.

General Manager Alan Scaife told the crowd attending the dedication that such projects could inspire prisoners to lead productive lives after release.

"They're learning skills, they're learning some routine works and discipline, and it puts something back into their lives," he said.

"When you look at the things that make up the Anzac legend, those principles on these pillars (courage, endurance, mateship, sacrifice), they are things that all of us could use to motivate us in our lives, no less prisoners."

Prison Officers Chris VanLeishout and Lisa Handyside, Prison Supervisor Geoff Nicholl and Operations Manager Nick Selisky were the driving force behind the memorial garden project, which took about two months.

The prisoners and staff worked with construction materials donated by Boral Australia, Bilfinger Berger Investments and Signs Sell. The Keilor RSL, the Corrections Victoria Employee Assistance Fund and the Community and Public Sector Union supported the project with financial donations.



Len Norman, Acting Director Prison Services, at the memorial dedication ceremony.

Sister Mary O'Shannassy and Chaplain John Waddell led the prayers at the dedication ceremony, while Chaplain Mark Creasey played the Last Post and Reveille.

Prisoners handed wreaths to dignitaries, who laid them at the memorial.

The dignitaries included Acting Director of Prison Services Len Norman, Melton Shire's Deputy Mayor Kathy Majdlik, Colonel Michael Annett, Matt Callanan from Bilfinger Berger, and Cameron McIntosh from Boral Australia.

Justice Review

To receive this publication in an accessible format, such as large print or audio, please phone the Strategic Communication Branch on (03) 8684 0376 or email: accessibility@justice.vic.gov.au.

Justice Review highlights achievements across the Justice portfolio, which manages all government activities involved with reform, administration and enforcement of the law as well as emergency services, consumer affairs and gaming and racing.

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Footballers fire up to recruit CFA volunteers

The Country Fire Authority (CFA) is teaming up with AFL Victoria to attract more volunteer fire fighters.

This new partnership will promote the work of emergency services volunteers across the state.

AFL Victoria is an independent body that guides, manages and supports football bodies across the state including the Victorian Country Football League, the Victorian Women's Football League and the Victorian Football League (VFL).

Through the partnership, the CFA logo will feature on billboards and signage around venues, and on all VFL guernseys. CFA volunteers will get free admission to VFL matches.

Premier John Brumby and Minister for Emergency Services Bob Cameron launched the community partnership at Federation Square in Melbourne on 23 June.

"Our state experienced the most tragic and intense fires in our history this season on Black Saturday. The fires destroyed families and communities across Victoria and inflicted a terrible loss on us all," Mr Brumby said.

"The tragedy however also showed the amazing courage, strength and compassion of our communities and our fire fighting volunteers.

"Volunteers play a key role in regional and rural communities, protecting people and property and are on standby 24 hours a day – every day and Victorians are proud of their efforts.

"Volunteering provides individuals and communities with a sense of purpose and belonging as well as training, skills and personal development.

"The AFL was quick to join other organisations and groups in offering assistance immediately after Black Saturday.

"It is great to see the football



Premier John Brumby launched a community partnership between AFL Victoria and the CFA.

community continuing its involvement."

Mr Cameron said the new partnership would promote the important work of emergency services volunteers and help to attract new recruits.

"AFL Victoria's strong community links will be used to support emergency services volunteers. Striking this relationship will increase the profile of the CFA amongst a broader cross section of the community," Mr Cameron said.

"We have nearly 60,000 hard-working

and dedicated volunteers that make up the CFA, with more than 4,000 volunteers called to action during the Black Saturday bushfires."

CFA chief officer Russell Rees said the partnership brings together two organisations that rely on grassroots volunteers.

"There are over 880 clubs across Victoria and when you put those with our 1,200 fire brigades, you've got a hell of an impact in community spirit," Mr Rees said.

Moves to curb alcohol-fuelled violence

The AFL Coaches Association is partnering with the Department of Justice to encourage young men to look after their mates when they go out.

This initiative is part of a campaign called *Championship Moves/Your Move*, which aims to curb alcohol-fuelled violence. The campaign, recently launched by Police Minister Bob Cameron, is part of the Victorian Government's *Restoring the balance-Victoria's Alcohol Action Plan 2008-2011*.

"The *Championships Moves/Your Move* is a creative and innovative campaign which speaks to young men about responsibility and how to be safe and keep mates safe, and builds on the record investment and new initiatives we are implementing to make our streets safer," Mr Cameron said.

The AFL Coaches Association will spread the *Championship Moves/Your Move* messages to coaches, clubs and players across the state.

It will incorporate elements into its successful *Growing the Game* program, with the goal that coaches and players at all levels of the sport will become ambassadors to spread the message.

The campaign, with its focus on making the right choice, aims to encourage behaviour change in young men aged 18-25, to reduce alcohol-fuelled violence in our streets and entertainment venues.

It also aims to address broader community concerns about street violence and provide information about the government's role in doing something about it.

The campaign's key message is: 'real champions look out for their mates'. It identifies a range of common sense moves that young people can use to diffuse potentially violent situations.



'The Muzzle' is one of the Championship Moves.

The campaign advertisements show how making the right move - spotting trouble early and preventing it from escalating - can make a real difference.

"Real champions respect everyone's right to a good time. Real champions look out for their mates, avoid violent confrontation and make sure their mates do too," Mr Cameron said.

"Coaches are leaders and mentors in our community and are in a position to have a positive influence on young men. Our AFL coaches are to be commended for volunteering their time to support the campaign and I am delighted they are partnering with the Victorian Government and police to help in this important new campaign."

Young people can come up with their own moves and share these on the championship moves website.

The initiative is supported by industry and organisations such as Step Back Think, who were involved in its development and are linking the campaign from their own website and Facebook pages.

Championship Moves/Your Move complements the recent *Do you control your alcohol or does it control you?* campaign, which showed the consequences of alcohol-fuelled violence.

For more information about Championship Moves, visit www.championshipmoves.com.au. The *Your Moves* television campaign website at www.justice.vic.gov.au/yourmove provides detailed information about the latest government and industry initiatives to curb alcohol-fuelled violence in our streets and entertainment venues.

Emergency services get record budget

A record budget for emergency services will help Victorians recover from the devastating Black Saturday bushfires and respond to future fire threats.

The 2009 State Budget set aside \$215 million for emergency services over the next four years, with part of this money included in the Victorian Government's \$172 million commitment to the Justice portfolio for 2009-10.

Department of Justice Secretary Penny Armytage welcomed the investment in emergency services and other Justice portfolio activities.

"The emergency services funding will help ensure Victorian communities are better prepared to address future emergencies before the next fire season," she said.

The funding includes \$56.2 million for the Emergency Services Telecommunications Authority to improve emergency Triple O call management, and \$57.1 million to provide new radios and upgrade radio and pager networks used by emergency services.

The budget also delivers a significant boost to equipment and infrastructure for the Country Fire Authority (CFA) and the Victorian State Emergency Service (VICSES), including \$21.1 million to replace 87 CFA appliances and \$10.3 million to replace rescue vehicles and equipment.

A record \$1.9 billion Victoria Police budget includes \$48.3 million for improving police facilities across the state. As part of this package 10 police stations will be rebuilt or upgraded across regional Victoria and \$16 million is allocated to refurbishing Victoria Police accommodation at the World Trade Centre.

The State Budget also provides \$19 million for 50 additional transit police to improve safety on and around public transport, \$1.8 million for fitting police cars with Moving Mode Radar equipment, and \$4.5 million to extend the State Government's Graffiti Prevention and Removal Strategy.

Corrections Victoria was allocated \$61 million to provide an extra 100 prison beds across the system and for the home detention system.

"It is heartening to see the government has further strengthened its commitment to social justice with a \$79.7 million package to help Victorians access legal support services," Penny said.

This package includes a \$24.7 million increase to Victoria Legal Aid funding for 2009-10, to ensure continued access to legal representation for socially and economically disadvantaged people.

The Neighbourhood Justice Centre (NJC) will receive \$26.2 million, enabling it to continue its role in reducing re-offending and building a stronger community.

