

# Report on Performance

# Correctional system performance

## Prison Service Statistics Five Year Trend

	1998-99	1999-00	2000-01	2001-02	2002-03
<b>Containment and supervision – escapes <sup>(a)</sup></b>					
Number of escapes – total	17	14	20	16	<b>5</b>
Number of escapes – secure prisons	4	0	2	3	<b>0</b>
Number of escapes – open prisons	12	10	18	10	<b>4</b>
Number of escapes – other	1	4	0	3	<b>1</b>
Escape rate – total (per 100 prisoners)	0.6	0.46	0.61	0.46	<b>0.14</b>
Escape rate – secure prisons (per 100 prisoners)	0.16	0.0	0.07	0.10	<b>0.0</b>
Escape rate – open prisons (per 100 prisoners)	3.67	2.93	4.62	2.65	<b>0.99</b>
Number of attempted escapes	2	4	9	4	<b>5</b>
<b>Containment and supervision – deaths <sup>(b)</sup></b>					
Total number of deaths in custody	9	3	11	6	<b>5</b>
Death rate (per 100 prisoners)	0.32	0.1	0.34	0.17	<b>0.14</b>
Number of deaths other than from apparent natural causes	8	2	5	2	<b>2</b>
Death rate other than from apparent natural causes (per 100 prisoners)	0.28	0.07	0.15	0.06	<b>0.05</b>
Number of Aboriginal deaths in custody	0	0	1	0	<b>0</b>
<b>Containment and supervision – self harm</b>					
Self mutilations (per 100 prisoners)	5.3	8.5	6.3	5.4	<b>4.2</b>
Attempted suicides (per 100 prisoners)	0.9	0.7	0.8	0.8	<b>0.7</b>
<b>Containment and supervision – assaults <sup>(c)</sup></b>					
Assault rate – assaults on prisoners by other prisoners	10.6	13.1	16.5	17.0	<b>13.6</b>
Assault rate – assaults on staff or other persons by prisoners	2.5	4.1	2.5	2.8	<b>2.7</b>
<b>Containment and supervision – illicit drugs</b>					
Percentage of positive random drug tests	4.8%	4.5%	4.1%	3.2%	<b>3.6%</b>
<b>Offender care</b>					
Average out-of-cell hours per prisoner, per day – total	11.9 hrs	12.2 hrs	12.2 hrs	12.2 hrs	<b>12.1 hrs</b>
Average out-of-cell hours per prisoner, per day – secure prisons	11.5 hrs	11.9 hrs	11.9 hrs	11.9 hrs	<b>11.8 hrs</b>
Average out-of-cell hours per prisoner, per day – open prisons	14.8 hrs	14.8 hrs	14.8 hrs	14.8 hrs	<b>14.7 hrs</b>
Number of visits (per 100 prisoners)	35.3	33.4	30.7	30.9	<b>31.0</b>
<b>Reparation – employment <sup>(d)</sup></b>					
Employment rate – all prisoners	74.6%	86.8%	84.2%	84.3%	<b>86.1%</b>

(a) The escape categories conform with the current definition of escapes in the Report on Government Services prepared by the Steering Committee for the Review of Commonwealth/State Service Provision. Escapes by prisoners on unescorted leave, in work parties or activities outside the prison perimeter without direct one-to-one supervision are classified as 'other' escapes. All other escapes, including during transfers between prisons or escorts outside the prison under one-to-one supervision, are classified according to the security level of the prison.

(b) The cause of all prisoner deaths is subject to confirmation by the Coroner.

(c) The assault rate is based on the number of victims of all assaults. The measure in this report differs from the definition adopted for the Report on Government Services which disaggregates assaults by seriousness but excludes minor assaults that did not result in bodily harm or require any form of medical intervention.

(d) The prisoner employment rate is calculated as the proportion of all prisoners except those in full-time education or programs, remandees who chose not to work and others whose situation precludes their participation in work, e.g. hospital patients, aged prisoners and prisoners in transit.

