





Report on  
Performance

## Correctional system performance

### Prison service statistics five year trend

	2000-01	2001-02	2002-03	2003-04	2004-05
<b>Containment and Supervision - escapes<sup>(a)</sup></b>					
Number of escapes - total	20	16	5	6	<b>4</b>
Number of escapes - secure prisons	2	3	0	0	<b>0</b>
Number of escapes - open prisons	18	10	4	6	<b>4</b>
Number of escapes - other	0	3	1	0	<b>0</b>
Escape rate - total (per 100 prisoners)	0.61	0.46	0.14	0.16	<b>0.11</b>
Escape rate - secure prisons (per 100 prisoners)	0.07	0.1	0	0	<b>0</b>
Escape rate - open prisons (per 100 prisoners)	4.62	2.65	0.99	1.58	<b>1.19</b>
Number of attempted escapes	9	4	5	3	<b>2</b>
<b>Containment and Supervision - deaths<sup>(b)</sup></b>					
Total number of deaths in custody	11	6	5	4	<b>4</b>
Death rate (per 100 prisoners)	0.34	0.17	0.14	0.11	<b>0.11</b>
Number of deaths other than from apparent natural causes	5	2	2	2	<b>0</b>
Death rate other than from apparent natural causes (per 100 prisoners)	0.15	0.06	0.05	0.05	<b>0</b>
Number of Aboriginal deaths in custody	1	0	0	0	<b>0</b>
<b>Containment and Supervision - self harm</b>					
Self mutilations (per 100 prisoners)	6.3	5.4	4.2	3.5	<b>3.5</b>
Attempted suicides (per 100 prisoners)	0.8	0.8	0.7	0.7	<b>0.5</b>
<b>Containment and Supervision - assaults<sup>(c)</sup></b>					
Assault rate - assaults on prisoners by other prisoners	16.5	17	13.6	13.1	<b>11.8</b>
Assault rate - assaults on staff or other persons by prisoners	2.5	2.8	2.7	2.9	<b>2.9</b>
<b>Containment and Supervision - illicit drugs</b>					
Percentage of positive random drug tests <sup>(d)</sup>	4.10%	3.20%	3.60%	4.70%	<b>3.50%</b>
<b>Reparation - Employment<sup>(e)</sup></b>					
Employment rate - all prisoners	84.20%	84.30%	86.10%	87.30%	<b>87.10%</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) In 2003-04, the counting rules for the percentage of positive random drug tests changed and data for this year onwards cannot be compared to previous years. As at 6 September 2004, the rate for 2004-05 is preliminary and awaiting confirmation.

(e) 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, eg. hospital patients, aged prisoners and prisoners in transit.

### Escapes by prisoners from custody in Victoria

There were four escapes from custody in 2004-05, all of which were from open minimum security custody. All of the prisoners were quickly recaptured. There were no escapes from within the perimeter of Victoria's secure maximum and medium security prisons. Two of the escapes were from Langi Kal Kal Prison, and one each from Dhurringile Prison and the Nalu Unit at the Fulham Correctional Centre, which is a minimum security unit located outside the perimeter of the Centre. As in 2003-04, when there were six escapes, the escape figure is significantly below the average number of prisoner escapes in recent years (ten per year in the last five years). Indeed, the figure is the lowest recorded since reliable records have been kept. More than eighty per cent of escapes in the last five years have been from the open minimum security prisons: Dhurringile, Langi Kal Kal, Tarrengower and Won Wron (note: the last-named prison closed in February 2005).

### Deaths of prisoners in custody in Victoria

There were four deaths in Victorian prisons in 2004-05. All four deaths occurred at St Vincent's Hospital and were considered to be due to natural causes, although Coronial hearings have not yet been held into any of the deaths which occurred during 2004-05. There were no deaths due to unnatural causes (eg, suicide, assault, drug overdose) in Victorian prisons during 2004-05 - an outstanding achievement.

Five inquests were held in 2004-05 into prisoner deaths in custody (all five of which occurred prior to July 2004). Three of the inquests related to deaths due to natural causes, while the other two inquests related to deaths which were due to unnatural causes (one due to a stabbing, and one due to the fatal shooting of a prisoner attempting to escape from a hospital escort). Adverse findings resulted from the inquest into the death of the prisoner who was shot while attempting to escape. The State Coroner made six recommendations in relation to the use of force, and referred the matter to the Director of Public Prosecutions who has since charged a Prison Officer with murder. The case is not yet heard.

### Drug testing in Victorian prisons

Victoria operates one of the most extensive urine testing programs in Australia. The number of random positive drug test results declined from 4.7 per cent in 2003-04 to 3.5 per cent in 2004-05 (new counting rules for random positive drug tests were introduced during 2003-04, so a comparison with data for years prior to 2003-04 is not possible). In 2004-05, the number of tests including random general and targeted drug tests of prisoners was 27,870, compared with 27,775 tests in 2003-04. In addition, 2799 breath tests were conducted in 2004-05.