The budget also includes \$10.8 million to support the ongoing work of the Family Violence Court Divisions at the Ballarat and Heidelberg Magistrates' Courts, which provide a range of legal and non-legal support services to victims.

The Court Integrated Services Program will receive \$10.5 million over two years. This program assists defendants with multiple and complex needs, aims to identify and address the underlying causes of offending, and helps defendants access a range of appropriate assessment, treatment and support services.

The budget also provides \$7.5 million over four years to the Sentencing Advisory Council, established five years ago as a groundbreaking initiative to give Victorians a say on sentencing.

New era, new leader for Dispute Settlement Centre Victoria



Gina Ralston is the new manager of the Dispute Settlement Centre Victoria.

Victoria's Dispute Settlement Centre has a new manager to oversee its \$14.1 million expansion.

The centre, which provides a free service to help people resolve disputes without having to resort to courts, is at the vanguard of implementing appropriate dispute resolution (ADR) across the state.

Gina Ralston, former senior executive at LifeWorks Relationships Counselling Mediation and Education Services, has been appointed as the centre's new manager.

She has more than 30 years experience working across the health, mental health, drug and alcohol education and training, counselling, mediation and family law sectors.

As the deputy chief executive and manager of client services at LifeWorks, Gina managed the regionalisation of the organisation, which tripled its services under her leadership.

Gina takes over from Teresa Zerella, who worked tirelessly in the ADR field for many years. Teresa's outstanding contribution to community mediation was recognised last year when she was awarded the Public Service Medal for her services to the community.

The centre will employ additional regional staff before 2011-12 in metropolitan Melbourne and regional Victoria, including Hume, Barwon Southwest, the Grampians, and Loddon Mallee.

Staff started work at the Morwell office in the Gippsland region earlier this year.

The expansion of dispute resolution services builds on the strong reputation that the centre has in the community. It is part of the Department of Justice's regionalisation program to make justice more accessible to the community and to recognise growth and diversity in each region. It is also part of a \$17.8 million plan dedicated to introduce ADR initiatives across the state.

Gina said she was passionate about justice as a whole, but ADR in particular.

"It is about providing cost effective resources to assist the resolution of disputes in a timely manner which are less stressful, formal or costly," she said.

"Whether there is conflict between neighbours, employees, drivers following a car accident, or other members of a community, ADR offers individuals and groups the opportunity to appropriately resolve their difficulties without entering the court system."

Plans to intensify ADR are in line with recommendations made in Victorian Law Reform Commission's Civil Justice Review, launched by the Victorian Government last year.

ADR is also a key component of *Justice Statement 2*, a detailed package of reforms to make the justice system fairer, more accessible and more responsive to the Victorian community.

Gina said she was looking forward to improving access to the centre, expanding innovations in service delivery, and strengthening accreditation processes and training programs. Other key focus areas include developing a new website, expanding the Broadmeadows Civil Mediation Pilot to Sunshine Court, and developing a workforce plan.

Leaders attend police graduation

A graduation ceremony at Victoria Police Academy earlier this year was significant for more than one reason.

Not only did 41 new recruits celebrate their graduation at the ceremony on 13 March; it was the final graduation attended by outgoing Victoria Police Chief Commissioner Christine Nixon.

It symbolised a changing of the guard, with new police chief Simon Overland also attending, just days after taking on the new role.

Ms Nixon reflected on the qualities needed to lead Victoria Police.

"Victoria Police continues to attract recruits from a range of backgrounds who will contribute to growing diversity within the force."

Bob Cameron

"You need to be straight and open, and remain grounded. I have had a great team around me to think through the issues and I learnt early on that if you don't know the answers, go and ask," she said.

Asked for the highlight of her 37-year policing career, Ms Nixon pointed to Victoria Police's response to the Black Saturday bushfires.

"We had police officers who wouldn't go home no matter how tired they were. Others who lost their homes or people close to them, but continued to work," she said.



Police Minister Bob Cameron.

"I have never been so proud to wear the blue uniform as I was in those two weeks after the bushfires."

Mr Overland said Ms Nixon had left Victoria Police a more modern organisation.

"Under Christine, Victoria Police has undergone a significant change. We are a modern, flexible organisation and more reflective of the community we serve," he said.

Minister for Police, Bob Cameron, was also on hand to congratulate the 26 men and 15 women graduating officers for joining an organisation with a proud history of serving the Victorian community.

Mr Cameron said the graduates should be honoured to have both the outgoing Chief Commissioner and new Chief Commissioner, Simon Overland, witnessing their graduation.

"Victoria Police continues to attract recruits from a range of backgrounds who will contribute to growing diversity within the force," he said.

"Today's graduates come from a broad range of professions including farming, hospitality, gaming, retail, in-flight service and accounting, with an average age of 30.

"It is an exciting time for Victoria Police. Today's graduates should be proud to join new Chief Commissioner Simon Overland and police officers across the state in helping make Victoria safer."

Digital cameras aid road safety



Digital road safety cameras are being installed across Victoria.

Road safety cameras are joining the digital revolution as Victoria Police installs new technology.

Red light cameras, a key initiative to reduce the number and severity of intersection crashes, will be upgraded from wet film to digital at 30 sites across the state.

Assistant Commissioner (Traffic and Transit Safety) Ken Lay said the new digital camera locations were based on road trauma, collision data and feedback from local police about problem intersections.

"Last year 28 people were killed as a result of side impact collisions at intersections, with 25 per cent of all serious injuries also caused this way," he said.

"There were also more than 4,000 recorded collisions at intersections and a large percentage of these involved speed and motorists taking a gamble by running a red light."

Assistant Commissioner Lay said the upgrade would increase the number of intersections covered by red light cameras.

"There were 26 wet film red light cameras rotated through 83 sites on the network, as well as 82 fixed dual speed and red light digital cameras at intersections.

"With the conversion of 30 sites to digital technology, the 26 wet film cameras continue to be rotated through the remaining 53 sites."

The upgrade was among initiatives flagged in November 2008 to help reduce deaths and serious injuries on Victorian roads.

The shift to digital red light cameras was essential as the wet film was slowly phased out.

"Traffic cameras are no different from the cameras people buy for personal use – no one buys a traditional film camera anymore, partly because they are increasingly hard to find, get parts or film for and then get that film developed," Assistant Commissioner Lay said.

"Proactively upgrading to digital technology now ensures the infrastructure works well into the future."

"The great benefit of red light cameras is that they allow for the offence to be enforced safely without putting our members in danger by following another vehicle through the intersection."

Red light cameras have been in operation in Victoria since 1983 and now cover about 108 intersections in the state.

A list of the 30 digital sites and other traffic camera sites in Victoria is available at www.justice.vic.gov.au/camerascutcrashes.

Mural tells story of conquering addiction



Prisoners created this mural at Marngoneet Correctional Centre about overcoming addiction.

A wall mural at the medium-security prison, Marngoneet Correctional Centre near Lara, is more than just a pretty picture.

Created by prisoners at the programs prison, the mural is a representation of the challenges of tackling drug and alcohol addiction and undertaking therapy.

It is a feature of the prison's drug and alcohol treatment and therapy area, known as Station Peak.

It begins with challenges faced by men and the difficult choices around drug use, and moves onto the consequences of addiction including jail. It then shows the steps to breaking free from addiction.

The painting took 12 weeks to complete. The ideas were a collaborative effort translated into art by two prisoners, who have since returned to the community.

Acting Director Prison Services, Len Norman, officially opened the new-look area in May.

Mr Norman said the mural helped prisoners think about the steps to conquering their addictions.

"In the mural, the men are shown going through the process of therapy which is captured with pictures of discussions between prisoners, custodial staff and clinical staff," he said.

"The final wall depicts freedom through a white dove which transforms into a jigsaw of flags to capture the multicultural and inclusive nature of the treatment."

The mural also assisted in providing prisoners with links to family members, instilling confidence and pride.

"The main artist John had told us that his family was very proud of the mural and were keen to know about its ideas, and what he planned to create next," Mr Norman said.

"John had previously done some sign writing and painting for fun before coming to prison. However, even with no formal experience, he put himself forward to complete the mural.

"He said he would include the mural in a portfolio to help him get a job. Ultimately that is what all these types of projects are about – helping prisoners get the confidence and skills they need to return to a crime-free life."