### Escapes by prisoners from custody in Victoria

There were five escapes from custody in 2002–03. One was from a medium security prison (Loddon), involving a minimum security prisoner who was working outside the prison on a supervised Community Work Program. Three escapes were from minimum security prisons: two from Dhurringile and one from Won Wron Prison. The fifth was from a community work gang. The figure is significantly below the average number of prisoner escapes over recent years. Eighty per cent of escapes in the last seven years have been from the open minimum security prisons: Dhurringile, Langi Kal Kal, Tarrengower and Won Wron.

### Deaths in custody

There were five deaths in Victorian prisons in 2002–03 including two suicides: one in Loddon Prison and the other in Beechworth Prison. Three deaths were considered to be due to natural causes, though Coronial hearings have not been held for deaths which occurred during 2002–03.

No adverse findings were made in relation to the six inquests held in 2002–03 into prisoner deaths in custody which occurred prior to July 2002. Two of the inquests related to deaths due to natural causes and four due to unnatural causes (heroin toxicity; methadone toxicity; suicide and an accidental death). A further two inquests are part-heard (suicide and suspected natural causes) and two additional inquests are currently adjourned for the Coroner's findings (drug overdose and suicide).

### Drug testing

Victoria operates one of the most extensive urine testing programs in Australia. The number of random positive drug test results has declined from 4.8 per cent in 1998–99 to 3.6 per cent in 2002–03. Over this five-year period, the number of tests including random general and targeted drug tests of prisoners has increased significantly from 22,300 tests in 1998–99 to 30,718 in 2002–03.

### Self-harm, assaults and offender care

The rate of self harm in Victorian prisons is the lowest for the past five years while the rate of assault of prisoners on other prisoners is the lowest since 1999–2000.

A forensic psychologist has developed a risk assessment tool called a Structured Interview Tool for Understanding Prisoner Safety (SITUPS) to identify prisoners 'at risk' so that referral can be made to a mental health professional. The tool has been undergoing a 12-month validation study since February 2002. The final evaluation report is expected to be completed in July 2003. The Report will inform further development and implementation of SITUPS.

### Prison industries

Victorian prisons manage industries which build skills, work habits and experience among prisoners and enhance employment opportunities upon release. A Prison Industries Committee advises the Minister for Corrections, and in 2002–03, the Committee focused on issues of employment and employability of prisoners as a result of the Prison Industries Strategic Plan 2001–04.

### National performance comparisons

National performance data from all Australian States and Territories is compiled to compare the efficiency and effectiveness of a range of Government services, including Corrections. The data is published annually in the Report on Government Services by the Steering Committee for the Review of Commonwealth/State Service Provision.

Data, published in early 2003, relates to the provision of services in 2001–02, and found that the rate of deaths of prisoners from apparent unnatural causes in Victoria was half the national average. The rate of successful completion of Community Corrections Orders in Victoria in 2001–02 was slightly above the national average with completion of reparation (community work) orders at 78 per cent, the second highest after Tasmania. The rate, however, for supervision-type orders was 64 per cent, the third lowest behind Western Australia and Queensland. Victoria's rate of recidivism, or prisoners returning to prison within two years of release from custody, was 33.4 per cent in 1998–99, well below the national average of 37.4 per cent. The rate of recidivism varies widely across Australia, from 46 per cent in Western Australia to 22 per cent in South Australia. Comparative data for 2002–03 will be published in early 2004.

# Report on outputs

The 2002–03 State Budget provided estimated funding of \$2,106.8 million<sup>1</sup> to the Department of Justice and its portfolio agencies to deliver agreed outputs.

## Machinery of Government changes

As a result of the December 2002 Machinery of Government changes, the output structure of the Department changed. The following tables show outputs transferred to and from the Department of Justice. This document reports on existing and new outputs for the full 2002–03 year. Full year reports on outputs transferred from the Department of Justice can be found in the Annual Reports of the receiving Department.

The following list shows those outputs and functions transferred to the Department of Justice:

Output Name	Department Name
Regulatory services	Department of Treasury and Finance
Strategic Policy and Advice	Department of Treasury and Finance
Sport, Recreation and Racing	Department of Innovation, Industry and Regional Development
Trade Measurement and Liquor Licensing	Department of Innovation, Industry and Regional Development

The output 'Births, Deaths and Marriages' was transferred from the Department of Justice to the Department for Victorian Communities.

