

# 2021–22 Annual Report

Volume 1 – Performance and activities



# Acknowledgement of Country

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The NSW Department of Communities and Justice acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and future. We extend this acknowledgement to the Aboriginal and Torres Strait Islander people that contributed to the development of this report.

We advise this report may contain images of deceased persons in photographs.



*Smoking ceremony at DCJ's 6 Parramatta Square Office*

# Letter to the Ministers

**The Hon. Mark Speakman SC MP**

Attorney General  
Parliament House  
Sydney NSW 2000

**The Hon. David Elliott MP**

Minister for Veterans  
Parliament House  
Sydney NSW 2000

**The Hon. Natalie Ward MLC**

Minister for Women's Safety and the  
Prevention of Domestic and Sexual Violence  
Parliament House  
Sydney NSW 2000

**The Hon. Dr Geoffrey Lee MP**

Minister for Corrections  
Parliament House  
Sydney NSW 2000

**The Hon. Natasha Maclaren-Jones**

Minister for Families and Communities  
Minister for Disability Services  
Parliament House  
Sydney NSW 2000

**The Hon. Stephanie Cooke MP**

Minister for Emergency Services and Resilience  
Minister for Flood Recovery  
Parliament House  
Sydney NSW 2000

**The Hon. Mark Coure MP**

Minister for Multiculturalism  
Minister for Seniors  
Parliament House  
Sydney NSW 2000

Dear Ministers

I am pleased to submit the *Department of Communities and Justice Annual Report 2021-22* for presentation to the NSW Parliament.

This report was prepared in accordance with the provisions of the *Annual Reports (Departments) Act 1985*, the *Annual Reports (Statutory Bodies) Act 1984* and applicable regulations, and the *Public Finance and Audit Act 1983*.

After the report is presented to Parliament, it will be available for public access on the Department and Communities and Justice website at [dcj.nsw.gov.au](http://dcj.nsw.gov.au)

Yours sincerely,



**Michael Tidball**  
Secretary

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# About this report

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The Department of Communities and Justice Annual Report details the operations and financial performance of the department for 2021–22 in accordance with the requirements of the *Annual Reports (Departments) Act 1985*, the *Annual Reports (Statutory Bodies) Act 1984* and applicable regulations, and the *Public Finance and Audit Act 1983*.

This report, **Volume 1: Performance and activities report** is one of three volumes of the Department of Communities and Justice Annual Report. Volume 1 reviews and reports on activities and performance for the department.

Volumes 2 and 3 are published separately, as follows.

**Volume 2: Audited financial statements** contains Department of Communities and Justice consolidated financial statements, including:

- Department of Communities and Justice (Parent Financial Report)
- John Williams Memorial Charitable Trust.

**Volume 3: Funds granted to non-government organisations** contains information about Department of Communities and Justice-funded non-government organisations (NGOs).

After they are presented to NSW Parliament, all volumes of this report will be available for public access on the Department of Communities and Justice website at [dcj.nsw.gov.au](http://dcj.nsw.gov.au)

# Secretary's message



## I am pleased to introduce the 2021–22 Annual Report for the NSW Department of Communities and Justice (DCJ) – my first as Secretary of DCJ.

Since starting as Secretary in February 2022, I've seen first-hand the passion, commitment and resilience of DCJ staff, particularly as they supported communities through catastrophic flooding and the COVID-19 pandemic.

This included providing emergency accommodation to more than 3,500 people in Northern NSW, setting up round-the-clock evacuation centres, and together with our government and non-government partners, delivering more than 120 motorhomes to flood-affected areas.

Corrective Services NSW oversaw the construction of 150 demountable homes, providing temporarily housing for displaced residents in Lismore and helping inmates develop job skills.

While 2021–22 posed many challenges, it also presented opportunities to find better ways of delivering our services and improving outcomes.

Our new Transforming Aboriginal Outcomes Division is driving DCJ's work to meet Closing the Gap targets, while the Walama List Pilot in the District Court is helping Aboriginal offenders navigate a path back to identity, culture and a healthy, crime-free life.

We led the development of the NSW Disability Inclusion Plan 2021–2025. The plan outlines how we will remove systemic and attitudinal barriers so that people with disability have better opportunities to live a meaningful life.

We implemented innovative strategies to help decrease the risk of children being re-reported at risk of significant harm to DCJ. By supporting families to make positive changes, we have seen the re-reporting rate drop by almost five percentage points, keeping us on track to achieve the Premier's Priority. Entries into care and the overall number of children in care have also fallen, with both at their lowest in a decade.

To align with the new consent laws introduced in June 2022, we delivered the celebrated community education campaign – Make No Doubt – which empowers young people to check consent every time they engage in sexual activity.

These are just some of our achievements that demonstrate our strength in working together as one department to respond, adapt and innovate in challenging times.

I look forward to seeing us continue this work to achieve a safe, just, resilient and inclusive NSW.

A handwritten signature in black ink, appearing to read 'Michael Tidball', written over a thin horizontal line.

**Michael Tidball**  
Secretary

# About Communities and Justice



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# 1.1 Who we are and what we do

The Department of Communities and Justice (DCJ) is the lead agency in the Stronger Communities Cluster.

We focus on prevention and early intervention, targeted responses and achieving more seamless operations as we work with the community, our non-government partners and other agencies to improve outcomes for:

- people experiencing or who have experienced domestic and family violence
- people who have experienced sexual assault
- young people and adults in contact with the justice system
- people experiencing or at risk of homelessness and people in need of safe and affordable housing
- vulnerable children and young people
- people with disability
- Aboriginal people, who are overrepresented across our services
- seniors, whom we support to live active and inclusive lives
- people from culturally and linguistically diverse backgrounds.



## State Outcomes

In 2018–19 the NSW Government introduced a set of State Outcomes, which describe the primary purpose for which public resources are being spent, and the goals that government is seeking to achieve for its citizens. Outcome Budgeting is a reform journey. NSW has progressively developed and refined an outcomes framework to inform investment decision making.

Outcome Budgeting puts the needs of the people at the centre of investment decision-making across the sector. It is an approach to decision making that recognises that the allocation of public resources should be based on the outcomes achieved for people, not the amount spent.

During 2021–22, we led the delivery of the following State Outcomes:

- An efficient and effective legal system
- Reduce reoffending
- Children and families thrive
- People have a safe and affordable place to live.

We also contributed to the following State Outcomes:

- Active and inclusive communities
- Safer communities
- Prepared for disasters and emergencies.

# How DCJ works to deliver State Outcomes

Divisions	Safer communities	Efficient and effective legal system	Reduce reoffending	Prepared for disasters and emergencies	Active and inclusive communities	Children and families thrive	People have a safe and affordable place to live	Our organisation enables improved service delivery
Child Protection and Permanency, District and Youth Justice Services	Lead responsibility	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor
Corporate Services	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor
Corrective Services NSW	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor
Courts, Tribunals and Service Delivery	Contributor	Lead responsibility	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor
Housing, Disability and District Services	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor
Law Reform and Legal Services	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor
Strategy, Policy and Commissioning	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor	Contributor

 = Lead responsibility  
 = Contributor

## Contribution to Premier's Priorities

The NSW Premier's Priorities highlight the government's commitment to enhancing the quality of life for the people of NSW.

In 2021–22, we led the delivery of the following Premier's Priorities to:

- Decrease the proportion of children and young people re-reported at risk of significant harm by 20 per cent by 2023.
- Double the number of children in safe and permanent homes by 2023 for children in, or at risk of entering, out-of-home care.
- Reduce the number of domestic violence reoffenders by 25 per cent by 2023.
- Reduce adult reoffending following release from prison by five per cent by 2023.
- Reduce street homelessness across NSW by 50 per cent by 2025.

We also contribute to the Premier's Priority for a world-class public service through driving public sector diversity by 2025. DCJ is performing strongly in the following sector targets:

- having 50 per cent of senior leadership roles held by women
- increasing the number of Aboriginal people in senior leadership roles
- ensuring 5.6 per cent of government sector roles are held by people with a disability.

## Closing the Gap commitments

The NSW Government has committed to the National Agreement on Closing the Gap (the National Agreement). This approach recognises the need to work differently with community to overcome entrenched inequality and improve long-term outcomes. The 10-year National Agreement commenced in July 2020 and reflects a genuine partnership between all Australian governments and the Coalition of Aboriginal and Torres Strait Islander Peak Organisations.

NSW has committed to five areas of Priority Reform which all agencies are responsible for delivering. These reforms aim to transform the way governments work with Aboriginal people and communities, focusing on the principles of self-determination:

- **Priority Reform 1:** Strengthen and establish formal partnerships and shared decision-making structures with Aboriginal and Torres Strait Islander communities.
- **Priority Reform 2:** Build the Aboriginal and Torres Strait Islander community-controlled sector.

- **Priority Reform 3:** Transform government organisations so they are culturally safe and responsive to the needs of Aboriginal and Torres Strait Islander people.
- **Priority Reform 4:** Improve collection, access, management and use of data and information to enable Aboriginal and Torres Strait Islander communities to make informed decisions.
- **Priority Reform 5 (NSW only):** Support employment, business growth and economic prosperity for Aboriginal and Torres Strait Islander people.

The National Agreement sets out 17 socio-economic targets across areas that have an impact on life outcomes for Aboriginal and Torres Strait Islander people. These targets are the key measures by which governments are publicly accountable. We are the lead government agency for four of the socio-economic targets:

- **Target 10:** By 2031, reduce the rate of Aboriginal and Torres Strait Islander adults held in incarceration by at least 15 per cent.
- **Target 11:** By 2031, reduce the rate of Aboriginal and Torres Strait Islander young people in detention by 30 per cent.
- **Target 12:** By 2031, reduce the rate of overrepresentation of Aboriginal and Torres Strait Islander children (0-17 years old) in out-of-home care by 45 per cent.
- **Target 13:** By 2031, reduce the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children by at least 50 per cent, as we progress towards zero.

We also contribute to the achievement of the following target, which is led by the Department of Planning and Environment:

- **Target 9:** By 2031, increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized housing to 88 per cent.

## 1.2 Our structure

In 2021–22, the Stronger Communities Cluster included the Department of Communities and Justice and other entities.

### Department of Communities and Justice

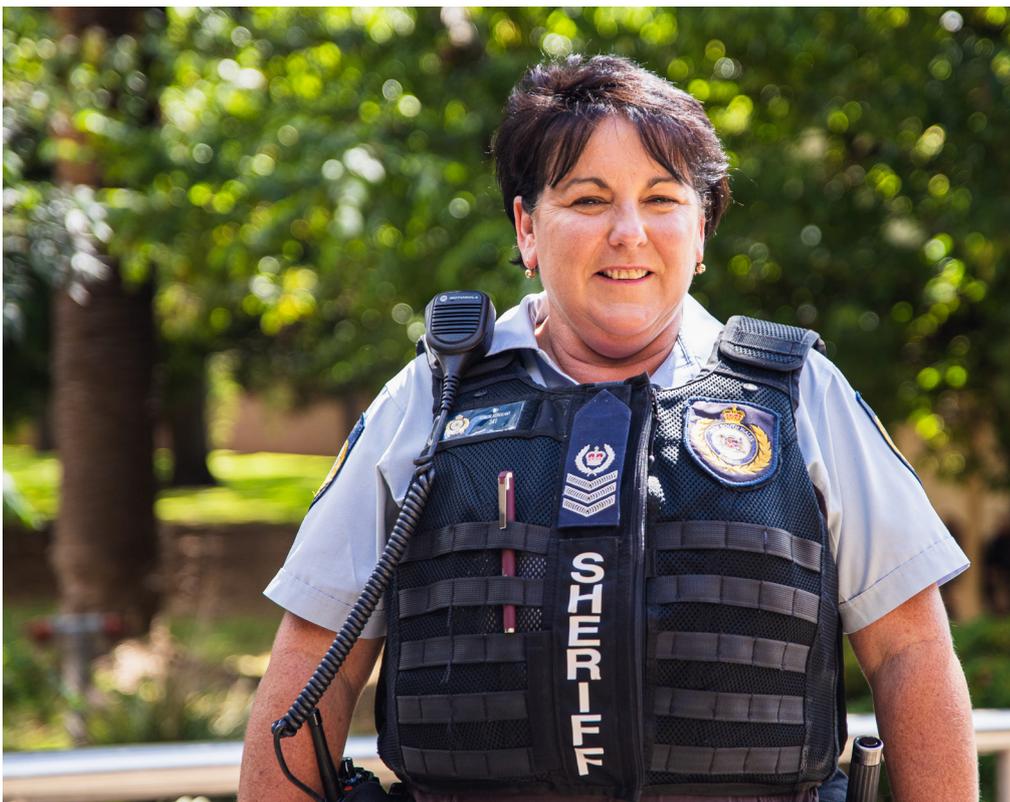
The department was made up of:

- Child Protection and Permanency, District and Youth Justice Services
- Corporate Services
- Corrective Services NSW
- Courts, Tribunals and Service Delivery
- Housing, Disability and District Services
- Law Reform and Legal Services
- Strategy, Policy and Commissioning
- Transforming Aboriginal Outcomes.

### Other entities

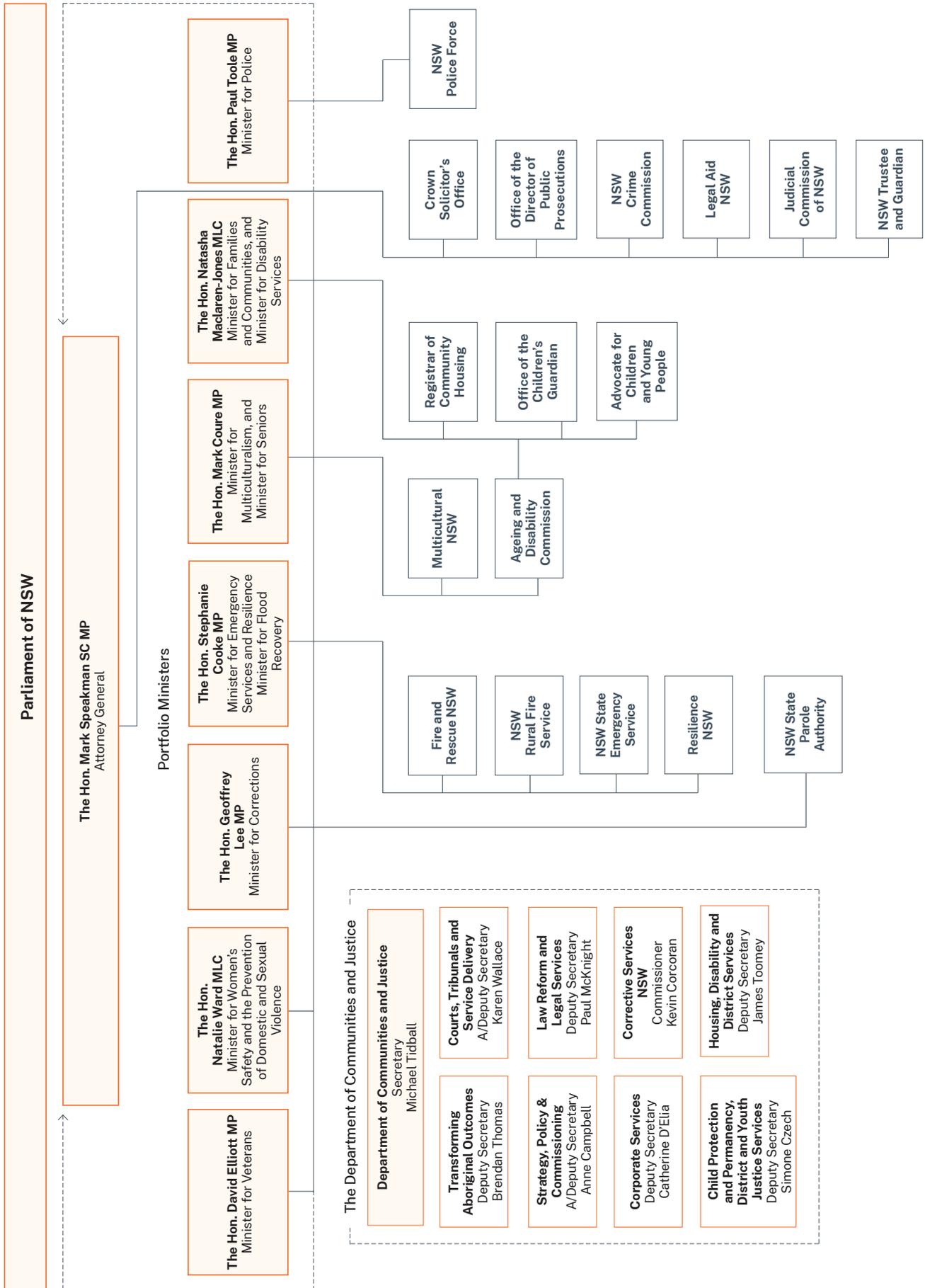
The following entity is also in the Stronger Communities Cluster in 2021–22 and is reported on in the Department of Communities and Justice Annual Report:

- **John Williams Memorial Charitable Trust**, a trust which provides respite and care accommodation for children with disability (financial statements only).



# Organisation chart

In 2021–22, the Stronger Communities Cluster comprised the following agencies:



# Members of the executive team

As at 30 June 2022, the Department of Communities and Justice executive team comprised the following members:



**Karen Wallace**  
Acting Deputy Secretary  
Courts, Tribunals and Service  
Delivery  
*BBus, MBA*



**Paul McKnight**  
Deputy Secretary  
Law Reform and  
Legal Services  
*BA (Economics), LLB,  
LLM, EMPA*



**Catherine D'Elia**  
Deputy Secretary  
Corporate Services  
*BA (Intl Rel), MEd*



**Kevin Corcoran PSM**  
Commissioner  
Corrective Services NSW



**Michael Tidball**  
Secretary  
Department of  
Communities and Justice  
*BSW, MMgt, PG Dip GB, FAICD*



**James Toomey**  
Deputy Secretary  
Housing, Disability  
and District Services  
*MSc (Social Work), MBA*



**Simone Czech**  
Deputy Secretary  
Child Protection and  
Permanency, District and  
Youth Justice Services  
*BA (Psych), MA (Pub Admin)*



**Brendan Thomas**  
Deputy Secretary  
Transforming Aboriginal  
Outcomes  
*BA (Politics)*



**Anne Campbell**  
Acting Deputy Secretary  
Strategy, Policy  
and Commissioning  
*BA, BSW, MPubAdmin*

Our performance



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## 2.1 Improving outcomes for Aboriginal people and communities



**\$5.8 million**

for the **Youth Koori Court**, including expanding the initiative to the Children's Court at Dubbo.



**New Aboriginal Employment Strategy commenced.**



**\$4.2 million**

to expand the **Circle Sentencing program** from 12 to 20 high-priority Local Court locations.



**Walama List Pilot commenced in the NSW District Court, aimed at reducing reoffending.**



**\$9.8 million**

for new **Justice Reinvestment pilots** to divert people from the criminal justice system.



**Established the Transforming Aboriginal Outcomes division.**



DCJ is committed to improving service delivery for Aboriginal people by supporting and building on the strengths, capabilities and resources of family, community and culture.

We are focused on delivering our Closing the Gap targets in order to improve the lives of Aboriginal people.

#### Our Closing the Gap commitments

Outcome indicator	Target	Progress in 2021–22
Target 10: By 2031, reduce the rate of Aboriginal and Torres Strait Islander adults held in incarceration by at least 15 per cent.	1,589 per 100,000	<p>As at 30 June 2022, there were 3,581 Aboriginal and Torres Strait Islander adults held in incarceration. To achieve the 2031 target through a steady trajectory of improvement, the aim is for 3,525 Aboriginal adults in prison in June 2022. In practice there were 56 more Aboriginal adults in prison in June 2022 than necessary to meet the 2021–22 trajectory target. While the COVID-19 pandemic led to a temporary reduction in the Aboriginal prison population, crime and justice trends are returning to their pre-COVID state. A reduction in social restrictions and courts returning to normal operations, has led to a growth in the Aboriginal prison population.</p> <p>It is anticipated that the prison population will return to pre-COVID levels in the medium to longer term.</p>
Target 11: By 2031, reduce the rate of Aboriginal and Torres Strait Islander young people in detention by 30 per cent.	15.7 per 10,000	<p>As at 30 June 2022, there were 100 Aboriginal and Torres Strait Islander young people in detention. This is 19 young people fewer than the 2021–22 trajectory target to achieve the 2031 suggesting that we are presently on track to meet this target. Performance in 2021–22 has been impacted by COVID, with recent growth in Aboriginal youth detention population almost entirely due to increases in young people being held on remand. This increase is likely due to crime and justice trends beginning to return to a pre-COVID state as courts resume their normal operations. The youth population was already on a sustained downward trajectory since 2015 which suggests that, even after the operations of the criminal justice system return to normal, the youth detention population is likely to continue to perform well against the target.</p>
Target 12: By 2031, reduce the rate of overrepresentation of Aboriginal and Torres Strait Islander children (0-17 years old) in out-of-home care by 45 per cent.	33.1 per 1,000	<p>As at 30 June 2022, there were 6,661 Aboriginal and Torres Strait Islander children and young people in out-of-home care. This target remains challenging despite some improvement in performance against this indicator since the baseline year. New strategies are being rolled out in child protection and out-of-home care in order to support progress against the target.</p>

Outcome indicator	Target	Progress in 2021–22
<p><b>Target 13: By 2031, reduce the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children by at least 50 per cent, as progress towards zero.</b></p>	<p>Five per cent</p>	<p>The number of domestic assault incidents against Aboriginal and Torres Strait Islander women and children for the latest 12-month period (April 2021–March 2022) was 2,957. The trajectory target for 2021–22 to achieve the 2031 target is 2,159. Performance against this indicator remains challenging and reflects the complex nature of domestic violence and offending. We are working with communities to develop and deliver evidence-based programs to support Aboriginal victim-survivors and reduce offending in the short and long term. Family violence is a significant driver of overrepresentation in the criminal justice system, including incarceration rates. Dubay Gunyah is a partnership between Corrective Services NSW, Aboriginal Housing Office, Tharawal Aboriginal Corporation and Marrin Weejali Aboriginal Corporation is a project that supports Aboriginal women leaving custody with medium-term housing and cohesive approaches to culturally appropriate wraparound services. Marin Weejali can provide Domestic and Family Violence Counselling and parenting groups if needed by the participants. Corrective Services NSW Offender Services and Programs facilitates Explore, Question, Understand, Investigate, Practice and Succeed (EQUIPS) Domestic Violence programs for all inmates that require it. The High Intensity Program Units, which deliver intensive programs and services to participants serving shorter prison sentences, also incorporate the EQUIPS suite of programs, allowing staff to determine and deliver the most appropriate program pathway for a participant.</p>
<p><b>Target 9*: By 2031, increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized housing to 88 per cent.</b></p>	<p>88 per cent</p>	<p>NSW is performing well against this target with recently released 2021 Census data showing the percentage in NSW is 87.5 per cent. For NSW this is an improvement on 2016 baseline performance, which was 85.9 per cent.</p>

\* Target 9 is led by the Department of Planning and Environment.

DCJ plays a prominent role in the lives of many Aboriginal people in NSW. Aboriginal people make up a high percentage of our service users, although comprising less than three per cent of the overall NSW population. Being in contact with our service systems can have a significant impact on the lives of Aboriginal people. Services need to work positively for Aboriginal people at each contact and supports need to be culturally safe and integrated to better address need and risk factors, and to prevent escalation through service systems.

Our Aboriginal Service Direction 2020–2024 draws on the themes of accountability, delivery, strengthening the Aboriginal workforce, and increasing Aboriginal cultural understanding and respect within DCJ. Initiatives underway include the DCJ Aboriginal Employment Strategy 2021–2025 and the Aboriginal

Cultural Capability Framework. For further details on the Aboriginal Employment Strategy 2021–2025 refer to chapter 2.4 *Active and inclusive communities*. These and other reforms will continue to be implemented.

We are working in partnership with Aboriginal people, communities, and peak bodies to develop and progress reforms to deal with past injustices and the ongoing impacts of intergenerational trauma.

We are working hard to understand what structural changes are necessary to create an environment for Aboriginal people to feel culturally safe at every point of contact with DCJ. Incorporating cultural knowledge, expertise and lived experience is vital to the design, planning and delivery of policies and services for Aboriginal people and communities.

The empowerment of Aboriginal people and communities through shared decision making must be at the heart of our reforms. This is how we will ensure a service system that is responsive to the needs and aspirations of Aboriginal people, families and communities.

Closing the Gap, the overarching national strategy to overcome the persistent disadvantage faced by Aboriginal people, provides direction for improvement. This is supported by our new Transforming Aboriginal Outcomes division – another step we have taken to focus efforts on transforming outcomes by listening to the voices and aspirations of Aboriginal people. Only by working in partnership will we accelerate improvements and deliver better life outcomes for Aboriginal people, families and communities.

## Our contribution to Closing the Gap

Achieving the Closing the Gap commitments is one of our key priorities.

We have worked in conjunction with our Coalition of Aboriginal and Torres Strait Islander Peak Organisation partners to develop and deliver detailed evidence-based work programs for each target. Headline reforms will be included in the 2022–24 NSW Implementation Plan for Closing the Gap (the NSW Implementation Plan), which will be published and subject to national reporting.

We are committed to reporting transparently on our Closing the Gap commitments so that we remain accountable to Aboriginal people and communities.

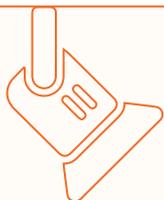
We have developed publicly available dashboards on Targets 10, 11 and 12. These can be found on the NSW Bureau of Crime and Statistics Research website: [https://www.bocsar.nsw.gov.au/Pages/bocsar\\_pages/Closing-the-Gap.aspx](https://www.bocsar.nsw.gov.au/Pages/bocsar_pages/Closing-the-Gap.aspx)

## Major initiatives during 2021–22

### Creation of the Transforming Aboriginal Outcomes division and Deputy Secretary role

In November 2021, Wiradjuri man, Brendan Thomas was appointed to the role of Deputy Secretary to commence the establishment of a division focused on transforming Aboriginal outcomes. Mr Thomas was previously the Chief Executive Officer of Legal Aid NSW. The Transforming Aboriginal Outcomes division was substantially formed and began gaining traction from 1 April 2022 when increased resources were provided. Mr Thomas’s leadership is driving change across DCJ to achieve our Closing the Gap commitments.

Mr Thomas has led a collaborative effort to identify key evidence-based reforms that can be implemented in the short to medium term to help deliver the socio-economic targets. This work has been undertaken with the support of all our divisions, and in partnership with the NSW Coalition of Aboriginal Peak Organisations.



## Highlight

### Introducing our new Deputy Secretary for Transforming Aboriginal Outcomes, Brendan Thomas

I’ve been given a huge role to undertake – one that is more than 200 years in the making.

DCJ touches so many Aboriginal lives in so many ways. This means it has the potential to divert people away from prison, and to ensure women and children are safe in their homes. These are important issues affecting the most structurally disadvantaged members of our society, that we can and we must continue to address.

The only way we can make a difference is to change our systems so that they work for Aboriginal people, embrace and engage with Aboriginal communities and transform their perception and experience of DCJ.



Mr Thomas has also led our contribution to the NSW Implementation Plan, and secured funding in the 2022–23 NSW Budget for seven initiatives that will support delivery of Closing the Gap socio-economic targets and priority reforms. Additionally, the foundations have been laid to confront and eliminate racism from the DCJ workplace through the establishment of a Racism Taskforce. The Taskforce will prioritise action on racism. It will examine racism experienced by staff and those in contact with our department and it will lead the development of a strategy that provides a clear way forward to eliminate racism in all its forms.

### Developing and implementing delivery plans to reduce overrepresentation of Aboriginal people in contact with our systems.

We are developing delivery plans with the Coalition of Aboriginal and Torres Strait Islander Peak Organisations that will support the achievement of each Closing the Gap target that we lead. We commenced implementing several delivery plan initiatives in 2021–22 including:

- **Walama List Pilot.** The Walama List Pilot commenced at the Downing Centre, NSW District Court in January 2022. It is a pilot sentencing procedure available for eligible Aboriginal and Torres Strait Islander persons.

Elders and other respected persons are crucial to the Walama List proceedings. They support offenders to navigate their way back to identity, culture, and a healthy crime-free life. Elders and respected persons are also called upon throughout the Walama List proceedings to provide advice, and cultural expertise to the Walama List Judge.

The Walama List is an intensive and lengthy therapeutic process which requires the full commitment and motivation of offenders. Offenders speak about the background and causes of their offending. They can tell the court about their needs and the support required to address their offending behaviour.

The Walama List sits for one week a month and has a maximum of 50 participants at any one time.

- **Aboriginal Coronial Information Support Officer roles, State Coroner's Court in Lidcombe.** We created two ongoing Aboriginal Coronial Information Support Officer roles based in the State Coroner's Court at Lidcombe. This was in response to the Select Committee Inquiry into the High Levels of First Nations People in Custody and Oversight and Review of Deaths in Custody. The DCJ-funded roles are the first of their kind in NSW. Recruited in November 2021, the Coronial Information and Support Program team provide information and support to improve the experiences of Aboriginal families affected

by deaths that involve the NSW Coroner. The team gives families culturally safe and sensitive supports to navigate the coronial process and to assist the court to understand how to embed culturally responsive practices into its operations.

- **Full implementation of the Aboriginal Case Management Policy in Hunter Central Coast District.** The policy provides a culturally embedded and child-focused framework for case management. It promotes child safety and wellbeing, facilitates Aboriginal family-led decision making, values community involvement and tailors services to meet the needs of Aboriginal children and families.
- **Nowra Aboriginal Bail Support Pilot.** The Aboriginal Services Unit Nowra is working in partnership with the Nowra Police, Legal Aid NSW, the Aboriginal Legal Service (ACT/NSW), and Nowra Court Registry, to deliver a bail support pilot project. The project aims to improve compliance with bail conditions and increase the number of accused people seeking appropriate variations of their bail conditions. The project commenced on 13 April 2022. It assists Aboriginal accused persons in Nowra who are being considered for bail by the NSW Police Force or the Local Court, who are required to report to the NSW Police Force as a condition of bail or appear in the Local Court for breach of bail. By offering support and information about bail, the pilot project aims to help accused people to better understand their bail conditions, how to meet them and how to seek variations if needed. It also helps to ensure accused people attend court by sending reminders and links them to community support services.

### Aboriginal Justice Package

The NSW Government announced a \$19.8 million funding package, including:

- \$5.8 million to expand the Youth Koori Court to the Children's Court at Dubbo and to provide more funding for the Aboriginal Legal Service (NSW/ACT), Legal Aid NSW and a specialist Children's Magistrate to oversee the Youth Koori Courts including at Surry Hills and Parramatta.
- \$4.2 million to expand the Circle Sentencing program from 12 to 20 high-priority Local Court locations.
- \$9.8 million for new Justice Reinvestment pilots, which aim to divert people from the criminal justice system by investing in evidence-based community-led initiatives that address the underlying causes of crime, with a focus on Aboriginal people.



## Highlight

### Walama List Elders and Respected Persons

“The Walama list assists our incarcerated brothers and sisters, reconnecting them to culture, country, identity, health and well-being. The Walama list gives participants an opportunity to look toward to a future free from crime.

Walama List improves transparency, trust, accountability in the Criminal Justice System. The Walama List gives Aboriginal and Torres Strait Islander peoples a sense of worth.” — *Aunty Sue*

“The Walama List supports the Elders and Respected Person’s transmission of cultural knowledge and values, in a therapeutic and holistic way. Witnessing the participants grow through this process enriches me.” — *Aunty Liz*

“I feel honoured to be involved with other Elders and working with Judges who strive to understand and help our Indigenous people to stop reoffending, to return to their families and society in the hope of creating a better future for their children.

Elders pass on our knowledge and guidance to help create a pathway for a better quality of life for them and their families.” — *Uncle Dennis*

“Walama List is generational change occurring within an arena of power.

For the District Court to ensure Elders and Other Respected Persons attend, conveys the gravity that underpins this ground-breaking Walama List.” — *Aunty Barbara*.

### Implementation of Family is Culture recommendations

In 2016, the NSW Government commissioned an independent review into Aboriginal children and young people in out-of-home care. Professor Megan Davis was engaged as the Chairperson to review the reasons for the disproportionate and increasing number of Aboriginal children and young people in out-of-home care in NSW. Professor Davis was also engaged to develop strategies to address these concerning trends.

The *Final Report of the Family is Culture: Independent Review into Aboriginal and Torres Strait Islander Children and Young People in Out-of-Home Care in New South Wales* was released in November 2019. The report made many recommendations in respect of individual children’s cases.

There were 1,044 children that were part of the review, and 3,026 recommendations were made in relation to their cases. Ninety-seven per cent of these recommendations have been finalised, and the remaining 110 recommendations all have approved action plans for implementation.

The report made an additional 125 recommendations for reform of the way the NSW Government delivers services.

The recommendations are being implemented as part of the Closing the Gap delivery plan to reduce the rate of overrepresentation of Aboriginal children and young people in out-of-home care.