Old County Court to reopen after \$33 million makeover

A \$33M refurbishment of the old County Court building will mean extra court space for Melbourne's legal precinct.

Deputy Premier and Attorney-General Rob Hulls said each corner at the intersection of Lonsdale and William streets will house a court when this project is completed.

"The refurbished court will link the Supreme, County and Magistrates' Courts buildings in Melbourne – a reflection of the Victorian Government's vision for a unified and engaged court system," Mr Hulls said.

"The court's new facade, when viewed from the new County Court forecourt, will feature a multi-storey silhouette of the Lady of Justice with arms stretched, watching over the entire court precinct."

Mr Hulls announced the contract to refurbish the old court at 223 William Street, vacated in 2002, with the opening of the new County Court.

"This substantial investment in court infrastructure demonstrates the government's commitment to providing modern facilities and increasing the capacity of the precinct to manage court caseloads, while at the same time securing jobs and providing a boost to the economy," he said.

Designed by V Arc architects, the works include the refurbishment of five existing courtrooms and the fitting out of a new courtroom on the building's third level.

"Level 3 will be converted into one flexible multi-use trial space and large meeting and mediation space," Mr Hulls said.

"The design will enable the two spaces to be combined to form an area capable of accommodating various large hearings that require significant space to accommodate multiple counsel, equipment and members of the media."

Mr Hulls said the refurbished court would also be a leading example of environmentally-conscious design.

"Once completed, the court will look quite spectacular and incorporate a number of environmentally-friendly measures, including a 4-star energy rating, 4½-star emissions rating, and water savings through efficient fittings and harvested rainwater for toilets," he said.

The redevelopment includes a new entry with reception, security scanning point and control room, as well as meeting and mediation rooms for increased appropriate dispute resolution. Other floors will house the Judicial College of Victoria, the Sentencing Advisory Council and other justice-related agencies.



An artist's impression of the refurbished old County Court.

"The government is committed to incorporating contemporary approaches in the design of our courts to ensure they meet changes in demand and population," Mr Hulls said.

Celebrating Victoria's diverse community



Ahmed Ahmed, Samia Baho and Nesrene Asmar attended the department's cultural diversity week celebrations.

Cultural Diversity Week 2009 was an opportunity for the Department of Justice to celebrate diversity and focus on delivery of services to emerging communities across Victoria.

The launch of the department's new *Cultural Diversity Plan 2009-11* and graduation of the first Justice for Refugees Program's youth project training course marked the beginning of the week (17-23 March).

The \$8.2 million Justice for Refugees program is one of the initiatives identified in the plan. It aims to reduce negative contact between emerging refugee communities and the justice system.

Department Secretary Penny Armytage hosted the launch of the plan and the graduation ceremony.

"The Youth Project is a key initiative of Justice for Refugees, targeting disengaged young people aged 18 to 24," she said.

"The project is seen by many in the refugee community as being very useful in facilitating greater interaction between the justice system and disengaged youth."

In Mildura, a one-day cultural competency workshop increased awareness of Victoria's diverse community and improve service delivery to diverse communities.

The training included a multicultural lunch attended by local community partners and featured Koori dancers from a local school.

Aside from official events, Justice staff across Victoria organised multicultural lunches and invited guest speakers to talk about the issues facing emerging communities.

Gippsland staff invited Gippsland Migrant Resource Centre Director, Lisa Sinha, to their regular regional network committee meeting at the Morwell Justice Service Centre.

Gippsland Regional Coordinator, Gordon McHallam, said it was a great opportunity to learn more about engaging resettled African communities in the region.

"We've committed to having Lisa return with members of the African community so we can continue to gain a better understanding of each other," he said.

Islamic Council of Victoria Vice President, Sherene Hassan, spoke to staff at the Carlton Justice Service Centre event and the Sheriff's 'monthly City of Greater Dandenong muster' held at Ringwood Community Correctional Services (CCS).

Warrnambool Migrant Strategy Project Officer and member of Victoria Police, Otha Akock, gave a presentation to Barwon South West Region staff about the experience of the Sudanese community.

In the Southern Region, staff from Dandenong and Berwick CCS shared a lunch that reflected their cultural backgrounds and travel experiences. Staff also shared their learnings from a recent tour, organised by the City of Greater Dandenong, of places of worship in the city.

New plan embraces diversity



A new plan sets out 70 strategies to improve access to justice services for Victoria's diverse cultural communities.

Deputy Premier and Attorney-General Rob Hulls launched the Department of Justice *Cultural Diversity Plan 09-11* earlier this year.

"We recognise that there is still work to be done, but we are confident that the new *Cultural Diversity Plan 2009-11* will respond to many of the evolving issues facing culturally and linguistically diverse (CALD) communities when they interact with the justice system," Mr Hulls said.

The plan builds on the success of the *Cultural Diversity Plan 2006-08* and sets out two priority areas for the department:

- 'Improving Access to Justice Services' - reducing inequalities and making it easier for CALD individuals and communities to navigate the justice system
- 'Improving Department of Justice Cultural Competence' - ensuring continuous improvement in how the department plans, reports and develops skills in the workplace with respect to CALD communities.

It includes:

- increased community engagement and capacity building, through programs such as the Justice for Refugee program
- enhanced language services
- improved training for departmental staff in cultural competence and working with interpreters
- continuing focus on protecting and empowering CALD consumers
- enhanced recruiting and employment practices to support CALD employment.

The department's Diversity Issues Unit coordinated development of the plan and manages departmental reporting requirements. The plan is available online at www.justice.vic.gov.au.

For printed copies, telephone (03) 9094 2667.

Consumer protection for new migrants

New migrants face many challenges when making a new home in Victoria, including navigating unfamiliar territory as consumers.

Buying or selling a car, renting a home and managing credit often involve complex documentation and processes that can pose challenges for people from culturally and linguistically diverse communities.

Consumer Affairs Victoria (CAV) works in partnership with other government agencies and the community to develop materials to assist recent arrivals.



Barchoch Jing from Sudan was a community educator on the *Smart shopping and money matters* project and an actor in the *Getting on the road: a guide for new migrants in Victoria* DVD.

Rachel Smith, who manages CAV's Multicultural Consumers Unit, said an example is the *Getting on the road: a guide for new migrants in Victoria* project, which will provide information extending beyond the consumer transaction.

CAV worked with Victoria Police, VicRoads, Sheriffs Office, the Diversity Issues Unit and the TAC to develop a package for new migrants about buying and selling a car, registration, licensing and driving laws.

It includes a 40-minute DVD, available in 18 languages including Arabic, Dari, Burmese, Dinka, Nuer, Karen, Chin, Amharic, Farsi and English. The DVD will be used to support driver education programs running across the state covering how to buy a car, obtain a licence, maintain the car and obey driving laws.

CAV has also developed *Smart shopping and money matters*, an educational DVD and program to equip new settlers with consumer and credit information. It helps migrants to manage transactions, manage repayments, and understand advertising and other pitfalls. It also provides information about where to go for help.

Available in four languages (Dinka, Nuer, Sudanese Arabic, and English), *Smart shopping and money matters* was produced in partnership with Springvale Community Aid and Advice Bureau.

Community educators have delivered the program to more than 1,000 Sudanese community members and more than 1,000 DVDs have been distributed.

The DVD has been translated into an additional seven other languages including Arabic, Dari, Burmese, Karen, Assyrian, Chin and Amharic, which will be available in September.



Paula wins young Koori leader scholarship

Department of Justice employee Paula Murray has been awarded a national scholarship that recognises the achievements of young Indigenous leaders.

Receiving the inaugural Young Indigenous Leader Scholarship from the Institute of Public Administration Australia (IPAA) Victoria was both an honour and a surprise for Paula, who works for the department's Koori Justice Unit.

She is Executive Officer of the Loddon Mallee Regional Aboriginal Justice Advisory Committee (RAJAC), one of eight such committees established across the state as an initiative of the Victorian Aboriginal Justice Agreement.

Paula, 35, said she was genuinely taken aback when she learnt she was nominated. "I thought there must be other people out there who've done more than I have," she said.