## Outputs delivered by Justice Portfolio agencies

This report deals with those activities for which the Department is responsible. Other agencies and statutory bodies within the Justice Portfolio report separately to Parliament.

The following list shows the full range of output groups for the Justice Portfolio and the Department, agencies or statutory bodies are responsible for delivering those outputs.

Output Group	Department and or Agencies Responsible for Delivery	2002–03 Revised Budget Estimates \$ Million <sup>2</sup>
Public Safety Policy	Department of Justice	11.5
Emergency Prevention and Response	Department of Justice, Metropolitan Fire and Emergency Services Board, Country Fire Authority	105.3
Legal Support for Government	Department of Justice, Office of the Privacy Commissioner, Victorian Electoral Commission, Victorian Law Reform Commission	67.8
Dispensing Justice	Department of Justice, Supreme Court, County Court, Magistrates' Court, Children's Court, Victorian Civil and Administrative Tribunal, Victoria Legal Aid, Office of Public Prosecutions, Victorian Institute of Forensic Medicine	282.2
Enforcing Court Orders	Department of Justice	90.0
Enforcing Correctional Orders	Department of Justice	311.0
Protecting Consumers	Department of Justice	53.2
Achieving Equal Opportunity	Equal Opportunity Commission, Office of the Public Advocate	10.4
Reducing the Crime Rate	Victoria Police	558.3
Reducing the Road Toll and the Incidence of Road Trauma	Victoria Police	115.7
High Levels of Community Perceptions of Safety	Victoria Police	437.2
High Levels of Customer Satisfaction	Victoria Police	49.8

1. Source: 2003–04 Budget Estimates – Budget Paper No. 3. Table 2.5.2.

2. Source: 2003–04 Budget Estimates – Budget Paper No. 3. Table 2.5.1.

The following outputs were added to the Department of Justice following Machinery of Government changes in December 2002.

The following Gaming outputs were transferred from the Department of Treasury and Finance.

Output Group	Department and or Agencies Responsible for Delivery	2002-03 Revised Budget Estimates \$ Million
Regulatory Services	Department of Justice	10.0 (for both Gaming and Racing)
Strategic Policy and Advice	Department of Justice	

The following Racing output was transferred from the Department of Innovation, Industry and Regional Development.

Output Group	Department and or Agencies Responsible for Delivery	2002-03 Revised Budget Estimates \$ Million
Sport Recreation and Racing	Department of Justice	See note above

The following output was transferred from the Department of Innovation, Industry and Regional Development.

Output Group	Department and or Agencies Responsible for Delivery	2002-03 Revised Budget Estimates \$ Million
Trade Measurement and Liquor Licensing	Department of Justice	Incorporated in Consumer Affairs Output

### Output Group Performance 2002-03

The following tables outline the major outputs/deliverables for which the Department is responsible. The tables show Actual Performance against 2002-03 Targets as specified in the State Budget 2002-03.

An explanation is provided for all variances where there is a difference of 10 per cent (+ or -).

#### Output Group: Public Safety Policy

The output provides a focus for public safety policy development and advice to the Minister, new policy implementation, coordination and effectiveness evaluation, including implementation of 'Safer Streets and Homes', the Crime and Violence Prevention Strategy for Victoria. The Department of Justice is entirely responsible for delivery of this output.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Crime and violence prevention – coordinates Government's initiatives and undertakes targeted research and community projects to prevent violence and crime.				
<b>Quantity</b>				
Service capacity	hours	10,080	10,080	0
<b>Quality</b>				
Advice meets internal benchmarks	per cent	95	95	0
<b>Timeliness</b>				
Achievement of milestone targets for grant processing	per cent	100	100	0