In 2022, consultations with Aboriginal staff, communities and stakeholders were held on those Family is Culture recommendations that relate to changes to laws and court processes, supported by a Discussion Paper.

Eleven consultation sessions were conducted in Sydney and regional centres, with strong engagement from more than 130 Aboriginal stakeholders as well as government and non-government legal and court stakeholders. The input provided during consultations and through written submissions, will be carefully considered to determine future implementation.

### Review into Aboriginal deaths in custody

In 2021, we commenced the *Aboriginal Deaths in Corrective Services NSW Custody Thematic Review*. The review is examining the circumstances and the findings from investigations into deaths of Aboriginal people that occurred in the custody of Corrective Services NSW since 2010.

The review is guided by an external reference group including Aboriginal experts with considerable experience across the justice, medical and other

relevant sectors. It is chaired by Professor James Ward, a Pitjantjatjara and Nukunu man, infectious diseases epidemiologist and national leader in Aboriginal and Torres Strait Islander research. Professor Ward is the Director of the Poche Centre for Indigenous Health at The University of Queensland.

The work includes reviewing the responses to the Royal Commission into Aboriginal Deaths in Custody that relate to Corrective Services NSW. A report on the findings and key recommendations to improve the experience of Aboriginal men and women in custody and reduce deaths in custody will be available in mid-2023.

### Strengthening our Aboriginal workforce

After extensive consultation, we launched our new Aboriginal Employment Strategy 2021–2025 in August 2021. For further details please refer to chapter 2.4 *Active and inclusive communities*.

### Creation of an identified Director Aboriginal Culture in Practice position in the Office of the Senior Practitioner

The Director Aboriginal Culture in Practice position is the first, Aboriginal-identified Director-level practitioner across our child protection and out-of-home care operations. The position will lead the design and delivery of high-quality child protection and out-of-home care practice and drive reforms that will directly contribute to better outcomes for Aboriginal families.

### Improving performance in Community Corrections for Aboriginal people and communities

Community Corrections is implementing a program of work to improve outcomes for Aboriginal people on supervised orders in line with the relevant Premier's Priorities and Closing the Gap targets. In March 2021, Community Corrections established an internal Aboriginal Advisory Group to provide advice to the Community Corrections Executive on ways to deliver improved performance in Community Corrections for Aboriginal people and communities.

Since commencing in March 2021, the Aboriginal Advisory Group has:

- recommended changes to Community Corrections recruitment advertisements that have been adopted, to make the language more inclusive and to emphasise to mob they can and should apply with transferable skills
- recommended an approach that Community Corrections has adopted to develop its response to research about the experience of Aboriginal people on supervision

- provided ongoing advice about the process and format by which Community Corrections engages with Aboriginal staff on different topics
- worked with the Aboriginal Employment Strategy team in HR to develop a Managers' toolkit about better targeted recruitment to recruit more Aboriginal staff
- provided advice with an Aboriginal lens on proposed research about an Aboriginal program
- recognised that Aboriginal staff can be isolated in their offices and launched virtual connection sessions.

### Culturally safe services and supports for Aboriginal women and children in new Core and Cluster refuges

Aboriginal women are at greater risk of domestic and family violence and homelessness. The Core and Cluster program aims to improve access to culturally safe services and supports for Aboriginal women and children escaping domestic and family violence.

Specific funding will be provided for Aboriginal Community Controlled Organisations, through a targeted procurement approach, to deliver and operate new Core and Cluster refuges. This approach will assist with growing the number of Aboriginal-led programs and services for Aboriginal women and children, to improve their wellbeing. For further details please refer to chapter 2.5 *Children and families thrive* and appendix 3.4.7 *Disability Inclusion Action*.



## Highlight

### Yuranha program

Our Yuranha Aboriginal Employment and Training Program is an award-winning pre-employment program. We work in partnership with TAFE NSW to prepare and educate Aboriginal and Torres Strait Islander students for interviews and employment skills for roles within Corrections and Youth Justice.

As part of the program, students receive a Certificate III in Community Services as well as a support network in our Aboriginal Employment Service team.

The Yuranha program also provides students with opportunities to go on site visits, excursions and provides exposure to roles and opportunities within DCJ.

## 2.2 Efficient and effective legal system



39

**courthouses and tribunals** equipped with **modern audio visual link facilities**.



80.9%

of **District Court criminal cases finalised** within 12 months, exceeding the 75% target.



71,192

**NCAT cases finalised**, an increase from 2020-21 (70,744 cases).

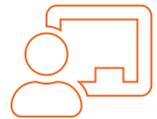


95.4%

of **NCAT cases were resolved within six months**, exceeding the 95% target.



**Official opening** of the \$10 million Queanbeyan Courthouse upgrade.



45

**courthouses** had safe room / remote witness room upgrades.



Providing an efficient and effective legal system is critical to maintaining community confidence in the justice system. We resolve criminal and civil matters by funding legal services, the administration of courts and tribunals and targeted services for victims and vulnerable citizens.

#### Timely finalisation of domestic violence cases

Outcome indicator	Target	Progress in 2021-22
Percentage of domestic violence related criminal offences finalised in the Local Court within three months of the first court appearance.	<b>61 per cent</b> by 2021-22	51.8 per cent in 12 months to June 2022. While progress against this indicator remains challenging, performance represents a 2.1 percentage point increase on the previous year. COVID-19 related interruptions to court processes have affected court caseloads and finalisation times.

#### Time to finalise criminal matters

Outcome indicator	Target	Progress in 2021-22
Percentage of District Court criminal cases finalised within 12 months.	<b>75 per cent</b>	80.9 per cent in the 12 months to June 2022, exceeding the target and representing a 1.3 percentage point increase on the previous year.
Percentage of District Court criminal cases finalised within 24 months	<b>95 per cent</b>	95.4 per cent in the 12 months to June 2022, exceeding the target.
Percentage of Local Court criminal cases finalised within six months	<b>92 per cent</b>	82.3 per cent in the 12 months to June 2022. This target remains challenging due to COVID-19 impacts.
Percentage of Local Court criminal cases finalised within 12 months	<b>98 per cent</b>	94.3 per cent in the 12 months to June 2022, down 1.1 percentage points from the previous year. This target remains challenging due to COVID-19 impacts.

#### Time to finalise civil matters

Outcome indicator	Target	Progress in 2021-22
Percentage of NSW Civil and Administrative Tribunal (NCAT) cases finalised within six months	<b>95 per cent</b>	95.4 per cent in the 12 months to June 2022, exceeding the target.

## Responding to the COVID-19 pandemic and other challenges

During 2021–22 we continued to adapt our services in response to the ongoing effects of the COVID-19 pandemic. We supported the justice system to function and jury trials to resume during periods of high levels of community transmission by implementing measures to protect the health and wellbeing of staff and clients. This was achieved through:

- point-of-care rapid antigen screening clinics to support the running of jury trials in the District Court and Supreme Court
- a home-based rapid antigen screening system for staff working in the workplace, judicial officers, and tribunal members
- continued use of audio visual links, virtual technology, and online filing to reduce the number of people required to attend a court or tribunal location
- collaboration with stakeholders from across the sector.

While navigating an increase in COVID-19 cases in March 2022, flooding in Northern NSW resulted in the closure of several courthouses. All proceedings at affected courthouses were moved to other locations or adjourned to later dates. Some courthouses required site assessments and rectification works prior to recommencing operations. Casino Courthouse sustained considerable damage and remains closed.

Social distancing measures resulted in increases to pending matters, particularly in the District Court and Local Courts. All jurisdictions implemented COVID-safe measures to enable matters to proceed wherever possible in an effort to minimise and/or reduce pending caseloads. To further support the efficiency of the Local Court, the NSW Government announced funding for additional measures, including the appointment of eight additional magistrates.

## Supporting the courts

### District Court

In the 12 months to June 2022, the proportion of defendants with matters finalised in the District Court within 12 months from committal to outcome was 80.9 per cent. This is an increase of 1.3 percentage points on the previous 12 months to June 2021. The proportion of District Court matters finalised within 24 months was stable at 95.4 per cent.

We supported the District Court to continue to meet its time standard targets. Good case management practices, innovation (including the use of technology) and the adoption of COVID-safe measures allowed the jurisdiction to meet demand across the year. This included government investment in court renovations, rapid antigen testing and equipment to allow trials to proceed during the pandemic. The District Court has sustained itself well throughout the interruptions. For example, by reducing short-term backlogs caused by the need to defer jury trials in the early stages of the pandemic.

### Local Court

In the 12 months to June 2022, the proportion of Local Court defendants with matters finalised within six months of their first appearance was 82.3 per cent. The proportion of Local Court finalisations within 12 months was 94.3 per cent. Both targets remain challenging due to COVID-19 impacts.

The Local Court is an efficient jurisdiction that has experienced increased caseloads over time. This is due to increases in criminal lodgements, as well as recent criminal justice reform. The COVID-19 pandemic also interrupted Local Court activities, increasing the pending caseload.

To address these impacts, in the 2020–21 Budget, the NSW Government allocated \$56.1 million over four years. This enabled the appointment of eight extra magistrates and boosted resources for prosecutors and Legal Aid NSW. Investment in these additional Local Court magistrates:

- assists in delivering more efficient justice in regional and metropolitan NSW and therefore better outcomes for court participants
- helps reduce the trauma of waiting for hearing dates and attending court on victims, witnesses and families
- enabled the Coronial Case Management Unit to become permanent and continue to support the coronial services process for grieving families.

## Time to finalise civil and administrative matters

In 2021–22, there were 71,192 NSW Civil and Administrative Tribunal (NCAT) cases finalised overall. This is an improvement compared with 2020–21 during which time 70,744 cases were finalised.

NCAT has a broad jurisdiction and deals with a range of matters, including:

- tenancy issues and home building works
- decisions on guardianship
- administrative review of government decisions
- professional discipline
- anti-discrimination matters.

NCAT is focused on being accessible and responsive to the needs of all its users. It aims to resolve the substantive issues in proceedings justly, quickly and with as little formality as possible. Many NCAT cases involve relatively small claims and matters that can be resolved in short timeframes.

During 2021–22, 95.4 per cent of NCAT cases were resolved within six months, exceeding the target of 95 per cent.

Performance against this indicator has remained relatively stable despite the impact of the COVID-19 pandemic. This was achieved through NCAT moving to conducting most of its hearings remotely through videoconferencing and telephone. In 2021–22 NCAT has continued to conduct almost all hearings by telephone or videoconference.

NCAT aims to complete all matters within 12 months, although some complex matters may take longer.

## Youth Koori Court

The Youth Koori Court has been available to eligible Aboriginal young people in Parramatta Children's Court since February 2015 and Surry Hills Children's Court since February 2019.

The Youth Koori court differs from the standard court process in several ways:

- Sentencing is deferred for up to 12 months after the young person has indicated that they are willing to plead guilty or had the offence proven after hearing.

- An Action and Support plan is developed and implemented to address the young person's underlying risk factors for offending. This is supported by a caseworker and nominated Aboriginal and Torres Strait Islander Elders or Respected Persons.
- Participation in the Youth Koori Court process is taken into account by the court when sentencing the young person for their offence.

A recent evaluation by the NSW Bureau of Crime Statistics and Research compared sentencing and reoffending outcomes for 151 Aboriginal young people who participated in the Youth Koori Court with 2,883 comparable Aboriginal young people who proceeded through the usual Children's Court process.

The evaluation found that Youth Koori Court participants were 40 per cent less likely to receive a custodial sentence at their court finalisation relative to Aboriginal young people who were sentenced through the regular pathway, without any adverse impact on re-offending rates.

A separate outcomes evaluation undertaken by Inside Policy, an Aboriginal owned organisation, found that the Youth Koori Court achieves better outcomes for Aboriginal young people compared to the standard Children's Court process. The evaluation found the Youth Koori Court is:

- effective in identifying participant needs and risk factors that may be contributing to offending behaviour
- successful in empowering participants and the Aboriginal community through the Process
- contributing to achievement of outcomes in the areas of empowerment, safety, and connection to social and community support.

The evaluation found that the Youth Koori Court as it currently operates returns two dollars for every one dollar.

The two evaluations show that the Youth Koori Court is making the greatest contribution for its participants in the areas of:

- increasing trust in the justice system
- reconnecting to and engagement with cultural support
- reducing the probability of being sentenced to a juvenile community order and reducing the probability of reoffending.

## Digital Reform program

The Digital Reform program is funded for \$54.5 million over three years, commencing in 2020–21. Several projects experienced delays throughout 2021–22. However, progress continued towards new digital ways of working across courts and tribunals.

In 2021–22 the program extended the use of the Online Transcripts Portal to external users. The program also implemented online filing for Unfair Dismissals in the Industrial Relations Commission. Significant progress has also been made towards the launch of the first use of a Digital Case File, an online Probate application and additional online forms in the Industrial Relations Commission with each of these due to go live in the first half of 2022–23.

## Audio Visual Link Rollout

We continued to use audio visual links throughout 2021–22 to enable courts to continue operating without the need for physical attendance. During this time the expansion and upgrade of audio visual link facilities continued in courts and tribunals to assist in meeting rising demands for use of audio visual link technology. In 2021–22, we implemented modern audio visual link capabilities in 39 courthouses and tribunals. Of this, 31 received new audio visual link capabilities while eight were upgrades. We also improved network connectivity between eight courts and DCJ Data Centres to complement the audio visual link enhancements.

## Asset Management

Infrastructure and Assets is responsible for the administration of major and minor construction projects, and the maintenance of owned and leased property portfolios.

### Capital Works

In 2021–22, DCJ assisted in the delivery of the following capital work achievements:

- **Official opening of the \$10 million Queanbeyan Courthouse upgrade**, complementing the city's \$31 million police station that opened last year. The \$10 million upgrade includes an additional courtroom, upgrades to facilities for vulnerable victims and witnesses including a remote witness room, new conference room and upgraded security.
- **\$2.1 million for King Street Courthouse**, delivering upgraded security including electronic perimeter security, airport-style walk-through scanners with integrated temperature detectors, and x-ray equipment, helping keep our courtrooms operating safely and efficiently.

- **\$2 million for Darlinghurst Courthouse**, delivering upgraded security including electronic perimeter security, airport-style walk-through scanners with integrated temperature detectors, and x-ray equipment, helping keep our courtrooms operating safely and efficiently
- **Heritage restoration works**, to ensure our heritage courthouses can continue delivering justice well into the future. Restoration works occurred at Bathurst Courthouse (\$6.43 million), Katoomba Courthouse (\$1.07 million) and Parramatta Courthouse (\$400,000).
- **Safe room/remote witness room upgrades**, to deliver new or upgraded safe room and/or remote witness rooms in 45 courthouses across the state, helping ensure vulnerable witnesses can deliver their best evidence in court.
- **Upgrading court network links**, including the doubling or more of network links between courts and DCJ data centres at Katoomba, Tweed Heads, Orange, Narrabri, Singleton, Tumut and Woy Woy.

In 2022–23, DCJ plans to start/continue work on:

- **\$18 million to expand audio visual link facilities**, including for domestic violence complainants and witnesses, in approximately 50 courts and tribunals.
- **\$6.4 million Albury Courthouse investment**, to deliver the largest ever upgrade to Albury's modern courthouse. The project will deliver an additional multipurpose courtroom and associated facilities.
- **\$4 million Newcastle Courthouse upgrade**, to deliver upgraded security technologies including implementation of integrated health security measures to support COVID-19 mitigation strategy.
- **\$2 million Sydney West Trial Courts and Parramatta Children's Court upgrade**, to deliver upgraded security technologies including implementation of integrated health security measures to support COVID-19 mitigation strategy.
- **Court technology upgrades**, network link upgrades to complement new audio visual link deployments at 14 locations.
- **Solar panel installations**, to deliver solar panels to 23 courthouses across the state, helping deliver a brighter future by supporting the NSW Government's commitment to halve the state's emissions by 2030 and to achieve net zero by 2050.
- **\$1.8m courtroom upgrade at JMT-Court 8a**, to incorporate a 15 person jury box and reconfigure Judge's bench and associate/court officer space to suit the new layout with upgraded AVL.
- **\$514,000 upgrade to Industrial Relations Commission at Parramatta**, for an additional Commissioner's room, reconfigured compactus room and incorporating AVL technology to convert a meeting room to a virtual hearing room.

## Victims Services – The Victims Support Scheme

The Victims Support Scheme helps eligible victims of violent crime with:

- access to free counselling
- financial assistance for immediate needs
- financial assistance for economic loss
- recognition payments to acknowledge acts of violence and trauma they have experienced.

For further information on the Victims Support Scheme refer to *Appendix 3.2.4 Report of the Commissioner of Victims' Rights* of this volume.

## Walama List Pilot – an initiative to support Aboriginal clients and communities

The Walama List operates as a sentencing procedure for adult Aboriginal and Torres Strait Islander offenders with matters before the NSW District Court.

This unique approach aims to reduce reoffending, increase community safety and reduce the overrepresentation of Aboriginal people in the justice system. Walama offers a holistic and therapeutic approach to address the needs of Aboriginal people and the risk factors related to offending behaviour. The key is working alongside Elders and respected community members, government and non-government organisations.

The Walama List Pilot will be evaluated by the Bureau of Criminal Statistics and Research, commencing in 2022-23. The quantitative evaluation will assess the impact of participation in the Walama List on sentencing, reoffending and time spent in custody. Based on the current number of Walama participants, the quantitative evaluation is expected to be completed by 2031. An interim report on uptake, rates of completion and sentencing outcomes will be provided two to three years after the quantitative evaluation commences.

## Domestic and Family Violence court matters

In September 2021, section 289VA of the *Criminal Procedure Act 1986* commenced, prohibiting self-represented accused persons from directly cross-examining complainants in domestic and family violence matters. This requires a suitable person to be appointed by a court to ask the complainant the accused's questions, on their behalf.

This reform reflected existing provisions prohibiting self-represented accused persons from cross-examining complainants in sexual assault matters, and other vulnerable people such as children. It was part of a wider package of reforms introduced in November 2020 to assist domestic violence complainants in court proceedings.

## Consent reforms

In November 2021, the NSW Parliament passed the *Crimes Legislation Amendment (Sexual Consent Reforms) Act 2021*. The Act commenced on 1 June 2022. It implements the recommendations of the NSW Law Reform Commission's report, *Consent in relation to sexual offences*. It also went further than those recommendations to introduce an affirmative model of consent.

The NSW Government's affirmative consent model sets clearer boundaries for consensual sex. It reinforces the basic principle of common decency that consent is a free choice involving mutual and ongoing communication. It also reinforces that consent should not be presumed.

The reforms seek to improve the justice system for complainants in sexual offence matters by clarifying the law of consent and providing for jury directions to dispel misconceptions around the conduct of the victim in these types of matters.

## Coercive control

In December 2021, the NSW Government released its response to the report of the Joint Select Committee on coercive control, which committed to introducing legislation to criminalise coercive control in intimate partner settings in the Spring session of Parliament in 2022.

## Remote witnessing reforms

In November 2021, the NSW Parliament passed the Electronic Transactions Amendment (Remote Witnessing) Bill 2021. This reform permanently allows documents to be witnessed in real time over an audio visual link, instead of being required to be done in person. The reform followed a trial period of 18 months following changes introduced in response to the COVID-19 pandemic.

Many people use remote witnessing for personal, business and legal documents, such as powers of attorney, deeds and agreements. Users have found it convenient and efficient, saving both time and money. It also improves access to justice for vulnerable members of the community including older people, people suffering from illness or people with disability.

## National Legal Assistance Partnership

In 2021–22, we continued to administer the National Legal Assistance Partnership 2020–2025, the mechanism through which the majority of Commonwealth funding is provided to Legal Aid Commissions, Community Legal Centres and Aboriginal and Torres Strait Islander Legal Services. Key 2021–22 activities under the partnership included:

- Managing the allocation of an additional \$95.3 million in Commonwealth funding to the NSW legal assistance sector over the remaining life of the National Legal Assistance Partnership. This includes an additional \$39.3 million for the delivery of legal assistance services to women, with a focus on women experiencing, or at risk of, domestic and family violence. Also included is an additional \$23.5 million for the expansion of the Family Advocacy and Support Services. These services provide free legal advice and support for people affected by domestic and family violence who have a family law issue including in regional locations.

- Developing and publishing the NSW Legal Assistance Strategy and Action Plan 2022–2025. The strategy sets a collective vision and articulates four key priorities to inform the strategic direction of the NSW legal assistance sector over the remaining life of the National Legal Assistance Partnership. The strategy can be found at [www.justice.nsw.gov.au/lrb/Pages/nsw-legal-assistance-strategy.aspx](http://www.justice.nsw.gov.au/lrb/Pages/nsw-legal-assistance-strategy.aspx)

We also allocated \$3.3 million in Commonwealth flood funding to boost existing legal assistance services operating within flood affected communities. This included \$680,000 to Northern Rivers Community Legal Centre, given the significant impact of flooding in the region. For further details of this funding please refer to *Chapter 2.7 Prepared for disasters and emergencies* of this report.



## Highlight

### Empowering young people to Make No Doubt

DCJ's Make No Doubt campaign has continued to combat harmful social norms by empowering young people to check consent every time they engage in sexual activity.

The latest burst of the campaign has been viewed millions of times across a variety of digital and social media channels, such as YouTube, Spotify, Tinder, Tik Tok and Snapchat.

Feedback from young people has been overwhelmingly positive, with research suggesting it is already driving positive behavioural and attitudinal changes.

A post-campaign survey showed that young people demonstrated increased awareness and understanding around sexual consent after seeing the campaign. Young men were 12 per cent more likely to understand the need to always ask for consent after seeing the campaign.

Among young people aware of the campaign, 81 per cent said they have already taken some form of positive action in relation to consent.



*A social media tile from DCJ's Make No Doubt campaign.*

## 2.3 Reduce reoffending



38

fewer young people reoffended within 12 months than the target of 980.



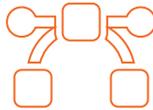
over  
1,330

referrals received for the **Child Protection Co-Located Case Worker** initiative since commencing on 1 June 2020.



An average of  
125.5

hours of treatment delivered to higher risk offenders exiting prison.



The Bail Assistance Line offered NSW Police alternatives to custody for

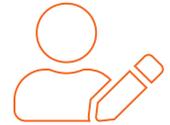
1,086

young people.



400,000

audio visual link visits facilitated for inmates to stay connected to loved ones during COVID-19.



4,120

offenders participated in the **EQUIPS program** designed to help reduce reoffending.



Our work supports adults and young offenders in custody in correctional centres and Youth Justice Centres, and offenders on a supervision order in the community. Support services give offenders the chance of a better future and reduce the risk of reoffending. This work supports the Premier's Priority to reduce reoffending following release from prison.

**Premier's Priority: Reduce adult reoffending following release from prison by five per cent by 2023**

Outcome indicator	Target	Progress in 2021-22
Proportion of adult offenders released from custody who have a new proven personal, property or serious drug offence in the 12 months following release.	<b>25.5 per cent</b> by 2022	28.1 per cent reoffending to March 2022 (for offenders released in the twelve months to March 2021). While this target is challenging, we are making steady progress, with continuous reductions in this outcome since March 2020.

Outcome indicator	Target	Progress in 2021-22
Proportion of adult offenders receiving a supervised community sentence who have a new proven personal, property or serious drug offence within 12 months of sentence.	<b>10.5 per cent</b> by 2022	14.0 per cent reoffending to March 2022 (offenders sentenced in 12 months to March 2021). This target is challenging. There have been significant changes to the community offender population over the last few years as a result of sentencing reforms in late 2018, and the impacts of COVID-19. These changes mean the baseline for offending rates may not be comparable. In addition, significant changes to supervision as a result of COVID-19, in particular increased use of remote reporting during lockdowns, may have influenced offending rates. It is unknown whether this will have had a positive or negative impact.

Outcome indicator	Target	Progress in 2021-22
Number of young people each year who reoffend within 12 months of participation in a Youth Justice Conference or completion of a custodial order or sentence to a supervision order.	<b>980</b> by June 2022 (10 per cent reduction)	942 young people reoffending within 12 months to March 2022. We are making good progress against this target.

## Responding to the COVID-19 pandemic and other challenges

During 2021–22, we continued to adapt our services in response to the pandemic.

The COVID-19 Command Post continued to operate seven days a week. In partnership with the Justice Health and Forensic Mental Health Network, the Command Post supported Corrective Services NSW to manage COVID-19 risks to staff and offenders.

We continued key precautionary measures including:

- quarantining and testing of new inmates
- controls on entry into correctional centres including restricting in-person visits and non-essential movements between prisons
- Mandatory personal protective equipment and enhanced cleaning protocols.

As in all other sectors of the community, COVID-19 entered our correctional facilities. Corrective Services NSW and Justice Health and Forensic Mental Health Network carefully managed each outbreak using established protocols. Specially-trained staff managed and transported inmates with COVID-19.

Consistent with the levels of virus transmission throughout the community at various times, COVID-19 has had significant impacts on our staff. A key priority has been to ensure the provision of essential services to inmates during this period. This included medical, health and wellbeing services, as well as access to legal representatives and court appearances. Our staff have consistently responded to these added pressures and difficulties in what is always a challenging work environment.

Our commitment to providing audio visual link visits for inmates and their families continued during 2021–22, with more than 400,000 visits conducted.

We were one of the first NSW Government agencies to implement rapid antigen screening within the workplace. A full testing regimen was established by August 2021 across all Corrective Services NSW facilities. This, combined with personal protective equipment and vaccinations, helped slow and contain the spread of COVID 19, particularly in our correctional centres.

During the periods where some programs and services were unable to be delivered, we made the most of otherwise unproductive “time in cell”. We delivered 31,399 interventions to 10,255 inmates through paper-based worksheets and booklets containing program related material. These interventions supported positive behaviour change, including addressing domestic and family violence and addiction issues. A range of

wellbeing and other services were delivered to inmates in their cells, including those in quarantine.

Our focus on recovery issues and resuming normal operating routines in our correctional centres continued throughout 2021-22. We commenced the staged resumption of in-person visits on 3 March 2022. This included limits on the number of visitors per inmate and requirements for visitors to be fully vaccinated and undertake rapid antigen screening. Visits with children of any age recommenced on 28 March 2022.

Works release programs resumed on 16 March 2022. Education and training outside correctional complexes and activities for Stage 2 inmates at the Compulsory Drug Treatment Centre (excluding social leave) resumed on 11 April 2022. On 30 May 2022, social and weekend leave recommenced subject to COVID-19 risk mitigation plans.

Throughout the pandemic, Community Corrections continued to deliver essential services to the community. This was guided by the Community Corrections COVID-Safe Roadmap and Local Implementation Plans enacted at each location.

## Initiatives to support Aboriginal clients and communities

Corrective Services NSW offers a range of criminogenic, education and vocational training, and employment programs. We also offer programs and services that focus on specific needs of Aboriginal men and women in custody.

We continue to build and promote our cultural strengthening programs for Aboriginal offenders. This encompasses a wide array of activities designed to increase cultural exposure, knowledge and community engagement for Aboriginal inmates. This includes art, music, dance and language programs. It also involves building positive relationships with Aboriginal community organisations and local Elders.

Support for Aboriginal men and women by Corrective Services NSW includes these programs:

- St Heliers Correctional Centre at Muswellbrook has expanded the range of traineeships and education programs available to Aboriginal and Torres Strait Islander inmates. Since the retirement of Brewarrina and Ivanhoe Correctional Centres, a range of additional Aboriginal cultural programs have been implemented at St Heliers. This includes the Gundi Pathway program which assists Aboriginal men with reintegration through offender participation in real-world construction work that has a community focus. Through the building of Aboriginal housing and other structures, participants have the opportunity to gain skills and support Aboriginal communities.

- The Balun-a (Tabulam) is a residential diversionary program for Aboriginal men. It provides criminogenic interventions, cultural connections, and employment seeking assistance.
- The Garawa Program (Bathurst Correctional Centre) is designed to assist Aboriginal and Torres Strait Islander inmates to develop artistic skills. Inmates learn how to create an artistic portfolio, sell artwork and build careers as successful artists upon release.
- Never Going Back (Dawn De Laos Correctional Centre, Silverwater Complex) is a community-based program that supports Aboriginal men to reintegrate into the Redfern area. The program is run at the National Centre of Indigenous Excellence in Redfern. It is delivered by the Tribal Warrior Association and the South Sydney Police Local Area Command, in partnership with Corrective Services NSW.
- The Corrective Services Cultural Camp sees inmates (both men and women) working alongside staff from Local Aboriginal Land Councils. Participants camp, gain access to community Elders and have an opportunity to give back to the community by contributing to restoration and maintenance projects. Participants also take part in cultural activities such as men skinning raw didgeridoos and women basket weaving and beading.
- Dubai Gunyah is a partnership with the Aboriginal Housing Office, Thurawal Aboriginal Corporation and Marin Weal Aboriginal Corporation. The program supports Aboriginal women exiting custody who are at risk of homelessness with medium-term housing. It includes mentoring, job seeking and wraparound services to assist with transition into stable long-term accommodation.
- Yarning Circles are being built in correctional centres across NSW to provide a culturally safe space for Aboriginal inmates and staff to use for cultural programs, education, and special events. The local Aboriginal community is involved in the planning process at each location. Inmates obtain valuable vocational training while constructing the circles.
- High Intensity Program Units located at Mid North Coast Correctional Centre and Wellington Correctional Centre provide targeted services to Aboriginal men and women.
- The Corrective Services NSW Aboriginal Community Mentors initiative creates connections and relationships with local Aboriginal communities. It also provides opportunities for Aboriginal inmates to be mentored by Elders. The program plays a key role in encouraging Aboriginal inmates to participate in education and other programs offered by Corrective Services NSW.

The Corrective Services NSW Aboriginal Strategy and Policy Unit works on a range of policies and strategies that impact on Aboriginal people in custody or on community-based orders. The unit is a key point of contact for the Aboriginal community including prisoners' families. It holds a number of roles in local and statewide reference groups which provide the opportunity to engage and offer services including:

- DCJ co-located child protection caseworkers in correctional centres
- Aboriginal cultural awareness training (kinship and kinship responsibilities)
- Corrections Aboriginal Mentor/Mentee Program (CAMP)
- Never Going Back Steering Committee
- Dubai Gunyah Steering Committee
- Women's Advisory Council
- Staying Quit Advisory Committee
- Justice Reinvestment Advisory Council.

In 2021–22, Corrective Services NSW continued pilot programs funded under the Commonwealth Indigenous Advancement Strategy for three employment-related projects for Aboriginal women:

- The Gundanha Program provides employment and vocational training for Aboriginal women in the building and construction industry at Wellington Correctional Centre. Participants also take part in the Cultural Strengthening Program Yinarr Walaay.
- The Aboriginal Mothers Work Readiness Pilot Program provides Aboriginal mothers in custody with tailored support through programs, employment experience and skills development. This includes programs and services that assist in enhancing family ties, building and maintaining positive parenting relationships, and reintegration back into community.
- The Aboriginal Women's Employment and Training Hub pilot provides employment and vocational training for Aboriginal women based at the Emu Plains Correctional Centre.

## Breaking the cycle of reoffending

While we continue to make progress towards our reoffending targets, this work remains a significant challenge due to a range of factors. These include the complex issues that inmates may experience, and the impact of the COVID-19 pandemic on our capacity to deliver many of our reoffending initiatives in prisons.

We measure our progress on the Reduce Reoffending outcome through the proportion of adult offenders released from custody who have committed a new proven personal, property or serious drug offence in the 12 months following release.

The annual average reoffending rate for this cohort has decreased over the last eight consecutive quarters. The most recent data from the Bureau of Crime Statistics and Research shows that the annual average reoffending rate for adults released from custody in the 12 months ending March 2022 with a new proven personal, property or serious drug offence within 12 months of exit is 28.1 per cent. This proportion equates to 2,375 of the 8,459 persons released from custody during this 12 month period.

In the 12 months to 30 June 2022 our achievements addressing reoffending include:

- providing programs to support higher-risk offenders
- expanding the roll out of digital tablets to more offenders in an increased number of correctional centres
- addressing complex child support issues for women in custody through the Co-located Child Protection initiative
- delivering dedicated training to staff working in prisons as part of creating a positive rehabilitative environment and culture within correctional centres
- delivering services and programs to higher-risk people serving shorter sentences in new specialised treatment hubs.

## Program hours for higher risk offenders

It is critical that higher risk offenders, including those serving shorter sentences, receive appropriate support to reintegrate into the community. Higher risk offenders also need education, employment and program opportunities to give them the best chance to avoid reoffending.

During 2021–22, we delivered an average of 125.5 hours of treatment to higher risk offenders exiting prison. Interventions included offender behaviour change programs targeting criminogenic need, reintegration services, parenting and wellbeing programs and education.

The average program hours delivered to higher risk Aboriginal and Torres Strait Islander offenders was 112.1 hours in 2021–22.



## Highlight

### Co-located Child Protection Caseworker Services

A new DCJ initiative facilitates the integration of child protection caseworkers into correctional centres across the state. The program enables women in custody who have active child protection or out-of-home care matters to navigate the system more easily. The service aims to improve outcomes for women in custody and enhance the quality of life for their children.