The former family lawyer received the scholarship at IPAA Victoria's Leadership in the Public Sector Awards held at Parliament House earlier this year.

The two other finalists were Inala Cooper, 30, Indigenous Housing Officer at the Department of Human Services, and Matthew Holmes, 28, Indigenous Partnerships Facilitator at the Department of Sustainability and Environment.

Terry Garwood, Executive Director of the Department of Transport and chairman of the judging panel told the 140-strong audience the judges were extremely impressed with the talent and promise of all of the nominees.



Young Indigenous Scholarship winner, Paula Murray.

"All of these young people stand to make significant contributions to public policy and administration. All we are doing is making their inevitable success easier and possibly quicker," he said.

IPAA Victoria provides professional development, support and networking for public service employees across the state. Paula's scholarship includes a tailored package of professional development, mentoring and training to support her ambition to become a magistrate.

"I absolutely love my current job but eventually I'd like to become a magistrate. Of course, there's a lot to do and learn before I get there," Paula said.

Paula graduated with a Bachelor of Arts Law from Melbourne University in 1998, completing her articles at the Victorian Aboriginal Legal Service and working there as a solicitor for two years.

She later worked in private practice for two years before becoming an independent children's lawyer with Victoria Legal Aid, and then moving back to her home town of Bendigo to work as a senior family lawyer, also with Victoria Legal Aid.

Paula was appointed Executive Officer of Loddon Mallee RAJAC, based in Bendigo, in December 2007. She was attracted to the role because of a strong desire to work more directly with the community to reduce the number of Koories who come in contact with the criminal justice system.

"I wanted to help out in a broader way, rather than just one-on-one with an individual or a family."

Paula first thought about studying law as a teenager after a negative experience in her own family, when a close relative was assaulted by police.

"I was in Year 9 at the time and I remember thinking 'that's not right' and wanting to study law to see if there was anything I could do to improve things for Koori people."

Two decades later she believes major improvements have taken place in the relationship between police and Koories. "In my current role I'm actually working hands-on to strengthen relations between police and the Koori community, and it's happening. We have senior police officers and the Koori community working together on a range of committees and projects. In a way I'm doing exactly what I wanted to do when I first thought of studying law."

As a successful Koori woman Paula said she was often called on to talk to young people about her experiences of studying and practising law.

"It's very important for Koori youth to have role models – and not just sporting role models – so they can see what career pathways are available to them.

"I was very lucky because my mum went to university and my parents were always encouraging me but not every child has that, so we have to make sure they have other people they can look up to and talk to. If I can make a difference to one person's life as a leader or a role model then I'll be doing something good."

Unit celebrates 10 years working for Koori justice

The Department of Justice's Indigenous Issues Unit celebrated its tenth birthday by changing its name.

The unit was renamed the Koori Justice Unit on 1 June this year, 10 years after it was set up to coordinate delivery of the Victorian Aboriginal Justice Agreement (AJA). The AJA is a formal partnership between the Victorian Government and the Koori community to reduce Koori contact with the justice system.

The unit is the Victorian Koori community's primary point of contact with the Justice portfolio.

Koori Justice Unit Director Andrew Jackomos said the name change was in line with an earlier request from the forum's Koori Caucus.

"The title Koori Justice Unit more correctly and appropriately reflects the community in which we are serving Koori culture and particularly our youth," he said.

Meanwhile, priorities for tackling disadvantage in Koori communities have been outlined in two-year Regional Aboriginal Justice Plans that set the agenda for Victoria's eight Regional Aboriginal Justice Advisory Committees (RAJACs). These regions are Hume, Grampians, Gippsland, Loddon-Mallee, Barwon South West, North West Metropolitan, and the newly divided South and East Metropolitan regions. (The former South-Eastern RAJAC split into two earlier this year to ensure the RAJAC network lines up with the Department of Justice's regional boundaries.)

Mr Jackomos said each plan aligns with the AJA phase two objectives and outlines a vision for the next two years to address disadvantage in its region.

"Each plan reflects on the positive progress we've made so far in Victorian Koori communities and presents each region's aspirations and where they intend to focus their resources and energy in the future," he said.

"The plans provide a schedule of agreed actions, with timelines for the delivery of programs and initiatives."

For more information about the Regional Aboriginal Justice Plans, contact the Koori Justice Unit on (03) 8684 1766.



Supporting Koori prisoners

A new program supports Koori men and women preparing for release from prison.

The KONNECT program also provides ongoing support for up to 12 months post-release.

Acting Corrections Commissioner Rod Wise said that the program was developed to tackle the over-representation of Koori men and women within the correctional and criminal justice system, through its focus on the prevention of repeat offending.

"What we have developed is an investment in crime prevention." Rod Wise

"These programs are important because they aren't just about changing the life of an individual, but they have an important role in reducing crime," he said.

"So essentially, what we have developed is an investment in crime prevention."

Victoria has one of the lowest Indigenous recidivism rates in the nation at 50 per cent, and research shows transitional services are highly effective in reducing re-offending.

The KONNECT program is an initiative of the Victorian Aboriginal Justice Agreement 2, and will provide intensive, culturally sensitive case management support to 50 men and 15 women each year.

"In the four months since KONNECT commenced, the program has already engaged 19 prisoners, with many more in the pipeline," Mr Wise said.

"Support is mainly provided in the areas of assisting people to find housing, drug and alcohol treatment, employment and training, as well as reuniting people with their families."

KONNECT builds on a series of support and transitional programs including Link Out, Judy Lazarus Transition Centre and the Women's Intensive Support Program.

It follows the opening last year of Wulgunggo Ngalu, a community-based diversionary program for Aboriginal offenders, that is also working to keep Koori men out of prison.

Tackling family violence in regional Victoria

Three Victorian Government Ministers made an unorthodox arrival at Parliament House to promote a campaign in regional Victoria to curb family violence.

Deputy Premier and Attorney-General Rob Hulls, Women's Affairs Minister Maxine Morand and Police Minister Bob Cameron arrived at Parliament House in utes bearing billboards that proclaimed the ENOUGH campaign message.

This marked the beginning of regional roadshows that take the ENOUGH message – 'Family violence. Victoria has had enough' – to regional Victoria from April to June 2009.

The roadshows were part of the \$1.5 million ENOUGH campaign launched in Melbourne late last year. They ensure the message reaches regional and rural Victoria, where victims of family violence are often more isolated.

The roadshows included six key events across regional Victoria, bringing together peak bodies, community services, local government, schools, health services, advocacy groups and members of the public.

Each event catered for two distinct audiences – a community information session, and a forum for those working in the family violence field.

Open to the public, the community information sessions introduced community members to the ENOUGH campaign, enlisted support and increased awareness of how the new laws (the *Family Violence Protection Act 2008*) and improved system can better protect Victorians from family violence.

Campaign champions – women who agreed to tell their stories to give the campaign a human face – attended these sessions to share their stories.

Among the champions was Tilly, who said she wanted to help to make a better world for people suffering in abusive relationships.

"My advice to others experiencing family violence is to think of yourself and be your own best friend.

"Take care of yourself and reach out to the services available to you. You can leave those relationships, and live a life without fear," she said.

The forums were relevant to all those involved in providing an integrated response to family violence, and provided an opportunity to better understand a range of issues resulting from the new system. Developed by the Department of Justice in partnership with the Department of Human Services, the forums brought together a panel of representatives from Victoria Legal Aid, Victoria Police and the Magistrates' Court of Victoria, with a particular focus on new Family Violence Safety Notices. These notices help police protect victims outside business hours.

Five Victorian Government ministers oversee the programs and policies relating to family violence.



ENOUGH campaign mobile billboards on utes were parked in public places to reach a wide audience.

Three travelled with the roadshows, including Mr Hulls and Ms Morand.

Minister for Mental Health, Community Services and Senior Victorians Lisa Neville launched the first community event in Colac on 2 April where she spoke about the importance of combating family violence, especially in regional Victoria, where instances of family violence are higher.

The roadshows toured Swan Hill, Traralgon, Benalla and Ballarat, and finished with an event in Dandenong on 26 June, focusing on diversity. More information is available at www.familyviolence.vic.gov.au.