## Report on outputs continued

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Emergency readiness support – establishes and monitors performance standards for fire and emergency services and provides the Minister with high level emergency management advice.				
<b>Quantity</b>				
Service capacity	hours	10,572	10,109	-4
<b>Quality</b>				
Advice meets internal benchmarks	per cent	95	95	0
<b>Timeliness</b>				
Agreed timelines met	per cent	95	95	0

### Output Group: Emergency Prevention and Response

This output supports emergency prevention and response services. Other agencies responsible for delivering against this output are the Metropolitan Fire and Emergency Services Board and the Country Fire Authority.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
State-wide emergency services – provides for the management of major natural disasters, provision of road accident rescue and support of local government and communities in disaster prevention and mitigation.				
<b>Quality</b>				
Volunteer units	number	149	149	0
<b>Quality</b>				
Audited municipal emergency management plans meeting Ministerial guidelines	per cent	100	100	0
<b>Timeliness</b>				
Response to road accident rescue calls meeting benchmark times	per cent	90	88	-2

### Output Group: Legal Support for Government

This output provides the Department's primary focus for the development of justice policy and procedures, administrative reviews of justice agencies and the implementation of new or amending legislation. It also provides advice to Government on legal matters and solicitor services, and manages a range of legal frameworks on behalf of Government including native title issues. Other agencies responsible for delivering against this output are the Office of the Privacy Commissioner, the Victorian Electoral Commissioner and the Victorian Law Reform Commission.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Legal policy – provides support to the Attorney-General through the coordination of research, consultation and advice on legal policy and law reform proposals intended for implementation through new or amending legislation and administrative reforms, and attention to pre- and post- parliamentary matters, assistance with executive matters including correspondence, administration of legislation, administrative reviews of agencies and support for Department of Justice advisory councils, committees and taskforces.				
<b>Quantity</b>				
Law reform projects (including legislative program matters)	number	27-30	28	0
Capacity to provide advice, briefings and consultations	hours	19,000	18,999	0
<b>Quality</b>				
Advice meets internal quality standards	per cent	95	95	0
<b>Timeliness</b>				
Agreed timeliness, milestones or schedules met	per cent	80	80	0

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Legal advice to Government – Victorian Government Solicitor's Office				
<b>Quantity</b>				
Capacity to provide client legal services	hours	45,000	45,609	1
<b>Quality</b>				
Client satisfaction with quality of legal advice provided	level	High	High	0
<b>Timeliness</b>				
Client satisfaction with timeliness of legal advice provided	level	High	High	0

Native title framework – manages native title claims on behalf of the state; provides leadership on the whole-of-Government native title policy; coordinates research mediation and negotiation on all claims.

<b>Quantity</b>				
Native title claims for which evidence has been assessed	number	4	4	0
<b>Quality</b>				
Parties to native title applications satisfied with agreement	per cent	100	100	0
<b>Timeliness</b>				
Achievement of strategic project milestone targets	per cent	100	100	0

#### Output Group: Dispensing Justice

Through this output, the Department supports alternative civil dispute resolution mechanisms and provides support to victims of crime. Courts and other agencies also deliver against this output by supporting the State's judiciary in their dispensation of criminal and civil matters, maintaining the administrative operations of the system of courts and statutory tribunals, managing criminal prosecutions on behalf of the State and providing legal aid for system users. The courts and agencies who deliver these outputs include the Supreme Court, the County Court, the Magistrates' Court, the Children's Court, the Victorian Civil and Administrative Tribunal, Victoria Legal Aid, the Office of Public Prosecutions and the Victorian Institute of Forensic Medicine and report separately to Parliament.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Alternative dispute resolution – provides a low cost, accessible and expeditious civil dispute resolution service for people referred to the Dispute Settlement Centre of Victoria by the courts, Government prosecuting and registering agencies, local government and other community agencies.				
<b>Quantity</b>				
Responses to general and dispute resolution advisory service inquiries <sup>(a)</sup>	number	12,000	16,084	34
Disputes received for resolution	number	1,500	2,028	35
Public education activities conducted	number	300	385	28
<b>Quality</b>				
Resolution of mediation options that are activated/conducted	per cent	32	32	0
Clients satisfied with the equity of the outcome of mediation processes	per cent	82	90	8
<b>Timeliness</b>				
Matters finalised within target elapsed time benchmarks	per cent	82	88	6

(a) The increased level of outputs as a direct result of new funding initiatives.