#### A mother's intense determination

"A mother was referred to this pilot program initially for family time with her children. She was experiencing a genuine disconnect to her children, who she was and where she belonged. In listening to her story, I was able to give her a voice and give

her hope by working towards reconnecting her to her children and family. She went from a sense of hopelessness to intense determination that led to her securing a clear goal to restore care for her children.

She left the correctional centre giving a letter to staff thanking them for helping her get a second chance to heal from trauma, have a voice and have hope for the future."

– a de-identified caseworker

## Improving supports for people with complex needs

We support people with complex needs to reduce their risk of reoffending by providing better programs and continuity of care. Our focus in this area is on women who are parents, and people exiting prison who have a serious mental illness.

During 2021–22, we continued working in partnership with NSW Health to provide integrated services for people with serious mental illness under the Coordinated and Continuous Model of Care. As at 30 June 2022, 74 participants left custody with detailed multi-agency service linkage plans, with 84 per cent released to supervision by Community Corrections.

We also continued to support women in custody with matters relating to their children through the Child Protection Co-Located Case Worker initiative. Since commencing on 1 June 2020, the initiative has received over 1,334 referrals.

## Supporting rehabilitation

Building a supportive prison environment promotes rehabilitation, successful reintegration on release and works to reduce the risk of reoffending. During 2021–22, we continued to focus on constructive interactions between staff members and people in custody. This included the Five Minute Intervention. This is an evidence-based approach that uses everyday interactions between staff and people in custody in a positive and motivational way to support rehabilitation. While COVID-19 impacted the roll out of this and other training programs in custodial environments, over 3,000 prison staff have been trained in the program since May 2020.

## Transforming prisoner rehabilitation through digital technology

In 2020–21, Corrective Services NSW supplied over 800 digital tablets across two publicly operated correctional centres. The roll out of tablets in 2021–22 now sees more than 6,300 inmates with access to digital technology in 16 state operated correctional facilities. A further 1,200 tablets are available at the Clarence Correctional Centre. Corrective Services NSW is planning to roll out digital technology to a further 13 correctional centres by June 2023.

The expansion of in-cell tablet technology has enabled inmates to access programs, educational material, approved websites, and to make phone calls to loved ones until 10pm. Approved websites include ABC News, Aboriginal Health Services, Alcohol Drug Information Service, BBC Skillswise, Find Legal Answers, Hepatitis NSW, Justice Health and Forensic Mental Health Network, Legal Aid NSW,

TAP (Corrective Services NSW programs), University of Southern Queensland, Women's Justice Network and Your Room.

We are also making increased use of digital technology to assist offenders that Corrective Services NSW manages in the community. During 2021–22, we delivered 82 online behaviour change programs to 671 participants in the community. These programs address a range of offending behaviours, including domestic and family violence, and serious and repeat drink driving.

## EQUIPS program progress during 2021–22

The Explore, Question, Understand, Investigate, Practice, Succeed (EQUIPS) program is designed to address criminogenic needs. During 2021–22, 2,320 offenders participated in this program in custody and 1,800 in the community. Sixty-nine EQUIPS programs were run via videoconferencing platform, LiViT.



## Highlight

### Video conferencing keeps community safe

Forbes Community Corrections centre introduced the LiViT program in 2021, to allow offenders living remotely to participate in crucial programs.

The LiViT video conference platform allows offenders to participate virtually in psychological services and group programs on dedicated laptops or computer booths. Through LiViT, offenders have completed EQUIPS Domestic and Family Violence, Foundations and Maintenance, and Sober Driver programs with a 90-95 per cent completion rate.

The program is now set to expand, with even more programs to be offered on the LiViT platform in the future, further supporting face-to-face program delivery.

## The Remote Service Delivery Team

The Remote Service Delivery Team was established by Community Corrections in January 2021. The team provides remote supervision of suitable offenders to assist Community Corrections offices with resource pressures and responsibility for offenders with high-risk profiles.

## Women's Diversion Pathway Program

The Women's Diversion Pathway Program uses existing legislation to divert eligible women with dependent children and women who are pregnant, from custody. Strict eligibility and suitability requirements must be met for participants to enter the program. The program is delivered by Corrective Services NSW in partnership with the Community Restorative Centre. Multi-disciplinary teams and coordinated joint case planning with stakeholders include Justice Health, DCJ caseworkers and specialist organisations. The program provides mothers in prison, the opportunity to serve the remainder of their custodial sentence in the community on external leave. This enables mothers to reintegrate and reunite with children and their families sooner.

Although the program is only in the pilot stage, since August 2021, six mothers have engaged in the program. As a result of the program, six children remained in their mother's care while another 10 re-established a connection with their mothers earlier than anticipated.

## Supporting young offenders

We supervise and care for young offenders in the community and Youth Justice Centres. We also provide Youth Justice Conferences for young offenders referred to us by police or the courts.

During 2021–22, we continued to support young offenders through the following programs.

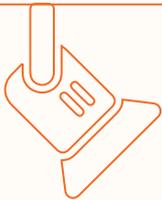
### Youth on Track

Youth on Track is an early intervention scheme for young people aged 10 to 17 years. It identifies and works with young people at risk of long-term involvement in the criminal justice system. The program provides case management and evidence-based behaviour and family interventions to target the underlying factors that contribute to offending.

The program operates in seven locations throughout NSW. It is delivered by Mission Australia in the Blacktown, Riverina, Central West, Hunter and Mid North Coast areas and by Centacare in New England and Social Futures in the Coffs/Clarence area.

Supportive stakeholders, particularly NSW Police and NSW Department of Education, have contributed to the success of the scheme to date.

During 2021–22 Youth on Track was delivered to 265 young people in total. This comprised 85 (32 per cent) young women and 167 (63 per cent) Aboriginal participants.



## Highlight

### Sophie's story

*All names have been changed to protect privacy.*

Sophie was identified as a suitable candidate for the Women's Diversion Pathway Program (WDPP).

Sophie has four children currently in care of the Minister until the age of 18. At the time of entering the WDPP, she was heavily pregnant with her fifth child. If Sophie remained in custody until her earliest release date, she would give birth in prison.

Sophie was approved for an external leave permit through the WDPP-eight weeks prior to her earliest possible release date. Sophie was placed under very strict conditions attached to her external leave

program and was connected with a local culturally specific holistic service that provided wrap-around support.

Sophie gave birth to her child on Country, allowing her time to bond with her baby as well as the chance engage in cultural and community activities.

Sophie has now had her newborn child's case closed with DCJ Community Services. Although Sophie has completed her parole period, the Community Restorative Centre Miranda Project continues to assist Sophie with her case plan and she is well on her way to living a life free of violence and the criminal justice system.

After six months of Youth on Track, 79 per cent of all participants reduced their offending risk (75 per cent of Aboriginal participants).

From January 2017 to June 2022, 75 per cent of all Youth on Track participants reduced or stabilised formal police contact 12 months after consenting to Youth on Track participation. This included 72 per cent of Aboriginal participants.

In July 2022 the Bureau of Crime Statistics and Research released an evaluation, *Evaluating Youth on Track: A randomised controlled trial of an early intervention program for young people who offend*. The evaluation measured differences in reoffending and incarceration outcomes between Youth on Track participants and a briefer intervention, Fast Track. No significant differences were found between cohorts for reoffending or incarceration. However young people in Youth on Track were less likely to be in out-of-home care and more likely to be employed at program completion, compared with young people in Fast Track. This research builds on the findings of earlier evaluations, providing opportunities to tailor and adapt the program for a more individualised response for each young person.

Importantly, the evaluation also found Youth on Track to be particularly effective in engaging Aboriginal participants. Around 60 per cent of the Youth on Track target group identified as Aboriginal and/or Torres Strait Islander. As such, Youth on Track will be a core component of Youth Justice's early intervention strategy to contribute to the achievement of Closing the Gap, Target 11.

The NSW Government announced \$9 million in funding in April 2022 to continue the program through to the end of 2023.

## Youth Justice Conferences

Police and courts refer young people for Youth Justice Conferences when they have committed eligible offences that are too serious for warnings or cautions. Or if they have exceeded the maximum number of cautions available to them.

Conferences bring young offenders, their families and supporters face-to-face with victims and police to discuss the crime and how people have been affected. Other experts and respected members of the community may also be invited to participate. Together, they agree on a suitable outcome. This can include an apology, reasonable reparation to victims, and steps to reconnect the young person with their community to help them desist from further offending.

Youth Justice employs a diverse workforce of Youth Justice Conference convenors, including employees from Aboriginal, African, Pacific, Vietnamese and Arabic communities.

In 2021–22, a review of the Youth Justice Conferencing policy and procedure was undertaken. As part of this, a new Youth Justice Conferencing training package was delivered to Youth Justice staff. The focus increased on quality of practice, victim engagement, cultural responsiveness and domestic and family violence practice considerations.

The reforms to Youth Justice Conferences have contributed to a sustained increase in outcome plan completion rates from 87 per cent in 2016–17 to 93 per cent in 2021–22.

In 2021–22, 1,333 referrals were made to Youth Justice Conferencing, with 850 outcome plans agreed to and 93 per cent completed (94 per cent in 2020–21).

Sixty-two per cent of young people had no further contact with the justice system within 12 months after participation in a Youth Justice Conference.

We measure our progress against the goal of reducing reoffending amongst young people through the following indicator: Number of young people each year who reoffend within 12 months of participation in a Youth Justice Conference or completion of a custodial order or after being sentenced to a supervision order

## A Place to Go

Youth Justice continued to support the A Place to Go program in Penrith for young people aged 10 to 17 years coming into contact with the criminal justice system. The program aims to improve supports and deliver better outcomes for young people to decrease the likelihood of reoffending.

A Place to Go uses a young person's contact with police and/or the court as an opportunity to intervene early by linking them with appropriate supports and services. This includes community supports and services, court liaison staff, cross-agency panels and dedicated short-term transitional accommodation. The short-term transitional accommodation provides therapeutic and trauma-informed accommodation for young people who are unable to return home. It also provides after care support for up to 12 weeks to support young people to maintain their longer-term accommodation.

An independent evaluation of A Place to Go found that young people were supported in finding stable and appropriate accommodation. The program was also found to support access to health services, removing barriers to education, and connecting with communities. Success of the pilot has been due to the multi-agency and holistic approach that benefits young people with complex and overlapping needs.

Achievements during 2021–22 include:

- 15 referrals to the pilot where young people provided informed consent to receive services and have their data collected for monitoring and evaluation purposes
- A further 236 young people on 311 occasions were supported by the Court Liaison Officer at the Parramatta Children’s Court.
- A Place to Go has maintained service delivery to young people throughout the COVID-19 pandemic, including A Place to Go House.

## Bail Assistance Line

The Youth Justice Bail Assistance Line provides support for police considering granting conditional bail to a young person in their custody who cannot meet their bail conditions.

It can offer support in locating a parent/guardian and/or locating and transporting the young person from the police station to suitable accommodation. It aims to help young people meet the conditions of their bail and to enable them to await their court date within the community, rather than in a detention centre.

The Bail Assistance Line works closely with child protection and housing teams to identify suitable accommodation for young people.

In 2021–22, the Bail Assistance Line diverted 77 homeless young people from a period of avoidable remand in Youth Justice custody and offered NSW Police with alternatives to custody for 1,086 young people.

It also worked to divert 640 Aboriginal young people from custody during this time.

Youth Justice continues to work with NSW Police to collaborate on opportunities to become involved earlier in the bail determination process and reduce Aboriginal overrepresentation.

In July 2022, the Bail Assistance line will become part of the Bail and Accommodation Support Service.

The Bail Accommodation Support Service will work to improve pathways into the broader Youth Specialist Homelessness Service system. It will also strengthen Youth Justice engagement with NSW Police across the state and collaborate with our internal partners to reduce the number of young people subject to incidences of avoidable remand.

## Reducing children on remand

Supporting young people to avoid short-term remand may reduce reoffending through protective factors such as family, friends and community, and reducing exposure to the custodial environment. Youth detention is closely associated with incarceration in adult life so avoiding short-term remand can provide young people with a chance for a more positive future.

Youth Justice is facilitating a multi-agency approach to improve support for young people at their initial contact with police, identify opportunities for diversion, and align police and court bail decision-making processes. It also links young people and their families to services and supports while on bail.

In an average month in the three years to March 2022, 164 young people were detained for 24 hours or less (on average 94 non-Aboriginal and 65 Aboriginal young people).

In the 12 months to March 2022, 63 per cent of those young people refused bail by police were later granted bail by the Court as they were not deemed a risk to the community.

From 2019–20 to 2021–22, there was a total six per cent decrease in the length of stay on remand, from 16.6 days to 15.6 days.

## Delivering reforms in response to the Shearer Review

During 2021–22, Youth Justice continued to implement major reforms to the custodial system. These reforms were in response to the findings of the Ministerial Review into the riot at Frank Baxter Detention Centre 21–22 July 2019 by Lee Shearer APM (The Shearer Review).

The Shearer Review made 63 recommendations comprising infrastructure improvements, changes to policies, procedures and the custodial operating model, and reform around people and culture.

As at 30 June 2022, Youth Justice has completed all of the recommendations from the Shearer review.

There have been significant benefits to the changes made in Youth Justice custodial settings. Between 2018–19 and 2021–22:

- physical assaults by young people on staff decreased by 53 per cent.
- physical assaults by young people on other young people decreased by 38 per cent
- all incidents of self-harm (actual, attempted or threatened) decreased by 72 per cent.



## Highlight

### Yinnar – My Journey, My Life

My Journey My Life is an Aboriginal-specific program, originally designed for Aboriginal young men and boys, which aims to address violence within relationships. It looks at moving participants from relationships based on power and control, towards relationships based on respect.

In 2021–22, Youth Justice developed an adaptation of the successful My Journey, My Life for young Aboriginal women, called Yinnar.

Training for this program has been progressively rolled out over 2021–22, with staff training taking place in all Youth Justice centres around NSW.

## 2.4 Active and inclusive communities



Celebrated  
**30**  
years of Seniors Card.



**52.7%**

of senior leadership roles in DCJ were held by women, exceeding the 50% target.



Commenced implementation of the **Ageing Well in NSW: Seniors Strategy 2021-2031.**



**1,400**

veterans employed in new roles within the NSW Public Sector, exceeding the 1,000 target.



**5.9%**

of roles in DCJ were held by people with disability, exceeding the 5.6% target.



Launched the new **NSW Disability Inclusion Plan 2021-2025.**



We provide a range of programs and services to improve wellbeing and promote community participation, social inclusion and cohesion. Supporting a more inclusive and diverse workforce is an ongoing focus.

The Premier's Priority for a world-class public service aims to implement best-practice productivity and digital capability in the NSW public sector. It also seeks to drive public sector diversity by 2025. This includes having 50 per cent of senior leadership roles held by women, increasing the number of Aboriginal people in senior leadership roles and ensuring 5.6 per cent of government sector roles are held by people with disability.

#### Employ 1,000 veterans in new roles across the NSW public sector by 2023

Outcome indicator	Target	Progress in 2021-22
Number of veterans gaining employment in the NSW public sector.	1,000 by December 2023	As at 31 March 2022 1,400 veterans were employed in new roles within the NSW Public Sector. We are exceeding the target.

#### Increasing the proportion of senior leadership roles held by Aboriginal people

Outcome indicator	Target	Progress in 2021-22
Number of Aboriginal people in senior leadership roles in government sector.	114 by 2025	This government sector target has been exceeded overall, as detailed on the Premier's Priority website: <a href="https://www.nsw.gov.au/premiers-priorities/world-class-public-service">https://www.nsw.gov.au/premiers-priorities/world-class-public-service</a>
Number of Aboriginal people in senior leadership roles in DCJ.	N/A	As at 30 June 2022, 11 Aboriginal people were in senior leadership roles in DCJ, an increase from 10 in 2021.

#### Increasing the proportion of senior leadership positions held by women

Outcome indicator	Target	Progress in 2021-22
Proportion of senior leadership roles held by women in DCJ	50 per cent by 2025	As at 30 June 2022, 52.7 per cent of senior leadership roles in DCJ were held by women. DCJ is currently exceeding the target.

#### Increasing the proportion of people with disability employed in the public sector:

Outcome indicator	Target	Progress in 2021-22
Proportion of roles held by people with disability in DCJ	5.6 per cent by 2025	As at 30 June 2022, 5.9 per cent of roles in DCJ were held by people with disability. DCJ is currently exceeding the target.

## Employing more Aboriginal people in senior leadership roles

During 2021–22 we continued to implement initiatives aimed at employing more Aboriginal people in senior leadership roles. We also continued to increase the representation of Aboriginal people across all areas of our department.

### Increasing the proportion of senior leadership roles held by Aboriginal people

We measure our progress against this goal by trying to increase the overall proportion of DCJ workforce who are Aboriginal people. We are also seeking to increase the number of Aboriginal people in the succession pipeline for senior leadership roles.

During 2021–22, 8.2 per cent of our total workforce and 8.1 per cent of people in succession pipeline roles identified as Aboriginal. Succession pipeline roles refer to the top two non-executive salary bands (\$93,791-\$151,609) as defined by the Public Service Commission.

During 2021–2022, major initiatives and programs aimed at achieving these goals included:

- Launching the new DCJ Aboriginal Employment Strategy 2021–2025. The strategy includes a broad range of initiatives and programs to increase the representation of Aboriginal people across all divisions, salary bands and work locations. It aims to improve career development and retention, and build a culturally capable and inclusive workforce.
- Expanding the DCJ Yuranha Aboriginal Pre-employment Program in partnership with TAFE NSW in Liverpool and Dubbo for Correctional Officer roles. This now includes include Community Corrections Officer, Youth Justice Officer and Services and Program Officer roles.
- Developing and delivering a pilot Aboriginal Caseworker Pre-employment Program in Western Sydney, in an Aboriginal learning environment, Kimberwalli. The program commenced in June 2022, with 19 participants.
- Delivering the DCJ Aboriginal Traineeships Program with 10 Aboriginal trainees commencing during the year.
- Offering Aboriginal School-based Traineeships and Apprenticeships to 10 students with \$100,000 funding provided under the Skills NSW Elsa Dixon Aboriginal Employment Grant.
- Partnering with the NSW Department of Education to develop and deliver the new Dyiramalaang (Leader) Talent Pipeline Development and Mentoring Program. The program offers two-way mentoring, career coaching and executive recruitment skills for grade 9/10 and 11/12 Aboriginal future leaders in both agencies.

- Partnering with TAFE NSW to deliver a Certificate III in Business as part of an internal development program to upskill 24 Aboriginal employees in clerk grade 1/2 and 3/4 (or equivalent) roles.
- Continuing our support of the sector's Jawun Secondment Program, supporting two employees participating in each cohort. Jawun secondees help improve the capacity of Aboriginal organisations and communities to achieve their development and business goals through coaching from sector leaders.
- Establishing the Wambinya Yarning Circle. This involved implementing a six-weekly Yarning Circle for Aboriginal employees to yarn, debrief, share insights, showcase success and promote upcoming events and programs.
- Establishing the DCJ Nguluway Yindyamarra Employee Network, which is a federated model comprising chairs/co-chairs and select representatives from the varying existing Aboriginal employee networks. This network facilitates information sharing and consultation across our department.
- Continuing to deliver the Corrective Services NSW Aboriginal Mentor and Mentee Programs (CAMP & CAMP II) in partnership with EORA TAFE. Seventeen participants completed the program and studies in 2021–22.
- Targeting the DCJ Lead the Way leadership development program to support 10 Aboriginal managers to refine their leadership skills.
- Re-launching and delivering Aboriginal cultural awareness training through the Connecting with Aboriginal Communities training program to 402 employees.
- Continuing to monitor employee engagement, inclusion, learning and development and bullying scores for Aboriginal employees through the People Matter Employee Survey. Results are reported to our Executive Board.
- Completing a review of the DCJ/Corrective Services NSW National Criminal Record Check pre-employment screening process and procedures to identify any issues/barriers that may be impacting on the success of Aboriginal candidates. A workshop was also held to discuss the report's findings and how best to implement the recommendations, with identified projects under way.

## Employing veterans in the NSW public sector

### Veterans Employment Award

The Veterans Employment Program was created for the purpose of helping veterans to find roles in the NSW public sector. In October 2021 the Veterans Employment Program won the Prime Minister's Veterans Employment Award for Public Service Excellence Supporting Veteran's Employment. The award recognises support for veteran's employment at the state, national and local levels of government and raising awareness of the value of employing veterans.

During 2021–22 a pilot mentoring program was developed to assist veterans when applying, entering and becoming a part of the NSW public service. Corrective Services NSW implemented the program in April 2022 for personnel leaving the Australian Defence Force. Corrective Services NSW engage with them at Australian Defence Force Members and Families Transition Seminars.

There are now six local councils with a Veteran Employment Program. Queanbeyan–Palerang Regional Council and Tweed Shire Council established Local Government Veterans' Employment Programs. This is in addition to the existing programs at Lake Macquarie City Council, City of Newcastle Council, Campbelltown City Council and Blacktown City Council.

The Veteran Skills program was launched in May 2021 and operated throughout 2021–22. The program provides veterans and their recognised spouse/partner with access to heavily subsidised or fee-free training. Courses are offered at approximately 360 registered training organisations throughout NSW. The Veteran Skills program is designed to get veterans and their spouse/partner job ready, broaden their career opportunities and help transition to civilian life after service.

## Supporting seniors to live active and inclusive lives

### The Ageing Well in NSW Seniors Strategy 2021–22

We commenced implementation of the Ageing Well in NSW: Seniors Strategy 2021–2031 following its release in April 2021. The strategy sets out the NSW Government's ten-year plan to respond to the opportunities and challenges of our ageing population. It builds on the NSW Ageing Strategy 2016–2020 and initiatives already underway across government and the community. The strategy has four focus areas:

- living in age-friendly environments
- participating in inclusive communities
- staying safe, active and healthy
- being resilient and informed.

The strategy is being implemented through the Ageing Well in NSW: Action Plan 2021–2022. The action plan is monitored by an interdepartmental committee of key NSW Government agencies responsible for delivering actions. Representatives from Local Government NSW and the NSW Ministerial Advisory Council on Ageing are also part of the committee.

### Reducing Social Isolation in Seniors

The Reducing Social Isolation for Seniors Grant program is an initiative to address social isolation for older people. It funds projects which tackle the challenges and barriers that contribute to social isolation. The 26 Round One projects which shared \$600,000 in funding announced in June 2021 took place throughout the 2021–22 year.

In February 2022 the NSW Government awarded a further \$600,000 in funding through Round Two of the Reducing Social Isolation for Seniors Grant Program. This round provided funding to 24 organisations to deliver locally driven projects, programs or activities that foster social inclusion for older people. For further details of Reducing Social Isolation for Seniors Grant Program refer to appendix 3.4.7 *Disability Inclusion Action Plan*. A list of projects from both rounds can be found on the DCJ website.

### Tech Savvy Seniors

Tech Savvy Seniors is a government initiative in partnership with Telstra. The program was introduced in 2012 as a way for seniors to learn technology skills in a supportive and friendly environment so that they can continue to engage with family, friends, the wider community as well as government and corporate services.

The program provides low cost or free training sessions – at beginner, intermediate and advanced levels – on the use of computers, tablets, smartphones and online applications such as email, social media and cyber safety.

Training is available across a network of participating public libraries and community colleges throughout NSW, and also in a range of languages.

During 2021–22, 8,426 Tech Savvy Seniors places were delivered, bringing the total amount of places delivered since 2012 to over 119,000.

### The NSW Ministerial Advisory Council on Ageing

The NSW Ministerial Advisory Council on Ageing advises the Minister for Seniors on matters affecting the needs, interests and wellbeing of older people in NSW, and on the impact of an ageing population.

The Council currently has 12 members, appointed as individuals, on the basis of their expertise and experience. The Council meets up to six times a year.

### The 2022 NSW Seniors Festival

The 2022 NSW Seniors Festival took place from 25 March to 3 April 2022 and included the NSW Premier’s Gala Concerts and Seniors Expo. After a year of social and physical distancing, the theme for 2022 was ‘Reconnecting’. The NSW Seniors Festival Expo was hosted alongside the Premier’s Gala Concerts and featured over 60 exhibitors, giveaways, live entertainment and more.

The NSW Seniors Festival Grants Program forms a key part of the festival. Each year the NSW Government makes \$200,000 in funding available for councils and organisations to run activities for people over 60 during the festival. In 2022, NSW Seniors Festival grants were awarded to close to 100 organisations across the state.

The Premier’s Gala Concerts were held on 30 and 31 March 2022, and included performances from Human Nature’s Phil Burton, Christine Anu, Shannon Noll, Emma Pask, Gary Pinto and The Diamonds. The concerts were also live streamed and available remotely for people unable to attend in person.

The concerts and expo were among more than 140 activities that seniors could participate in during the festival across NSW.

The 2022 NSW Ministerial Advisory Council on Ageing Media Awards were also announced as part of the NSW Seniors Festival in March. The awards seek to challenge negative stereotypes of older people by highlighting examples of balanced and realistic media reporting on older people and ageing. In 2022, over 180 nominations were received. A full list of winners can be found on the DCJ website.



## Highlight

### Celebrating 30 years of Seniors Card

This year we celebrated the thirtieth anniversary of the Seniors Card. Seniors Cards are available to any NSW permanent resident aged 60 years or older and provide access to thousands of discounts and special offers across the state, as well as the Opal Gold Card. The scheme represents our commitment to supporting older residents in NSW.

This year also saw the Seniors Card go digital, further increasing the flexibility of the service, and taking the hassle out of everyday transactions. DCJ conducted a successful pilot of 4,000 participants under the new scheme, prior to its implementation.



Seniors Card holder.

## Better outcomes for people with disability

### Better employment outcomes for people with disability

During 2021–22, the overall percentage of employees with disability in DCJ was 5.9 per cent, exceeding the sector target of 5.6 per cent.

### Increasing the proportion of people with disability employed in the public sector

We contribute to this outcome by seeking to increase the proportion of DCJ roles held by people with disability.

We have achieved the Premier's Priority of ensuring that 5.6 per cent of government sector roles are held by people with disability by 2025.

Our initiatives to increase the proportion of people with disability employed by our department during the year included the following.

- Continuing to participate in the Australian Network on Disability (AND) 'Stepping Into' Internship Program, offering 20 intern placements in 2021–22.
- Establishing a new partnership with Asuria, a Disability Employment Services provider. We ran targeted recruitment activities for people with a disability using Government Sector Employment Rule 26, and successfully filled eight ongoing and temporary roles across DCJ.
- Retaining our Disability Confident Recruiter annual accreditation. Accreditation confirms that we provide a fair and accessible attraction, recruitment and selection experience for candidates with disability.
- Successfully completing the AND's 2021 Access and Inclusion Index, which is a national benchmark of workplaces and practices. It helps to identify areas of strength and areas requiring additional focus to support employees with disability. DCJ improved our result from tenth out of 24 participating organisations in 2019, to fifth out of 26 participating organisations in 2021. We were also recognised as one of Australia's top performers for access and inclusion at the inaugural AND Disability Confidence Awards in June 2022. We are the only organisation to lead the Index in three different categories – organisational commitment, career development and workplace adjustments.
- Completing the development of the DCJ Digital Workplace Adjustment Passport to launch in the second half of 2022. The passport will help guide employees and managers to have open conversations, capture adjustment needs and ensure ongoing support.

- Piloting and then scaling up a career coaching initiative, the Elevate Program, for 20 employees with disability and their managers. This program is designed to build manager skills in having meaningful career development conversations and employee skills in driving their career development.
- Providing the opportunity for 11 employees with a disability to participate in the Lead the Way leadership development program to build our emerging leader pipeline
- Completing a behavioural analysis project to better encourage employees with a disability to share workforce diversity data and improve completion rates.
- Completing several Disability Inclusion Action Plan priorities that support access to meaningful employment. For further details please refer to appendix 3.4.7 *Disability Inclusion Action Plan* of this report.
- Launching the DCJ Carer's Network during Carer's Week in 2021. The network empowers and encourages employees with Carer's responsibilities to participate in the development of our policies, procedures and strategies. It also aims to promote a workplace culture that ensures equity of opportunity and freedom from discrimination.
- Providing workplace adjustments for employees with disability to remove barriers, provide equal access to career development and learning opportunities and promote a more inclusive workplace where everyone can achieve their full potential. Our Workplace Adjustment Policy promotes enables adjustments to be provided in a timely, effective and sensitive way to meet the specific adjustment needs of employees with disability. It reflects our commitment to ensuring that the design and implementation of human resources and workplace policies, rules, practices and operations do not create barriers or discrimination.

We also continued to improve attitudes to and awareness of disability in our workplace through the Disability Employees Network. The DCJ Disability Employees Network was the winner of the first Disability Employee Network of the Year Award at the AND Disability Confidence Awards 2022, in recognition of their influence and impact at DCJ.

For further details of our achievements/initiatives for employees with disability, refer to Appendix 3.1.2 - *Workforce diversity* of this report.

## Other initiatives to support people with disability

Other 2021–22 initiatives to support people with disability across NSW included:

### The NSW Disability Inclusion Plan and Action Plan 2020–2024

In November 2021, the NSW Disability Inclusion Plan and Action Plan 2020–2024, were released. These plans support the NSW Government’s commitment to remove systemic and attitudinal barriers so that people with disability have better opportunities and enjoy the full benefits of membership in the community. For further details refer to appendix 3.4.7 *Disability Inclusion Action Plan* of this report.

### Supporting the NSW Disability Council

We support the NSW Disability Council, which advises the NSW Government and public authorities about disability policy and disability planning. Council members are people with lived experience of disability and/or with expertise in disability. The Council’s activities during 2021–22 included hosting events to advise local government on disability inclusion planning and hosting a webinar on the employment of people with disability.

### The Disability Advocacy Futures Program

The Disability Advocacy Futures Program commenced from 1 January 2022. The program funds individual, systemic and representative disability advocacy providers to ensure that all people with disability in NSW have access to NSW Government funded and delivered services. It implements the recommendations of the Ageing and Disability Commissioner in his 2019 review of disability advocacy funding in NSW.

### Implementation of the More Jobs More Care program

The More Jobs More Care program was developed by the NSW Government to leverage Commonwealth initiatives to grow jobs and the economy during the COVID-19 pandemic.

Phase One commenced in October 2021 and focused on boosting the care workforce. It supports employment and new workers entering the disability sector across four regional areas including Dubbo, North Coast, Hunter, Riverina and one metro area being South Western Sydney.

Phase Two includes two initiatives that focus on supporting key groups who have low NDIS plan utilisation. This includes people with psychosocial disability and Aboriginal and Torres Strait Islander people. The first initiative, the NDIS Mental Health

Officers project, commenced on 1 July 2021 and is being led by the NSW Ministry of Health. It is being implemented across NSW and aims to support increased NDIS access and plan utilisation for people with psychosocial disability.

The second initiative commenced in June 2022 in Western NSW. It aims to increase the capacity of culturally appropriate disability services through NDIS service providers including Aboriginal Community Controlled Organisations. The aim is increasing NDIS utilisation for Aboriginal and Torres Strait Islander people with disability in Western NSW.

### Supporting people with disability to respond to COVID-19

We have worked closely with NSW Health and the National Disability Insurance Agency to support NSW disability providers to respond to the COVID-19 pandemic. We have promoted the use of vaccines and rapid antigen tests as well as supporting rollout and distribution to people with disability and disability services. We continue to monitor COVID-19 outbreaks in disability settings and develop up-to-date accessible information and appropriate protocols.

In March 2022, a COVID-19 vaccination outreach project commenced to encourage vaccinations for people with disability who had not yet had a single vaccine dose or who were yet to get their second. Following the campaign, there was a 6.6 per cent uptake in first COVID-19 vaccinations and a 32.4 per cent uptake in second COVID-19 vaccinations by NSW NDIS participants aged 16 years and over. Free rapid antigen tests have been provided to people with disability through 200 DCJ contracted local community and neighbourhood centres.

### National collaboration to support people with disability

We are supporting the important work of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability including providing information and participating in hearings.

DCJ is the lead agency for the NSW Government’s engagement and response to this Royal Commission. We have proactively led work across multiple agencies to provide governance and coordinate whole-of-government engagement with the Royal Commission.

We have paid close attention to the issues examined by the Royal Commission to understand how our systems and services can work better for people with disability.

The Royal Commission is due to release its final report in September 2023.

## Supporting carers

We recognise the valuable contribution that carers make to our society and is the public sector agency responsible for implementing the *Carers (Recognition) Act 2010* (the Act).

The NSW Carers Charter, which forms a part of the Act, contains 13 guiding principles for NSW public sector human service agencies on issues of significance for carers, including respect and recognition, inclusion in decision-making, and access to services they may need.

A carer, for the purposes of the Act, is an individual who provides ongoing personal, care, support and assistance to any other individual who needs it because that other individual:

- is a person with a disability within the meaning of the *Disability Inclusion Act 2014*
- has a medical condition (including a terminal or chronic illness)
- has a mental illness, or
- is frail and aged.

During 2021–22, we supported carers in a variety of ways, as described below.