CAV action on banned toy guns

More than 4,000 dangerous toy guns will be destroyed after a Moorabbin trader pleaded guilty to supplying products contravening a permanent ban order.

HQ Pacific Pty Ltd and its director, Mr Jia Hao Huang, 48, each admitted to four charges contravening the *Fair Trading Act 1999* in criminal proceedings heard in Melbourne Magistrates' Court on Tuesday 16 June.

The toy guns seized had been banned in Victoria since 2002 because of the serious risk of blindness and other injury they posed to children.

In addition to ordering destruction of the toy guns, Magistrate Peter Reardon ordered both HQ Pacific Pty Ltd and Mr Huang to:

- comply with a 12-month good behaviour bond
- engage an independent organisation with Consumer Affairs Victoria (CAV)'s approval to provide practical compliance training to staff within three months, and
- ordered the publication of a public notice in a major daily newspaper and weekly Chinese newspaper within 30 days.

CAV product safety inspectors discovered the banned products during a routine inspection in July 2008. A search warrant led to the seizure of 4476 children's projectile toy guns. CAV tested the toys and found they failed safety standards.

CAV runs an extensive compliance and enforcement program, which includes unannounced visits to traders and wholesalers.

Since the ban came into force, CAV inspectors have seized more than 18,500 banned toy guns from warehouses and retailers across Victoria.

A number of overseas manufacturers have also modified the design of toy guns so to comply with local safety standards.

Victoria has strict safety standards in place to protect children from dangerous toys. Consumers can call the Toy and Nursery Safety Line on 1300 36 48 94 for important product safety information.

Justice staff move to Carlton



Staff from the Major Procurement Program Office have joined Courts and Tribunals colleagues at 204 Lygon Street in Carlton.

Department of Justice staff from the Major Procurement Program Office (MPPO) and Courts and Tribunals have a new home in Carlton.

MPPO Business Services Manager, David Simmons, said staff were impressed with their new facilities at 204 Lygon Street.

"Moving to a new place of work is, in some ways, like moving house - challenging for all involved," he said. "It takes getting used to, particularly being located in a different environment, but even with the initial adjustments, staff quickly warmed to the new office and its surroundings."

Courts and Tribunals' Senior Program Adviser, Lorraine Beeton, was equally upbeat about the move.

"Lygon Street has been a breath of fresh air compared to where we were before," she said.

"The bright open plan office really supports a team environment. Staff morale has been fantastic. The good coffee and food is another big plus."

MPPO staff member Trish Gallagher initiated an email-based system to share tips about where to find the best coffee or secret parking spaces, which helped staff feel at home and build a sense of team.

Courts and Tribunals and MPPO are exploring other social activities to further integrate staff.

Department Secretary, Penny Armytage visited 204 Lygon Street during April this year.

She spoke with staff about the opportunity to build stronger relationships with colleagues across program areas and the benefits of working cooperatively to share ideas and resources.

Courts and Tribunals staff will relocate again when their offices in the refurbished old County Court building are ready in about 18 months.

Help is on the line



Consumer Affairs Victoria Enquiries Officer Nick Eaton helps people with consumer queries.

From fears of eviction to complaints about car deals, Consumer Affairs Victoria (CAV)'s enquiries officers never know what they will encounter when they take a call. *Justice Review* visited Enquiries Officer Nick Eaton to find out more about this busy role.

Nick has worked at the enquiries call centre at 121 Exhibition Street Melbourne, for about 18 months. The centre handles nearly 500,000 calls and responds to more than 7,000 emails each year from Victorians seeking information about their consumer rights and responsibilities.

"Rewarding and intense" is how Nick describes his job.

"Calls will range in one day from young consumers needing advice on mobile phone issues or Mp3 player defects, to pensioners needing advice on owners corporations and retirement villages," he said.

An hour on the phones

Nick takes a call from 'Paul', who wants to know what he can do about faulty car repairs made by a Bundoora northern suburbs car dealer.

Nick checks the public warnings in CAV's complaint handling database, Resolve, for previous complaints about the dealer and related enquiry numbers (this information is not passed on to the caller). He suggests Paul speak to the dealer and negotiate to pay for the part but not the labour.

"And let them know you will make a formal complaint with CAV if expectations are not met," Nick said.

The next call is from 'Carmel', who has bought a landline telephone set from a well-known store, only to find it is faulty.

"Under the *Fair Trading Act 1999*, the trader must agree to repair, exchange or refund a faulty product," Nick said.

"Speak to the trader and explain that if the product is not fixed by the end of the week, you would like to request a refund or exchange."

He sends Carmel a form so she can lodge a complaint if her efforts are unsuccessful.

The next caller wants to know how to get a builder to return and finish a job started in October 2008. Nick advises the consumer to send the builder a registered letter notifying that there is a deadline for completing the work specified in their Domestic Building Contract, and to lodge a formal complaint if the builder fails to do so.

"Calls will range in one day from young consumers needing advice on mobile phone issues or Mp3 player defects, to pensioners needing advice."

Nick Eaton

An anonymous call comes in, from a woman who wants to break her lease because she is buying a home. Nick tells her that she might be liable to pay a re-letting fee, and advertising costs and rent until the landlord finds a new tenant. He advises her to speak with the estate agent and negotiate an arrangement.

A property manager is next on the line, seeking information about how to remove a tenant who is causing malicious damage to the rented premises. Nick advises that under the *Residential Tenancies Act 1997* the property manager can send a registered letter to the tenant for instant immediate vacation, and apply to the Victorian Civil and Administrative Tribunal for compensation.

The knowledge

Enquiries officers need a working knowledge of various Acts of Parliament, regulations and other legislation (CAV administers almost 50 pieces of legislation).

As part of this knowledge, CAV provides a 'WIKI' for enquiries staff a quick reference tool for more information about specific sections of legislation, departmental procedures and contact details for other government bodies or alternate dispute resolution services.

"The enquiries branch is an area where debate and discussion of the legislation is quite appreciated and important," Nick said.

"During my short time here, there have been many discussions about sections of different Acts and how they may relate to callers' issues," he said.

What does it take?

After applying for the job, Nick went through a strict selection process.

He was invited to attend an enquiries assessment centre, where potential employees took part in a range of individual and group activities to better understand the role.

Assessors observed the activities in order to determine applicants' suitability. Potential employees participate in a formal interview, listen to calls with existing enquiries officers, complete a mock phone call where they offer information and solutions to a hypothetical situation and participate in a group/team activity.

Successful applicants then undergo four weeks of induction training, covering legislation and CAV's business processes. The induction program has two separate training clusters: fair trading and residential tenancy.

While in training, new enquiries officers spend time listening to live calls, with the support of experienced staff. When eventually flying solo they can get support by talking to a senior enquiry officer, and research information using the WIKI.

New responsible gambling resource for teachers

Victorian teachers can now use the popular *Consumer Stuff!* resources to educate secondary students about responsible gambling.

The *Consumer Stuff!* teacher resource books contain 22 new units on responsible gambling, developed by Consumer Affairs Victoria (CAV) and the Office of Gaming and Racing (OGR).

Minister for Consumer Affairs and Gaming, Tony Robinson, said the books and teacher development programs were valuable additions to CAV's highly successful Consumer Education in Schools program.

"The books, and the accompanying professional development program, extend our efforts to boost consumer education and literacy on the subject of responsible gambling," he said.

"With the books, teachers can conduct engaging lessons on responsible gambling and the dangers posed by problem gambling to build resilient communities for the future."

These youth-focused initiatives are an important part of the State Government's \$132 million commitment to tackle problem gambling and a component of the \$37.5 million Problem Gambling Community Awareness and Education Strategy.

"Our community awareness and education strategy aims to minimise and manage problem gambling in the community," Mr Robinson said.

The Victorian Government has allocated \$100,000 a year to develop a CAV schools program that focuses on responsible gambling. This includes professional development programs for teachers, which are central to the success of the Consumer Education in Schools model.

CAV Schools Education Manager Shane O'Connor said the training programs were designed to help teachers develop effective classroom strategies using the *Consumer Stuff!* resources.