### Self harm, assaults and offender care in Victorian prisons

The rate of self harm in Victorian prisons was the equal lowest for the last five years, and the attempted suicide rate was the lowest in the last five years, while the rate of assault on prisoners by other prisoners was also the lowest in the period in review.

Corrections Victoria's actuarial assessment of prisoner self-harm risk, the Structured Interview Tool for Understanding Prisoner Safety (SITUPS), is being administered by custodial staff as a preliminary assessment to identify prisoners who are 'at risk' so that referral can then be made to a mental health professional. Preliminary results from a study to examine whether the instrument is a valid measure of risk have supported its efficacy. Further analyses of data from the study are currently being undertaken with a view to increasing the specificity of the instrument, removing any variables that are found not to contribute to the predictive validity of the instrument, and developing an assessment process which will assist with the on-going dynamic management of prisoners' self-harm risk.

### Prison industries in Victoria

Victorian prisons manage industries which build appropriate work skills, work habits and experience among prisoners and enhance their opportunities for employment upon release from custody. The role of the former Prisons Industries Advisory Committee in advising the Minister for Corrections on issues relating to the employment and employability of prisoners is to be transferred to a new advisory body on prisoner and offender employment, education and training, in response to a recommendation from the Review of Prison Education and Training in Victoria's Prisons.

A number of new business opportunities were examined and taken up during 2004-05. The 2004-05 Business Plan for Prison Industries charts the course for the next two years in optimising productivity, quality assurance, capital expenditure, new prisons and adjustment of current prison industries, staff training and deployment against changing industry profiles and the development of the interface with prisoner education programs.

### National Corrective Services 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 Corrective Services. The data is published annually in the Report on Government Services by the Steering Committee for the Review of Government Service Provision.

Data published in early 2005 relates to the provision of services in 2003-04, and found that the rate of deaths of prisoners from apparent unnatural causes in Victoria was below the national average. Victoria also performed above the national average for the rate of prisoners who were participating in education programs, and had the second highest rate of prisoner employment. The rate of successful completion of Community Corrections Orders in Victoria in 2003-04 was above the national average, while the completion of reparation (community work) orders, at 76 per cent, was the second highest rate nationally. The successful completion rate for supervision type orders of 72 per cent was a marked improvement on the previous financial year, and the third highest nationally. Comparative data for 2004-05 will be published in early 2006.

## Report on outputs

The 2004-05 State Budget provided estimated funding of \$2,366.41 million to the Department of Justice and its portfolio agencies to deliver agreed outputs.

### 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 entities responsible for delivering those outputs.

Output Group	Department and/or Agencies Responsible for Delivery	2004-2005 Revised Budget Estimates \$ Million <sup>1</sup>
Public Safety Policy	Department of Justice	25.7
Emergency Prevention and Response	Department of Justice Metropolitan Fire and Emergency Services Board * Country Fire Authority ** Emergency Communications Victoria	102.7
Legal Support for Government	Department of Justice Victorian Law Reform Commission Office of the Privacy Commissioner Victorian Electoral Commission	50.0
Dispensing Justice	Department of Justice Supreme Court County Court Magistrates' Court Children's Court Coroner's Court Victorian Civil and Administrative Tribunal Victoria Legal Aid Office of Public Prosecutions Victorian Institute of Forensic Medicine	311.6
Enforcing Court Orders	Department of Justice	83.9
Enforcing Correctional Orders	Department of Justice	376.0
Protecting Consumers	Department of Justice	60.3
Regulating Gaming and Racing	Department of Justice Victorian Commission for Gambling Regulation	28.3
Achieving Equal Opportunity	Equal Opportunity Commission Office of the Public Advocate	11.0
Reducing the Crime Rate	Victoria Police ***	623.8
Reducing the Road Toll and the Incidence of Road Trauma	Victoria Police ***	129.7
High Levels of Community Perceptions of Safety	Victoria Police ***	539.8
High Levels of Customer Satisfaction	Victoria Police ***	23.6

\* Details of output performance for the Metropolitan Fire and Emergency Services Board are provided in the Metropolitan Fire and Emergency Services Board Annual Report.

\*\* Details of output performance for the Country Fire Authority are provided in the Country Fire Authority Annual Report.

\*\*\* Details of output performance for the Victoria Police are provided in the Victoria Police Annual Report.

<sup>1</sup> Source: 2005-06 Service Delivery - Budget Paper No.3. Table 2.5, Page 142.

## Output Group Performance 2004-2005

The following tables outline the major outputs/deliverables for which the Department is responsible

### Output Group: Public Safety Policy

This output provides a focus for public safety policy development and advice to the Minister, new policy implementation, and coordination and effectiveness evaluation, including implementation of 'Safer Streets and Homes', and the Crime and Violence Prevention Strategy for Victoria.