### Consultation and liaison with Carers

NSW Carers Advisory Council engages with, and supports, carers in the following ways:

- The provision of secretariat support to the NSW Carers Advisory Council, which was established under the Act to advance the interests of carers in NSW and advice on legislation, policy and other matters relating to carers.
- As stipulated by the Act, the majority of Council members have current or previous experience of being a carer. Members have diverse backgrounds and expertise and come from a range of metropolitan and regional areas in NSW.
- The Council met five times over 2021–2022 and had one planning day as well as convening subcommittees.
- The Council provides advice and submissions to the NSW Government on the impact of policies and programs on carers and meets with the Minister for Families and Communities regularly. Activity throughout 2021–22 included advising the Minister and advocating on behalf of carers on various issues including:
  - digital inclusion for carers during the pandemic
  - the difficulties faced by carers with obtaining information and accessing the COVID-19 vaccine
  - the parliamentary inquiry into the Current Scheme Implementation and Forecasting for the NDIS

- limited timely access to primary health networks in regional areas.
- Priorities for the Council in 2021–22 included:
  - publishing the Carers Missing Out report: a scoping study following the introduction of the NDIS and holding two online workshops to promote the report's findings
  - engaging with carers through online conversations forums. Two forums were held in 2021–22, one focusing on Aboriginal carers and one on all carers.

### NSW Carers Strategy

- The NSW Carers Strategy: Caring in NSW 2020–2030 is a whole-of-government and whole of community 10-year plan that has four priority areas:
  - Priority 1: Carers have better access to information, services and supports
  - Priority 2: Carers will be recognised, respected and empowered
  - Priority 3: Carers have improved financial wellbeing and economic opportunities
  - Priority 4: Carers have better health and wellbeing.
- The 10-year strategy is being supported by NSW Government action plans every two years, commencing with 2020–2022. All projects in the action plans, including those targeted to particular carer groups, have the potential to benefit all carers.
- The first two-year action plan contains 29 actions and is due to conclude in December 2022, with 13 actions already having been implemented and the remainder having either commenced or planned to commence pending COVID-19 restrictions.
- The 13 completed actions address all four priority areas of the strategy and include:
  - a well utilised carers landing page on the Service NSW website
  - the introduction of Carers NSW “Know your Rights” webinars and factsheets
  - the Women’s St Heliers Correctional Centre Your Room website provides resources for carers and families affected by alcohol and drug issues.
- A newly formed Interdepartmental Committee, which was established to lead the action plan and encourage collaboration between public service agencies on the strategy, will further inform progress against current and future action plans.
- It should be noted that the strategy will support NSW public sector agencies to meet obligations under the Act including to recognise and value carers and ensure carers are consulted on policy matters that impact on them.

## Carers Investment Program

- The Carers Investment Program is a three-year grants program that commenced in 2018–19. It provided \$5.6 million over three years to 12 services to deliver 14 innovative support projects for carers.
- A diverse range of projects were funded, such as support for carers to re-engage with paid work, development of a Carer Readiness Tool to improve carers engagement with clinicians, and projects that focused on young carers, culturally and linguistically diverse carers and Aboriginal carers.
- Six projects concluded by 30 June 2021. Eight projects were extended to December 2021 to provide the organisations with additional time following the disruption of COVID-19, to finalise projects, document and share the learnings and develop a sustainability plan. All projects are now complete.

## Carers Week

- National Carers Week was held from 10 to 16 October 2021. The NSW Government supported the event, with a two-part campaign to raise awareness of carers and their contributions to our community. The first, the general campaign, celebrated the dedication and hard work of carers and acknowledged their contributions. The second component was a targeted campaign to support hidden carers to self-identify and access resources featuring content and advertising in different community languages. The campaign included web, social media, and traditional media elements that ran for three weeks and resulted in significant interest in the translated resources on the Carer Gateway website.
- DCJ also worked with Carers NSW to deliver the following:
  - 355 grant recipients funded by the NSW Government used their grants to hold a community event, activity or distribute care packages for carers across NSW
  - a successful DCJ-funded Carers NSW 2021 one-day conference, held online, with papers presented by the NSW Carers Advisory Council, Carers NSW and DCJ People Division.

## Companion Card

- The Companion Card program supports people with lifelong disability to participate in the community by providing free access to venues and events for a cardholder's companion. The Companion Card is provided for life, free of charge, and is exempt from means testing.
- Cardholders and their companions have access to a range of organisations, including transport, sporting and entertainment providers throughout the state.
- As at 30 June 2022 there were more than 40,000 cardholders in NSW.

## Supporting women across NSW

### Increasing the proportion of senior leadership roles held by women

We measure our progress against this goal through the outcome indicator:

- Proportion of DCJ senior leadership roles held by women.

During 2021–22, 52.7 per cent of our senior leaders were women. We have achieved the Premier's Priority of 50 per cent of senior leadership roles being held by women by 2025. We also achieved 70.7 per cent representation of women in the senior leadership pipeline, which includes employees in the top two non-executive salary bands (\$93,791–\$151,609) as defined by the PSC. In 2021–22, initiatives to increase the representation of women in senior leadership roles at DCJ included:

- Launching the new DCJ Inclusion Strategy 2021–2025, which provides a framework that our agency will use to develop a more inclusive approach to achieving our gender equity and diversity goals.
- Continuing to partner with Department of Planning and Environment to deliver the annual Women in Senior Leadership Mentoring Program. The program is designed to build leadership capacity in senior women (Grade 11/12 or equivalent) by pairing them with experienced senior executive mentors. 20 women from DCJ successfully completed the program in 2021 and 23 women have enrolled in the 2022 program.
- Continuing to implement the Better Ways of Working Flexible Work Framework across DCJ divisions, focusing on team-based flexible work design. We are also piloting flexible working initiatives in frontline roles.
- Promoting the Carers and Parents hub resources and launching the new Carers Staff Network.
- Developing job share guides to equip employees, managers, HR professionals and leaders to support an uptake of successful job share partnerships across DCJ.

- Developing best practice tools and resources for employees and managers to better support employees who take parental and/or carer's leave.
- Providing the opportunity for 94 women leaders to participate in sector programs including:
  - PSC Executive Leadership Program (37)
  - Executive Fellows Program (5)
  - Public Sector Management Program (42)
  - ANZSOG Executive Masters in Administration Program (4)
  - Women in Leadership Summit (6)
- Delivering the DCJ bespoke leadership program Lead the Way to 97 women leaders, with a focus on building critical leadership skills.
- 24 Women leaders commencing a Women Leading @ DCJ program delivered by Executive Central, providing individual career coaching.
- Continuing to support the Women in Communities and Justice Network to grow its membership and sponsor local initiatives, including career coaching workshops, awareness-raising about gender-based violence and sponsoring local activities/events such as #BeatTheBias to celebrate International Women's Day.

### Delivering the Return to Work Program

The \$10 million Return to Work Program is helping women overcome financial barriers to returning to work. Commencing in March 2021, the first phase of the program targeted women whose employment was impacted by the COVID-19 pandemic. As at 31 March 2022, 1,419 women had received grants of an average amount of around \$4,300. Of the 990 women surveyed six months after receiving the grant, 65 per cent had secured employment, 73 per cent had applied for and/or started education and training, and 98.5 per cent found the Return to Work application process helpful.

The second phase of the roll out commenced in February 2022, targeting women who are victim-survivors of domestic and family violence being supported in refuges and by other community service providers. As at 31 March 2022, of the 114 grants paid, the average grant was \$3,891.

### Delivering the Investing in Women funding program

The \$1 million Investing in Women Funding Program funds innovative programs that support the economic opportunity, advancement, and participation of women. Seventeen projects received funding totalling \$574,663 from the Investing in Women Grants funding.

### Implementing the NSW Women's Strategy 2018-2022

The NSW Women's Strategy 2018-2022 provides a whole-of-government policy framework to help improve the lives of women by addressing the structural issues that affect gender equality. Women NSW worked with other government departments to deliver the Year 3 Action Plan. A new strategy is currently being drafted.

### Delivering the NSW Women of the Year Awards and Women's Week events

The NSW Women of the Year Awards and Women's Week events were held in March 2022.

The awards recognise and celebrate the outstanding contribution made by women and girls across NSW.

Professor Julie Redfern was the winner of the 2022 NSW Woman of Excellence Award. Professor Redfern is a Professor of Public Health and a Research Academic Director at the University of Sydney, who is transforming the way patients are supported and cared for after a heart attack.

Women's achievements are celebrated across a broad range of categories, including:

- NSW Minerals Council Regional Woman of the Year Award
- Aware Super NSW Community Hero Award
- NSW Young Woman of the Year Award
- Cancer Institute NSW Aboriginal Woman of the Year Award
- The One To Watch Award supported by the Advocate for Children and Young People
- Local Women of the Year Honour Roll

### Launching the NSW Gender Equality Dashboard

In November 2021, Women NSW launched the NSW Gender Equality Dashboard, which transforms the way critical data is available on key measures of women's progress. This includes the gender pay gap, maternal health, higher education, domestic and sexual violence, and workforce participation.

### Contributing to the Women's Economic Opportunities Review

Women NSW has played a key role in the Women's Economic Opportunities Review announced by the NSW Government in February 2022. Led by NSW Treasury, the landmark review focuses on supporting women to enter, re-enter and stay in the workforce. It also focuses on opportunities to improve the accessibility and affordability of early childhood education.

## Supporting the NSW Council for Women's Economic Opportunity

The NSW Council for Women's Economic Opportunity advised the Minister for Women on a variety of matters. This included the Women's Economic Opportunities Review, co-working spaces, business incubation and adaptation, and financial independence for young women.

## Increasing youth participation and inclusion

We implement a range of programs aimed at increasing opportunities for young people across NSW for participation and inclusion in community life as described below.

### Youth Opportunities

Each year, Youth Opportunities provides time-limited grants of between \$10,000 to \$50,000 in support of youth-led and driven projects that are conceived, implemented and utilised by young people. The projects provide the opportunity for young people across NSW to respond creatively to an issue that is important to them. Through these projects young people are supported to generate change, learn skills, and gain experience. Many young people that participate in the funded projects go on to engage in other projects in their communities, undertake further study and gain employment.

In 2021–22, 46 successful projects were contracted and commenced implementation from April to May 2022. They are due for completion in April 2023. Since commencing in 2012, the program has awarded \$15.2 million to 329 projects, generating a wide range of benefits to young people and communities. All funded projects have a positive youth development focus that builds on participants' strengths.

### Youth Week

We provide small grants to local councils across NSW to support a wide range of activities and events that are held during Youth Week in April each year. All activities are youth-led and youth-driven. Youth Week provides opportunities for young people across the state to come together, to participate in fun activities, and to engage with issues of importance to them and their communities. In 2021–22, \$470,000 was provided to councils in support of Youth Week. We work closely with the Office of the Advocate for Children and Young People to support the implementation of Youth Week each year.

## Youth Frontiers

Youth Frontiers provides mentoring and pro-social activity support to young people aged 10 to 17 years who are in contact with the justice and child protection systems. In 2021–22, the program was redesigned and recommissioned through a tender process. Youth Frontiers is designed to provide early intervention mentoring and pro-social support to young people in four priority locations. These are Sydney Local Government Area, Central Coast Local Government Area, Fairfield Local Government Area and the Illawarra. Pro-social support includes activities that generate positive relationships and connections, build skills and experiences that influence and generate positive behaviours.

By the end of 2021–22, four service providers had been engaged to implement the program in these areas. Half of the locations will have a focus on Aboriginal young people, and the other half will have a focus on providing support to young women. It is anticipated that across the four locations up to 1,000 young people will benefit over the life of the program (200 young people per year).

## Supporting and growing volunteering in NSW

DCJ has carriage of the Government's NSW Volunteering Strategy 2020–2030, which sets out a 10-year plan for the NSW volunteering sector.

We work closely with a wide range of government and non-government stakeholders to implement the strategy and support the volunteering sector in NSW.

In August 2021, we launched the state's first NSW State of Volunteering Report, which identified that in 2020, 4.9 million people volunteered in NSW, contributing an estimated 1.5 billion hours of effort, worth \$127 billion to the state's economy.

Volunteering builds community resilience, social cohesion, and is a vital means of reducing social isolation. It builds both social and economic capital. Volunteering in NSW is incredibly diverse, communities across the state rely on it and the services volunteers provide. Volunteering spans across community services, emergency services, veterans, sport, the environment, health, education, arts and culture, animal welfare and more.

The Volunteering Strategy 2020–2030 has as its vision “Volunteering in NSW grows and is vibrant”. Under the strategy, we implement a number of key initiatives in collaboration with project partners, including:

- Ongoing sponsorship support for the NSW Volunteer of the Year Awards and NSW Volunteering Conference, operated by the state Peak for Volunteering, the Centre for Volunteering. We are the principal Government sponsor for these two important initiatives.
- Ongoing support for the NSW Volunteering Recruitment Portal, which is delivered in partnership with SEEK Volunteer. Located on the NSW Volunteering website, the portal provides a free online resource to recruit much needed volunteers to participating organisations.
- Investment in research in collaboration with the key stakeholders. In 2021–22, research on volunteering in and by multicultural communities was commissioned, with research findings due in December 2022. The work is being done in partnership with Multicultural NSW and the Centre for Volunteering.
- In 2021–22, we implemented a campaign to recognise the contributions of volunteers and inspire more people to get involved. The Volunteer Now campaign ran from February 2022 to end May 2022.
- During National Volunteer Week in May 2022, a NSW Volunteering Taskforce was announced. Established in June 2022, the taskforce will consult with the sector to produce a report by December 2022. The report will provide a range of recommendations for implementation under the NSW Volunteering Strategy. Taskforce membership is diverse, comprising both volunteers and volunteer-involving organisations from across NSW, with DCJ as Secretariat.

## The Social Sector Support Fund

The Social Sector Support Fund provided \$59.2 million in grants to 562 not-for-profits and charities to support them through the COVID-19 lockdowns in 2021 and during the recovery period out of the lockdown. The grants allowed organisations to remain viable at a time when their revenue decreased but demand for services was increasing.

## 2.5 Children and families thrive



# 15%

less children and young people entered out-of-home care.



# 37.7%

reduction in re-reporting for children and young people at risk of significant harm.



# \$12 million

allocated over 4 years to increase the number of **children and young people achieving permanency.**



# 459

men participated in Men's Behaviour Change programs aimed at reducing domestic violence reoffending.



# 886

children and young people achieved permanency through restoration, adoption or guardianship.



# \$60 million

allocated by NSW over 2 years for **domestic and family violence programs and services** as part of the National Partnership Agreement with the Commonwealth.



We work to support the safety and wellbeing of vulnerable children, young people and families. This work supports the Premier's Priorities to protect our most vulnerable children, increase permanency for children in out-of-home care, and to reduce domestic and family violence reoffending.

#### Reduce the number of domestic violence reoffenders by 25 per cent by 2023

Outcome indicator	Target	Progress in 2021-22
Number of people charged with a domestic violence assault who had an earlier domestic violence assault charge in the last 12 months.	1,360 by 2023	In the 12 months to June 2022 there were 2,030 people charged with a domestic violence assault who had an earlier domestic violence assault charge in the last 12 months. This target remains challenging. Increasing legal action rates and an increase in domestic violence assaults recorded by police have contributed to the increase in reoffenders over the past five years.

#### Decrease the proportion of children and young people re-reported at risk of significant harm by 20 per cent by 2023

Outcome indicator	Target	Progress in 2021-22
Proportion of children and young people re-reported at risk of significant harm within 12 months of closure of case plan.	32.3 per cent by 2023	This target remains challenging, with 37.7 per cent of children re-reported as at June 2022, however this is an improvement of 4.2 percentage points from the previous year (41.9 per cent) and the trajectory is heading towards the target.

#### Double the number of children in safe and permanent homes by 2023 for children in, or at risk of entering, out-of-home care

Outcome indicator	Target	Progress in 2021-22
Number of entries to out-of-home care	2,265	Entries to out-of-home care decreased 15 per cent from 2,406 in 2020-21 to 2,045 in 2021-22. This is 220 children (9.7 per cent) below the target.

#### Double the number of children in safe and permanent homes by 2023 for children in, or at risk of entering, out-of-home care

Outcome indicator	Target	Progress in 2021-22
Number of children and young people exiting out-of-home care to restoration, guardianship or adoption	5,250 over 4 years (1,312 per year)	<p>From 1 July 2019 to 30 June 2022, 3,085 children exited out-of-home care to permanency.</p> <ul style="list-style-type: none"> <li>• 886 children and young people exited out-of-home care to permanency through restoration, adoption or guardianship</li> <li>• Aboriginal children exited care to permanency</li> <li>• 422 children returned safely home to their parents.</li> <li>• 89 adoptions were arranged.</li> <li>• 375 new guardianship orders</li> <li>• 304 Aboriginal children exited care to permanency</li> </ul> <p>Performance against this indicator remains challenging.</p>

## Responding to the COVID-19 pandemic and other challenges

While the ongoing COVID-19 pandemic significantly impacted the way services were provided throughout 2021–22, we continued to support vulnerable children and families.

- We kept the Child Protection Helpline operational to ensure that avenues were available to report children at risk of harm.
- Face-to-face service provision continued where it was safe to do so. Additional precautions were taken where necessary, including using personal protective equipment for staff, children and families.
- Where it was not safe to provide services face-to-face, we used technology to ensure that workers stayed connected to children and families.
- We provided rapid antigen tests where needed to enable families to continue with their usual activities safely.
- We supported children in the parental responsibility of the Minister to receive a COVID-19 vaccination where appropriate. We also supported children who made an informed decision to not receive a vaccine and ensured other arrangements were in place to help keep them safe.
- We provided children in out-of-home care and their carers additional support to continue with their education when schooling arrangements were impacted.
- We enabled children to have time with their families virtually when COVID-safe family visits were not possible.
- As the COVID-19 risk reduced in the community, we reverted to pre-COVID arrangements where possible to assist families to regain normality. For example, increasing face-to-face family time and increasing face-to-face visit with caseworkers when safe to do so.

### Continued support for out-of-home care providers

Additional supplementary funding via the COVID-19 Emergency Action Payment was made available to support providers in residential out-of-home care settings. The Emergency Action Payment has been introduced as a supplementary payment to support service providers being reimbursed for their reasonable costs in response to COVID-19.

COVID-19 guidelines first prepared in 2020 to assist providers in residential out-of-home care settings and Specialist Homelessness Services to manage risks and respond to COVID-19 have been updated as required, most recently in April 2022.

### Mental health support for caseworkers

As part of the NSW Government's mental health recovery package, we offered free caseworker wellbeing checks to support frontline staff delivering our child protection services.

### Supporting vulnerable Aboriginal children and families

Reducing the overrepresentation of Aboriginal children and families in the child protection system is one of our core priorities. We work with the Aboriginal community-controlled sector, peak organisations and Aboriginal communities to identify gaps and develop and implement programs and initiatives to improve outcomes for Aboriginal families.

This work helps address the Closing the Gap target to reduce the rate of overrepresentation of Aboriginal and Torres Strait Islander children in out-of-home care by 45 per cent, by 2031.

### Progress during 2021–22

We sought to reduce the overrepresentation of Aboriginal children in out-of-home care by finding more permanent homes for those children in or at risk of entering out-of-home care.

We continued increasing the number of Aboriginal service providers.

We continued implementing our response to the Family is Culture report. For further details please refer to chapter 2.1 *Improving outcomes for Aboriginal people and communities*.

We also continued the Aboriginal Case Management Policy. This policy supports practitioners to engage early with Aboriginal families to shape case planning and to identify tailored solutions to keep children safe with their family and community.

We redesigned our internal Caseworker Development Program to promote more culturally appropriate practice.

### Keeping people safe from domestic violence

The Premier's Priority for reducing domestic violence reoffending aims to decrease the number of domestic violence reoffenders by 25 per cent by 2023.

We measure our progress against this goal through the outcome indicator: Number of people charged with a domestic violence assault who had an earlier domestic violence assault charge in the last 12 months.

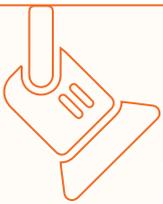
Since the priority was introduced in 2015, the number of reoffenders has increased from 1,814 in the 12 months to December 2015 to 2,030 in the 12 months to June 2022. A reduction of 670 reoffenders is required to meet the 2023 target. The increase of re-offenders over the years is in the context of increased legal action rates and a broader increase in the rate of domestic and family violence assaults in NSW. Domestic and family violence is a complex social problem. The target to reduce reoffending continues to be challenging. Our approach to reducing reoffending protects and supports victims. It also holds offenders to account by addressing the attitudes and behaviours that lead to reoffending.

The Reducing Domestic Violence Reoffending Delivery Plan is a comprehensive, multi-agency approach that sets out how we are working towards the Premier's Priority. The plan is made up of individual interventions that concentrate on working with domestic violence offenders.

Initiatives aimed at keeping people safe from domestic violence include:

- **Men's Behaviour Change Programs** support offenders to recognise their violent behaviour and to develop strategies to stop using violence. In 2021, 459 men participated in group programs. In 2021–22 following a competitive open tender \$6.3 million per annum was awarded to Men's Behaviour Change Programs across NSW. This is more than double the funding provided in previous years. Contracts commenced on 1 July 2022.
- The **Automatic Referral Pathway** aims to support a consistent and integrated response to domestic and family violence incidents in NSW. Under the pathway, the NSW Police Force automatically refer adult men who have been involved or implicated in a domestic and family violence incident to the Men's Telephone Counselling and Referral Service. The service offers immediate over-the-phone counselling by an accredited counsellor and referral to appropriate support services, including local Men's Behaviour Change Programs.
- The **ENGAGE program** provides offenders with a free, six-hour workshop. It is aimed at increasing the voluntary engagement of domestic violence perpetrators with longer-term behaviour change programs. Offenders can also be referred to other support services, such as drug and alcohol counselling.
- The **Domestic Violence Electronic Monitoring program** is used for higher-risk domestic violence offenders who are released on parole or subject to intensive correction orders and who are listed as the defendant in an active no-contact Apprehended Domestic Violence Order. Offenders are monitored in relation to metered geographical, suburb or Local Government Area exclusion conditions. Some victims may also be issued a matched monitoring device with an in-built duress alarm to increase their safety.
- The **Explore, Question, Understand, Investigate, Practice, Succeed (EQUIPS) Program** is a suite of behaviour change programs delivered by Corrective Services NSW. It comprises five programs: Foundation, Domestic and Family Violence, Aggression, Addiction, and Maintenance. Domestic and family violence offenders may be eligible to participate in all EQUIPS programs. The EQUIPS Domestic and Family Violence program is facilitated in custody and the community. Participants make plans that assist with developing healthy relationships and learn strategies for recognising and managing abusive and violent behaviours. From 1 July 2021 to 30 June 2022, 383 inmates in custody and 696 offenders in the community completed the EQUIPS Domestic and Family Violence program.
- The **Community Corrections' Practice Guide for Intervention** provides Community Corrections officers with the tools they need to be effective agents of change in their supervision of offenders in the community. The guide structures supervision through the use of simple exercises. This enables officers to deliver timely interventions to medium to high-risk offenders. In 2021–22, 82,472 sessions were delivered to domestic violence offenders.
- **Remand DV** is a voluntary program at eight correctional centres, focused on defendants on remand who have a current domestic violence charge and/or a current Apprehended Domestic Violence Order. The program assists inmates to understand their legal circumstances specific to domestic violence. It provides them with knowledge and skills for developing and maintaining healthy relationships, coping and recognising their abusive behaviour.
- **High Intensity Programs Units** are located in seven correctional centres across NSW for inmates sentenced to shorter custodial sentences, who are assessed as at a higher risk of re-offending. The units provide behaviour change programs including the EQUIPS suite and programs to help women who have experienced domestic violence.

- **Domestic Violence – Suspect Target Management Plan** is a NSW Police Force initiative where officers identify and target serious recidivist domestic violence offenders using investigative techniques. Officers monitor offenders and use wrap around case management support to proactively prevent reoffending. These plans operated in Blacktown and Mid North Coast Police Area Commands until 30 June 2022.
- **High Risk Offender Teams** is another NSW Police Force initiative where specialist NSW Police Force teams apply complex investigative techniques to high risk, prolific offenders. Teams conduct intensive monitoring and engagement to prevent immediate reoffending.
- The **ReINVEST study** concluded on 30 June 2022. ReINVEST is a clinical trial examining the effectiveness of selective serotonin reuptake inhibitor (a class of antidepressant) in reducing offending behaviour in impulsive repeat-violent offenders. We are awaiting an evaluation of the trial.
- **Maitland Local Service Hub** is a place-based collaboration where key agencies attend weekly Apprehended Domestic Violence Order list days. They provide support or referrals to domestic and family violence offenders in partnership with the other support services. From March 2021 to March 2022, Maitland Local Service Hub partners provided 242 occasions of support to 179 individual clients at Maitland Local Court.
- The **Local Coordinated Multiagency Offender Management program** brings together agencies to provide collaborative case management to priority offenders in the community. Offenders are referred to and prioritised for services that aim to address their criminogenic needs and reduce their risk of reoffending.
- **What's Your Plan** is a brief individualised behaviour change program which helps Aboriginal Apprehended Domestic Violence Orders defendants to comply with their order. The program supports compliance by applying evidence-based psychological strategies and well-timed reinforcement. What's Your Plan requires Aboriginal Client and Community Support Officers to discuss the conditions and implications of a defendant's Apprehended Domestic Violence Order. Defendants are then asked to conceive a positive future arising from complying with their order. They are also asked to identify an obstacle that may jeopardise compliance, and to create a plan to help manage this obstacle.
- The **NSW Domestic and Family Violence Blueprint for Reform 2016-2021** concluded in December 2021. The Blueprint was independently evaluated in 2021, noting improvements in community awareness, as well as improvements in collaboration, information exchange and service coordination. The evaluation produced several recommendations, which will be considered in the next whole-of-government plan to address domestic and family violence in NSW. This plan is under development and is also intended to align with the next National Plan.



## Highlight

NSW entered into a two-year National Partnership Agreement with the Commonwealth in 2021 for funding over 2021–22 and 2022–23 financial years, to provide flexible funding to states and territories to boost local frontline domestic, family and sexual violence services and trial new initiatives.

The agreement provides for \$80 million in Commonwealth funding over two years. In response, in June 2021, NSW committed a further \$60 million to domestic, family and sexual violence funding over the two years of the agreement. This brings the additional investment to a total of \$140 million over the two years.

The first phase of the agreement funding to support domestic and family violence service providers was announced on 25 November 2021. \$20 million was allocated to more than 180 NSW specialist frontline services to help services retain and support staff, provide additional brokerage to assist victim-survivors and cover COVID-19 cleaning and interpreter costs.

The second phase of funding was agreed by the Commonwealth in June 2022 for 16 initiatives that will increase access to support for victim-survivors, respond to sexual violence, enhance interventions for perpetrators and contribute to NSW's plan to meet Target 13 of Closing the Gap. NSW will allocate the next tranche of funding under the Agreement by the end of 2022.

- **Housing and related supports for women and children escaping domestic and family violence**  
In October 2021, the NSW Government announced new funding of \$484.3 million over four years for housing and supports for women and children experiencing domestic and family violence. This includes:
  - \$426.6 million to expand Core and Cluster to deliver and operate new women’s refuges that support women and children escaping domestic and family violence, this includes approximately \$379.12 million to provide new refuges
  - \$52.5 million to deliver around 200 new social and affordable homes for women escaping domestic and family violence through the Community Housing Innovation Fund
  - \$5.2 million for specialist supports for 3,200 accompanied children and young people in homelessness services.

The announcement represents the largest single investment in domestic and family violence in NSW and will provide long-term infrastructure to support women and children escaping domestic and family violence. Accommodation and supports delivered through the Core and Cluster program will substantially increase the existing network of NSW Government funded women’s refuges throughout the state. It is estimated that new refuges will support up to an additional 2,900 women and children each year. The new Core and Cluster refuges will be located in areas of known high, unmet demand, with a focus on regional and rural areas.

Construction of new Core and Cluster refuges will commence in 2022 and will continue over four years, up to 2025–26. Delivery will occur over three tranches. Expressions of Interest for Tranche 1 opened on 9 May 2022. This tranche is aimed at ready-to-go projects that can be asset-delivered between July and December 2022.

### **National Plan to End Violence against Women and Children 2022–2032**

The National Plan to Reduce Violence against Women and their Children 2010–2022 is drawing to a close. We have been working with the Commonwealth and other States and Territories to develop the next National Plan to End Violence against Women and Children 2022–2032.

The implementation of the next National Plan will be guided by five-year Action Plans, which will provide a roadmap for the Commonwealth and NSW. Specific Aboriginal and Torres Strait Islander Action Plans will also be developed, led by the Aboriginal and Torres Strait Islander Advisory Council. This will be a key mechanism for achieving Closing the Gap Target 13.

## **NSW Sexual Assault Strategy 2018–2021**

The NSW Sexual Assault Strategy 2018–2021 was the most recent whole-of-government strategy to address sexual violence. During 2021–22 we continued to implement key initiatives under the strategy working closely with lead government agencies and non-government partners.

Following the expiry of the strategy in December 2021, a final review was completed, which assessed the overall progress, outputs and outcomes of the strategy. Its findings and recommendations have informed the development of the next whole-of-government plan to address sexual violence. We have commenced the development of the next NSW Sexual Violence Plan, which will align with the National Plan to End Violence Against Women and Children 2022–2032.

Initiatives delivered under the strategy during 2021–22 included:

- The third phase of the Make No Doubt campaign was launched on 25 May 2022. Make No Doubt is an innovative community education campaign to help prevent sexual assault by raising awareness and understanding of sexual consent among young people. The third phase of the campaign supports key changes to sexual consent laws, which were passed by NSW Parliament in November 2021, and came into effect on 1 June 2022.
- The LGBTQIA+ Communities and Sexual Assault eLearning was made available to frontline services to help them deliver inclusive, best practice support to lesbian, gay, bisexual, transgender, and queer plus (LGBTQIA+) people who have experienced sexual assault. ACON Health Ltd developed the e-learning package with \$135,000 in funding from the NSW Government. More than 1,100 professionals have been enrolled into the eLearning, with almost 600 completions to date.
- In partnership with Maari Ma Health Aboriginal Corporation, the Marla (meaning, “I’m going this way, you’re going that way”) module has been developed and will be delivered in the second half of 2022. The module will be included within Maari Ma’s existing domestic and family violence healing program. The new module will provide culturally appropriate support services to Aboriginal people who have experienced sexual assault. It will be piloted in the communities of Broken Hill, Menindee and Wilcannia.

- The Education Centre Against Violence in partnership with Rosie's Place have developed a suite of resources to support women with intellectual disability who have been subjected to sexualised violence. The resources also aim to improve workplace responses to address barriers to justice, safety and wellbeing.

## Protecting our most vulnerable children

Children and young people deserve to have the best possible start in life and to live free from abuse and neglect. Once a child has been reported at risk of significant harm, child protection practitioners support families to create change and provide safer homes for their children. Reducing re-reporting is important because it demonstrates the effectiveness of interventions to make vulnerable children safer. This is either through our direct services or through our partnerships with the broader service system.

Key 2021–22 achievements resulting from our efforts to reduce risk of significant harm re-reports included the following:

- The re-report rate had been increasing since 2019, reaching a peak of 42.5 per cent in August 2021. However, as a result of our re-reporting strategies this rate was reduced to 37.7 per cent as at June 2022.
- In March 2021, we established a re-reporting taskforce to develop and implement interconnected strategies to address the key drivers of re-reporting. Our focus is on getting more families the right support at the right time, to prevent the likelihood of re-reports.
- We provided an upgraded eReport process and website to mandatory reporters of children suspected to be at risk of significant harm. These aim to improve the quality of reports received, and correspondingly the accuracy of assessments that meet the risk threshold.
- We expanded the Child Protection Helpline's Advanced Screening Program which involves additional follow up and information gathering prior to assessment.
- We increased the number and proportion of children and young people provided with an ongoing case management service in place, to support children and families post DCJ closure.
- We re-launched the Protecting our Kids training program at multiple Community Service Centres. The training provided site-specific coaching on effective practices to reduce re-reporting.

- We implemented a peer review closing practice for caseworkers to ensure that cases are closed correctly, with all the relevant supports and risks considered beforehand.
- We rolled out a district led 'no wrong door' approach to engaging with mandatory reporters, providing local support, advice and assistance when needed.



## Highlight

### Protecting our most vulnerable children

The Protecting our most vulnerable children team was established to decrease the risk of children being re-reported to DCJ. Drivers of re-reporting are complex and interconnected. They relate to the effectiveness of DCJ interventions and its effective engagement and support of the broader service system. The legislative and policy settings of these agencies, DCJ included, perpetuate a culture of increased reporting.

The Protecting our most vulnerable children team implemented three key strategies to reduce re-reporting.

The first aims to improve the accuracy of risk assessments through better information-gathering practices.

The second involves targeted referrals, which prioritises funded family preservation services for those children assessed as needing care and protection. This ensures tailored support for those families most in need.

The final strategy aims to enhance future safety. This involves a 'no wrong door' approach for ongoing support for families. It also ensures mandatory reporters are aware of their role in helping the family.

As a result, children and families have strong safety networks to protect against future harm. Engaging networks during and after closure through a 'no wrong door' approach further reduces the likelihood of 'risk of significant harm' re-reporting.