## Report on outputs continued

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Victims support – provides referral to appropriate support agencies for victims of crime, administers a Victims Counselling Scheme and community program funding to establish victim support networks and specialist state-wide victim support services.				
<b>Quantity</b>				
Calls for assistance received <sup>(b)</sup>	number	50,000	44,038	-12
Clients completing course of counselling	number	8,000	7,736	-3
Public education activities conducted	number	250	250	0
<b>Quality</b>				
Client satisfaction rate	per cent	85	95	10
<b>Timeliness</b>				
Helpline calls responded to and follow up material provided within benchmarks	per cent	95	100	5

(b) Demand for services has fluctuated in the process of reviewing victim support services.

### Output Group: Enforcing Court Orders

This output enforces judicial fines, court orders and warrants and processes traffic infringements notices. Unpaid fines are also followed up on behalf of local government on a fee-for-service basis. The Department of Justice is entirely responsible for delivery of this output.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Enforcement of court orders and warrants – supports enforcement action by the Office of the Sheriff as and where necessary to ensure judicial fines, court orders and warrants are discharged and provides fines enforcement services to other State and local government agencies.				
<b>Quantity</b>				
Total number of infringements processed by PERIN	number ('000)	875	883	1
Total number of warrants actioned	number	405	408	1
<b>Quality/Timeliness</b>				
Clearance of court orders and warrants within one year	per cent	41	39	-2
Traffic fines processing – administers the processing of traffic infringement notices, penalty payments and referral for enforcement action where required.				
<b>Quantity</b>				
Traffic infringement notices processed	number '000	1,700	1,778	5
CityLink infringement notices processed	number '000	540	573	6
<b>Quality</b>				
Prosecutable images	per cent	75	82	7
<b>Timeliness</b>				
Clearance of infringements within 60 days	per cent	72	71.5	0

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Asset confiscation order processing – provides for the coordination of confiscations and the management or conversion of assets tainted through criminal activity.				
<b>Quantity</b>				
Property management cases processed <sup>(a)</sup>	number	185	323	75
Forfeiture orders processed	number	3,000	3,022	1
<b>Quality</b>				
Pecuniary penalty orders collections within two years from the date of order <sup>(b)</sup>	per cent	25	39.1	14
<b>Timeliness</b>				
Property conversion cycle time of 90 days	per cent	80	87.1	7

(a) Additional cases flowing from effective policing.

(b) High return due to one single order to the value of \$504,117.

#### Output Group: Enforcing Correctional Orders

The output ensures that correctional dispositions of the courts and orders of the Adult Parole Board are implemented through the management of the State's system of correctional facilities and programs for the containment and rehabilitation of prisoners and the community-based supervision of offenders. The Department of Justice is entirely responsible for delivery of this output.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Correctional system management – provides for the management of the State's system of correctional facilities and programs. Policy and program development advice and information is provided to the Minister for Corrections as well as policy implementation, service redevelopment and the monitoring of service providers to ensure compliance against agreed performance standards.				
<b>Quantity</b>				
Service capacity to provide advice, briefings and consultations <sup>(a)</sup>	hours	43,300	47,950	11
Advice meets internal quality and timeliness standards	per cent	95	95	0
Prisoner supervision and support – provides constructive containment of prisoners				
<b>Quantity</b>				
Total annual daily average number of prisoners	number	3,600- 3,800	3,642	0
Average daily prison design capacity utilisation rate	per cent	117	121.3	4
Average daily utilisation rate of all permanent and temporary prison capacity	per cent	92-97	92.75	0
<b>Quality/Timeliness</b>				
Proportion of benchmark measures in prison services agreements achieved	per cent	90	86.8	-3

(a) Increased service capacity to the full progression of the Corrections Long-term Management Strategy.