These outputs contribute to the following key Government outcomes:

- safe streets, homes and workplaces; and
- building cohesive communities and reducing inequalities.

Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
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	16,100	16,100
<b>Quality</b>			
Advice meets internal benchmarks	per cent	95	95
<b>Timeliness</b>			
Achievement of milestone targets for grant processing	per cent	100	100
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>5.1</b>	<b>11.0</b>

The variance in output cost is principally due to the completion of a number of crime and violence prevention programs originally expected to be completed in the prior financial year.

### 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	14,500	14,500
<b>Quality</b>			
Advice meets internal benchmarks	per cent	95	95
<b>Timeliness</b>			
Agreed time-lines met	per cent	95	95
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>15.0</b>	<b>11.0</b>

The variation in output cost is principally due to a proportion of new project funds originally included in the output cost estimate being allocated to the Country Fire Authority and Metropolitan Fire and Emergency Services Board which do not form part of this output.

## Report on outputs continued

### Output Group: Emergency Prevention and Response

These outputs support emergency prevention and response services provided by the Metropolitan Fire and Emergency Services Board, Country Fire Authority and Victoria State Emergency Services.

These outputs contribute to the key Government outcome:

- safe streets, homes and workplaces.

Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
<b>State-wide Emergency Services</b>			
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>Quantity</b>			
Volunteer Units	number	149	150
<b>Quality</b>			
Municipal customer satisfaction	per cent	85	85
<b>Timeliness</b>			
Response to road accident rescue calls meeting benchmark times	per cent	90	91
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>35.9</b>	<b>45.9</b>

2004-05 actual cost includes funding reallocated from the various Emergency Services Organisations to facilitate completion and initial administration of the Mobile Data Network project.

### Output Group: Legal Support for Government

These outputs provide the Department's primary focus for State law reform, the development of justice policy and procedures, administrative reviews of justice agencies and the implementation of new or amending legislation. They also provide advice to government on legal matters and solicitor services, and manage a range of legal frameworks on behalf of government including native title issues, protection of privacy, and the conduct of state elections.

These outputs contribute to the following key Government outcomes:

- promoting rights and diversity; and
- building cohesive communities and reducing inequalities.

#### 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 task forces.

#### Quantity

Capacity to provide advice, briefings and consultations	hours	19,000	19,000
Law reform projects (including legislative program matters)	number	28	28

#### Quality

Advice meets internal quality standards	per cent	95	95
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#### Timeliness

Agreed timeliness, milestones or schedules met	per cent	85	85
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Cost

<b>Total output cost</b>	<b>\$ million</b>	<b>5.1</b>	<b>5.4</b>
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<b>Performance Measures</b>	<b>Unit of measure</b>	<b>2004-2005 Target</b>	<b>2004-2005 Actual</b>
<b>Law Reform</b>			
Undertakes legal and empirical research and provides policy advice to Government on law reform issues referred to the Commission by the Attorney-General; undertakes research and makes recommendations on minor law reform issues raised in community consultations or suggested by the judiciary, the legal profession or by Community Legal Centres; co-ordinates law reform activity, and undertakes educational activities.			
<b>Quantity</b>			
Law reform education and coordination activities	number	9	9
References and community law reform projects	number	6	6
<b>Quality</b>			
Projects meet internal quality standards	per cent	95	95
<b>Timeliness</b>			
Agreed timelines, milestones or schedules met	per cent	95	95
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>2.1</b>	<b>2.8</b>
<b>Legal Advice to Government</b>			
Provision of legal advice to Government on constitutional and other legal matters, and a full range of disputation, prosecutorial, commercial and property related solicitor services on behalf of client government departments.			
<b>Quantity</b>			
Capacity to provide client legal services	hours	45,500	45,648
<b>Quality</b>			
Client satisfaction with quality of legal advice provided	level	high	high
<b>Timeliness</b>			
Client satisfaction with timeliness of legal advice provided	level	high	high
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>13.5</b>	<b>14.3</b>
<b>Privacy Regulation</b>			
Supports the Office of the Victorian Privacy Commissioner (OVPC). OVPC operates a privacy compliance scheme for the Victorian public sector under the Information Privacy Act 2000.			
<b>Quantity</b>			
Formal complaints in jurisdiction (a)	number	120	50
Investigations/audits	number	6	6
Promotional/training activities delivered (b)	number	180	323
Requests for advice (a)	number	4,000	2,607
<b>Quality</b>			
Client satisfaction with services provided	level	high	high
<b>Timeliness</b>			
Statutory or agreed timelines met	per cent	90	97
Cost			
<b>Total output cost (c)</b>	<b>\$ million</b>	<b>1.7</b>	<b>2.0</b>

(a) Requests for telephone advice and formal complaints were lower than anticipated, with resources for this output directed at fewer, but complex, public sector consultations and advice.