"CAV has been running these programs since 2006 to help teachers get the most out of the *Consumer Stuff!* books," he said.

"To help teachers further, CAV and OGR will start work on a standalone teacher resource with responsible gambling content later in the year."

Larissa Strong, Director of Problem Gambling Strategy at OGR, said teachers would take away lessons and strategies from these sessions and use the resources to educate young Victorians about gambling responsibly.

"By arming teachers with this training, we are bringing responsible gambling messages into classrooms to make a positive difference to students' attitudes," she said.

"Working together, we can equip our students with the knowledge and skills they need to meet life challenges effectively as informed and empowered consumers."

Consumer Stuff! resources can be ordered at www.consumer.vic.gov.au/consumerstuff.



Racing industry implements integrity measures



The Victorian racing industry is implementing measures to improve integrity.

The Victorian racing industry is implementing measures to improve integrity, based on the recommendations of an independent inquiry led by retired Judge Gordon Lewis.

The Office of Gaming and Racing set up a working party to analyse the recommendations and advise on implementation of the inquiry's *Report on Integrity Assurance in the Victorian Racing Industry (2008)*.

This group included senior representatives from the racing control bodies (Racing Victoria Ltd, Harness Racing Victoria and Greyhound Racing Victoria) and Victoria Police. The working party endorsed all of the inquiry's 63 recommendations in its report.

"The implementation of the recommendations will ensure Victoria will continue to lead the field not just in integrity but in all areas of racing." Rob Hulls

With support from the industry, many of the measures are now in place but some of the major recommendations require changes to laws. Work is now in progress to:

- establish an independent Racing Integrity Commissioner to facilitate information-sharing and referrals between racing stewards and other law enforcement agencies, monitor the standards of integrity services within the racing industry, and act as a quasi-ombudsman for complaints in relation to integrity

- establish new racing appeals and disciplinary bodies for Harness Racing Victoria and Greyhound Racing Victoria, modelled on the Racing Appeals and Disciplinary Board already in place at Racing Victoria. The working party proposes that the three appeals and disciplinary bodies operate under a single registrar
- develop a consistent approach to swabbing and drug testing. The racing industry and Judge Lewis agreed on the importance of an appropriate balance between maintaining existing random sampling procedures, and the need to swab all winners and beaten favourites.

The Attorney General and Minister for Racing, Rob Hulls, hailed the process as a great success leading to major improvements within the racing industry.

"Judge Lewis left no stone unturned in his three-month investigation," Mr Hulls said.

"The implementation of the recommendations will ensure Victoria will continue to lead the field not just in integrity but in all areas of racing.

"More information about the inquiry and implementation of its recommendations is available at www.justice.vic.gov.au.

An innovative program at Beechworth Correctional Centre has helped prisoners to cut energy use by more than 30 per cent.

The behaviour change program, the first of its kind to be trialled within a Victorian prison, aimed to reduce energy consumption by 10 per cent during a 20-week period.

Prisoners started the program with environmental education about climate change, sustainable living and reducing energy use.

Beechworth Prison Staff Development Manager Kevin Rogers said that an incentive was also introduced in week 11.

"Prisoner accommodation units received an extra allowance toward their food bill if they reduced energy consumption by 10 per cent over a four-week period," he said.

The incentive stopped at week 15 but energy consumption continued to decline. By the end of the program, prisoners had cut energy consumption by an average of 32 per cent from original levels.

Kevin said the effectiveness of the program led to its expansion into Dhurringile Prison, with other prisons now also considering behaviour change programs to cut their use of resources.

Educating prisoners to reduce their use of natural resources not only saves taxpayer funds, it equips

Program helps prisons save energy



Solar panels are among the environmental initiatives at Beechworth Correctional Centre, where prisoners have cut energy use by nearly one-third.

prisoners with the tools to lead a more sustainable life after release from prison.

The program is one of many environmental projects that have been developed to assist the regions to meet their objectives and targets set within their Regional Environmental Action Plans. Based on the department's Environmental Management Plan, these are developed by the Justice Environment Team in conjunction with each region.

Environmental initiatives now being trialled at Victorian prisons include recycling, solar technology, water tanks, flow restrictors on showers and sinks, shower timers and waste water treatment facilities.

For further information about Justice environmental initiatives, please contact the Justice Environment Team at environment@justice.vic.gov.au.

Tick for green efforts

The Commissioner for Environmental Sustainability has recognised the Department of Justice's commitment to reducing its environmental impact.

The Victorian Government established the role of commissioner, held by Dr Ian McPhail, in 2003 to advocate, audit and report on environmental sustainability in Victoria. The commissioner audits government departments' Environmental Management Systems (EMS) annually and released the latest results earlier this year.

Dr McPhail commended the department for expanding its environmental management system beyond offices to operational areas such as prison and courts, and praised its efforts to engage staff about environmentally sustainable (green) purchasing.

"The Department of Justice is a good example of the initial steps that need to be undertaken by departments to engage staff at all levels in green purchasing decisions," he said in the audit report.

The EMS sets objectives and targets that aim to reduce the environmental impact of the department.



Fleet-related greenhouse gas emissions declined in 2009. The fleet includes hybrid vehicles.

It focuses on:

- minimising the release of greenhouse gas emissions, reduce waste sent to landfill, conserve energy and the use of other resources
- driving cultural change across government by integrating environmental considerations into daily activities
- leading by example by taking actions to reduce operational environmental impacts
- achieving efficiency and financial savings by reducing the use of office-based resources, such as paper and electricity.

The records show it had some good wins in 2007-08, including reducing office-based energy use by 26 per cent (compared with the previous year).

This makes the department one of the lowest office-based energy users across government.

Paper use and fleet-related greenhouse gas emissions also declined, but office-based water consumption remained steady. While waste production increased, the department has increased the availability of recycling at its locations across Victoria.

Dr McPhail said the Victorian Government had come a long way in the five short years since environmental management systems were introduced, but a great deal more needed to be and could be done.

The audit report enables departments to compare consumption patterns and benchmark performance. It is available on the commissioner's website at www.ces.vic.gov.au.

Responsible gambling campaign reaps success

Celebrity ambassadors and stakeholder support bolstered the success of Responsible Gambling Awareness Week this year.



Gaming Minister Tony Robinson.

Early indications are that the Week, held from 25-31 May, was the most successful since the annual campaign started in 2006. Formal evaluation of the 2009 campaign – which promoted themes of knowledge, balance and control – is now taking place.

Gaming Minister, Tony Robinson, said with the record number of events and activities during the week in 2009, Victorians could gain the knowledge and skills they need to make informed decisions about gambling and financial management. “Responsible Gambling Awareness Week demonstrates the Victorian Government’s commitment to educating the community about responsible gambling, while highlighting the dangers posed by gambling excessively,” he said.

Larissa Strong, Director of Problem Gambling Strategy at the Office of Gaming and Racing, said a major advertising campaign was held throughout the week.

“New collateral has raised broad community awareness through a campaign spanning print, radio, online and in-venue advertising,” she said.

The campaign, developed by the Department of Justice’s Strategic Communication Branch in consultation with the Office of Gaming and Racing, urged all Victorians to take a responsible approach to gambling.

“It is vital that people who gamble in one form or another don’t let it control their lives, and approach gambling purely as a recreational activity.”

Larissa Strong

Backed by support from major industries, the gambling industry, community groups and local government, the week also offered the broadest range of activities (more than 70 across the state), with active interest in most events and activities.

“We had celebrity ambassadors – media personality Angela Pippas; national netball player Sharelle McMahon; former AFL star, David Schwarz; baker and motivational speaker, Tom O’Toole; and boxer, Sam Soliman – to publicise the Week throughout Victoria,” Larissa said.

“And we launched the Week across the state with an Australian-first – an employee education program delivered through the Victorian Employers’ Chamber of Commerce and Industry, to its members as part of its corporate social responsibility obligations,” she said.

It was the first time such a diversity of organisations had backed the responsible gambling message.

“The involvement of such a comprehensive and far-reaching network of support for the Week reflects the growing awareness of the need to promote and ensure responsible gambling behaviour,” she said.

“It is vital that people who gamble in one form or another don’t let it control their lives, and approach gambling purely as a recreational activity.”