## Report on outputs continued

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Community-based offender supervision – provides for the supervision in the community of offenders on court orders				
<b>Quantity</b>				
Community supervision orders registered	number	17,850	18,110	1
Average daily offenders under community-based supervision	number	6,650- 7,150	7,262	2
<b>Quality</b>				
Community supervision orders successfully completed	per cent	75	78.9	4
Offenders with a treatment or personal development program condition who have been appropriately referred to a program	per cent	85-90	87.25	0
<b>Timeliness</b>				
Orders registered within five working days of the order's commencement	per cent	95	94.13	-1
Offenders inducted within seven working days of the commencement of the order	per cent	95	91.66	-3

### Output Group: Protecting Consumers

This output develops and administers consumer protection legislation. They inform people of their rights and responsibilities in the marketplace, and provide assistance to those seeking redress. Business registers and licences are maintained to ensure minimum standards of transparency and competence and where necessary to influence and regulate trading behaviour. The Department of Justice is entirely responsible for delivery of this output.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Consumer awareness and protection – provides consumers with information about their rights and responsibilities and access to assistance and redress services to help them to determine and assert their rights.				
<b>Quantity</b>				
Preventative and remedial advices provided and residential tenancy bond transactions completed <sup>(a)</sup>	number	647,000	722,679	12
Compliance monitoring and enforcement matters	number	3,400	3,534	4
<b>Quality</b>				
Clients who are satisfied with the quality of services provided	per cent	80	91	11
<b>Timeliness</b>				
Services provided within elapsed-time standards	per cent	85	87	2

Business licensing and registration – registers or licenses certain occupations, business names, community organisations and reviews fund raising appeals notifications.

<b>Quantity</b>				
Business licensing and registration transactions and advices provided <sup>(b)</sup>	number	355,000	332,259	-6
<b>Quality</b>				
Business clients who are satisfied with the quality of service provided	per cent	75	81	6
<b>Timeliness</b>				
Services delivered within elapsed-time standards	per cent	90	83	-7

(a) Increased demand for services.

(b) The variance reflects discontinuation of recorded messages (target 24,000) as a vehicle for providing advice. Client research indicated that the messages did not divert enquiries from other sources of advice.

The following output groups are delivered by Victoria Police, the Equal Opportunity Commission and the Office of the Public Advocate. These agencies report direct to Parliament.

- Achieving Equal Opportunity
- Reducing the Crime Rate
- Reducing the Road Toll and Incidence of Road Trauma
- High Levels of Community Perceptions of Safety
- High Levels of Customer Satisfaction

Gaming was transferred to the Department of Justice from Department of Treasury and Finance following Machinery of Government changes. The following table provides reports on the output for the full 2002–03 year.

#### Output Group: Regulatory Services

These outputs provide effective regulation of the gaming industry.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002–03 Target	2002–03 Actual	Var %
Regulation of gambling – monitoring and regulation of gaming activities in Victoria.				
<b>Quantity</b>				
Licences	number	17,505	17,029	-3
Compliance Services (audits, inspections, investigation, revenue verification, operator procedures and rule approvals) <sup>(a)</sup>	number	7,649	8,648	13
<b>Quality</b>				
Licences – licences cancelled following disciplinary action as a proportion of active licences	per cent	<0.1	<0.1	0
Compliance services – accuracy of compliance activities	per cent	100	100	0
<b>Timeliness</b>				
Licences – processed within target time	per cent	80	88	8
Compliance services – performed within target time	per cent	90	100	10

(a) Increased number of services is due to a higher than planned number of audits conducted to ensure venues comply with new legislative requirements on 'player information' and 'lighting'.