(b) Promotional and training activities were higher than anticipated, reflecting a major focus on delivery of these activities, in particular, to the public sector entities regulated by the IPA.

(c) Output cost reflects additional promotional / training activities undertaken.

## Report on outputs continued

Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
<b>Native Title Framework</b>			
Manages native title claims on behalf of the State; provides leadership on 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
<b>Quality</b>			
Claims resolved	per cent	100	100
<b>Timeliness</b>			
Achievement of strategic project milestone targets	per cent	100	100
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>2.9</b>	<b>3.2</b>

### State Electoral Roll and Elections

Maintains the integrity of the Victorian electoral system through the conduct of fair and impartial elections.

#### Quantity

Elector enrolment changes (a)	number ('000)	600	730.2
Municipal elections, by-elections & polls (b)	number	35	30
Non-government elections, by-elections & polls (b)	number	40	14
State Government elections, by-elections and polls	number	0	0
Training programs conducted for election officials	number	21	25

#### Quality

Election results contested in court	number	0	2
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#### Timeliness

Post election implementation review reports provided	per cent	100	100
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Cost

<b>Total output cost (c)</b>	<b>\$ million</b>	<b>20.8</b>	<b>19.4</b>
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(a) Higher than anticipated number due to increased level of enrolments prior to the Federal Election, and a supplementary review of over 1 million electors conducted by the AEC.

(b) The historically-based estimates for the number of elections were higher than those actually conducted.

(c) The lower than budgeted output cost reflects the fewer than originally anticipated number of municipal and non-government elections conducted during 2004-05.

### Output Group: Dispensing Justice

These outputs involve supporting the State's judiciary in its dispensation of criminal and civil matters, maintaining the administrative operations of the system of courts and statutory tribunals, and providing alternative civil dispute resolution mechanisms. The outputs also involve the management of criminal prosecutions on behalf of the State, provision of legal aid for system users, and support to victims of crime.

These outputs contribute to the following key Government outcomes:

- promoting rights and respecting diversity;
- safe streets, homes and workplaces; and
- building cohesive communities and reducing inequalities.

Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
<b>Public Prosecutions</b>			
Supports the Office of Public Prosecutions to prepare and conduct proceedings in the High Court, Supreme Court, County Court and Magistrates' Court on behalf of the Director of Public Prosecutions in an effective, economical and efficient manner.			
<b>Quantity</b>			
Matters prepared for proceedings and attendance at court	number ('000)	51	66.9
<b>Quality</b>			
Client satisfaction with quality of preparation for and conduct of proceedings	per cent	95	95
<b>Timeliness</b>			
Matters prepared within statutory time limits	per cent	95	95
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>26.5</b>	<b>34.0</b>

The 2004-05 actual cost reflects additional resourcing provided to the Office of Public Prosecutions to undertake additional prosecutions, particularly in the area of major crime trials.

### Forensic Evidence

Provides forensic pathology and scientific services through the Victorian Institute of Forensic Medicine (VIFM), which is responsible for the production of reports to the Coroner as part of death investigations.

<b>Quantity</b>			
Bodies admitted	number	3,000	3,260
<b>Quality</b>			
VIFM quality audit	per cent	95	95
<b>Timeliness</b>			
Autopsies completed within 18 working hours of being ordered	per cent	70	85.4
Post mortem reports issued within agreed period	per cent	70	74
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>15.0</b>	<b>15.1</b>

## Report on outputs continued

### Matters in the Supreme Court

The Supreme Court is the superior court of Victoria and can deal with all manner of cases, both criminal and civil, except those expressly excluded by statute. In the main, it deals with such cases as murder, manslaughter and other serious criminal matters, civil actions involving large claims and appeals against decisions of lower courts.

#### Quantity

Matters disposed	number	20,200	20,013
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#### Quality

User survey rating the registries, Juries Division or Court amenities	level	high	high
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Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
<b>Timeliness</b>			
Civil cases disposed of within 24 months of commencement	per cent	80	93
Criminal Cases disposed of within 12 months of commencement	per cent	90	90
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>36.1</b>	<b>17.0</b>

The 2004-05 output cost is net of a land and buildings valuation adjustment offset by additional judicial remuneration and operating costs arising from the conduct of additional major trials.

### Matters in the County Court

The County Court has jurisdiction in relation to indictable offences, with the exception of murder and treason. The Court also has jurisdiction in civil matters, adoption proceedings and it can hear and determine change of name applications. The Court is a Court of Appeal from Magistrates' Court decisions.