## Highlight

### Family Connect and Support

*All names have been changed to protect privacy*

Family Connect and Support received a community referral for Sarah and her newborn baby Nadine to assist with linking her into some local services for parenting support.

After a few unsuccessful attempts to contact Sarah, the Family Connect and Support case worker got in touch with the South West Sydney Allocation Hub to see if DCJ had any information about Nadine that could assist with their engagement.

The Allocation Hub were able to share information, while complying with all relevant legislation. The information included Sarah's new contact details as well as information about her cultural heritage.

With this additional information the caseworker arranged a home visit with a colleague who spoke Lebanese Arabic to address any language barriers.

Family Connect and Support continued to work with Sarah for a period of two months, linking her into culturally appropriate supports and play groups. Sarah was able to connect with other Arabic-speaking women and form a network.

### Keeping families together where possible

All children deserve a safe and stable home. Our first priority is to work towards keeping families safely together. We want to support families with the services they need so that children and young people can stay safely at home or return home after a break.

Our alternative dispute resolution services and family preservation programs aim to keep families together where possible.

The Targeted Earlier Intervention program supports the people who need it earlier on, to make the biggest difference. This is an important step towards achieving the Premier's Priorities of protecting our most vulnerable children and increasing permanency for children in out-of-home care. We aim to help families care for their children before they enter out-of-home care. Services are delivered under two broad streams:

- Community strengthening – activities that build cohesion, inclusion and wellbeing across all communities, and empower Aboriginal communities.
- Wellbeing and safety – activities that support families and individuals and provide opportunities for personal development.

Family Group Conferencing is a voluntary strength-based form of alternative dispute resolution with an annual cost of over \$3.2 million. Family Group Conferencing can be utilised at different points of a child/family's interaction with the child protection and out-of-home care system.

Section 37 of the *Children and Young Persons (Care and Protection) Act 1998* requires that the department offer alternative dispute resolution before seeking care orders, unless there are exceptional circumstances.

During 2021–22, we sought to keep at-risk families together, where possible, by providing more than 4,500 contracted places for families. This delivered services to close to 17,000 children and young people through a range of evidence-informed family preservation programs. Over one third of the children and young people were Aboriginal children. The programs included:

- **Permanency Support Program** Family Preservation (up to \$11 million per annum or 140 packages) delivers high intensity, wrap around services to families whose children are at high risk of entering out-of-home care. We have committed to diverting all funding for Permanency Support Program Family Preservation to Aboriginal Community Controlled Organisations by June 2024. This will support approximately 300 more Aboriginal children and young people every year to be supported to stay safe with their families.

- **Brighter Futures** (\$63.6 million, 2,775 contracted places) is a family preservation program for families with children aged 0-9 years or who are expecting a baby.
- **Youth Hope** (\$11.2 million, 406 contracted places) is a program that works alongside children aged 9-15 years and their families where there is an identified risk to a child's safety, welfare, or wellbeing.
- **Multisystemic Therapy for Child Abuse and Neglect** (MST-CAN \$6.3 million) and Functional Family Therapy Child Welfare (FFT-CW \$16.5 million) services are new evidence-based therapeutic programs to keep over 900 families a year together. These programs reduce risk in families and prevent entries of children into out-of-home care.
- **Nabu** (\$3.3 million) is an intensive family support pilot program designed by, and for, Aboriginal families in the Illawarra and Shoalhaven areas.
- **Resilient Families** (\$1.7 million contract value, 64 contracted places) is an intensive home visiting service operating across South Western Sydney District and Sydney and South Eastern Sydney Districts. It provides support to families at risk of having their children enter out-of-home care.
- **Intensive Family Preservation** (\$14.3 million, 320 contracted places) is an evidence-based service that aims to prevent entries into out-of-home care, maintain placement stability and offer restoration support.
- **Intensive Based Family Support** (\$4.5 million, 166 families) works with Aboriginal families whose children are at risk of entering out-of-home care. Intensive Based Family Support works with families whose children are currently in out-of-home care where restoration is being planned. It also works with children in out-of-home care who are at risk of their placement breaking down.

## Providing children with safe and permanent homes

Where it is not possible for a child or young person to remain safely at home, we use permanent placement principles to work towards providing a child or young person with a safe, loving and permanent home.

Achievements to support the wellbeing of children and young people in out-of-home care and to provide them with greater permanency throughout 2021-22 include the following.

- Investing \$940.6 million in the continued implementation of the Permanency Support Program.
- 886 children and young people exited out-of-home care to permanency through restoration, guardianship or open adoption.
- With our NGO partners, we safely restored 422 children and young people home to their parents. We arranged 375 new guardianship and 89 open adoption orders for those children who could not return to their parents.
- We placed 71.0 per cent Aboriginal children and young people in out-of-home care with Aboriginal relative, non-Aboriginal relative, or Aboriginal carer as per the Aboriginal Placement principles.
- We continued to implement Intensive Therapeutic Care in replacement of residential care. This supports children and young people with high and complex needs in out-of-home care, including those identified as having very high support needs and significant functional impairment due to disability.



## Highlight

### Additional investment for guardianship and adoption

The 2021-22 budget has allocated \$12 million over 4 years to increase the number of children exiting out-of-home care to permanency through:

- a targeted awareness campaign to increase guardianship and open adoption,
- the establishment of a Permanency Taskforce to progress guardianship orders,
- funding for accredited adoption services to complete end-to-end adoptions when they become contested
- support and training for new and existing carers wanting to be guardians and/or adoptive parents.

### Investing in carers

The 2021-22 budget has invested \$7.56 million over 5 years to recruit and support kinship and foster carers. The funding provides:

- recruitment of carers, guardians and adoptive parents
- training and education of carers
- support, connection and individual advocacy for carers
- systemic advocacy and sector engagement
- outcomes framework and evidence building through carer surveys

NSW needs more than 600 new carers (or about 350 carer homes) each year to find stable homes for children and young people who are unable to live safely at home. Finding and matching the right carer with a child or young person is challenging and imperative to provide safe, nurturing and positive environments for children.

### Carer recruitment, support and training

We work with our sector partners to recruit, authorise and support around 18,000 foster, relative and kinship carers across NSW. This is about 12,000 caring households. Each carer receives training and support and an allowance. NSW needs more foster carers from all walks of life, for different types of caring roles, including emergency and respite care.

During 2021–22, we worked with the sector and carer organisation My Forever Family NSW to recruit and authorise more carers to support children and young people needing a safe and nurturing home.

In 2021, we received 418 online enquiries about fostering with DCJ, an increase of 22 per cent from 2020 (from 344 enquiries). Finding more carers has been challenging in the context of the pandemic. We continued to promote the need for local carers for local children, for example through My Forever Family.

### Young people transitioning from care

We are improving the quality and scale of transition or ‘leaving care’ planning for young people leaving statutory care at age 18. This includes strengthening practice and processes and providing opportunities for young people such as university pathway scholarships, tailored programs and targeted training opportunities such as the Services NSW traineeships.

## National initiatives to keep children safe

### National Strategy to Prevent and Respond to Child Sexual Abuse

The National Strategy to Prevent and Respond to Child Sexual Abuse 2021–2030 (the National Strategy) was launched on 27 October 2021. We worked in partnership with federal, state and territory governments to develop the National Strategy. It delivers on key recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse.

We continue to work closely with other jurisdictions and NSW Government agencies to implement the National Strategy. The First National Action Plan for implementation runs from 2021–2024, and involves a range of measures across five key themes:

- awareness raising, education and building child safe cultures

- supporting and empowering victims and survivors
- enhancing national approaches to children with harmful sexual behaviours
- offender prevention and intervention
- improving the evidence base.

### Safe and Supported: the National Framework for Protecting Australia’s Children 2021–2031

We contributed to the development of Safe and Supported: the National Framework for Protecting Australia’s Children 2021–2031 which was endorsed by Community Services Ministers in December 2021.

The framework addresses recommendation 6.15 of the Royal Commission into Institutional Responses to Child Sexual Abuse. It recommended that the Australian Government develop a new National Framework to commence on the expiration of the National Framework for Protecting Australia’s Children 2009–2020. Although due to end in 2020, it was extended to mid-2021 due to the impact of COVID-19.

The framework was jointly developed by the Australian Government and all states and territories, with a meaningful co-design and engagement process with Aboriginal and Torres Strait Islander stakeholders. It aims to complement, rather than duplicate, other national strategies, including the National Agreement.

The framework will be supported by two five-year implementation plans. During 2021–22, work commenced on the development of the first five-year Aboriginal and Torres Strait Islander and General Action Plans to deliver the objectives of the framework.

### Supporting survivors of sexual abuse

We prepared the seventh Compliance with the Guiding Principles Responding to Civil Claims for Child Sexual Abuse Report. We supported senior departmental executives to deliver 385 apologies to survivors of abuse, in compliance with the guiding principles and providing closure to the survivors. During 2021–22, 12 Direct Personal Responses were delivered by senior departmental executives to survivors of abuse under the National Redress Scheme.

In 2021–22, agencies maintained full compliance across 16 of the 19 guiding principles, improved from high to full compliance in two guiding principles and maintained high compliance in the remaining guiding principle. We fully complied with 18 guiding principles over that same period, with high compliance against the remaining principle.

## 2.6 People have a safe and affordable place to live



10.5%

of tenants exiting social housing successfully transitioned to the private rental market or home ownership.



over  
1,090

**Together Home packages** for people who were sleeping rough and highly vulnerable during the pandemic to transition to long-term housing.



3,020

**dwellings** delivered across NSW under the **Social and Affordable Housing Fund**, with a further 314 under construction.



\$12 million

**allocated** over 3 years to increase the number of **Aboriginal Community Controlled Organisations** supporting Aboriginal people experiencing homelessness.



79%

of **social housing applicants** who received assistance to rent in the private market '12 months' prior **did not return for further assistance.**



4,996

**assertive outreach patrols** in 58 local government areas to support people sleeping rough with housing.



We provide assistance for people who are unable to access or maintain appropriate housing, including homelessness services. Our work under this outcome supports the Premier's Priority of reducing homelessness.

**(Premier's Priority) Reduce street homelessness across NSW by 50 per cent by 2025**

Outcome indicator	Target	Progress in 2021-22
Number of homeless persons in NSW living in improvised dwellings, tents, or sleeping out.	1,294 by Jun 2025	2021 Census data on people experiencing homelessness will be released mid 2023 (no exact date available).  The 2022 NSW Street Count identified 1,207 people sleeping rough (+66 from 2021 NSW Street Count)

**People are supported to move to housing independence so social housing is available for people who need it most**

Outcome indicator	Target	Progress in 2021-22
Proportion of tenants successfully transitioning out of social housing annually.	9.2 per cent by June 2023	In 2021-22, 10.5 per cent of tenants exiting social housing successfully transitioned to private rental market or home ownership.

**People are supported to move to housing independence so social housing is available for people who need it most**

Outcome indicator	Target	Progress in 2021-22
Proportion of social housing applicants each year who are diverted from social housing to the private rental market not returning for further assistance 12 months later.	80 per cent by June 2023	In 2021-22, 79 per cent of social housing applicants who received assistance to rent in the private market 12-months prior did not return for further assistance.

**Responding to the COVID-19 pandemic and other challenges**

Since the beginning of January 2022, we led the rapid antigen test rollout to vulnerable cohorts and frontline staff for all entities across the Stronger Communities cluster. DCJ and the cluster had access to as many rapid antigen tests as needed from the NSW Health's whole of government stockpile.

Initial priority cohorts included: Rough sleepers via Assertive Outreach teams; people in temporary accommodation; tenants in high rise social housing

units; public and Aboriginal Housing Office tenants in multi-unit dwellings state-wide; NGO residential services and Multicultural NSW.

Between early January 2022 and up to 26 September 2022, a total of 7,485,716 RATs have been received and allocated across the Stronger Communities cluster.

This includes 6,961,242 to DCJ and non-government organisations, with 1,939,500 to DCJ vulnerable community cohorts and 773,080 to Stronger Communities Cluster agencies and staff.

Of this, a total of 26,798 rapid antigen tests were distributed for Homelessness and a further 215,496 to NGOs supporting Community Housing and Homelessness.

We supported Specialist Homelessness Services throughout the COVID-19 pandemic. All forms of essential homelessness service delivery were assisted to continue, including crisis refuge accommodation and services working directly with people sleeping rough. Where possible, non-essential services were delivered via online or phone services.

Additional funding was made available to Specialist Homelessness Services providers to:

- provide emergency accommodation to support Specialist Homelessness Services clients required to self-isolate as a result of Public Health Orders
- provide workforce contingency to Specialist Homelessness Services providers that may incur extraordinary costs due to taking emergency measures to respond to COVID-19
- support Specialist Homelessness Services to maintain their existing service model, including administrative and staff expenses, brokerage and other costs not covered under other stimulus packages.

Funding was also provided to Specialist Homelessness Services providers under the Crisis Refuges Deep Cleaning Program. We continue to support services with information, supplies and funding, where needed, for personal protective equipment.

Original guidelines prepared to assist Specialist Homelessness Services providers manage and respond to the COVID-19 pandemic were updated, most recently in April 2022. The guidelines help providers manage and respond to the COVID-19 pandemic, including cases of exposure among staff and residents.

Additionally, over 1,090 packages were made available for people who were sleeping rough and highly vulnerable during the pandemic to transition to long-term housing through the Together Home Program.

## Supporting people to move to housing independence

We support those who are able to move to housing independence so that social housing continues to be available to those who need it most.

During 2021–22, we provided 15,842 households with general Private Rental Assistance. This included Rentstart Bond Loan, Advance Rent, Rental Arrears, Private Rental Brokerage Service, Tenancy Facilitation, Bond Extra (formerly known as Tenancy Guarantee) and Rent Choice products.

Of the Rent Choice recipients, 84 per cent did not require further housing assistance in the following 12 months.

We continued the Family Assist pilot for vulnerable families seeking preservation or restoration in Sydney and South East Sydney and extended the program to Western NSW.

Family Assist provides financial assistance to families with an identified housing need to access safe and affordable private rental accommodation. This housing stability supports restoration or preservation for children in, or at risk of being in, out-of-home care.

The Family Assist Lead Worker works in collaboration with caseworkers to support parents to set up and maintain their tenancies.

## Youth Development Scholarships program

Our Youth Development Scholarships program assists young people living in social housing and out-of-home care who are enrolled in education or training. The scholarships offer \$1,000 grants to help with school expenses and secondary support services.



## Highlight

### Family Assist – Elena’s story

*All names have been changed to protect privacy.*

After struggles with substance abuse and homelessness, Elena’s eldest child was placed in out-of-home care. Elena’s caseworker referred her to the Family Assist program in the height of the COVID-19 pandemic. Her main goal was to reunite her family so she could be with her children.

Elena’s Lead Worker used her networks to help Elena secure rent and bond assistance, as well as essential items to help get her started in her new home.

Elena is grateful for Family Assist and her Lead Worker.

“Family Assist has saved my life and is helping me achieve financial independence,”

I am becoming a better and more stable mum. I want to show myself and my children that I can do this,” said Elena.

## Increasing the supply of social housing

### Community Housing Innovation Fund

The Community Housing Innovation Fund is delivering more social and affordable housing in collaboration with community housing providers across NSW. The fund is a co-contribution model. It combines a NSW Government grant with the additional resources that providers are able to bring to new social housing supply projects such as debt, equity land etc. The combined funding available for current Community Housing Innovation Fund related programs is \$152.5 million. This includes the original \$50 million Community Housing Innovation Fund program, the \$50 million Economic Stimulus Package and \$52.5 million Domestic and Family Violence Package. The community housing sector is on track to deliver over 700 properties by 2024-25. The sector has committed over \$97 million as at June 2022.

### Community Housing Leasing Program

The Community Housing Leasing Program provided \$86 million in funding in 2021-22 to registered community housing providers to head-lease 5,940 properties. These properties are leased from the private rental market for social housing. There was a further \$4.5 million funding for 268 crisis and transitional properties.

The program also supports over 1,000 clients who were sleeping rough, homeless or at risk of homelessness to live in head-leased properties. These are part of several homelessness programs, including Together Home, Supported Transition and Engagement Program, Premier's Youth Initiative, Domestic Violence Response Enhancement and Youth Accommodation and Support.

### Together Home Program

Together Home, the largest ever housing response dedicated to people experiencing street homelessness in NSW, continues to deliver positive outcomes since it commenced in July 2020.

The program is providing \$177.5 million to registered community housing providers to provide housing linked to wraparound support for hundreds of people sleeping rough across NSW. Included in this package is \$72.5 million for around 250 new dwellings to facilitate client exits into long-term social housing.

The program is delivered by Community Housing Providers as an extension to the Community Housing Leasing Program, in partnership with non-government support services. Clients are offered housing and wraparound support over two years from the date they enter the program and a commitment to long-term housing when exiting the program.

As at 30 June 2022, there were 890 active program participants in secure housing and 1,001 (inclusive of the 890) people had been linked to wraparound support.

Through Together Home, 105 high needs packages have been funded. The packages are managed by Homelessness NSW to provide extra funds to assist clients with complex needs. This includes mental health conditions or other significant health and social barriers.



## Highlight

### Together Home – Sam's story

*All names have been changed to protect privacy.*

Sam was 24 when he was accepted into the Together Home Program, after being released from prison.

Sam initiated contact with Uniting Care staff, and began attending Alcoholics Anonymous and Narcotics Anonymous meetings, as well as the MERIT Program through his parole. By February 2022, Sam had participated in residential rehabilitation, ceased substance abuse and started a new job.

Sam sustained his tenancy through the Together Home program. He had a home he felt safe in. He built trusting relationships with support staff who took a service approach that was strengths-based, non-judgemental, patient and consistent. This allowed Sam to take the necessary actions towards a better life and becoming a positive influence on his children.

## The National Rental Affordability Scheme

The National Rental Affordability Scheme is an Australian Government affordable housing initiative, delivered in partnership with state and territory governments. It aims to increase the supply of affordable housing to very low, low and moderate income households. Rents are 20 per cent to 25 per cent lower than market rents for a period of up to 10 years.

As at 30 June 2022, NSW has delivered 6,477 dwellings (459 houses, 1,065 townhouses and 4,953 apartments including studios) with 5,178 currently in the Scheme. There are 5,110 active allocations (delivered dwellings) and 68 provisional allocations (dwellings to be delivered). All National Rental Affordability Scheme allocations are expected to be delivered by 31 December 2022.

Subsidies from the scheme commenced phasing out in 2018. As at 30 June 2022, 1,367 allocations have ceased due to their 10-year period expiring, with all National Rental Affordability Scheme allocations phasing out completely by 2026.

In lieu of cash compliance payments paid annually over a 10-year period, the NSW Government provided some upfront subsidies and/or land to a number of community housing providers. These properties are owned by the housing providers and therefore they will be held in perpetuity. Community housing provider participants also hold 58 per cent of NSW National Rental Affordability Scheme allocations. This increases the likelihood that this percentage of properties under the National Rental Affordability Scheme funded housing will be retained as affordable housing when the subsidies cease.

## Social and Affordable Housing Fund Program

The Social and Affordable Housing Fund program is an innovative approach to the way housing is delivered. It is a key initiative under the Future Directions for Social Housing strategy in NSW. It sees the NSW Government working with registered community housing providers to deliver access to 3,486 well located and quality homes by the end of 2024. In addition to providing access to these dwellings, the program offers access to services tailored to the individual needs of residents to empower them to lead more independent lives. A total of nine contracts have been awarded to registered community housing providers through two DCJ-led tenders.

The Social and Affordable Housing Fund program is funded through a ring-fenced entity, established in legislation, the *Social and Affordable Housing NSW Fund Act 2016*. The NSW Government has invested over \$1 billion in the program which is administered by the Treasurer. Funds are invested in markets by NSW Treasury Corporation to generate returns. These are then applied to Social and Affordable Housing Fund program payment obligations.

Progress of the program includes:

- As at 30 June 2022, 3,020 of 3,486 dwellings have been delivered across NSW. A further 314 are under construction.
- Across the program, 1,105 social and affordable homes have been delivered in regional areas and 1,915 in metropolitan locations.
- All dwellings are expected to be delivered by the end of 2024.
- As at 30 June 2022 (latest resident data), there are 4,133 residents in Social and Affordable Housing Fund program dwellings. Of these residents, 2,094 are older people (aged 55 and over or 45 years and over for Aboriginal and Torres Strait Islander peoples) and 1,440 residents are older women.

## Improving responses to homelessness

Our homelessness services and programs aim to break cycles of homelessness by balancing prevention and early intervention with crisis responses.

Homelessness initiatives we undertook during 2020–21 are described below.

### Sustaining Tenancies in Social Housing Program

Through the Sustaining Tenancies in Social Housing Program, we supported over 1,700 people to sustain their social housing tenancy in 2021–22. The program offers community outreach and case management to people living in social housing to address a range of issues that can place their tenancy at risk.

### Reintegration Housing Support Program

In 2021–22, the Reintegration Housing Support Program was established and has helped 67 people leaving custody who are at risk of homelessness to secure long-term housing. The program builds on existing support programs including Set to Go and the Inmate Early Assessment Scheme.

Through the Premier's Youth Initiative, we provided support to over 500 young people who were at risk of homelessness upon leaving out-of-home care. The program provides young people with a personal advisor and education or employment mentor, as well as access to Premier's Youth Initiative accommodation and a transitional support worker for those who need it most.

## Supporting children experiencing homelessness

In February 2022, we published the Final Outcomes Report in response to the *NSW Ombudsman's October 2020 More than Shelter – Addressing legal and policy gaps in supporting homeless children: A Progress Report*. The report clearly articulates our approach to addressing each recommendation and the new systems and processes that have been introduced to close the identified gaps and ensure that children experiencing homelessness are fully supported.

## Revised Unaccompanied children 12 to 15 years accessing Specialist Homelessness Services Policy

In July 2021, we launched the revised Unaccompanied children 12 to 15 years accessing Specialist Homelessness Services Policy. The revised policy is the product of extensive consultation with our internal stakeholders and with homelessness service providers. It aims to strengthen the roles and responsibilities of our caseworkers and homelessness services in responding to children and young people experiencing homelessness. To support its implementation, work has been underway across our Districts to strengthen collaboration and communication between DCJ and homelessness services. This will help ensure a unified response to children experiencing homelessness.

## Homeless Youth Assistance Program

In July 2021, we commenced the reconfiguration of the Homeless Youth Assistance Program. The program is the primary homelessness response for unaccompanied children aged 12 to 15 years, who are at risk of or experiencing homelessness. The reconfiguration will run until 30 June 2024, with the new Homeless Youth Assistance Program model fully implemented by 1 July 2024. The reconfiguration aims to ensure the program effectively meets the needs of unaccompanied children aged 12 to 15 years accessing services.

## Link2Home

Link2Home, our homelessness telephone referral service, supported 6,056 households and individuals experiencing homelessness with referrals to Specialist Homelessness Services.

## The Inmate Early Assessment Scheme

The Inmate Early Assessment Scheme is a collaboration between social housing providers and Corrective Services NSW for clients who are being released from a correctional facility imminently. This program was implemented with a focus on the Premier's Priorities of reducing street homelessness and reducing reoffending.

## Reducing street homelessness

During the Delta COVID-19 outbreak, there was an increase in the number of people sleeping rough who were supported in temporary accommodation.

During 2021–22, we supported 27,550 households, including 5,514 households sleeping rough with temporary accommodation. Over this same period, our assertive outreach services housed 446 people who were sleeping rough.

The 2022 NSW street count, the government's third annual street count, was completed between 3 February and 28 February 2022. We partnered with over 150 local organisations to complete street counts in more than 300 towns and suburbs in 76 Local Government Areas across NSW. Partners included Specialist Homelessness Services, local councils and community housing providers, as well as Aboriginal organisations, local community groups, NSW Police and NSW Health.

During these street counts, 1,207 people were counted sleeping rough.

Throughout 2021–22, our assertive outreach services undertook 4,996 assertive outreach patrols in 58 local government areas and had 6,602 engagements with people sleeping rough. The team assisted 1,447 people who were sleeping rough into temporary accommodation, 446 of whom are now in long-term accommodation

Along with ongoing assertive outreach to people sleeping rough, we are now focused on supporting people in temporary accommodation to transition to long-term housing. This includes the introduction of Transition 2 Home, which provides tenancy facilitation and financial assistance in the form of a rental subsidy for up to 12 months. The program supports clients who were in temporary accommodation during the NSW COVID-19 stay-at-home orders commencing from 26 June 2021 and have the capacity to sustain private rental accommodation.

## Specialist Homelessness Services

We fund Specialist Homelessness Services across NSW to form a vital part of the service system supporting people who are homeless or at risk of homelessness.

The Specialist Homelessness Services system assists people that are homeless or at risk of homelessness. There are over 200 specialist homelessness services across NSW that will help more than 70,000 people each year. This includes women experiencing domestic and family violence, rough sleepers, young people leaving care, people with mental health issues and people living in unsafe conditions.

Specialist Homelessness Services work in partnership with social housing providers and other service providers, such as those delivering drug and alcohol, domestic violence and mental health programs. These collaborations between services help people at risk of becoming homeless to stay housed and those already homeless to find and keep a home.

## **Initiatives to support Aboriginal clients and communities**

### **Implementation of the Aboriginal Wellbeing Framework**

In 2021–22, we completed Phase One of the Aboriginal Wellbeing Framework. The framework is being developed in partnership by DCJ and the Aboriginal Housing Office. The framework aims to ensure that the NSW Government is working towards housing-related wellbeing outcomes for Aboriginal people that have been defined by Aboriginal people.

Phase One of the project consisted of a literature review on measuring wellbeing for Aboriginal families and communities. It also included lodging ethics approval with the Aboriginal Health and Medical Research Council of NSW and stakeholder discussions to scope the co-creation of the framework.

The following stakeholders participated in Phase One discussions:

- Ngarra: DCJ Housing and Homelessness Aboriginal Staff Network Forum
- Aboriginal Strategy Housing, Homelessness and Disability Working Group
- Stolen Generation Organisations
- NSW Coalition of Aboriginal Regional Alliances
- Northern Region Aboriginal Housing Committee
- Western Regional Aboriginal Housing Committee.

Stakeholders expressed a high level of support for the project and their interest in ongoing involvement. They will be part of the co-design process that will take place in 2022–23.

### **Mobility Research Project**

In 2021–22, we initiated the Mobility Research Project to better understand the mobility needs and patterns of Aboriginal people in NSW, and in relation to the social housing system.

The project will undertake research, analysis, and consultations to help us better understand and support mobility and prevent and manage overcrowding and other housing issues.

### **Supporting Aboriginal people experiencing homelessness**

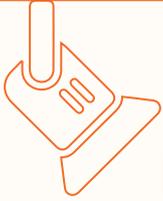
An Aboriginal-led model as part of the Together Home Program is being implemented on the Central Coast. Clients are benefiting from access to the culturally safe and appropriate, complementary support programs offered by Yerin Eleanor Duncan Aboriginal Health Services. This includes medical, dental, child and family, and wellbeing services.

### **Increasing the number of Aboriginal Community Controlled Organisations delivering homelessness services**

Approximately \$12 million over three years has been committed to increase the number of Aboriginal Community Controlled Organisations funded by DCJ to support Aboriginal people experiencing or at risk of homelessness in NSW.

The project prioritises service delivery to Aboriginal people by Aboriginal organisations. Funding is being targeted to three locations – Southern NSW, New England, and Western Sydney.

In 2021–22, targeted consultation commenced in each of the three locations to determine critical service gaps to be addressed and to design services. Consultation outcomes will underpin work to be completed in 2022–23, to engage a suitable service provider and commence service delivery.



## Highlight

### Journey on Home app

In May 2022 DCJ launched the Journey on Home app for staff who undertake Assertive Outreach fieldwork to help people who are experiencing homelessness. The app allows Assertive Outreach teams to plan and schedule patrols. Staff in the field are able to capture and retrieve patrol information. This provides them with visibility and information on hotspots, risks, locations where there is evidence of people sleeping rough and previous engagements with people in the area.

The app improves access to client information in the field, even when connection to the internet is not available. This improves the capacity to support clients as they journey to more stable accommodation. In turn, the app reduces administration so more time can be spent on client engagement.



*DCJ Homelessness Outreach Support Team (Host).*

## 2.7 Prepared for disasters and emergencies



80

**Evacuation centres** established during the 2022 floods, with over 8,100 registrations.



Over  
200

**DCJ staff** supported Evacuation Centres in the 2022 floods.



900

DCJ staff across NSW volunteer to deliver Disaster Welfare and Recovery services.



Over  
8,500

**individuals were assisted** by the DCJ Housing Contact Centre with finding emergency accommodation.



\$680,000

**allocated** to Northern Rivers Community Legal Centre to enable people recovering from floods to access **critical legal services**.



Throughout most of 2021–22, work on disasters and emergencies was led by Resilience NSW, with DCJ playing a supporting role.

## Responding to the COVID-19 pandemic and other challenges

During 2021–22 we supported communities and individuals through the combined challenges of widespread flooding and the ongoing COVID-19 pandemic. This included:

- assisting young and vulnerable clients to receive COVID-19 vaccinations
- supporting families in social housing during lockdown periods
- ensuring continuity of access to temporary accommodation services
- providing frontline support to flood-affected communities.

## NSW Floods 2022

We have over 900 DCJ staff across NSW who volunteer to deliver Disaster Welfare and Recovery activities and services when the need arises. We also provide support in response to a disaster through the following additional key functional areas:

- Emergency Accommodation
- DCJ Housing assistance.

Our Disaster Welfare functions continued to be undertaken in addition to normal full-time roles, as necessary. In response to the 2022 NSW flood disaster:

- A total of 80 Evacuation Centres were established for the event, with a majority of these centres staffed by DCJ. The Evacuation Centres saw over 8,100 registrations.
- Over 200 DCJ staff supported Evacuation Centres. This involved staff being deployed to provide frontline assistance or behind the scenes coordination.

- \$680,000 in funding was allocated to Northern Rivers Community Legal Centre. This was in recognition of the significant impact of flooding in the region. It enabled people recovering from floods to access critical legal services.
- The NGO Flood Support Program provided 82 grants to local non-government organisations totalling over \$12 million (in July and September 2022), helping them to meet the challenges of providing extra services while being also affected by the floods.

We worked in partnership to provide emergency accommodation to vulnerable people during the floods:

- In July 2019, the DCJ Housing Contact Centre entered into a temporary agreement with Resilience NSW to administer and provide emergency accommodation to disaster affected people on behalf of Resilience NSW.
- Since 24 February 2022, and as at 30 June 2022, our Housing Contact Centre has assisted over 8,500 individuals with emergency accommodation.

We provide and continue to manage a suite of housing assistance options to support those affected by the floods which include:

- Initial 28 days emergency accommodation to any person displaced by the floods, with consideration for an additional 28 days dependant on the person's needs and circumstances. When assisting people with emergency accommodation, any disability or mobility needs are considered and accommodated where possible.
- Rentstart assistance – up to four weeks bond loan and two weeks advance rent in the private rental market.
- Short-term accommodation at sport and recreation camps in two locations – Camp Koinonia and Camp Drew – all approximately 40 kilometres from Lismore.
- Delivering 124 mobile motorhomes for people displaced by floods so that they could remain close to their homes while clean up and repair was undertaken.

## Housing Flood Recovery Service in Northern NSW

In response to the 2022 NSW floods disaster, we established a Northern NSW Housing Flood Recovery Service presence on the ground with resources deployed from DCJ Housing offices across the state.

This service is part of the Housing Flood Recovery Service where Housing Contact Centre staff make calls to people in emergency accommodation to build a profile of their circumstances, develop a case plan and exit plan, and provide referrals.

The Housing Flood Recovery Service assists people to source both immediate and longer-term housing solutions in their local communities or areas where they have family and local networks. The recovery service also assists people to access financial, practical and social supports where needed.

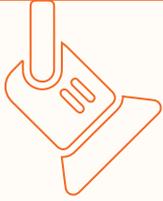
Inmates have also provided vital support for Lismore flood victims by constructing 150 demountable homes. This includes 100 refurbished Department of Education demountables and 50 newly built dwellings. This aligns with the Corrective Services NSW's goal of reducing recidivism by developing the skills of inmates.

## Rural mice plague

Due to the impact of the rural mouse plague at Wellington Correctional Centre, all inmates and most staff were relocated to other correctional centres while urgent and necessary remediation work was undertaken.

The damage, including to internal wiring and ceiling panels, made normal operations untenable. Refurbishment work was completed in early February 2022. Work included the replacement of walls, ceilings, insulation, electrical wiring, flooring and building plant.

On 18 March 2022, Wellington Correctional Centre was officially reopened following completion of a \$38 million refurbishment to repair damages.



## Highlight

### Frontline flood recovery efforts – motorhome initiative

As part of our response to the devastating floods in Northern NSW in March 2022, we developed a motorhome initiative program within a matter of days. This program included hiring and deploying mobile motorhomes to impacted areas to house displaced people. We delivered 124 motorhomes in three locations including Casino, Lismore and Ballina. DCJ was aided by the NSW Rural Fire Service, the QLD Rural Fire Service and SES to drive the motorhomes from Sydney and Brisbane to impacted areas.