The Week was part of an ongoing statewide partnership between the Victorian and local governments, industry and community groups to ensure that gambling in Victoria was a safe form of entertainment. It complemented the Victorian Government’s Taking Action on Problem Gambling strategy by drawing attention to the services available to help gamblers.

Follow these tips before you gamble

- Set a limit and don’t exceed it
- Take just your allocated amount of money
- Gamble for the fun of it, not the money or the win
- Don’t let gambling take over your life



RESPONSIBLE GAMBLING AWARENESS WEEK
 gambler’s help 1800 858 858 www.justice.vic.gov.au/responsiblegambling

Responsible Gambling Awareness Week is a partnership between industry, local government, the community sector and the Victorian Government.

A Victorian Government initiative



Judiciary trains for new challenges

Workshops on cyber-crime and online social networking are now included in training programs for Victoria’s judges, magistrates and tribunal members.

At the Judicial College of Victoria, judicial education is not limited to the traditional weighty tomes of English legal philosophers Coke and Blackstone. This year the college published Australia’s first judicial prospectus, which sets out a full calendar of programs and includes sessions on new technology and cultural awareness.

College chief executive officer Lyn Slade said the judiciary faced new and evolving challenges every day.

“There is certainly recognition among judicial officers that judicial practice is not immune from the impact of dramatic changes within society – whether legislative, technological or social,” she said.

“Most of our program topics come from judicial officers themselves and our programs are very much ‘judge-led’.”

Supreme Court Chief Justice Marilyn Warren AC chairs the college board, which includes jurisdictional heads of the County Court, Magistrates’ Court and the Victorian Civil and Administrative Tribunal.



Judicial College of Victoria CEO Lyn Slade.

The Victorian Government established the college in 2002 to provide Victoria’s judiciary with ongoing professional development.

The college ran six programs in its first year; it now has 43, including tours of correctional facilities, workshops on new legislation and personal seminars on stress management and leadership.

The 2009 workshops on cyber-crime and cyberspace aim to give judicial officers a working knowledge of social networking websites and other popular online resources.

“Keeping pace with a dynamic technological environment is an ongoing challenge,” Ms Slade said.



A training session in progress.

Judicial officers have participated in programs on Koori cultural awareness and this year can opt for a session on Sudanese culture and society.

“The Sudanese refugee community is one of the most significant entrant groups into the Victorian community,” Ms Slade said.

“It is vital that judicial officers who are interacting with members of the community in a courtroom or tribunal setting understand the settlement issues facing these people.

“Responding to that need, we are conducting a full-day workshop for judicial officers so they can learn about historical, religious, cultural and gender issues relating to the Sudanese community.”

Ms Slade puts the growth of the college down to its ability to offer courses with real value and relevance to the judiciary.

“We work in an environment steeped in tradition, combined with sensitive constitution issues amid dynamic social change,” she said.

“The college has no formal authority but we have built up a high level of trust and credibility and carved out our place, and that has much to do with the tremendous leadership of our board.”

The Judicial College of Victoria’s prospectus can be viewed at www.judicialcollege.vic.edu.au.

Staff connect for International Women's Day 2009

Women's achievements and contributions were recognised at International Women's Day 2009 events at Department of Justice locations across Victoria.

The celebrations, held from 2-6 March this year, began with a morning tea open to all staff. Executive Director Regional and Executive Services, Julia Griffith and Executive Director Legal and Equity, Louise Glanville hosted the event.

They spoke passionately about the long road to equality for women and the important role the department plays in making a difference in women's lives, particularly in reference to the official theme of 'Women and Men: Working Together to End Violence Against Women'.

"The achievement of this department has been to create an environment where women and men can work, compete and advance regardless of gender or background," Julia said.

Louise said the department had provided a strong and consistent voice for women through involvement in a wide range of anti-violence reforms, including family violence reform.

"The department is working with the state government, police, courts, service providers and the community to make a difference," she said.

Morning teas, lunches and breakfasts were also organised at 11 regional locations and many were attended by the department's executive directors.

Executive Director Police Emergency Services and Corrections, Roslyn Kelleher and Julia Griffith were among staff to view portraits of leading women in the justice sector on display at the Carlton Justice Service Centre.

The female leaders profiled through the poster displays included Supreme Court Justice Elizabeth Curtain, Justice for Refugees Program Manager Samia Baho, and Enforcement Operations Director Gabrielle Levine.

Brigitte Muir, the first Australian woman to climb Mount Everest, was guest speaker at a lunchtime event at 121 Exhibition Street. Brigitte spoke about her nine-year-long quest, which included four dramatic attempts on Mt Everest, and the challenges that remained after climbing the highest of mountains.

An online photo exhibition, exploring the theme 'Women who Make a Difference', featured on the department's intranet throughout the week. Submitted by staff, the photos featured included best friends, family members and Country Fire Authority volunteers.



Images submitted by staff for the 'Women Who Make a Difference' online exhibition to celebrate International Women's Day 2009.

New evidence and criminal procedure laws

New legislation to streamline criminal procedure and improve evidence laws will cut red tape for businesses, government agencies and the not-for-profit sector in Victoria.

The changes will come into force later this year. The first of two new Acts, the *Criminal Procedure Act 2009*, will help reduce delays in the justice system by providing modern, clear and efficient procedures.

This follows the first comprehensive overhaul of the *Crimes Act 1958*, which had become increasingly complex, inefficient and outdated over time.

Deputy Premier and Attorney-General Rob Hulls said the changes in the *Criminal Procedure Act 2009* represent the most far-reaching reform of criminal procedure in Victoria's history.

"It will provide Victoria with the best criminal procedure laws in Australia and gives Victoria the criminal procedure laws it needs in the 21st century," he said.

The recent *Evidence Act 2008* will bring Victoria into line with uniform evidence laws across Australia.

This Act cuts red tape for Victorian businesses, government and the not-for-profit sector as it removes the 'original document rule'.

This rule required the retention of documents in their original form, placing an unnecessary record-keeping burden on businesses.



Deputy Premier and Attorney-General Rob Hulls.

The changes are expected to reduce the administrative burden for businesses in Victoria, potentially saving them about \$10 million a year.

Both Acts are in line with the Attorney-General's *Justice Statement*, which sets out initiatives to review and replace key legislation on criminal law and procedure.

Melton's new harness racing venue a winner



Harness racing's new home in Melton.

Harness racing's impressive new metropolitan home in Victoria hosted its inaugural race meeting on Sunday 5 July.

The \$45 million industry-owned and managed Tabcorp Park complex in Melton opened in March this year, helping to secure the future of Victoria's harness racing industry and create jobs in Melbourne's western suburbs.

Premier John Brumby said the opening of the 1040-metre racetrack at Tabcorp Park marked a promising new era for the community and for the harness racing industry in Victoria.

"Local businesses and tourism in Melton will thrive and prosper, with a great number of new visitors attracted to the area," Mr Brumby said.

"Tabcorp Park has supported the local economy through employment, with 500 jobs created during the construction phase of the venue, and the majority of the 80 ongoing positions filled by local people."

Mr Brumby said Tabcorp Park was a state-of-the-art racetrack with a host of innovative safety features to protect horses and their drivers.

"Tabcorp Park joins Bendigo as the racetrack with the highest camber on its turns in the nation," Mr Brumby said. "This camber, combined with the big 110-metre radius turns, reduces the stress on horses' legs and aims to reduce injuries, prolong careers and promote speed."

Deputy Premier and Minister for Racing Rob Hulls said up to 5,500 spectators can expect to be much closer to the action than at Moonee Valley racetrack.

"Viewing bays in the horse stalls building allow the public to take a close-up and intimate view of the horses and their drivers from a safe location," Mr Hulls said. "People will feel like they can reach out and touch the horses and will be a real part of the racing experience."

"Harness Racing Victoria, the Shire of Melton and Tabcorp should be congratulated for the vision which has led to such a significant asset."

In addition to the racetrack, Tabcorp Park provides a 41-room, four-star motel, conference and function facility for 750 people, bistro, sports bar, gaming facility and TAB.

The State Government provided more than \$450,000 through the Racing Industry Development Program in 2007/08 to support construction of the venue.