#### Quantity

Matters disposed (a)	number	11,130	12,776
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#### Quality

Respondents to user survey rating the registry service as good or very good	per cent	85	89
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#### Timeliness

Civil cases disposed of within 12 months of commencement	per cent	37	37
Criminal Cases disposed of within 12 months of commencement	per cent	80	88

Cost

<b>Total output cost (b)</b>	<b>\$ million</b>	<b>57.9</b>	<b>66.6</b>
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(a) Above target due to the Criminal division's increase in number of disposals of appeals, and tightening of successful adjournment applications. The Civil division has disposed of a large number of outstanding tort law reform cases, and also completed a file audit resulting in the disposal of several hundred cases.

(b) The 2004-05 output cost reflects a land and buildings valuation adjustment plus additional judicial remuneration and operating costs.

### Matters in the Magistrates' Court

The Magistrates' Court of Victoria is responsible for dispensing justice in a wide range of criminal and civil matters of dispute. Registrars perform quasi-judicial functions and, together with Court staff, are responsible for the non-judicial operations of the Court and the provision of logistical and administrative support to the judiciary.

#### Quantity

Substantive matters finalised:

• Crimes Family Violence (CFV) (a)	number	22,000	24,232
• Civil (b)	number	8,285	9,360
• Criminal	number	130,000	130,680
• Victims Of Crime Assistance Tribunal (VOCAT) (c)	number	3,700	5,342

#### Quality

Quality of registry services - responsiveness to enquiries within established timeframes:

• Counter	per cent	75	97
• Email/Web	per cent	90	100
• Telephone	per cent	70	96

Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
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Ratio of number of matters finalised to commenced:

• CFV	per cent	95	96
• Civil	per cent	98	99
• Criminal	per cent	94	98
• VOCAT	per cent	100	143

#### Timeliness

Proportion of matters finalised within nine months - VOCAT

	per cent	50	43
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Proportion of matters finalised within 6 months:

• CFV	per cent	99	94
• Civil	per cent	75	75
• Criminal	per cent	85	88

Cost

<b>Total output cost (d)</b>	<b>\$ million</b>	<b>77.2</b>	<b>79.7</b>
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(a) Increased number of complaints for an intervention order, and an audit finalising a large number of older cases.

(b) Increase in jurisdiction to \$100k resulting in more undefended matters for determination.

(c) Audit activities finalised a large number of 'pending' cases.

(d) The 2004-05 output cost includes a land and buildings valuation adjustment.

## Report on outputs continued

### Matters in the Children's Court

The Children's Court of Victoria has criminal and family divisions which hear and determine matters concerning children and young persons under the age of 17 years pursuant to the legislation.

<b>Quantity</b>	number	16,452	13,907
Matters disposed			
<b>Quality</b>			
Responsiveness to counter enquiries within established timeframes	per cent	75	95
Responsiveness to telephone enquiries within established timeframes Counter	per cent	70	84
<b>Timeliness</b>			
Average elapsed time between issue and finalisation of Protection Applications - less than or equal to	weeks	15	12
Criminal division matters finalised within 6 months	per cent	95	94
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>8.7</b>	<b>8.7</b>

Diversion initiatives have caused a decrease in the number of matters dealt with.

<b>Performance Measures</b>	<b>Unit of measure</b>	<b>2004-2005 Target</b>	<b>2004-2005 Actual</b>
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### Matters in the Coroner's Court

The Coroner's Court is responsible for investigating reportable deaths and fires. The Court ensures that all reportable deaths are investigated appropriately and efficiently and that inquest hearings are held in accordance with legislation and at the request of the State Coroner. Emphasis is placed on Coroner's recommendations relating to injury / death prevention and public health and safety.

<b>Quantity</b>			
Matters disposed	number	4,200	4,321
<b>Quality</b>			
Responsiveness to counter enquiries within established timeframes	per cent	75	97
Responsiveness to telephone counter enquiries within established timeframes	per cent	70	96
<b>Timeliness</b>			
Matters finalised within target elapsed time benchmarks	per cent	80	100
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>5.9</b>	<b>6.0</b>

### Matters in the Civil and Administrative Tribunal

The Tribunal provides dispute resolution services in civil matters (relating to equal opportunity, discrimination, guardianship, residential and retail tenancies, domestic buildings, credit and small claims), hears administrative appeals (in regard to planning, taxation, traffic accident compensation, land valuation, occupational and business regulation and other general matters) and provides advisory services through various boards.

#### Quantity

Matters finalised	number	85,500	88,558
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#### Quality

Tribunal user satisfaction	level	high	high
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#### Timeliness

Matters finalised within target elapsed time benchmarks	per cent	90	90
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Cost

<b>Total output cost</b>	<b>\$ million</b>	<b>24.4</b>	<b>25.5</b>
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<b>Performance Measures</b>	<b>Unit of measure</b>	<b>2004-2005 Target</b>	<b>2004-2005 Actual</b>
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### 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.