*DCJ staff with NSW Rural Fire Service volunteers ready to deliver the first 20 motorhomes to Northern NSW.*

## 2.8 Safer communities



### Commenced Project 800

recruitment drive for the next generation of correctional officers.



# 2,920

defendants referred to MERIT.



# 518

inmates participated in traineeships with Correctives Services Industries.

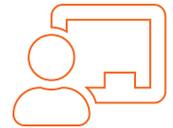


# 64

full body x-ray scanners installed in NSW correctional centres.

### Training to NSW Correctives staff included:

- **371 Correctional Officer recruits** completing entry-level primary training
- **222 Community Corrections Officer recruits** completing entry level primary training
- **15 Services and Programs Officers** completing entry-level primary training
- **35 Case Management Officers** completing entry-level primary training.



# The Safer Communities outcome is led by the NSW Police Force and the NSW Crime Commission, with DCJ playing a supporting role.

This outcome captures a broad range of policing and law enforcement activities. These include crime prevention, disruption and response, maintenance of social order, promotion of road safety and support for emergency management.

While we are not responsible for reporting on any indicators under this outcome, we contribute to it through a range of initiatives as described below.

## Surveillance Devices Commissioner

The Surveillance Devices Commissioner continues to work with relevant stakeholders to facilitate appropriate authorisation and use of surveillance devices by law enforcement agencies while ensuring individual privacy is not unnecessarily impinged upon. For further details please refer to *Appendix 3.2.3 The Surveillance Devices Act 2007 and Report of the Surveillance Devices Commissioner*.

In May 2022, the Surveillance Devices Commissioner, Don McKenzie, was appointed the Oversight Commissioner for the Drug Supply Prohibition Orders Pilot Scheme.

## Preventative justice measures

DCJ Legal works closely with NSW Police Force and other relevant stakeholders on preventative justice measures. These include post-sentence supervision and detention of offenders who pose an unacceptable risk of committing serious sex, violence and terrorism offences.

## Training Training Corrective Services NSW staff

During 2021–22, we continued to deliver specialised training aligned to nationally recognised qualifications via a variety of methods (face-to-face, online and virtually). These ensured operational and mandatory development needs were met. This included:

- 371 Correctional Officer recruits completing entry-level primary training
- 222 Community Corrections Officer recruits completing entry level primary training
- 15 Services and Programs Officers completing entry-level primary training
- 35 Case Management Officers completing entry-level primary training

Over 35,000 online short-courses were also completed in 2021–22.

## Traineeships for inmates

A Bureau of Criminal Statistics and Research published study in June 2021 showed that inmates who complete a traineeship are significantly less likely to re-offend. This is in comparison to ex-inmates who are eligible for a traineeship but do not participate.

Corrective Services NSW will continue to focus on traineeships and develop and implement a dedicated strategy to increase participation rates.

Inmates can engage in full time work in a Corrective Services Industries Business Unit under the supervision of qualified overseers whilst receiving onsite training from a Registered Training Organisation. Inmates who complete a traineeship or apprenticeship are awarded an Australian Qualification Framework qualification by the Registered Training Organisation and a Certificate of Proficiency by the Commissioner for Vocational Training, which increases their prospects of being employed post-release.



## Highlight

### Project 800

DCJ Talent Acquisition is undertaking the Project 800 recruitment drive on behalf of Corrective Services NSW to recruit the next generation of correctional officers and improve vacancy management.

The project started in February 2022 and aims to recruit 800 permanent Correctional Officers by the end of 2022, making it the largest recruitment campaign ever undertaken by Corrective Services NSW.

The additional staff will enable Corrective Services NSW to improve vacancy management using a larger permanent workforce. This benefits employees with the certainty of employment and provides consistency in service provision with a larger pool of available and trained staff.



Social media tile from DCJ's Project 800 recruitment campaign.

In 2021–22, 518 inmates participated in traineeships.

### Full body x-ray scanners

The implementation of full body x-ray scanners is a key part of ongoing efforts by Corrective Services NSW to prevent illicit drugs and other contraband entering correctional centres.

The full body x-ray scanner has the capacity to detect contraband before it makes its way into the prison through the screening of inmates when they arrive at a prison and after each contact visit. The x-ray scanners are also used to scan visitors before a contact visit where they are suspected of carrying contraband.

The scanners are also an effective deterrent mechanism. A total of 64 full body x-ray scanners have been installed in NSW correctional centres.

### Countering terrorism and violent extremism

During 2021–22, Corrective Services NSW contributed to initiatives aimed at countering terrorism and violent extremism.

- Corrective Services NSW continued to use the Pathways to Assessment and Treatment of High Security Inmates model to manage terrorist and violent extremist inmates. An evaluation of the model which concluded in February 2022 made positive findings about its implementation.
- Training to recognise indicators of right-wing extremism was developed by Brush Farm Corrective Services Academy for frontline correctional staff.
- In February 2022, Corrective Services NSW was declared an enforcement agency for the purposes of the Telecommunications (Interception and Access) Act 1979. As an enforcement agency, Corrective Services NSW can now request historical telecommunications metadata from service providers. This will assist in developing intelligence products including in relation to terrorist activity.

## Expansion of the Justice Advocacy Service

The Justice Advocacy Service is a statewide service, providing support to victims, witnesses, suspects and defendants with cognitive impairment who are in contact with the criminal justice system. The service uses an individual advocacy approach to support clients to exercise their rights and fully participate in the criminal justice process. It is delivered by the Intellectual Disability Rights Service.

In April 2022, the service was expanded to include court-based diversion, for suitable defendants with a cognitive impairment, across six NSW local courts.

Since its inception in 2019, the Justice Advocacy Service has supported 4,070 people, of which 33 per cent of clients have identified as Aboriginal and Torres Strait Islander.

## Magistrates Early Referral into Treatment Program (MERIT)

The Magistrates Early Referral into Treatment (MERIT) Program is a pre-plea 12-week drug treatment and rehabilitation program based in the Local Court. It provides adult defendants an opportunity to break the drug-crime related cycle. The program is designed to allow defendants to focus on treating drug problems independently from their legal matters. It aims to intervene in the cycle of drug use and crime by addressing the health and social welfare issues that may bring defendants into contact with the criminal justice system. Treatment commences prior to any pleas being entered, with the adjournment of court matters until the completion of the program. Defendants participate in the program voluntarily and are case-managed by the MERIT team, who provide regular reports on the participant to the magistrate.

The Local Court works in partnership with DCJ, NSW Police Force, NSW Health, Legal Aid Commission and a network of drug and alcohol agencies in the delivery, expansion, and development of the program.

The MERIT Program is currently available in 62 NSW Local Courts.

During 2021, 2,920 defendants were referred to MERIT, of which 1,934 (66.2 per cent) were accepted into the program. Of the 1,466 (72.4 per cent) of participants who successfully completed the program, 228 identified as Aboriginal or Torres Strait Islander. Participants who did not complete the program either did not comply with the program conditions, withdrew voluntarily, were removed from the court, or exited for other reasons. Acceptance and completion rates were higher in 2021 than in the two preceding years.

## Traffic Offenders Intervention Program

The Traffic Offender Intervention Program is a local court-based program targeting offenders who have pleaded guilty to, or been found guilty of, a traffic offence. The program is regulated under Part 9 of the Criminal Procedure Regulation 2010. It states that the aim of the program is to provide offenders with the information and skills necessary to develop positive attitudes towards driving and to develop safer driving behaviours.

On application by the defendant, the defendant's legal representative, or the court's own motion, magistrates can make a referral to an approved traffic course provider. The case may be adjourned for sentencing, allowing sufficient time for the nominated course to be completed. In 2021, 20,209 participants completed the program. There were 1,593 participants who did not complete the program with the main reasons being nil attendance, partial attendance and withdrawal without attending.

# Appendices



3

## 3.1 Our people

### 3.1.1 Human resources

This section provides data on the number of staff employed by the department as well as commentary on our personnel policies and practices, and movement in wages. As of 30 June 2022, the department had 23,178 highly skilled and dedicated staff.

#### Policies and practices

##### Personnel

Post machinery of government changes in 2019, DCJ has progressively reviewed, updated and harmonised human resource (HR) policies relating to operational HR, recruitment and employment screening, payroll, governance, work health and safety, performance and conduct, learning and development, and workforce planning.

##### Industrial relations

The union with coverage of the majority of DCJ staff is the Public Service Association (PSA) and formal consultative forums are held on a regular basis. Multiple forums are held across all business streams, including local consultative forums at a workplace or local area basis. Additional regular consultative meetings are held with the PSA to address specific issues or reform programs.

Throughout 2021–22, industrial relations staff were actively involved in strategic planning, major reform projects, dispute prevention, industrial tribunal proceedings and the monitoring of industrial relations issues.

##### Workforce statistics

**Table 1: Number of DCJ employees by employment category by year**

DCJ (department)	2019–20	2020–21	2021–22
Ongoing	19,203	19,595	20,298
Temporary	2,731	1,850	1,659
Senior Executives <sup>1</sup>	249	243	260
Casual	1,012	966	707
Others	255	249	254
<b>Total</b>	<b>23,450</b>	<b>22,903</b>	<b>23,178</b>

Source: Workforce Profile Report 2021–22

1. In accordance with the *Government Sector Employment Act 2013*, all Senior Executive employees are now subject to common public service senior executive employment contracts and are covered by the conditions of employment and guidelines for the Senior Executive. Where staff are performing higher duties to fill a public service senior executive position and are not already a public service senior executive employee, these numbers are not included in this table as Senior Executive employees as they are still covered by their substantive conditions of employment while receiving a notional monetary value equivalent to a Senior Executive position.

**Table 2: Number of DCJ employees by ANZSCO group at workforce census period<sup>1</sup>**

Occupational group by headcount	2019–20	2020–21	2021–22
Managers	2,515	2,374	2,262
Professionals	5,938	5,805	5,829
Technicians and Trade Workers	665	697	677
Community and Personal Service Workers	7,862	8,122	8,277
Clerical and Administrative Workers	6,297	5,853	6,082
Sale Workers	2	9	8
Machinery Operators and Drivers	36	28	30
Labourers	135	15	13
<b>Total</b>	<b>23,450</b>	<b>22,903</b>	<b>23,178</b>

Source: *Workforce Profile Report 2021–22*

1. Occupational group counts are made using NSW Government standard headcount and ANZSCO groupings reported in accordance with NSW Public Service Commission Workforce Profile specifications. The headcount number is consistent with the methodology used for the NSW Public Sector reported through the annual workforce profile and required under the Annual Reports (Departments) Regulation 2010.

### Senior Executive grades and remuneration

In this section, the definition of Senior Executive is in accordance with the *Government Sector Employment Act 2013*.

**Table 3: Number of Public Service Senior Executives employed in each band**

Public Service Senior Executive Band	2019–20		2020–21		2021–22		
	Female	Male	Female	Male	Female	Male	Unspecified
1 (Director)	107	89	110	83	115	84	1
2 (Executive Director/ Chief Executive)	28	18	30	12	33	17	0
3 (Deputy Secretary)	3	3	3	4	4	5	0
4 (Secretary)	0	1	0	1	0	1	0
<b>Total</b>	<b>249</b>		<b>243</b>		<b>260</b>		

Source: *Workforce Profile Report 2021–22*. This table includes all employees in public service senior executive roles as at census date of 23 June 2022.

**Table 4: Average remuneration of Public Service Senior Executives employed in each band**

Public Service Senior Executive Band	2019–20	2020–21	2021–22	
	Average remuneration (\$)	Average remuneration (\$)	Average remuneration (\$)	Range (\$)
1 (Director)	230,235	229,490	236,521	197,400–281,550
2 (Executive Director/Chief Executive)	304,466	310,243	313,447	281,551–354,200
3 (Deputy Secretary)	426,987	428,004	431,857	354,201–499,250
4 (Secretary) <sup>1</sup>	599,000	599,000	614,000	499,251–576,700

Source: *Workforce Profile Report 2021–22*

1. The Secretary is the sole Band 4 Executive in DCJ and his remuneration is subject to a special determination of the Statutory and Other Offices Remuneration Tribunal (SOORT).

### Exceptional movement in wages, salaries and allowances

In accordance with NSW Government Wages Policy, there was a general increase of 2.04 per cent to award rates from July 2021.

For the reporting period of 2021–22, Senior Executives' monetary remuneration and the value of employment benefits paid represented approximately 3.0 per cent of DCJ's salary-related expenses (3.0 per cent in 2020–21).

## 3.1.2 Workforce diversity

**Table 1: Workforce diversity statistics<sup>1</sup>**

### Trends in the representation of workforce diversity groups (per cent of total staff)<sup>2</sup>

Workforce diversity group	Benchmark/ target (%)	2019–20 (%)	2020–21 (%)	2021–22 (%)
Women	50	61.8	61.6	61.2
Aboriginal and Torres Strait Islander people	3.3	4.5	4.7	8.2
People whose first language spoken as a child was not English	23.2	9.6	9.5	18.4
People with disability	5.6	3.3	3.2	5.9
People with disability requiring work-related adjustment	N/A	0.9	0.9	1.9

### Trends in the distribution of workforce diversity groups (Distribution Index)<sup>3</sup>

Workforce diversity group	Benchmark/ target (%)	2019–20 (%)	2020–21 (%)	2021–22 (%)
Women	100	105	105	105
Aboriginal and Torres Strait Islander people	100	104	102	97
People whose first language spoken as a child was not English	100	103	103	97
People with disability	100	104	103	99
People with disability requiring work-related adjustment	100	105	102	97

Source: NSW Public Service Commission Workforce Profile - Diversity Data 2020 to 2022.

1. Based on staff numbers as at 30 June.

2. Excludes casual staff. Representation rates for 2019–21 are estimates based only on diversity census respondents. Following a significant increase in census response rates, and in accordance with Public Service Commission reporting standards, rates for 2021–22 are estimates based on total non-casual headcount.

3. A Distribution Index of 100 indicates that the centre of the distribution of the workforce diversity group across salary levels is equivalent to that of other staff. Values less than 100 mean that the workforce diversity group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases, the index may be more than 100, indicating that the workforce diversity group is less concentrated at lower salary levels. The Distribution Index is not calculated where workforce diversity group or non-workforce diversity group numbers are less than 20.

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## Achievements in 2021–22

In August 2021, DCJ launched its new four-year Inclusion Strategy 2021–2025. The strategy's focus is on improving employment and inclusion outcomes for people from all diverse backgrounds, including women, Aboriginal and Torres Strait Islanders, people with disability, culturally and linguistically diverse people (CALD), people who identify as LGBTQIA+, people with carers' responsibilities, mature workers and young people. There is a particular focus on the Premier's Priority for a World-class Public Service<sup>1</sup> targets for the representation of women and Aboriginal people in senior leadership, and overall disability employment. The strategy includes specific metrics around representation, succession pipeline progress and People Matter Employee Survey employee engagement scores.

As a priority, we undertook a behavioural analysis to improve the way we seek diversity data survey completion from employees. The findings recommended trialling a behaviourally based communications approach and the successful results led to this being scaled prior to the workforce census date in June 2022. Pilot findings indicate this approach will improve overall response rates for office-based workforces and provide a significantly more accurate snapshot of diversity at DCJ. This is reflected in this year's workforce diversity data.

DCJ also successfully completed the Australian Network on Disability's (AND) 2021 Access and Inclusion Index which is a national benchmark of workplaces and practices that helps to identify areas of strength and additional focus requirements to support employees with disability throughout their employment lifecycle. DCJ improved its result to fifth of 26 organisations in 2021, from 10th of 24 participating organisations in 2019. DCJ was also recognised as one of Australia's top performers for access and inclusion at the inaugural AND Disability Confidence Awards in June 2022, where it was the only organisation to lead the Index in three different categories – organisational commitment, career development and workplace adjustments.

Expanding its inclusion remit, DCJ launched the DCJ Carer's Network during Carer's Week in 2021, to empower and encourage our employees with carer's responsibilities to participate in the development of DCJ policies, procedures, strategies and to promote a workplace culture that ensures equity of opportunity and freedom from discrimination. It also gained Level II Carer's Accreditation from the Carers and Employers Network, one of only two NSW Government organisations to successfully achieve this benchmark.

DCJ also launched a new mature workers network, 'SAGE', in 2022 to coincide with the launch of the DCJ 'Managing with Maturity Action Priorities' as part of its Inclusion Strategy portfolio. Priority initiatives to support mature workers, such as alumni networks, are now in development.

## Aboriginal and Torres Strait Islander people

In 2021–22, DCJ launched the new Aboriginal Employment Strategy 2021–2025, with initiatives and programs to increase the representation of Aboriginal people across all divisions, salary bands and work locations, improve their career development and retention, and build a culturally capable and inclusive workforce at DCJ.

As part of this strategy, each division of DCJ will have an implementation plan specific to its context and challenges, with bi-annual progress updates. These updates will monitor key representation data and drivers. They will also monitor employee engagement, inclusion, learning and development and bullying scores for Aboriginal employees through the People Matter Employee Survey 2021. The overall employee engagement score for Aboriginal employees was 65 per cent, up from 63 per cent in 2021, and on par with the score for all DCJ employees.

In 2021–22, DCJ delivered a number of initiatives focused on recruiting, developing and retaining Aboriginal employees.

### Supporting attraction and recruitment

- We expanded the Yuranha Aboriginal Pre-employment Program from only Correctional Officer roles to include Community Corrections officer, Youth Justice officer and Services and Program officer roles in partnership with Liverpool TAFE NSW and Dubbo TAFE NSW.
- We launched the pilot of an Aboriginal Caseworker Pre-employment Program in Western Sydney to encourage attraction and retention, in partnership with TAFE and Kimberwalli, and Aboriginal learning environment based on Whalan and run by Education. The program commenced in June 2022, with 19 participants.

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<sup>1</sup> The Premier's Priority for a World-class Public Service is to implement best-practice productivity and digital capability in the NSW public sector and drive public sector diversity by 2025 through having 50 per cent of senior leadership roles held by women, increasing the number of Aboriginal people in senior leadership roles, and ensuring 5.6 per cent of government sector roles are held by people with a disability.

- We continued to deliver the Aboriginal Traineeships Program with ten Aboriginal trainees commencing during the year.
- We re-launched Aboriginal School-based Traineeships for ten Higher School Certificate students across DCJ, with \$100,000 funding provided under the Skills NSW Elsa Dixon Aboriginal Employment Grant.
- We supported hiring managers to improve Aboriginal candidate sourcing and targeted recruitment campaigns to improve representation.

### Supporting career and leadership development

- We partnered with TAFE NSW to deliver a Certificate III in Business to develop the skills and career potential of 24 Aboriginal employees in clerk grade 1/2 and 3/4 (or equivalent) roles.
- We partnered with TAFE NSW to deliver a Diploma of Leadership and Management Program to 58 Aboriginal employees in clerk grade 5/6 and 7/8 (or equivalent) roles to develop their management and leadership capabilities.
- We partnered with NSW Department of Education to develop and deliver the new Dyiramalaang (Leader) Talent Pipeline Development and Mentoring Program to build our leadership pipeline. The program offers two-way mentoring, career coaching and executive recruitment skills for clerk grade 9/10 and 11/12 Aboriginal future leaders in both agencies.
- We continued our support of the sector's Jawun Secondment Program, supporting two employees participating in each cohort. Jawun secondees help improve the capacity of Indigenous organisations and communities to achieve their development and business goals through coaching from sector leaders.
- We continued to deliver the Corrective Services NSW Aboriginal Mentor and Mentee Programs (CAMP & CAMP II) in partnership with EORA TAFE, with 17 participants completing the program and studies in 2021–22.
- We hosted the annual Corrective Services NSW Aboriginal Staff Network Conference in Penrith NSW, focused on career development, supporting Aboriginal staff and cultural safety in the workplace. It was the largest conference to date, attended by over 100 Aboriginal employees.
- We created a new Corrective Services NSW Aboriginal Working Group following the Aboriginal Staff Network Conference 2022. The group will develop strategies that focus on four key priorities, which include:
  - Career pathways and Aboriginal staff development
  - Cultural safety

- Aboriginal cultural awareness training
- Recognition of cultural skill sets.

- We targeted the DCJ Lead the Way leadership development program to support ten Aboriginal managers to refine their leadership skills.

### Supporting inclusion and retention

- We re-launched and delivered Aboriginal cultural awareness training through the Connecting with Aboriginal Communities training program to 402 employees across DCJ.
- We re-launched the DCJ Aboriginal Cultural Capability Web App during NAIDOC Week in July 2021. The app provides tools and resources to help employees develop cultural capabilities and build better relationships with Aboriginal services, families and local communities.
- We established the Wambinya Yarning Circle, which is a six-weekly ongoing Yarning Circle to support all Aboriginal employees to yarn, debrief, share insights, showcase success and promote upcoming events/programs etc.
- We established the DCJ Nguluway Yindyamarra Employee Network, which is a federated model comprising chairs/co-chairs and select representatives from across the various existing Aboriginal employee networks. This network facilitates information sharing and consultation across DCJ.
- We completed the review of the DCJ/Corrective Services NSW National Criminal Record Check pre-employment screening process and procedures to identify any issues/barriers that may be impacting on the success of Aboriginal candidates. A workshop was also held to discuss the report's findings and how best to implement the recommendations, with identified projects under way.

### People with disability

DCJ's Inclusion Strategy contains a number of representation goals and metrics for the attraction, retention and inclusion of people with disability.

DCJ actively monitors employee engagement scores for staff with disability through the People Matter Employee Survey 2021. The overall employee engagement score for employees with disability was 61.4 per cent, which increased from 60 per cent in 2020, but was slightly lower than the overall workforce average of 65 per cent.

In 2021–22, DCJ delivered a number of initiatives to embed the strategy and further improve representation and engagement scores for employees with disability.

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## Supporting attraction and recruitment

- We continued to participate in the AND 'Stepping Into' Internship Program, offering 20 intern placements in 2021 and 2022.
- We established a new partnership with Asuria, a Disability Employment Services provider, to run targeted recruitment activities for people with disability using Government Sector Employment Rule 26, and successfully filled eight ongoing and temporary roles across DCJ.
- We retained our AND Disability Confident Recruiter annual accreditation to ensure that we provide a fair and accessible attraction, recruitment and selection experience for candidates with disability.
- We completed a 12-month partnership with the National Disability Recruitment Co-Ordinator (NDRC), JobAccess, which included building disability confidence across the Talent Acquisition People team through the provision of training, awareness-raising activities and implementation of new attraction strategies to ensure the process is as barrier-free as possible for candidates with disability. DCJ was invited to become an alumni member of the program, which is only awarded to outstanding performers of the partnership.
- We completed a number of DCJ *Disability Inclusion Action Plan* (DIAP) priorities that support access to meaningful employment by:
  - expanding on the DCJ Workplace Adjustment Policy and Procedures to develop a recruitment resource for jobseekers and applicants with disability
  - developing and co-delivering with AND a pilot workshop to build organisational capability in inclusive design and best practice employee accessibility consultation
  - building upon our commitment to increased access and inclusion in DCJ content, through updates to the: DCJ Careers Site, DCJ Inclusion Strategy and DCJ Diversity and Inclusion intranet page.

## Supporting career and leadership development

- We piloted then scaled up a career coaching initiative, the Elevate Program, for 20 employees with disability and their managers. This program is designed to build manager skills in having meaningful career development conversations and employee skills in driving their career development.
- Provided the opportunity for 11 employees with disability to participate in the Lead the Way leadership development program to build DCJ's emerging leader pipeline.

## Supporting inclusion and retention

- We completed the development of the DCJ Digital Workplace Adjustment Passport to launch in the second half of 2022, as a tool that will help guide employees and managers to have open conversations, capture adjustment needs and ensure ongoing support.
- We worked with the Disability Employee Network (DEN) to develop and launch a new Accessible Digital Communications eLearning module and DCJ Accessibility Hub to improve the knowledge and capabilities of employees in this area, and provide tools and resources that support digital accessibility and inclusion.
- We developed and launched the new DCJ Accessibility for Digital Communications Policy.
- We continued to improve attitudes and awareness of disability in our workplace through the Disability Employees Network (DEN). The executive sponsor, Katherine Tollner, Executive Director, Infrastructure and Assets, works with the DEN and the Inclusion and Diversity team to ensure strategic objectives are met and the network is sustainable. The DCJ DEN was the winner of the first Disability Employee Network of the Year Award at the AND Disability Confidence Awards 2022, in recognition of their influence and impact at DCJ.

## Women

In 2021–22, DCJ exceeded the Premier's Priority for a World-class Public Service target of 50 per cent women in senior leadership roles by 2025. In 2022, 52.7 per cent of all senior leadership roles are held by women. DCJ also achieved 70.7 per cent female representation in pipeline roles, which includes all roles in the two highest non-executive salary bands as defined by the PSC (\$93,791 to \$151,609).

DCJ also actively monitors employee engagement scores for women working at DCJ through the People Matter Employee Survey. In 2021, the overall employee engagement score for women was 69.2 per cent, up from 67.2 per cent in 2020. The score for women is significantly higher than the 63.6 per cent score for men and 65 per cent score for all DCJ employees.

In 2021–22, DCJ undertook a number of initiatives to sustain this success and ensure a healthy pipeline of future female leaders.

- We continued to partner with Department of Planning and Environment to deliver the annual Women in Senior Leadership Mentoring Program. The program is designed to build leadership capacity in senior women (grade 11/12 or equivalent) by pairing them with experienced senior executive mentors to help them further develop and fine-tune their skills, and accelerate their career progression. Twenty women from

DCJ successfully completed the program in 2021 and 23 have enrolled in the 2022 program, which commences in July.

- We continued to implement the Better Ways of Working Flexible Work Framework across DCJ divisions (focusing on team-based flexible work design) and piloted flexible working initiatives in frontline roles.
- We promoted the Carers and Parents Hub resources.
- We implemented a job design tool to support managers and team members to divide tasks within one role across two people in a job share arrangement and/or unlock flexibility across a team via work re-design.
- We developed job share guides to equip employees, managers, HR professionals and leaders to support an uptake of successful job share partnerships across DCJ.
- We developed best practice tools and resources for employees and managers to better support employees who take parental and/or carer's leave.
- We continued to use behaviourally informed interventions designed to encourage unsuccessful female applicants to re-apply for senior executive roles and extended the interventions to succession pipeline roles (grades 9/10 and 11/12 or equivalent).
- We continued to implement candidate slate initiatives to monitor that a minimum of one woman is on every shortlist for senior leadership recruitments.
- We provided the opportunity for 94 women leaders to participate in sector programs including:
  - PSC Executive Leadership Program (37)
  - Executive Fellows Program (5)
  - Public Sector Management Program (42)
  - ANZSOG Executive Masters in Administration Program (4)
  - Women in Leadership Summit (6)
- We delivered the DCJ bespoke leadership program Lead the Way to 97 female leaders, with a focus on building critical leadership skills.
- In April 2022, 24 women leaders commenced a Women Leading @ DCJ program delivered by Executive Central, providing individual career coaching.
- We continued to support the Women in Communities and Justice Employee Network to grow its membership and sponsor local initiatives, including career coaching workshops, awareness-raising about gender-based violence, and sponsoring local activities/events such as #BeatTheBias to celebrate International Women's Day.

## Culturally and linguistically diverse (CALD)

DCJ workforce data shows that 18.4 per cent of DCJ employees shared that their first language spoken as a child was not English (9.5 per cent in 2021).

DCJ actively monitors improvement in employee engagement scores for CALD employees through the People Matter Employee Survey 2021. The overall employee engagement score for CALD employees increased from 68.3 per cent (2020) to 70 per cent (2021), which is higher than the 65 per cent score for all DCJ employees.

In 2021–22, DCJ undertook a number of initiatives to support engagement and inclusion for CALD employees.

- We continued to employ Multicultural Caseworkers from different cultural backgrounds, speaking 41 different languages. These specialists are available to provide secondary casework support to other caseworkers and provide cultural consultation to support CALD communities as well as refugee and newly arrived communities.
- We created a new Multicultural Caseworker role in Metro ISS and continued to conduct targeted campaigns to attract CALD candidates to these roles in child protection and social housing.
- We continued to participate in the Multicultural NSW Community Language Allowance Scheme. Language assistance is being provided by 216 employees across over 50 community languages, including Auslan.
- We developed and launched the new DCJ Community Language Allowance Scheme Guidelines and Procedures, which will automate and streamline the Community Language Allowance Scheme application process.
- We re-launched the DCJ Multicultural Employee Network across the department. The network held a range of events in 2022 to celebrate/acknowledge Harmony Week and Refugee Week, in collaboration with DCJ's multicultural services units.
- We continued to deliver the self-directed online Multicultural Competence Learning Program, supporting employees to improve their understanding of working with culturally diverse clients and colleagues. In 2021–22, 482 employees participated in the program.

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## LGBTQIA+ people

The People Matter Employee Survey 2021 results showed that approximately 6.2 per cent of DCJ employees identify as LGBTQIA+, up from 5.7 per cent in 2020. DCJ actively monitors the employee engagement scores for LGBTQIA+ employees through the People Matter Employee Survey 2021. The employee engagement score for LGBTQIA+ employees increased from 65.2 per cent (2020) to 66 per cent (2021), slightly higher than the 65 per cent score for all DCJ employees.

In 2021–22, DCJ undertook a number of initiatives to support the engagement and inclusion of its LGBTQIA+ employees.

- Over 500 staff completed the Pride in Diversity Australian Workplace Equality Index Survey (AWEI) to measure the impact of LGBTQIA+ initiatives on staff perspectives on inclusion.
- The Pride Employee Network continued to host monthly 'Digital Drop In' online events and is running a pilot DCJ Pride Champion Program across selected DCJ work locations.
- The DCJ Pride Employee Network launched their new intranet page.
- We supported the DCJ Pride Employee Network to hold a range of events to acknowledge and celebrate days of significance for LGBTQIA+ communities, including Mardi Gras Fair Day, International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) Day, Wear it Purple Day and Pride Month.
- We continued to promote the new DCJ Workplace Gender Transition Policy and an accompanying Workplace Gender Transition Guide to support employees undergoing gender affirmation or transition in the workplace.
- We promoted the updated LGBTQIA+ Inclusion e-learning module to DCJ employees, including as part of the onboarding and induction of new employees.
- We continued to deliver Transgender and Gender Diverse training sessions facilitated by LGBTQIA+ specialists, Pride in Diversity, to build knowledge and awareness of our client groups and workplace policies.

## Aspirations for 2022–23

In 2022–23, DCJ will continue to develop and implement a range of new initiatives and programs, as prioritised in the Inclusion Strategy 2021–2025 and Aboriginal Employment Strategy 2021–2025, to achieve the goals of the Premier's Priority for a World-class Public Service, and improve inclusion and employment outcomes for people from diverse backgrounds.

To support these goals, DCJ will continue to improve the accuracy and quality of workforce diversity data and metrics to increase the disclosure and response rates of frontline workforces who do not routinely access HR IT systems.

## Aboriginal and Torres Strait Islander people

- We will continue to develop and implement initiatives from the Aboriginal Employment Strategy 2021–2025, including working with DCJ divisions to progress their implementation plans under the strategy.
- We will continue to deliver the Yuranha Aboriginal Pre-employment Program and consider options for its further expansion to include other types of roles or other geographic locations.
- We will continue to deliver the DCJ Aboriginal Traineeship and Aboriginal School-based Traineeship programs.
- We will continue to develop/deliver Aboriginal career development programs and progression opportunities, as part of the new AES Career Development Framework, including:
  - review the pilot Aboriginal talent pipeline development program for Aboriginal employees at 9/10 and 11/12 grades
  - pilot Aboriginal mentoring program for employees working across all salary levels and divisions
  - participate in the Public Service Commission's Aboriginal Employment and Development Program should it be offered in 2022–23
  - continue the delivery of the CAMP and CAMP II mentoring programs in Corrective Services NSW and host its annual Corrective Services NSW Aboriginal Staff Network Conference.
- We will design, develop and implement a Cultural Development and Learning Framework to improve cultural awareness and education of DCJ employees to better support colleagues and communities.
- We will implement the recommendations from the recent review of the DCJ/Corrective Services NSW National Criminal Record Check pre-employment screening policy and procedures to address and remove any barriers experienced by Aboriginal candidates.
- We will continue to monitor progress against Aboriginal employment targets contained in the Aboriginal Employment Strategy 2021–2025 and Inclusion Strategy 2021–2025, including Aboriginal People Matter Employee Survey engagement scores.

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## People with disability

- We will develop disability employment priorities with annual strategies, interim goals and targets (as part of our implementation of the DIAP and Inclusion Strategy 2021–2025 employment initiatives).
- We will launch and promote the new Workplace Adjustment Digital Passport across DCJ.
- We will continue to offer ‘Stepping Into’ Internship opportunities to university students with disability in partnership with AND.
- We will continue to partner with Asuria, a Disability Employment Services provider, to identify opportunities and run targeted recruitment for people with a disability using GSE Rule 26.
- We will develop and deliver a pilot mentoring program for employees with disability to support career and leadership development.
- We will continue promoting and supporting the implementation of the Workplace Adjustment Policy and Procedure at the local level, with the support of the DEN.
- We will continue to promote and provide advice on the benefits of ‘Inclusive Design’ approaches in all project development and related consultations.
- We will review and update the DCJ Disability Awareness e-learning modules for launch in 2022–23 to improve employee understanding of the steps and expectations in working with and managing people with disability.
- We will continue to monitor progress against disability employment targets in our Inclusion Strategy 2021–2025, including People Matter Employee Survey engagement scores for employees with a disability.