#### Output Group: Strategic Policy and Advice

This output provides innovative policy and advice to the Minister on the gaming industry.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002–03 Target	2002–03 Actual	Var %
Gaming Policy Advice – the provision of innovative and strategic policy advice to the Minister for Gaming on all aspects of gaming with a focus on developing responsible gaming policies and practices.				
<b>Quantity</b>				
Briefings on gambling policy issues <sup>(a)</sup>	number	33	97	194
Ministerial correspondence on Gaming Policy	number	200	189	-5
Ministerial Council of Gaming Ministers (Meetings) <sup>(b)</sup>	number	2	0	-100
Briefings for the Australian Gambling Research Secretariat <sup>(c)</sup>	number	20	14	-30
Consultation meetings with key stakeholders including industry and community groups	number	10	20	100
<b>Quality</b>				
Service provision rating (ministerial survey data) <sup>(d)</sup>	per cent	80	na	na

## Report on outputs continued

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
<b>Timeliness</b>				
Key Cabinet submissions are provided to Minister within agreed timeframes	per cent	100	100	0

(a) Additional briefings were requested and prepared during 2002-03, including briefings on implementation of election commitments and new legislation.

(b) None of the Ministerial Council of Gaming Ministers were scheduled.

(c) Reflects delays in settling the Memorandum of Understanding for the Research Program with other States and Territories.

(d) Due to Machinery of Government changes, the Ministerial Survey was not conducted.

Racing was transferred to the Department of Justice from Department of Innovation, Industry and Regional Development following Machinery of Government changes. The following table provides reports on the output for the full 2002-03 year.

### Output Group: Sport, Recreation and Racing

This output seeks to develop all facets of the racing industry in accordance with identified priorities.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002-03 Target	2002-03 Actual	Var %
Racing industry management – provides leadership and strategic policy advice to the Minister for Racing on the responsible management and regulation of the racing industry.				
<b>Quantity</b>				
Racing and bookmakers licences, permits, appeals and registrations processed	number	450	586	30
<b>Quality</b>				
Meet Government's racing legislation program timeframes	per cent	100	100	0
Complete 2002-03 racing program funding commitments	per cent	100	100	0

Trade Measurement and Liquor Licensing was transferred to the Department of Justice from Department of Innovation, Industry and Regional Development following machinery of Government changes. The following table provides reports on the output for the full 2002–03 year.

### Major Output: Trade Measurement and Liquor Licensing

This output manages the deliver of trade measurement services and monitoring and provides controls and management for the supply of liquor.

Major Outputs/Deliverables Performance Measure	Unit of Measure	2002–03 Target	2002–03 Actual	Var %
Trade measurement development and services – manages the delivery of services throughout rural and metropolitan Victoria under the <i>Trade Measurement Act 1995</i> including effecting improvement to service delivery standard and further development of monitoring procedures on service licensees' performance.				
<b>Quantity</b>				
Traders premises inspected	number	5,000	5,083	2
Servicing licensees assessed <sup>(a)</sup>	number	110	305	177
Inspectorial and laboratory contracts managed	number	15	16	7
<b>Quality</b>				
Contractors complying with performance specifications in Trade Measurement contracts	per cent	100	100	0
<b>Timeliness</b>				
Correspondence/complaints responded to within seven days	per cent	95	95	0
Quality assurance/licence applications responded to within two weeks	per cent	95	95	0
Effective management of the sale of liquor – provides controls and management arrangements which ensure the community has confidence that liquor is supplied, and the liquor industry is developed, in a responsible manner that contributes to minimising harm arising from the abuse and misuse of liquor.				
<b>Quantity</b>				
Liquor licensing enquiries <sup>(b)</sup>	number	55,000	47,101	-14
Applications for new licence, transfer and variation to licence determined	number	14,500	14,574	1
Responsible Service of Alcohol trainees <sup>(c)</sup>	number	25,000	32,563	30
Proof of Age Cards issued <sup>(d)</sup>	number	5,000	7,758	55
<b>Quality</b>				
Client satisfaction with Liquor Licensing Victoria (LLV) services	per cent	90	90	0
<b>Timeliness</b>				
Applications determined within three working days of lodgement of final document/Panel recommendation	per cent	90	90	0
Complaints referred to responsible enforcement agency within five days	per cent	90	92	2

(a) New systems applications were installed, therefore there was a much higher visitation as a result.

(b) No explanation for reduction in enquiries compared to the number of applications determined or applications received.

(c) Compulsory training has now commenced for packaged liquor outlets as a result of legislative change.

(d) Trend increase in demand for photo IDs was greater than anticipated.