#### Quantity

Disputes received for resolution	number	1,300	1,566
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Public education activities conducted	number	100	103
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Responses to general and dispute resolution advisory service inquiries	number	12,500	14,981
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#### Quality

Clients satisfied with the equity of the outcome of mediation processes	per cent	95	88
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Resolution of mediation options that are activated / conducted	per cent	32	31
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#### Timeliness

Matters finalised within target elapsed time benchmarks	per cent	82	84
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Cost

<b>Total output cost</b>	<b>\$ million</b>	<b>1.4</b>	<b>1.6</b>
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Increases in Disputes received and Responses to Inquiries are due to earlier promotions to Victoria's culturally and linguistically diverse (CALD) community, and the Magistrates' Court.

## Report on outputs continued

<b>Performance Measures</b>	<b>Unit of measure</b>	<b>2004-2005 Target</b>	<b>2004-2005 Actual</b>
<b>Legal Aid</b>			
Supports Victoria Legal Aid to provide legal assistance and representation to members of the community in legal cases arising under State law.			
<b>Quantity</b>			
Duty lawyer services	number	41,500	44,539
Legal advice (a)	number	28,000	33,148
New applications approved	number	26,900	27,564
Publications distributed (b)	number	200,000	302,716
Telephone information services	number	44,000	42,639
<b>Quality /Timeliness</b>			
Applications processed within 1 day	per cent	85	77
Applications processed within 15 days	per cent	98	98
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>35.2</b>	<b>35.4</b>

(a) Legal advice targets are established on historical trends. The demand for this service increased during the period and additional outputs were achieved.

(b) VLA produces publications in large runs. Due to increases in demand results in excess of target were achieved.

### **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.

#### **Quantity**

Calls for assistance received	number	45,000	43,708
Clients completing course of counselling (a)	number	1,379	4,674
Counselling (b)	number	5,021	1,550
Victims Assistance Program Casework / Practical Assistance (c)	number	4,200	3,532

#### **Quality**

Advice meets internal quality standards	per cent	95	95
Client satisfaction rate	per cent	85	85

#### **Timeliness**

Help-line calls responded to and follow up material provided within benchmarks	per cent	95	100
Initial response provided by VAP within 24 hours of referral	per cent	95	95

Cost

<b>Total output cost</b>	<b>\$ million</b>	<b>9.2</b>	<b>9.0</b>
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(a) Figures for former service system from Jul'04 to Oct'04.

(b) Figures for the new service system, which commenced in November 2004. For the year combined (totalling (a) + (b)), counselling targets were achieved.

(c) Reported figures are from Nov'04 for new service system only. Under former service system, from Jul'04 to Oct'04, there were 1040 services provided. When numbers are combined, the outcome is 4572 against a full year target of 4200. This combined achievement represents 109 per cent against the YTD target.

## Output Group: Enforcing Court Orders

These outputs involve enforcing judicial fines, court orders and warrants and processing traffic infringement notices. Unpaid fines are also followed up on behalf of local government on a fee for service basis.

These outputs contribute to the following key Government outcome:

- promoting rights and respecting diversity.

Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
<b>Traffic Fines Processing</b>			
Administers the processing of traffic infringement notices, penalty payments and referral for enforcement action where required.			
<b>Quantity</b>			
CityLink infringement notices processed	number ('000)	500	612
Traffic infringement notices processed (a)	number ('000)	1,750-1,850	1,344
<b>Quality</b>			
Prosecutable images	per cent	80	84
<b>Timeliness</b>			
Clearance of infringements within 120 days	per cent	78	81
Cost			
<b>Total output cost (b)</b>	<b>\$ million</b>	<b>85.6</b>	<b>63.4</b>
(a) Decrease in traffic infringement notices processed due to re-phasing of road safety camera program			
(b) The 2004-05 output cost reflects the reduced number of traffic infringement notices processed.			
<b>Enforcement of Court Orders and Warrants</b>			
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>			
Infringements processed by PERIN (a)	number ('000)	875	698
Warrants actioned	number ('000)	500	565
<b>Timeliness</b>			
Clearance of court orders and warrants within 12 months of issue of infringement, registration or lodgement.	per cent	38	37
Cost			
<b>Total output cost (b)</b>	<b>\$ million</b>	<b>36.4</b>	<b>25.5</b>
(a) Decrease in PERIN processing due to flow-on effect of the re-phasing of the road safety camera program and alternative collection efforts being examined by local government.			
(b) The 2004-05 output cost reflects the lower number of infringements processed			
<b>Asset Confiscation Order Processing</b>			
Provides for the coordination of confiscations and the management or conversion of assets tainted through criminal activity.			
<b>Quantity</b>			
Enforcement of Confiscation Orders	number	3,358	3,289
<b>Quality</b>			
Pecuniary penalty orders collections within 2 years from the date of order	per cent	25	25
<b>Timeliness</b>			
Assets converted within 90 day conversion cycle	per cent	80	87.4
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>2.2</b>	<b>1.7</b>

The lower than anticipated 2004-05 cost reflects the carryforward of funding into 2005-06 to complete development of Asset Confiscation Office case management systems to accommodate recent changes in confiscation legislation.