## Women

- We will continue to develop and deliver leadership and professional development programs and workshops for women working across salary levels and DCJ divisions.
- We will develop and launch a new mentoring program for women working across all levels of the organisation.
- We will continue to implement the Better Ways of Working (BWOW) Flexible Work Framework across DCJ, focusing on team based flexible work design.
- We will continue to promote and implement job share opportunities across DCJ.
- We will continue to promote the DCJ Carers and Parents hub resources and support and build membership of the new Carers’ Employee Network.
- We will develop a DCJ gender pay gap address strategy for senior executives.

- We will continue to monitor progress against the Premier’s Priority for a World-class Public Services target to ensure sustainable progress in succession pipeline roles.
- We will continue to monitor employee engagement for women through the People Matter Employee Survey.

## Culturally and Linguistically Diverse (CALD)

- We will continue to attract CALD candidates through the use of targeted advertising to promote multicultural child protection and social housing roles.
- We will continue to promote the DCJ Community Language Allowance Scheme Guidelines and Procedures and encourage more employees from CALD backgrounds to consider participating in the scheme.
- We will continue to deliver the DCJ Multicultural Competence learning program, supporting employees to improve their understanding of working with culturally diverse clients and colleagues.
- We will continue to implement the new workforce diversity survey approach to encourage employees from CALD backgrounds to share their workforce diversity data to address the known under-reporting of CALD employee representation rates at DCJ.
- We will continue to monitor employee engagement for CALD employees through the People Matter Employee Survey.

## LGBTQIA+ people

- We will continue to promote the Workplace Gender Transition Policy and accompanying Workplace Gender Transition Guide to support employees undergoing gender affirmation or transition in the workplace.
- We will launch the Inclusion Playbook resources, via the DCJ Learning Management System, providing learning opportunities to support employees in further understanding the actions they can take to realise and contribute to a respectful, inclusive and diverse organisation.
- We will continue to provide support and funding to the Pride Employee Network to host events and activities that promote LGBTQIA+ inclusion across DCJ.
- We will continue to host a range of events to acknowledge and celebrate days of significance for LGBTQIA+ communities, including Mardi Gras, IDAHOBIT Day, Wear it Purple Day and Pride Month.

### 3.1.3 Work health and safety (WHS)

#### WHS performance

In 2021–22:

- DCJ workplaces experienced an increase in WHS reporting compared to the previous financial year. There were 7,516 incidents across DCJ (excluding inmate incidents for Corrective Services NSW), including 713 hazards and 546 near misses.
- There were an additional 2,466 calls regarding positive COVID-19 cases reported to the hotline which were not recorded as incidents.
- SafetySuite was rolled out and implemented for the rest of the agency to improve reporting and completion of WHS investigations.
- The total number of compensable injuries across all DCJ policies was 2,187 with 16 per cent of all injuries being psychological. These psychological injuries accounted for 44 per cent of all claim-related costs.
- 1,011 of all compensable injuries were related to COVID-19, thus increasing the total number of injuries across DCJ. Excluding COVID-19 claims, psychological claims accounted for 29.5 per cent of all injuries.
- The incident/investigation and risk management procedure has been harmonised, and work to harmonise the remaining WHS procedures and safety management system documentation continues.
- The response to COVID-19 within DCJ workplaces continues to require significant efforts to ensure adequate Safety COVID-19 Response Plans are in place alongside monitoring of, and response to, positive COVID-19 cases.
- 19.6 per cent of the DCJ workforce accessed an influenza vaccination either on site at their workplace or through a chemist voucher scheme.

**Table 1: Number of workers compensation claims, costs incurred and average cost at each year**

DCJ (department)	2019–20	2020–21	2021–22
Total claims <sup>1</sup>	1,219	1,300	2,187 <sup>2</sup>
Total cost incurred (\$) <sup>3</sup>	\$16,179,909.67	\$15,084,810.90	\$22,713,549.58
Average cost per claim (\$) <sup>4</sup>	\$13,273.10	\$11,603.70	\$10,385.71 <sup>5</sup>

Source: NSW Self Insurance Corporation Data Warehouse and iCare Portal

1. The rate of injury is highest among those staffing cohorts involved in custodial operations of young offenders and adult inmates.

2. This includes 1011 claims related to COVID-19.

3. The cost per claim is highest among claims where the mechanism of injury is psychological.

4. Average cost per claim is for all claims that occurred in 2019–2020 and 2020–21. As claims are in differing stages of maturity, it is not the final average cost per claim.

5. The average cost per claim has decreased due to increased number of all claims and volume of COVID claims being resolved a lot sooner than other injury types.

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## Notifiable incidents

Notifiable incident activity declined across DCJ. Overall, 78 incidents were reported with 59 relating to Corrective Services NSW. This amount is reduced when compared to the previous year with Corrective Services NSW reporting 67 notifiable incidents.

A number of reforms are underway to support frontline staff in their roles, for example by providing better protection for correctional and youth justice officers.

On 27 July 2020, the Attorney General asked the Sentencing Council to review the sentencing for offences involving assaults on police officers, correctional staff, youth justice officers, emergency services workers and health workers. The Sentencing Council transmitted its report to the Attorney General on 28 July 2021.

The Sentencing Council's Report on Assaults on Emergency Workers made a number of recommendations that relate to Corrective Services and other frontline staff. The NSW Government supports, in full or in principle, all the recommendations in the Sentencing Council's Report.

The Crimes Legislation Amendment (Assaults on Frontline Emergency and Health Workers) Bill 2022 was introduced by the Attorney General to implement the legislative reforms supported by the Government. The Bill was passed by the Legislative Assembly on 20 September 2022 and introduced to the Legislative Council on 21 September 2022.

The *Mandatory Disease Testing Act 2021* commenced on 29 July 2022. It allows for the mandatory blood testing of a person in circumstances where the person's bodily fluid has come into contact with a health, emergency or public sector worker as a result of the person's deliberate action and the worker has been placed at risk of contracting a blood-borne disease. It allows for blood test results to be provided to the worker who has been placed at risk. Corrective Services NSW staff can apply for a Mandatory Disease Testing Order under the Act which can be granted if the criteria are met.

## Challenges and future directions

The newly implemented injury management operating model has been live for 12 months. Reporting methodologies are aligned, and dashboards developed to provide the DCJ Board with WHS and injury management trend information.

The endorsed Safety Plan has five objectives targeting areas for improvement arising from the NSW Government Sector Plan safety audit and action plan. The Safety Plan complements the WHS Commitment Statement for DCJ by setting achievable actions to improve safety performance and avoid injury to our staff and others who access our workplaces.

The endorsed DCJ Injury Management Strategy has four focused targets: reducing the number and duration of high severity claims, improving recovery at work, social and economic outcomes for injured workers and workers compensation performance results. These 'focus areas' are underpinned by seven action areas, including information on how the action will be achieved and the issues that are being addressed in that action area.

Similarly, the endorsed DCJ Wellbeing Strategy has focused on four goals relating to wellbeing supports, wellbeing initiatives, mental health and a holistic approach that is underpinned by four action areas on how these are going to be achieved.

Wellbeing checks continue across child protection. A peer support review was completed by an external provider and 35 recommendations were accepted.

The influenza vaccination program will continue in 2023.

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## 3.2 Legal and risk

### 3.2.1 Legislation administered

#### Legislation administered as at 30 June 2022

The following legislation was administered by the Department of Communities and Justice on behalf of our Ministers for the 2021–22 financial year:

#### Attorney General

- *Administrative Decisions Review Act 1997*
- *Anglican Church of Australia (Bodies Corporate) Act 1938*
- *Animals Act 1977*
- *Anti-Discrimination Act 1977*
- *Antiochian Orthodox Church Property Trust Act 1993*
- *Application of Laws (Coastal Sea) Act 1980*
- *Australian Mutual Provident Society Act 1988*
- *Australian Mutual Provident Society (Demutualisation and Reconstruction) Act 1997*
- *Bail Act 2013*
- *Benevolent Society (Reconstitution) Act 1998*
- *Births, Deaths and Marriages Registration Act 1995*, jointly with the Minister for Customer Service and Digital Government
- *Charitable Trusts Act 1993*
- *Child Protection (Offenders Prohibition Orders) Act 2004*, jointly with the Minister for Police
- *Children (Criminal Proceedings) Act 1987*
- *Children (Protection and Parental Responsibility) Act 1997*
- *Children's Court Act 1987*
- *Choice of Law (Limitation Periods) Act 1993*
- *Christian Israelite Church Property Trust Act 2007*
- *Churches of Christ in New South Wales Incorporation Act 1947*
- *Churches of Christ, Scientist, Incorporation Act 1962*
- *Civil and Administrative Tribunal Act 2013*
- *Civil Liability Act 2002*
- *Civil Liability (Third Party Claims Against Insurers) Act 2017*
- *Civil Procedure Act 2005*
- *Classification (Publications, Films and Computer Games) Enforcement Act 1995*
- *Commercial Arbitration Act 2010*
- *Common Carriers Act 1902*
- *Commonwealth Bank (Interpretation) Act 1953*
- *Commonwealth Places (Administration of Laws) Act 1970*
- *Commonwealth Powers (De Facto Relationships) Act 2003*
- *Commonwealth Powers (Family Law—Children) Act 1986*
- *Community Justice Centres Act 1983*
- *Compensation to Relatives Act 1897*
- *Confiscation of Proceeds of Crime Act 1989*
- *Constitutional Powers (Coastal Waters) Act 1979*
- *Co-operative Schemes (Administrative Actions) Act 2001*
- *Coptic Orthodox Church (NSW) Property Trust Act 1990*
- *Coroners Act 2009*
- *Corporations (Administrative Actions) Act 2001*
- *Corporations (Ancillary Provisions) Act 2001*
- *Corporations (Commonwealth Powers) Act 2001*
- *Corporations (New South Wales) Act 1990*
- *Costs in Criminal Cases Act 1967*
- *Council of Law Reporting Act 1969*
- *Court Information Act 2010*
- *Court Security Act 2005*
- *Court Suppression and Non-publication Orders Act 2010*
- *Crimes Act 1900*
- *Crimes (Administration of Sentences) Act 1999*, section 183(2)(a)
- *Crimes (Appeal and Review) Act 2001*
- *Crimes at Sea Act 1998*
- *Crimes (Criminal Organisations Control) Act 2012*
- *Crimes (Domestic and Personal Violence) Act 2007*
- *Crimes (Forensic Procedures) Act 2000*
- *Crimes (High Risk Offenders) Act 2006*
- *Crimes Prevention Act 1916*
- *Crimes (Sentencing Procedure) Act 1999*
- *Crimes (Serious Crime Prevention Orders) Act 2016*
- *Criminal Appeal Act 1912*
- *Criminal Procedure Act 1986*
- *Criminal Records Act 1991*
- *Crown Advocate Act 1979*
- *Crown Land Management Act 2016*, in so far as it relates to the Crown land known as Government House Sydney, reserve number 1037869
- *Crown Proceedings Act 1988*

- *Crown Prosecutors Act 1986*
- *Defamation Act 2005*
- *Director of Public Prosecutions Act 1986*
- *District Court Act 1973*
- *Dividing Fences Act 1991*
- *Domicile Act 1979*
- *Dormant Funds Act 1942*
- *Drug Court Act 1998*
- *Drug Misuse and Trafficking Act 1985* (except Part 2A, jointly with the Minister for Police, the Minister for Health, the Minister for Mental Health and the Minister for Regional Health)
- *Drug Supply Prohibition Order Pilot Scheme Act 2020*, jointly with the Minister for Police
- *Dust Diseases Tribunal Act 1989*
- *Electronic Transactions Act 2000*
- *Employees Liability Act 1991*
- *Essential Services Act 1988* (except parts, the Premier)
- *Evidence Act 1995*
- *Evidence (Audio and Audio Visual Links) Act 1998*
- *Evidence on Commission Act 1995*
- *Factors (Mercantile Agents) Act 1923*
- *Federal Courts (State Jurisdiction) Act 1999*
- *Felons (Civil Proceedings) Act 1981*
- *Financial Transaction Reports Act 1992*
- *Fines Act 1996*, Part 2, Divisions 1 and 2 and sections 13, 120 (in so far as it relates to registrars of the courts and the Sheriff) and 123
- *Forfeiture Act 1995*
- *Frustrated Contracts Act 1978*
- *Government Information (Information Commissioner) Act 2009*, jointly with the Minister for Customer Service and Digital Government
- *Government Information (Public Access) Act 2009*, jointly with the Minister for Customer Service and Digital Government
- *Graffiti Control Act 2008* (except Part 4, jointly with the Minister for Local Government)
- *Greek Orthodox Archdiocese of Australia Consolidated Trust Act 1994*
- *Guardianship Act 1987*
- *Guardianship of Infants Act 1916*
- *Habitual Criminals Act 1957*
- *Health Practitioner Regulation (Adoption of National Law) Act 2009*, section 4 in so far as it applies the Health Practitioner Regulation National Law (NSW), section 165B as a law of New South Wales and the Health Practitioner Regulation National Law (NSW), section 165B
- *Holy Apostolic Catholic Assyrian Church of the East Property Trust Act 1992*
- *Hunters Hill Congregational Church Property Trust Act 2013*
- *Imperial Acts Application Act 1969*
- *Inclosed Lands Protection Act 1901*
- *Industrial Relations Act 1996*, sections 180, 185(2) (d)–(e), 197, 197B, 207 and 208, Part 3 of Chapter 7, section 407 (in relation to provisions administered by the Attorney General) and Schedule 4 (in relation to provisions administered by the Attorney General), and section 148 and Schedule 2 jointly with the Minister for Employee Relations
- *Infants' Custody and Settlements Act 1899*
- *Insurance Act 1902*
- *Insurance (Application of Laws) Act 1986*
- *James Hardie (Civil Liability) Act 2005*
- *James Hardie (Civil Penalty Compensation Release) Act 2005*
- *James Hardie Former Subsidiaries (Winding up and Administration) Act 2005*
- *Judges' Pensions Act 1953*
- *Judicial Office (Papua New Guinea) Act 1979*
- *Judicial Officers Act 1986*
- *Jurisdiction of Courts (Cross-vesting) Act 1987*
- *Jurisdiction of Courts (Foreign Land) Act 1989*
- *Jury Act 1977*
- *Justices of the Peace Act 2002*
- *Land and Environment Court Act 1979*
- *Law and Justice Foundation Act 2000*
- *Law Enforcement (Powers and Responsibilities) Act 2002*, jointly with the Minister for Police
- *Law Reform Commission Act 1967*
- *Law Reform (Law and Equity) Act 1972*
- *Law Reform (Miscellaneous Provisions) Act 1944*
- *Law Reform (Miscellaneous Provisions) Act 1946*
- *Law Reform (Miscellaneous Provisions) Act 1965*
- *Law Reform (Vicarious Liability) Act 1983*
- *Legal Aid Commission Act 1979*
- *Legal Profession Uniform Law Application Act 2014* and the Legal Profession Uniform Law (NSW)

- *Lie Detectors Act 1983*
- *Limitation Act 1969*
- *Local Court Act 2007*
- *Lutheran Church of Australia (New South Wales District) Property Trust Act 1982*
- *Mandatory Disease Testing Act 2021*, jointly with the Minister for Police
- *Marketable Securities Act 1970*
- *Married Persons (Equality of Status) Act 1996*
- *Mental Health and Cognitive Impairment Forensic Provisions Act 2020* (except Parts 5 and 7, the Minister for Health, the Minister for Mental Health and the Minister for Regional Health and Part 9, jointly with the Minister for Health, the Minister for Mental Health and the Minister for Regional Health)
- *Methodist Church of Samoa in Australia Property Trust Act 1998*
- *Mining Act 1992*, section 293
- *Minors (Property and Contracts) Act 1970*
- *Modern Slavery Act 2018*
- *Moratorium Act 1932*
- *National Redress Scheme for Institutional Child Sexual Abuse (Commonwealth Powers) Act 2018*
- *Native Title (New South Wales) Act 1994*
- *Norfolk Island Administration Act 2016*
- *NSW Trustee and Guardian Act 2009*
- *Oaths Act 1900*
- *Parliamentary Papers (Supplementary Provisions) Act 1975*
- *Partnership Act 1892* 55 Vic (except parts, jointly with the Minister for Fair Trading)
- *Personal Injury Commission Act 2020*, sections 7(4), 8–10, 14 and 15, Schedule 1, clause 7 and Schedule 2, clauses 1–14, 16 and 17 (section 7(1), (2), (6) and (7) and 16 and Schedule 2, clause 15, jointly with the Minister for Customer Service and Digital Government, remainder, the Minister for Customer Service and Digital Government)
- *Personal Property Securities (Commonwealth Powers) Act 2009* (except parts, jointly with the Minister for Fair Trading)
- *Piracy Punishment Act 1902*
- *Presbyterian Church of Australia Act 1971*
- *Pre-Trial Diversion of Offenders Act 1985*
- *Printing and Newspapers Act 1973*
- *Privacy and Personal Information Protection Act 1998*, jointly with the Minister for Customer Service and Digital Government
- *Probate and Administration Act 1898*
- *Property (Relationships) Act 1984*
- *Public Defenders Act 1995*
- *Public Notaries Act 1997*
- *Recovery of Imposts Act 1963*
- *Relationships Register Act 2010*, jointly with the Minister for Customer Service and Digital Government
- *Reorganised Church of Jesus Christ of Latter Day Saints Trust Property Act 1959*
- *Restraints of Trade Act 1976*
- *Restricted Premises Act 1943*
- *Roman Catholic Church Communities' Lands Act 1942*
- *Roman Catholic Church Trust Property Act 1936*
- *Royal Blind Society (Merger) Act 2005*
- *Royal Institute for Deaf and Blind Children Act 1998*
- *Russian Orthodox Church (NSW) Property Trust Act 1991*
- *Sale of Goods Act 1923*
- *Sale of Goods (Vienna Convention) Act 1986*
- *Scout Association of Australia (New South Wales Branch) Incorporation Act 1928*
- *Sea-Carriage Documents Act 1997*
- *Sheriff Act 2005*
- *Solicitor General Act 1969*
- *Sporting Venues Authorities Act 2008*, section 15 and Schedule 1, jointly with the Minister for Tourism and Sport
- *St. Shenouda Coptic Orthodox Monastery (NSW) Property Trust Act 2014*
- *Standard Time Act 1987*
- *Status of Children Act 1996*
- *Stewards' Foundation of Christian Brethren Act 1989*
- *Succession Act 2006*
- *Suitors' Fund Act 1951*
- *Summary Offences Act 1988*
- *Sunday (Service of Process) Act 1984*
- *Supreme Court Act 1970*
- *Surrogacy Act 2010*
- *Surveillance Devices Act 2007*
- *Telecommunications (Interception and Access) (New South Wales) Act 1987*
- *Terrorism (Commonwealth Powers) Act 2002*
- *Terrorism (High Risk Offenders) Act 2017*
- *Terrorism (Police Powers) Act 2002*

- *Trees (Disputes Between Neighbours) Act 2006*
- *Trustee Act 1925*
- *Trustee Companies Act 1964*
- *Unauthorised Documents Act 1922*
- *Uniting Church in Australia Act 1977*
- *Vexatious Proceedings Act 2008*
- *Victims Rights and Support Act 2013*
- *Westpac Banking Corporation (Transfer of Incorporation) Act 2000*
- *Witnesses Examination Act 1900*
- *Workplace Surveillance Act 2005*
- *Young Offenders Act 1997* (except sections 49, 60 and 61 and Schedule 1, the Minister for Families and Communities)

### **Minister for Veterans**

- *Anzac Memorial (Building) Act 1923*
- *Discharged Servicemen's Badges Act 1964*
- *RSL NSW Act 2018*

### **Minister for Women's Safety and the Prevention of Domestic and Sexual Violence**

- Nil

### **Minister for Corrections**

- *Crimes (Administration of Sentences) Act 1999* (except section 183(2)(a) the Attorney General)
- *Crimes (Interstate Transfer of Community Based Sentences) Act 2004*
- *Inspector of Custodial Services Act 2012*
- *International Transfer of Prisoners (New South Wales) Act 1997*
- *Parole Orders (Transfer) Act 1983*
- *Prisoners (Interstate Transfer) Act 1982*

### **Minister for Police**

- *Crime Commission Act 2012 No 66*
- *Drug Supply Prohibition Order Pilot Scheme Act 2020 No 39*, jointly with the Attorney General and the Minister for Prevention of Domestic and Sexual Violence
- *Law Enforcement (Powers and Responsibilities) Act 2002 No 103*, jointly with the Attorney General and the Minister for Prevention of Domestic and Sexual Violence
- *Mandatory Disease Testing Act 2021*, jointly with the Attorney General and the Minister for Prevention of Domestic and Sexual Violence

### **Minister for Families and Communities**

- *Aboriginal Housing Act 1998*, jointly with the Minister for Homes
- *Adoption Act 2000*
- *Advocate for Children and Young People Act 2014*, jointly with the Minister for Regional Youth
- *Boarding Houses Act 2012*, Part 4 and Schedule 2, Part 2, and Parts 1 and 5 and Schedule 2, Part 1 jointly with the Minister for Fair Trading
- *Carers (Recognition) Act 2010*
- *Child Protection (International Measures) Act 2006*
- *Child Protection (Working with Children) Act 2012*
- *Child Welfare (Commonwealth Agreement Ratification) Act 1941*
- *Child Welfare (Commonwealth Agreement Ratification) Act 1962*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Children (Community Service Orders) Act 1987*
- *Children (Detention Centres) Act 1987*
- *Children (Interstate Transfer of Offenders) Act 1988*
- *Children's Guardian Act 2019*
- *Community Housing Providers (Adoption of National Law) Act 2012*, jointly with the Minister for Homes
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*, jointly with the Minister for Seniors
- *Community Welfare Act 1987* (except parts, the Minister for Regional New South Wales and the Minister for Emergency Services and Resilience, jointly)
- *Housing Act 2001*, jointly with the Minister for Homes (except section 6)
- *Residential Tenancies Act 2010*, Part 7, jointly with the Minister for Homes and the Minister for Fair Trading
- *Young Offenders Act 1997*, sections 49, 60 and 61 and Schedule 1

### **Minister for Disability Services**

- *Ageing and Disability Commissioner Act 2019*, jointly with the Minister for Seniors
- *Disability Inclusion Act 2014*
- *National Disability Insurance Scheme (NSW Enabling) Act 2013*
- *National Disability Insurance Scheme (Worker Checks) Act 2018*

### **Minister for Emergency Services and Resilience**

- Nil

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**Minister for Multiculturalism**

- *Multicultural NSW Act 2000*, jointly with the Premier

**Minister for Seniors**

- *Ageing and Disability Commissioner Act 2019*, jointly with the Minister for Disability Services
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*, jointly with the Minister for Families and Communities

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## 3.2.2 Legislative changes in 2021–22

### Changes in Acts and subordinate legislation

#### Changes in Acts allocated to the Attorney General

- *Bail Act 2013*
- *Births, Deaths and Marriages Registration Act 1995*, jointly with the Minister for Customer Service and Digital Government
- *Civil and Administrative Tribunal Act 2013*
- *Civil Liability Act 2002*
- *Crimes Act 1900*
- *Crimes (High Risk Offenders) Act 2006*
- *Crimes (Sentencing Procedure) Act 1999*
- *Criminal Procedure Act 1986*
- *Defamation Act 2005*
- *Electronic Transactions Act 2000*
- *Government Information (Public Access) Act 2009*, jointly with the Minister for Customer Service and Digital Government
- *Law Enforcement (Powers and Responsibilities) Act 2002*, jointly with the Minister for Police
- *Modern Slavery Act 2018*
- *Moratorium Act 1932*
- *Oaths Act 1900*
- *Personal Injury Commission Act 2020*, sections 7(4), 8–10, 14 and 15, Schedule 1, clause 7 and Schedule 2, clauses 1–14, 16 and 17 (section 7(1), (2), (6) and (7) and 16 and Schedule 2, clause 15, jointly with the Minister for Customer Service and Digital Government, remainder, the Minister for Customer Service and Digital Government)
- *Privacy and Personal Information Protection Act 1998*, jointly with the Minister for Customer Service and Digital Government
- *Surveillance Devices Act 2007*
- *Terrorism (High Risk Offenders) Act 2017*
- *Terrorism (Police Powers) Act 2002*

#### Changes in Acts allocated to the Minister for Veterans

- *RSL NSW Act 2018*

#### Changes in Acts allocated to the Minister for Women's Safety and the Prevention of Domestic and Sexual Violence

- Nil

#### Changes in Acts allocated to the Minister for Corrections

- Nil

#### Changes in Acts allocated to the Minister for Police

- Nil

#### Changes in Acts allocated to the Minister for Families and Communities

- *Adoption Act 2000*
- *Child Protection (Working with Children) Act 2012*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Children (Detention Centres) Act 1987*
- *Children's Guardian Act 2019*
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*, jointly with the Minister for Seniors

#### Changes in Acts allocated to the Minister for Disability Services

- *Disability Inclusion Act 2014*

#### Changes in Acts allocated to the Minister for Emergency Services and Resilience

- Nil

#### Changes in Acts allocated to the Minister for Multiculturalism

- Nil

#### Changes in Acts allocated to the Minister for Seniors

- Nil

### Amendments to Regulations in 2021–22

#### Changes in Regulations allocated to the Attorney General

- *Bail Regulation 2021*
- *Children (Criminal Proceedings) Regulation 2021*
- *Civil and Administrative Tribunal (Amendment No 8) Rule 2022*
- *Civil Liability (Non-economic Loss) Amendment Order 2021*
- *Civil Procedure Amendment (Fees) Regulation 2022*
- *Court Security Amendment Regulation 2021*
- *Court Security Regulation 2021*
- *Confiscation of Proceeds of Crime Regulation 2021*
- *Crown Land Management Amendment (Reserve Trusts) Regulation (No 2) 2021*
- *Crown Land Management Amendment (Reserve Trusts) Regulation (No 3) 2021*

- Crimes Amendment (Major Facilities) Regulation 2022
- Criminal Procedure Amendment (Child Sexual Offence Evidence Pilot Scheme) Regulation 2022
- Drug Misuse and Trafficking Regulation 2021
- Electronic Transactions Amendment (DDT and IRC) Regulation 2021
- Electronic Transactions (ECM Courts) Amendment (Digital Case File Application) Order 2021
- Essential Services Regulation 2022
- Essential Services Regulation (No 2) 2022
- Government Information (Public Access) Amendment (Miscellaneous) Regulation 2021
- Graffiti Control Regulation 2021
- Jury Amendment (Additional Jurors) Regulation 2022
- Legal Profession Uniform Law Australian Solicitors' Conduct Amendment (No 2) Rules 2022
- Legal Profession Uniform Law Australian Solicitors' Conduct Amendment Rules 2022
- Legal Profession Uniform Admission Amendment (Board) Rule 2021
- Legal Profession Uniform Conduct (Barristers) Amendment Rule 2022
- Legal Profession Uniform General Amendment (Interest Rate) Rule 2021
- Legal Profession Uniform General Amendment (Managed Investment Schemes) Rule 2021
- NSW Trustee and Guardian Amendment (Fees) Regulation 2021
- Personal Injury Commission Amendment (Independent Review Officer Remuneration) Regulation (No 2) 2021
- Personal Injury Commission (Amendment No 1) Rule 2022
- Sheriff Regulation 2021
- Surveillance Devices Amendment (Body-Worn Recording Devices) Regulation 2021
- Terrorism (Police Powers) Regulation 2021
- Uniform Civil Procedure (Amendment No 98) Rule 2021

#### **Changes in Regulations allocated to the Minister for Veterans**

- Nil

#### **Changes in Regulations allocated to the Minister for Women's Safety and the Prevention of Domestic and Sexual Violence**

- Nil

#### **Changes in Regulations allocated to the Minister for Corrections**

- Nil

#### **Changes in Regulations allocated to the Minister for Police**

- Nil

#### **Changes in Regulations allocated to the Minister for Families and Communities**

- Child Protection (Working with Children) Amendment (Miscellaneous) Regulation 2022
- Child Protection (Working with Children) Amendment (Proof of Identity) Regulation 2021
- Children (Detention Centres) Amendment (X-ray Scanning Devices) Regulation 2021
- Children's Guardian Regulation 2022
- Residential Tenancies Amendment (COVID-19 Pandemic Emergency Response) Regulation (No 2) 2021
- Residential Tenancies (COVID-19 Pandemic Emergency Response) Amendment Regulation 2021

#### **Changes in Regulations allocated to the Minister for Disability Services**

- Ageing and Disability Commissioner Amendment Regulation 2021
- National Disability Insurance Scheme (Worker Checks) Amendment Regulation 2021

#### **Changes in Regulations allocated to the Minister for Emergency Services and Resilience**

- Nil

#### **Changes in Regulations allocated to the Minister for Multiculturalism**

- Nil

#### **Changes in Regulations allocated to the Minister for Seniors**

- Nil

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## Significant judicial decisions in 2021–22

### ***Hamzy v Commissioner of Corrective Services NSW* [2022] NSWCA 16**

In this case, the Court of Appeal considered certain provisions of the *Crimes (Administration of Sentences) Act 1999* and *Crimes (Administration of Sentences) Regulation 2014* in the course of examining several issues. One of the issues concerned whether it was lawful for correctional officers to ‘drop in’ on inmates’ legal calls for the purpose of ascertaining that they were speaking with a legal practitioner. The Court found that this practice was not supported by the regulation-making power in the Act. Mr Hamzy also challenged whether the Commissioner could refuse to permit visits to Extreme High Risk Restricted (EHRR) inmates ‘on the basis of a criminal record check or for any other reason’. The Court had no difficulty in concluding that a requirement for lawyers to be subject to criminal record checks was within power, as such a requirement did not materially impact upon the exercise of Mr Hamzy’s right to a lawyer of his choice. However, the Court found that a regulation which purported to empower the Commissioner to refuse to approve a legal representative as a visitor ‘for any other reason’ was assessed as cutting across the basic right of a person to the legal representative of their choice. In deciding this case, the Court made general observations about inmates’ civil rights at common law, including that any abrogation of an inmate’s civil rights needs to be clearly expressed (or necessarily implied) by the legislature in order to support any practices created by the support, the practice or included in the regulation-making powers set out in that Act. The Court also took an expansive view of inmates’ civil rights which may encourage future judicial challenges to Executive decision-making and regulation making.

### ***Citta Hobart Pty Ltd v Cawthorn* [2022] HCA 16**

The High Court delivered its judgment in these proceedings in which the Attorney General intervened under s 78A of the *Judiciary Act 1903* in support of the appellant’s contention that the Full Court of the Tasmanian Supreme Court had applied the wrong test in assessing whether the Tribunal had jurisdiction to hear a disability discrimination matter in which a Constitutional question was raised. The High Court accepted the Attorney General’s submissions and allowed the appeal, confirming the approach in *Burns v Corbett* that, once a ‘federal matter’ is raised in proceedings, a non-Court Tribunal cannot exercise jurisdiction. This decision is consistent with NSW’s understanding of *Burns v Corbett* and is reflected in NSW in Part 3A of the *Civil and Administrative Tribunal Act 2013* (NSW), introduced following *Burns v Corbett*, which allows Tribunal matters to be referred to the Local Court where they involve the exercise of federal jurisdiction.

### ***Commissioner of Police v Attorney General for New South Wales* [2022] NSWSC 595**

On 16 May 2022 the Attorney General intervened as contradictor in these proceedings following the filing of a submitting appearance by the Coroner. The Court upheld the challenge to the Coroner’s refusal to allow a public interest immunity (PII) claim in respect of certain Police evidence in the inquest into the death of Todd McKenzie. As such, the decision may have broader implications for PII claims in coronial proceedings going forward.

### ***GR v Secretary, Department of Communities and Justice; Secretary, Department of Communities and Justice v BW* (a pseudonym) [2021] NSWCA 157**

In this significant decision, the Secretary was successful in his judicial review application to the Court of Appeal in relation to the decisions of the Supreme Court and Children’s Court in *GR* and *Re Oliver* regarding the appointment of guardians ad litem (GAL) for children. The Court of Appeal found that the courts below had made errors of law in determining that they were mandated to appoint a GAL for a child or young person subject to care proceedings under section 98(2A) of the *Children and Young Persons (Care and Protection) Act 1998* (NSW) (the Care Act) and failing to consider the factors outlined in section 100. The Court of Appeal held that prior to its amendment in 2021, section 98(2A) was discretionary and not mandatory, directing the Court to sections 100 and 101 of the *Care Act* in exercising their discretion as to whether or not to appoint a GAL.