Melton has the highest concentration of harness racing horses and trainers in Victoria and is one of Victoria's fastest growing municipalities.

The Victorian harness racing industry contributes more than 2,400 full-time equivalent jobs and generates more than \$280 million in direct spending into the Victorian community.

The new laws mean a significant amount of change for people working in the justice system, particularly in the criminal jurisdiction.

The Victorian Government committed \$3 million to implement the new evidence legislation: updating the skills of people working in the justice system and modernising technology and key resources used to deliver justice in Victoria.

Further funding is also being provided to support changes to criminal procedure.

The Department of Justice is leading implementation of the reforms, which depend on the efforts of the courts, the Judicial College of Victoria, the

Office of Public Prosecutions, Legal Aid, Victoria Police, the Law Institute of Victoria, the Bar Council and Criminal Bar Association.

A comprehensive guide to the *Criminal Procedure Act 2009* is being developed, and relevant agencies are updating technology, developing new policies and procedures, and training staff.

This will enable the justice system to take advantage of these important changes.

Copies of the new Acts are available at www.legislation.vic.gov.au. For more information contact cljs@justice.vic.gov.au.

Consumer Affairs

For outstanding customer service during the transition to new contract arrangements for the Residential Tenancies Bond Authority Registry Services.
Recipients: Residential Tenancies Bond Authority Enquiries Team - Rhonda Taylor, Jenni Gibbons, Raelene Beckett, Tricia Hull, Kerrie Green, Lucy Fallen, Melanie Beardsworth, Heather Campbell, Naomi Wilson, Amelia Jalland and Vicky King.



For outstanding leadership and management of the Hume Region Itinerant Traders Project.
Recipient: Stuart Davidson, Regional Manager - Hume.



Legal and Equity

For significant contribution to the promotion of a safer Victorian community - specifically for the development of the *Family Violence Protection Act 2008*.
Recipients: Annie Woodger, Marie Barnard, Jo O'Donoghue, Jane Mevel, Helen Williams, Matthew Nette, Lerna Avakian, Katie Rossi and Natalie Staaks.



For outstanding achievement in the development of the *Assisted Reproductive Treatment Act 2008*.
Recipient: Sarah Nieuwenhuysen.



In recognition of the hard work and creative efforts toward the development of a Victorian Native Title Settlement Framework.
Recipient: Keryn Negri on behalf of Native Title Unit.



Gaming and Racing

For significant innovation and excellence in the delivery of the Problem Gambling Community Education Strategy.
Recipients: Simone Martin, Lisa Crawford Jones, Larissa Strong, Michelle Windsor, Louise Martin and Darren Whitelaw.



Strategic Projects and Planning

In recognition of risk management support and execution of tasks with exemplary professionalism and commitment.
Recipient: Nicole Lambden.



Police, Emergency Services and Corrections

In recognition of the outstanding work performed by Security and Emergency Services, HM Melbourne Assessment Prison and HM Prison Barwon staff, during a major trial.
Recipients: Security and Emergency Services Group, HM Melbourne Assessment Prison and HM Prison Barwon staff.



For outstanding professionalism and dedication in representing Corrections Victoria in a major trial.
Recipient: Debra Coombs.



For outstanding dedication and collaboration to introduce the Serious Sex Offenders Monitoring Amendment Bill 2009.
Recipients: Sex Offenders Management Unit within Corrections Victoria - Jenny Hosking, Sarah Miles, Anna Peterson and Cris Bogaoan. Legal Services Unit - Eliza Poulton. Victorian Government Solicitor's Office - Catherine Dixon and Joanna Davidson.



Community Operations and Strategy

For outstanding management of the cataloguing and storage of historical and significant documents during the closure of the Oakleigh storage facility in 2008.
Recipient: Norma Kupe.



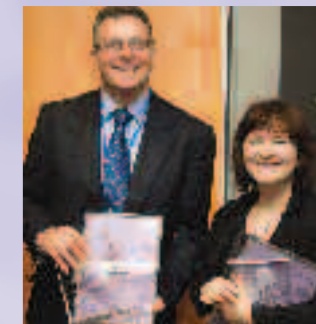
For harnessing the synergies of two different sections within the department enabling them to develop and deliver an innovative tool that will improve service delivery of the Working With Children Check Unit Review and Assessment Section.
Recipients: The Review and Investigation Project Team, Working with Children Check Unit.



In recognition of professional contribution to the review of the Official Prisons Visitor scheme.
Recipient: Victoria Wilson.

Courts

For leadership in coronial reform.
Recipients: Sarah Gebert and Stephen Lodge.



For excellence in driving the establishment of the first County Koori Court in Australia.
Recipient: Rosemary Smith.



For contribution to the works required by the commencement of the *Family Violence Protection Act 2008* and for leadership following implementation.
Recipients: Family Violence Resource Officer Network - Magistrates' Court.



For outstanding work ethic and innovation in developing a Victims Of Crime Assistance Tribunal referral system reducing waiting times for victims.
Recipient: Misty Summers.

Regional and Executive Services

For demonstrated dedication and commitment to developing regional IT training facilities.
Recipients: Lisa Purchase, Anthony James, Maggie Durinck, Christine McAleer, Alan Cockerillwright, Mathew Wilson, Jeff Thomas, Derek Monington and Kristy Brooker.



In acknowledgement of strong leadership and change management in the delivery of the Regional Management Project.
Recipients: Michael Carroll and Sally Curtain (on behalf of the Regional Management Project Team).



Courts with Legal and Equity

For outstanding effort and collaboration in the response to the 2009 Victorian bushfires.

Recipients: The Victorian Institute of Forensic Medicine and the State Coroner's Office.



For outstanding contribution to the rapid impact assessment process following the 2009 Victorian bushfires.

Recipient: Robin Dale, Corrections Victoria.



For outstanding contribution to the rapid impact bushfires.

Recipient: Diane Barbis, Corrections Victoria.



For exemplary service in the coordination of work teams of offenders to the Salvation Army to unload and sort donated goods for the victims of the 2009 Victorian bushfires.

Recipient: Beverley Garratt, Caroll Bakker, Corrections Victoria.



In recognition of outstanding individual efforts in facilitating prisoner movements during the 2009 Victorian bushfires.

Recipient: Rebecca Wong, Corrections Victoria.



For direct involvement with bushfire response efforts in the field.

Recipients: Adam Townsend, Martin Batt, Bob Flett, Steve Riley and Mike Wassing.



In recognition of tireless contribution to the departmental response to the 2009 Victorian bushfires, in particular through the collection of information including media information and/or preparing situation reports.

Recipients: Sandeep Varma, Heather Lakin, Nathan Maddock, Michael Bromley, Lorian Bethune, Kieran Duane, Wendy Grenville, Pia Lindgren, Sam Hislop, Peter Kells, Simone Lugg, Kalpana Narain, Mark Stephens and Sandra Zangari.



For tireless work on coordinating offers of assistance to the bushfire effort from the public and from corporate entities, and in the development of a database to manage and distribute these offers.

Recipients: Kerry Hogan and Rowena Davis.



In recognition of outstanding leadership in the 2009 Victorian bushfires, coordination of response efforts, personal energy, resilience, wisdom, patience, creativity, and commitment to open and effective communication with government, media, key agencies and the community.

Recipients: Bruce Esplin, Brian Hine, Amber Brodecky and Joe Buffone.



For volunteering to the community emergency effort in response to the 2009 Victorian bushfires.

Recipients: John Schauble and John Chatfield.



Police, Emergency Services and Corrections

For outstanding contribution to the logistical support of Victorian fire fighters during the 2009 Victorian bushfires.

Recipient: Lisa Purchase, Corrections Victoria.



For outstanding contribution to the rapid impact assessment process following the 2009 Victorian bushfires.

Recipients: Jason Wilson, Corrections Victoria.



Office of the Secretary

For outstanding service in supporting the Secretary during the response to the 2009 Victorian bushfires and coordinating the flow of information between ministers' offices and the different areas of the Department of Justice.

Recipient: Christina Myers.



Justice Awards 2009 and the Justice Awards 2009 - Bushfire Response