## Report on outputs continued

### Output Group: Enforcing Correctional Orders

These outputs ensure 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.

These outputs contribute to the following key Government outcome:

- safe streets, homes and workplaces

#### 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.

##### Quantity

Service capacity to provide advice, briefings and consultations	hours	45,900	46,799
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##### Quality/Timeliness

Advice meets internal quality and timeliness standards	per cent	95	95
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Cost

<b>Total output cost</b>	<b>\$ million</b>	<b>29.3</b>	<b>34.4</b>
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#### Prisoner Supervision and Support

Provides constructive containment of prisoners.

##### Quantity

Average daily prison utilisation rate of total prison capacity	per cent	90-95	90.0
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Total annual daily average numbers of prisoners	number	3,600-3,800	3,597
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##### Quality/Timeliness

Proportion of benchmark measures in prison services agreement achieved	per cent	90	87.4
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Cost

<b>Total output cost</b>	<b>\$ million</b>	<b>323.7</b>	<b>316.5</b>
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#### Community Based Offender Supervision

Provides for the supervision in the community of offenders on court orders.

Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
<b>Quantity</b>			
Average daily offenders under community based supervision	number	8,300	8,218
Community supervision orders registered (a)	number	18,250	18,982
<b>Quality</b>			
Community supervision orders successfully completed	per cent	80	75.3
Offenders with a treatment or personal development program condition who have been appropriately referred to a program	per cent	85-90	79.7
<b>Timeliness</b>			
Orders registered within 5 working days of the order's commencement	per cent	95	96.9
Supervised offenders inducted within seven working days of the commencement of the order	per cent	95	91.8
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>37.1</b>	<b>34.6</b>

(a) DTF Certification was achieved with an 'actual' figure of 18,982 that was later revised up to 19,370

## Output Group: Protecting Consumers

These outputs involve developing and administering consumer protection legislation, including legislation relating to product safety, trade measurement and the sale of liquor. It informs people of their rights and responsibilities in the market place, provides assistance to those seeking redress and promotes compliance of business with the law. Business registers and licences are maintained to ensure minimum standards of transparency and competence and where necessary to influence and regulate trading behaviour.

These outputs contribute to the following key Government outcomes:

- promoting rights and respecting diversity; and
- building cohesive communities and reducing inequalities.

### Consumer Protection

Registers or licenses certain occupations or industries (including liquor sales), business names and community organisations; provides information and advice to consumers and traders; provides resolution services; monitors and takes action to enforce compliance with legislation; manage the delivery of trade measurement services and services to promote responsible management of the sale of liquor.

#### Quantity

Face-to-face advice provided (a)	number	16,750	13,905
Inspections, compliance monitoring and enforcement activities (b)	number	7,365	13,952
Registration and licensing transactions	number	529,000	571,981
Telephone advice provided (a)	number	553,350	606,735
Written advice provided (a)	number	16,200	18,486

#### Quality

Quality of services provided	per cent	87.5	87.6
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#### Timeliness

Timeliness of services provided	per cent	90	92
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Cost

<b>Total output cost (c)</b>	<b>\$ million</b>	<b>61.9</b>	<b>54.0</b>
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(a) Greater success in promoting use of on-line, telephone and written advice than expected, with fewer face to face services a consequence.

(b) Greater focus placed on compliance and enforcement activities during the year.

(c) The lower than anticipated cost in 2004-05 reflects a lower than expected level of property related grants and projects funded from the Victorian Property Fund.

## Report on outputs continued

### Output Group: Regulating Gaming and Racing

These outputs involve the management and regulation of gaming and racing activities in Victoria.

These outputs contribute to the following key Government outcomes:

- promoting rights and respecting diversity; and
- building cohesive communities and reducing inequalities.

Performance Measures	Unit of measure	2004-2005 Target	2004-2005 Actual
<b>Regulation of Gambling</b>			
Provides monitoring and regulation of gambling activities in Victoria.			
<b>Quantity</b>			
Compliance Services (audits, inspections, investigation, revenue verification, operator procedures and rule approvals) (a)	number	8,860	9,790
Licences (b)	number	16,423	13,857
<b>Quality</b>			
Compliance Services - accuracy of compliance activities	per cent	100	100
Licences - licences cancelled following disciplinary action as a proportion of active licences	per cent	<0.1	<0.1
<b>Timeliness</b>			
Compliance services - performed within target time	per cent	90	100
Licences - processed within target time	per cent	80	86
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>18.9</b>	<b>17.9</b>

(a) Additional compliance audits conducted in a number of areas.

(b) Fewer new and replacement licences issued as gaming industry workforce stabilises.

### Gaming and Racing Industry Management

Provides leadership and strategic policy advice to the Minister for Gaming and the Minister for Racing on the responsible management and regulation of the gaming and racing industries.

#### Quantity

Living Country Racing Program grant applications processed (a)	per cent	70	83
Office of Gaming and Racing briefings processed (b)	number	280	315
Racing matters processed (including licences, permits, appeals and registrations) (c)	number	1,550	1,768
Research reports commissioned by the Gambling Research Panel (d)	number	6	4

<b>Performance Measures</b>	<b>Unit of measure</b>	<b>2004-2005 Target</b>	<b>2004-2005 Actual</b>
<b>Quality</b>			
Stakeholder satisfaction with the quality of advice and level of support provided by the Office of Gaming and Racing	per cent	>90	90
Successful appeals against licensing and registration decisions	per cent	<1	0
<b>Timeliness</b>			
Racing and Gaming applications and initiatives completed within elapsed time benchmarks	per cent	100	100
Cost			
<b>Total output cost (e)</b>	<b>\$ million</b>	<b>8.3</b>	<b>4.9</b>

(a) Higher than anticipated level of interest in the program

(b) A higher number of briefings were processed in responding to emerging issues.

(c) Increase in applications for registration from bookmakers and bookmakers' clerks, and an increase in the activities of the Racing Appeals Tribunal.

(d) The number of reports commissioned was less than planned following the abolition of the Gambling Research Panel. Research program is now informed by the new Responsible Gambling Ministerial Advisory Council.

(e) The lower than anticipated output cost is a result of the changes to the research program as at note (d) above.

### **Output Group: Achieving Equal Opportunity**

These outputs support the administration of equal opportunity legislation and the provision of advocacy and guardianship services for adults with disabilities.

These outputs contribute to the following key Government outcomes:

- promoting rights and respecting diversity; and
- building cohesive communities and reducing inequalities.

#### **Discrimination Prevention and Redress**

Supports the Equal Opportunity Commission to provide an impartial complaint resolution service for complaints lodged by any member of the Victorian public under State legislation, inform people of their rights and responsibilities and educate the community to promote equality of opportunity and to prevent discrimination, undertake research on discrimination and advise the Government on discriminatory legislation.

#### **Quantity**

Complaint files finalised	number	1,150	1,140
Persons who receive anti-discrimination training services	number	11,000	10,765
Public enquiries responded to (a)	number	7,500	8,802

#### **Quality**

Customer satisfaction rating:

• Education Services	per cent	95	99
• Enquiries	per cent	85	98
• Complaint resolution	per cent	75	79

#### **Timeliness**

Complaints determined within statutory timelines	per cent	100	100
Conciliations completed to internal standards	per cent	90	90

Cost

<b>Total output cost</b>	<b>\$ million</b>	<b>5.2</b>	<b>5.3</b>
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(a) There has been an unexpected increase in the number of enquiries being received via email. This could be the result of the redesign of the Commission's website which more clearly directs complaint enquiries.

## Report on outputs continued

<b>Performance Measures</b>	<b>Unit of measure</b>	<b>2004-2005 Target</b>	<b>2004-2005 Actual</b>
<b>Advocacy and Guardianship</b>			
Supports the Public Advocate in its role as the statutory guardian of last resort for adults with disabilities. Services include: advice and reports on independent investigations and enquiries to the Guardianship List of the Victorian Civil and Administrative Tribunal (VCAT); professional and administrative support and training for volunteer Community Visitors, community Guardians and Independent Third Persons; and monitoring of proposals to provide medical treatment in the absence or refusal of 'person responsible'.			
<b>Quantity</b>			
Advocacy interventions and investigations undertaken (a)	number	1,600	1,983
Guardianship services - total case load	number	1,150	1,089
Public information services provided (b)	number	19,600	21,892
Volunteers supported and trained	number	880	865
<b>Quality</b>			
User satisfaction rating	per cent	85	88
<b>Timeliness</b>			
Enquiries resolved within internal standards	per cent	95	97
Cost			
<b>Total output cost</b>	<b>\$ million</b>	<b>5.9</b>	<b>6.1</b>

(a) Total outputs include 89 advocacy cases funded by DHS as part of the redevelopment of Kew Cottages. Excluding these outputs the result is 18 per cent above target. This is entirely a reflection of the slowdown in the demand for guardianship, which enabled some staff resources to be reallocated to this output.

(b) Within this output, education services, which are controlled by OPA, were constant. The entire rise is in demand for advice services which increased by 14 per cent compared to the previous year.