## 3.2.3 The Surveillance Devices Act 2007 and Report of the Surveillance Devices Commissioner

### Statistical information about section 45A of the Surveillance Devices Act 2007

Section 45A Surveillance Devices Act 2007		2021-22
The number of matters in which the advice of the Attorney General has been sought in respect of a prospective application for a warrant	Notices received pursuant to section 17(5A) in relation to pending applications	949
	Notices culminating in consultation (Attorney General's delegate with applicant agency)	336
	Consultation culminating in further development of warrant application	264
The number of applications for a warrant that have been made		837
The number of applications for an extension or variation of an issued warrant		103
The number of applications in which the Attorney General was heard before the Judge or Magistrate in the determination of the application	Written submissions	75
	In-person submissions	0
The number of applications that were withdrawn before being determined	Notices served pursuant to section 17(5A) but application not made to eligible Judge	5
	Applications made to eligible Judge but withdrawn prior to determination	4
The number of applications that were refused		19
The number of warrants in respect of which a direction was given under section 52(1) to supply information to a person about the warrant or use of a surveillance device (or both)		0

## Report of the Surveillance Devices Commissioner

### Introduction

The Surveillance Devices Commissioner (SD Commissioner) exercises functions of the Attorney General under Parts 3 and 5 of the *Surveillance Devices Act 2007* (the SDA) through a delegation under section 51B of the Act. The functions involving the SD Commissioner are:

- receiving notice of pending warrant applications
- retaining a right to be heard on each application
- receiving reports in relation to the use made by applicant agencies of the surveillance devices authorised by issued warrants.

In addition to these delegated legislative functions, the SD Commissioner exercises a general leadership role in promoting the objects of the SDA and ensuring the integrity and efficacy of its administration.

### Regulation of SDA warrant applications

The SD Commissioner receives notices of pending applications by law enforcement agencies, and exercises (or refrains from exercising) the right to be heard on each application. The SD Commissioner, in exercising these functions uses their position to ensure that eligible Judges are placed in a primary position to make the assessments as to the merit or otherwise of applications. The SD Commissioner reviews each pending application and works with applicant agencies to address any apparent deficiencies.

During the reporting period 949 notices of pending applications were received and reviewed. Consultation with applicant agencies occurred in relation to 336 applications and these consultations culminated in the amendment and development of application materials on 264 occasions. The SD Commissioner provided written submissions on 75 occasions during the reporting period.

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During the reporting period the SD Commissioner worked with stakeholders to enhance the processes associated with the SDA warrant application process. Two key guideline documents were produced in this period for applicant agencies, namely:

- *Features of a quality Affidavit in Support of an Application under the SDA*
- *The SD Commissioner's involvement in the SDA warrant application process.*

Publications were also prepared and circulated in relation to key legal issues associated with the SDA warrant application process.

### **Regulation of 'use' of SDA authority**

The SD Commissioner receives reports on the use of SDA authority that are required from law enforcement agencies under s44 of the SDA. When reviewing the reports, if the SD Commissioner is of the view that the information provided is insufficient or otherwise deficient, he writes to the agency seeking further information.

### **Accountability and data use**

In the reporting year the SD Commissioner promoted the provision of an expanded report on SDA operations to Parliament under s45 of the SDA using the discretion that the section provides for the Attorney General to release other information relating to SD use and the administration of the SDA.

## 3.2.4 The Report of the Commissioner of Victims Rights

### As required by section 13(5) *Victims Rights and Support Act 2013 (NSW)*

Under the direction of the Commissioner of Victims Rights, DCJ provides access to counselling and financial assistance to victims of violent crime in NSW under the Victims Support Scheme, promotes the Charter of Victims Rights and delivers programs to support victims of crime.

### Providing access to victims support under the Victims Support Scheme

#### Applications received for victims support

	All applicants	Applicants who identify as Aboriginal and Torres Strait Islander <sup>1</sup>
Counselling	22,741	3,537 (15.6 per cent)
Financial Support <sup>2</sup>	9,388	1,679 (17.9 per cent)
Recognition Payment	15,207	2,953 (19.4 per cent)

1. It is optional for applicants to disclose whether they are of Aboriginal or Torres Strait Islander origin.

2. This includes financial support applications for immediate needs and economic loss.

The majority of applications received were from victims of domestic/family violence or victims of sexual assault as set out below:

	Domestic/ Family Violence	Sexual Assault (including child sexual assault)	Homicide	Other acts of violence
Counselling	13,371 (58.8 per cent)	5,817 (25.6 per cent)	206 (0.9 per cent)	3,347 (14.7 per cent)
Financial Support <sup>1</sup>	7,005 (74.6 per cent)	615 (6.5 per cent)	139 (1.5 per cent)	1,629 (17.4 per cent)
Recognition Payment	7,856 (51.7 per cent)	3,803 (25 per cent)	156 (1.0 per cent)	3,392 (22.3 per cent)

1. This includes financial support applications for immediate needs and economic loss.

## Application and claim outcomes

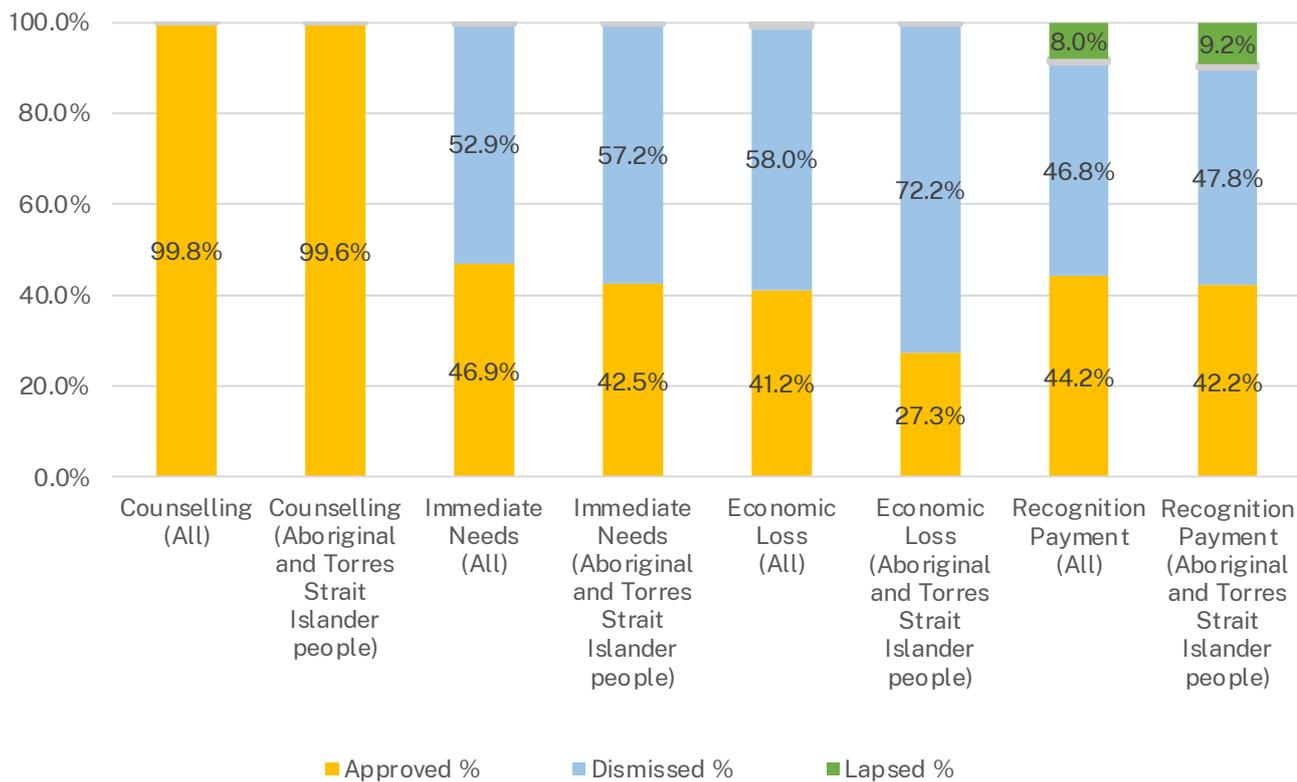
		Outcome: All applicants	Outcome: Applicants who identify as Aboriginal and/or Torres Strait Islander <sup>1</sup>
Counselling	Total	22,685	3,521
	Approved	22,642	3,508
	Dismissed	36	11
	Withdrawn	7	2
Financial Assistance for Immediate Needs (claim items) <sup>2</sup>	Total	37,623	7,152
	Approved	17,652	3,043
	Dismissed	19,892	4,091
	Withdrawn	79	18
Financial Assistance for Economic Loss (claim items) <sup>2</sup>	Total	5,785	417
	Approved	2,384	114
	Dismissed	3,355	301
	Withdrawn	46	2
Recognition Payment	Total	31,295	5,649
	Approved	13,846	2,386
	Dismissed	14,641	2,700
	Withdrawn	291	44
	Lapsed	2,517	519

Note: Applications determined may include applications received from previous financial years.

1. It is optional for applicants to disclose whether they are of Aboriginal and/or Torres Strait Islander origin.

2. An application may claim multiple expenses/costs. Each expense/cost is a separate claim item.

## Application and claim outcomes



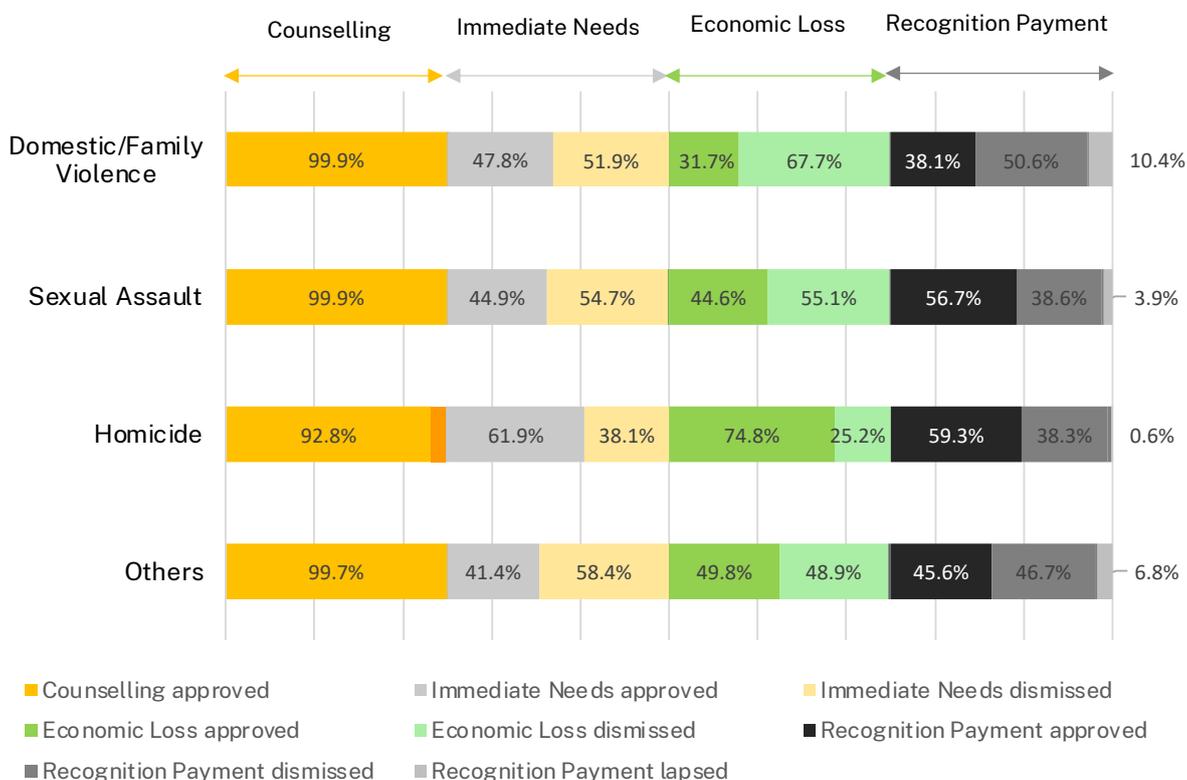
Note: Applications withdrawn and counselling dismissed cannot be displayed as the percentages are small.

## Application and claim outcomes by act of violence

		Domestic/ Family Violence	Sexual Assault (including child sexual assault)	Homicide	Other acts of violence
<b>Counselling</b>	Total	13,348	5,790	209	3,338
	Approved	13,332	5,787	194	3,329
	Dismissed	12	2	14	8
	Withdrawn	4	1	1	1
<b>Financial Assistance for Immediate Needs (Claim items)<sup>1</sup></b>	Total	30,831	1,832	113	4,847
	Approved	14,752	822	70	2,008
	Dismissed	16,015	1,003	43	2,831
	Withdrawn	64	7	0	8
<b>Financial Assistance for Economic Loss (Claim items)<sup>1</sup></b>	Total	2,583	1,089	111	2,002
	Approved	818	486	83	997
	Dismissed	1,749	600	28	978
	Withdrawn	16	3	0	27
<b>Recognition Payment</b>	Total	16,996	7,541	167	6,591
	Approved	6,468	4,272	99	3,007
	Dismissed	8,593	2,909	64	3,075
	Withdrawn	16	64	3	62
	Lapsed	1,773	296	1	447

1. An application may claim multiple expenses/costs. Each expense/cost is a separate claim item.

## Claim outcomes as percentages



Note: Applications withdrawn and counselling dismissed are not displayed as the percentages are small.

## Service standards and median standards attained

Service	Service standard	2021–22 Median
Response time on Victims Access Line (VAL)	Less than 2 minutes	1 min and 32 seconds
Call abandonment rate	5 per cent	5.7 per cent
Registering applications	2 days	Less than 2 days
Time to determine counselling	2 days	Less than 2 days
Time to determine financial assistance – immediate needs	14 days	12 days
Time to determine financial assistance – economic loss	28 days	26 days
Time to determine recognition payments	90 days	753 days <sup>1</sup>

1. Clients with incomplete recognition payment applications were contacted and were requested to provide documentary evidence to allow their applications to progress. Due to the determination of these historical matters, the median time to determine is significantly above the service standard. It is expected the median time will be close to the service standard by the end of first quarter in 2022–23.

## Average amount awarded

Act of Violence	Immediate Needs	Economic Loss	Recognition Payment
Total (\$) (for all acts of violence)	3,852	2,415	4,400
Domestic/Family Violence (\$)	4,122	2,152	2,584
Sexual Assault (includes child sexual assault) (\$)	3,278	1,878	8,068
Homicide (\$)	1,948	2,537	8,955

Once an applicant is found to be eligible for support, maximum amounts provided are fixed by regulation according to the applicable category of recognition payment and expenses or lost earnings claimed as a result of the act. Amounts may be paid over five years, as claims for financial assistance remain open for that period. As a result, this data does not represent the total an individual victim may receive over the life of their claim.

### Victims support given

In 2021–22, the following was provided in victims support:

- \$27.9 million was paid in counselling support to victims of crime
- \$24.8 million was awarded for financial assistance for immediate needs

- \$2.1 million was awarded for financial assistance for economic loss
- \$60.9 million was awarded for recognition payments.

### Applications for reviews

The *Victims Rights and Support Act 2013* provides a mechanism for internal review of decisions regarding applications made for victims support. Victims may lodge additional information when requesting an internal review which may increase the amount awarded.

There were 1,924 requests for internal review lodged in 2021–22. For the 2,110 requests determined in 2021–22:

- 588 requests were approved and awarded an increased amount of victims support

- 590 requests were approved for the same amount of victims support
- 923 requests were dismissed
- Nine requests were withdrawn.

Under the *Victims Rights and Support Act 2013* victims not satisfied with recognition payment decisions can lodge an application with the NSW Civil and Administrative Tribunal (NCAT). Offenders who are issued with a restitution order can also seek external review through NCAT.

In 2021–22 there were 89 applications for external review lodged in NCAT and 70 applications finalised:

	External review relating to victims support matters	External review relating to restitution orders
Dismissed affirming the Commissioner's decision	7	9
Dismissed with variation to the Commissioner's decision	n/a	5
Withdrawn by the applicant	18	0
Settled prior to hearing	13	7
Set aside the Commissioner's decision	7	4
<b>Total Finalised</b>	<b>45</b>	<b>25</b>

There were no applications to the NSW Supreme Court.

## Providing information to victims of crime

### Raising awareness about victims support

In 2021–22, staff delivered 55 information sessions on the Victims Support Scheme. The sessions were attended by 22 government agencies, 22 non-government organisations and 11 sector wide services, reaching 1,158 people in total.

Three livestreams were hosted in partnership with Legal Aid NSW and the NSW Domestic Violence Line and Child Protection Line to raise awareness among key stakeholders of the support services available to victims of crime and how to help clients access support, including the Victims Support Scheme. The livestreams were attended by 323 people from government, non-government and sector wide services.

### New website

In November 2021, a new website was launched, delivering improved access to information about the Victims Support Scheme and other programs and initiatives. The new website provides an enhanced user experience with simplified navigation to

information about victims support and application forms and improved search functionality to assist victims to find a counsellor.

### Service Complaints

There were 88 complaints about service delivery received in 2021–22. Of these, 34 related to counsellors engaged under the Victims Support Scheme.

Operational policies, procedures and practice are regularly reviewed and updated to improve delivery of services. Complaints raising systemic issues are considered routinely as part of ongoing continuous improvement work.

### Charter of Victims Rights

The Charter of Victims Rights ensures that a victim is treated with courtesy, compassion and respect.

The Commissioner receives complaints from victims of crime about alleged breaches of the Charter of Victims Rights by government agencies and government-funded organisations, and endeavours to resolve these complaints under the *Victims Rights and Support Act 2013*.

In 2021–22, the Commissioner received 17 complaints under the Charter of Victims Rights.

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## 3.2.5 Risk management and insurance

### Risk management activities

DCJ maintains several management disciplines to comply with the *NSW Treasury Policy on Internal Audit and Risk Management Policy for the General Government Sector* (TPP20-08). The following management disciplines are complementary and constitute the foundation of the department's resilience.

### Enterprise Risk Management (ERM)

DCJ is committed to the proactive management of risk, recognising that risk management is an integral part of sound management practice and an essential element of good corporate governance.

DCJ's ERM aims to provide greater assurance that it will achieve its objectives and realise its outcomes by minimising threats and seizing opportunities. It realises this using a consistent risk management process whenever decisions are made. This includes all projects, functions and activities, at all levels.

ERM sets out the arrangements for the management of risk within the department, promoting a risk-aware culture and providing a tool for leadership to manage existing and emerging risks across all activities.

### Business Continuity Management

The proactive and effective management of business continuity is an integral component of delivering critical services to the community.

The department has a harmonised Business Continuity Management policy aimed at strengthening our resilience for future business disruptions. This ensures the department can continue providing essential services to the community and recover following an adverse event.

The department's approach to business continuity management aligns with the international Business Continuity Standards (ISO 22301:2019) and NSW Treasury's *Organisational Resilience: Practitioner Guide for NSW Public Sector Organisations* (TPP 18-07).

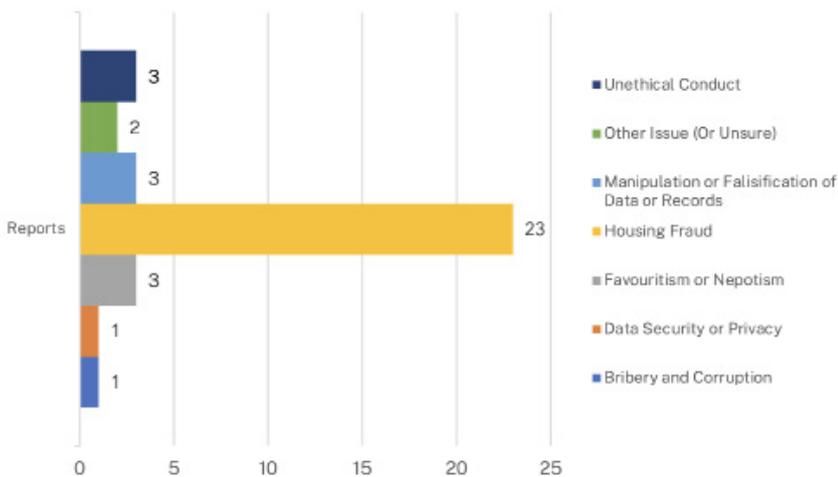
### Fraud control and corruption prevention

DCJ is committed to preventing and minimising fraud and corruption in the workplace.

The department's website provides a number of reporting channels for members of the public to report suspected fraud and corruption. One of these channels is the 24/7 Fraud and Corruption Hotline which is monitored by Core Integrity, an external independent provider.

## Categorisation of Hotline reports by reason for call

During 2021–2022, the Hotline received 36 reports in the following categories:



### Compliance and governance support

The Senior Executive and Private Interest Declarations (SEPID) Program requires all senior executives (Bands 1–3), including those temporarily acting and contractors to complete a SEPID annually to ensure that the department complies with the requirements under Part 2 of the *Government Sector Employment Act and the Public Service Commission’s Code of Ethics and Conduct for NSW Government sector employees*.

It is also a requirement that, due to the nature of their role, some non-senior executives nominated by the Secretary or their delegate(s), including those temporarily acting and contractors, are required to complete a SEPID.

During 2021–22 there were 756 declarations submitted.

The Conflicts of Interest (COI) Program encourages employees to perform their duties in a fair and transparent way. The decisions employees make must not be affected by self-interest, private affiliations or the likelihood that employees (or those close to them) will be unfairly advantaged or disadvantaged in any way (financially or otherwise). During 2021–22 there were 768 declarations submitted.

The Secondary Employment and Unpaid Work (SEUW) Program supports the department to have a consistent approach in processing, managing and reporting secondary employment and unpaid work by its employees. Employees are required to seek approval before they undertake secondary employment or unpaid work to ensure that the performance of employees’ public duties are not adversely affected and to manage any COI that may arise. During 2021–22 there were 1,990 applications submitted.

The Gifts, Benefits and Bequests (GBB) Program encourages employees to conduct themselves with the highest possible level of integrity and

accountability, which includes the appropriate management of GBB. During the year, there were 90 declarations submitted. Declarations made by employees are recorded in a register and are publicly available on the department’s website.

The Statement of Business Ethics provides guidelines for contractors, consultants, suppliers, tenderers and business partners on what is expected when conducting business with DCJ. It is publicly available on the department’s website.

The Legislative and Administrative Compliance Program (LACP) assists the department to identify and report compliance against applicable legislative and administrative obligations. It supports the Secretary’s compliance with *Section 3.6 of the Government Sector Finance Act 2018* and the attestation under *Treasury Policy Paper 20–08 Internal Audit and Risk Management Policy for the General Government Sector*.

### Internal audit

DCJ maintains an Internal Audit function in accordance with Treasury Policy Paper TPP20–08 and is governed by a Charter that is approved by the Secretary.

Internal Audit is headed by the Chief Audit Executive, who reports functionally to the Audit and Risk Committee (ARC). Internal Audit operates in accordance with the International Standards for the Professional Practice of Internal Auditing.

The Internal Audit function provides independent and objective review and advisory services designed to improve the department’s operations, risk management, controls and governance processes. It provides assurance to the Secretary and the ARC that the department’s financial and operational controls are operating in an efficient, effective and ethical manner.

During 2021–22, Internal Audit undertook various audits of the DCJ business areas in accordance with the Internal Audit Plan (endorsed by the ARC) and other management-requested reviews. Internal Audit also provided advice and review, when requested, across business processes, controls and risks.

### Audit and risk committees

DCJ has an independent Audit and Risk Committee (ARC). As part of its compliance with the Treasury Policy Paper TPP20–08, the ARC continued its advisory role in assisting the DCJ Secretary with relevant and timely advice on the department’s governance, risk and control activities in addition to external accountability obligations.

Collectively, the ARC members have the experience, knowledge and qualifications to effectively discharge their responsibilities as outlined in the ARC Charter and TPP20–08.

During the year the Chief Audit Executive reported to the ARC on the most significant internal audit findings, reports and related recommendations. In addition, members of senior management from various business areas were invited to give deep dive presentations focusing on their key risks.

Eight ARC meetings were held in 2021–22, with the number of meetings each independent member attended as follows:

- Independent Chair, Carolyn Burlew – eight
- Independent Member, Christine Feldmanis – eight
- Independent Member, Abby Bloom – seven
- Independent Member, Garry Dinnie – six
- Independent Member, Ian Gillespie – eight.

### Insurance activities

#### DCJ and John Williams Memorial Charitable Trust

Insurance is provided for all major assets and significant risks through the NSW Government self-insurance scheme – the NSW Treasury Management Fund. This includes full workers compensation, motor vehicle, property, public liability and miscellaneous insurance cover.

QBE Insurance manages the department’s workers compensation insurance and Gallagher Bassett manages the department’s other insurances. To reduce the number and value of workers compensation insurance claims, the department monitors its claims experience on an ongoing basis, with a focus on occupational health and safety and claims management. Refer to 3.1.3-Work health and safety (WHS) appendix for further information on workers compensation insurance claims and cost statistics.

**Table 1: Number of claims, costs incurred and average cost for the department in 2021–22**

	No. of claims	Total costs of accidents \$ <sup>1</sup>	Average cost \$
Motor vehicle accident	546	2,098,759	3,844
Property	76	14,085,759	185,341
Miscellaneous	5	42,492	8,498

Source: icare Portal Dashboard

1. Total costs incurred = Latest estimate + amount paid – amount recovered. This is used to understand the whole and true value of a claim.

### Public Liability Claims

The estimated outstanding value of potential claims in 2021–22 against the current public liability policy (subject to Treasury Managed Fund actuarial assessment) is \$200,242,811.

## 3.2.6 Internal Audit and Risk Management Attestation

### Internal Audit and Risk Management Attestation Statement for the 2021–22 Financial Year for the Department of Communities and Justice

I, Michael Tidball am of the opinion that the Department of Communities and Justice has internal audit and risk management processes in operation that are, excluding the exemptions or transitional arrangements described below, compliant with the seven (7) Core Requirements set out in the Internal Audit and Risk Management Policy for the General Government Sector, specifically:

Core Requirements		For each requirement, please specify whether compliant, non-compliant, or in transition
<b>Risk Management Framework</b>		
1.1	The Accountable Authority shall accept ultimate responsibility and accountability for risk management in the agency.	Compliant
1.2	The Accountable Authority shall establish and maintain a risk management framework that is appropriate for the agency. The Accountable Authority shall ensure the framework is consistent with AS ISO 31000:2018.	Compliant
<b>Internal Audit Function</b>		
2.1	The Accountable Authority shall establish and maintain an internal audit function that is appropriate for the agency and fit for purpose.	Compliant
2.2	The Accountable Authority shall ensure the internal audit function operates consistent with the International Standards for Professional Practice for Internal Auditing.	Compliant
2.3	The Accountable Authority shall ensure the agency has an Internal Audit Charter that is consistent with the content of the 'model charter'.	Compliant
<b>Audit and Risk Committee</b>		
3.1	The Accountable Authority shall establish and maintain efficient and effective arrangements for independent Audit and Risk Committee oversight to provide advice and guidance to the Accountable Authority on the agency's governance processes, risk management and control frameworks, and its external accountability obligations.	Compliant
3.2	The Accountable Authority shall ensure the Audit and Risk Committee has a Charter that is consistent with the content of the 'model charter'.	Compliant

### Membership

The independent chair and members of the Audit and Risk Committee are:

- Independent Chair, Carolyn Burlew, 1 August 2019 to 31 July 2024
- Independent Member 1, Christine Feldmanis, 1 August 2019 to 31 July 2024
- Independent Member 2, Abby Bloom, 1 August 2019 to 31 July 2024
- Independent Member 4, Garry Dinnie, 1 February 2021 to 31 March 2024
- Independent Member 5, Ian Gillespie, 14 July 2021 to 13 July 2024

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## Shared Arrangements

I, Michael Tidball advise that the Department of Communities and Justice has entered into an approved shared arrangement with the following agencies:

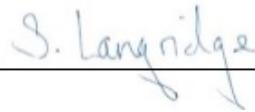
- Crown Solicitor's Office
- Legal Profession Admission Board
- Office of the Ageing and Disability Commissioner

The resources shared include the Audit and Risk Committee, the Chief Audit Executive and the internal audit functions. The shared Audit and Risk Committee is a Principal Department Led Shared Audit and Risk Committee.



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Michael Tidball  
Secretary  
**Department of Communities and Justice**  
28 September 2022



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Sandra Langridge  
Audit and Risk Committee Secretariat  
Contact: 02 8688 7636

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### 3.2.7 Cyber Security Policy Attestation

#### Cyber Security Annual Attestation Statement for the 2021–2022 Financial Year for Department of Communities and Justice (DCJ)

I, Michael Tidball am of the opinion that DCJ has managed cyber security risks in a manner consistent with the mandatory requirements set out in the NSW Government Cyber Security Policy and in alignment with DCJ's enterprise risk management framework.

DCJ maintains an appropriate cyber incident response plan, which has been tested logically and technically during the reporting period. DCJ's testing delivers coverage across technical groups as well as business leaders to ensure the plan appropriately integrates with business continuity plans.

DCJ undertakes numerous independent internal and external audits each year, which validate the appropriateness of specific controls, integrity of systems and effectiveness of processes, including the Information Security Management System.

DCJ has prioritised investment in cyber security to account for the substantial and ever-changing threat landscape. To ensure the Department's cyber security strategy and investments are focused appropriately, cyber security is considered and governed at various levels including the DCJ board, Audit and Risk Committee, cross business sub-committees and locally within divisions. This prioritised investment, coupled with appropriate governance, has enabled DCJ to continually improve its cyber security posture and ensures the organisation is appropriately managing its cyber risk whilst enabling the business.



Michael Tidball  
Secretary, Department of Communities and Justice

26 September 2022

## 3.2.8 Section 242(6) of the Crimes (Administration of Sentences) Act 1999

### Junee Correctional Centre

Junee Correctional Centre (Junee) has been privately managed since April 1993 by the GEO Group Australia Pty Ltd (GEO). In its current configuration, it is operating as a multi-functional facility housing sentenced and remand inmates. Privately operated, managed correctional centres are oversighted by Corrective Services NSW and must contribute towards the achievement of Corrective Services NSW's key objectives and strategic outcomes. Accordingly, operational activities and inmate services and programs must be consistent with those provided by other NSW correctional centres as detailed in the Operating Agreement (Contract). The COVID-19 pandemic has impacted upon the operations of Junee.

The Governance and Continuous Improvement (G&CI) Branch within Corrective Services NSW is responsible for this oversight function. The Operational Performance Review Branch (OPRB) within GC&I conduct all contract management activities, including performance monitoring and reporting for the operations of managed correctional centres in accordance with section 242 of the Crimes (Administration of Sentences) Act 1999.

The current contract for the operations of Junee details 25 Key Performance Indicators (KPIs) with financial consequences if non-compliance is identified, and a suite of Output Specifications, which reflect the service delivery requirements of the operator against key operational outcomes.

The ongoing assessment of performance against the Output Specifications and KPIs by Corrective Services NSW monitoring staff is underpinned by a risk framework which provides flexibility, including increasing monitoring activities where there are identified operational risks. Junee has undergone a major expansion including the addition of a 480-bed maximum security section. The information below is for the most recent contract year and mandatory reporting period for Junee, which is 1 April 2021 to 31 March 2022.

### Performance Assessment Report

Using a risk-based qualitative and quantitative monitoring framework, Junee was assessed for compliance against the outcomes of the Output Specification and Key Performance Indicators were reviewed during the contract year. Any compliance issues found were addressed with GEO and remedial action implemented where required.

For the period 1 April 2021 to 31 March 2022 (Junee contract year period), Corrective Services NSW issued a total of five Performance Improvement Notices (PINs).

May 2021: PIN — Failure to secure inmate  
June 2021: PIN — Case Management File removed from intake area  
August 2021: PIN — Missing 911 Equipment  
November 2021: PIN — Medical assessment beyond 24 hours  
November 2021: PIN — Non-Compliance with Quarantine requirement.

GEO was required to submit Cure Plans to remedy the performance issues outlined in the notices, with remedial actions subject to monitoring by the State.

For the past two years the COVID-19 pandemic has heavily impacted the operations of Junee. For instance, several outbreaks across the centre with staff and inmates testing positive posed a range of challenges and demands on the operations of the centre.

### Overall assessment

GEO has completed 18 months of operations under the new performance model that brought GEO into line with the performance regimes of the other privately operated correctional centres. The COVID-19 pandemic has impacted on GEO implementing fully their new operating model.

Operations Performance and Reporting Branch (OPRB) contract staff conduct continual performance monitoring and reporting against the operations of Junee, with any areas of non-compliance to contractual service and performance requirements immediately raised with GEO for remediation.

### Parklea Correctional Centre

Since 31 March 2019, Management & Training Corporation Pty Ltd and Broadspectrum (Australia) Pty Ltd (MTC-Broadspectrum) has operated Parklea as a multifunctional facility predominantly housing new reception and remand inmates.

As part of a major construction project, Parklea has expanded to accommodate an additional 500 maximum security beds.

The current contract for the operation of Parklea details a suite of KPIs with financial consequences if non-compliance is identified and Output Specifications (service requirements) which reflect the service delivery requirements of the Operator against five key operational areas.

The ongoing assessment of performance against the Output Specifications and KPIs by Corrective Services NSW monitoring staff is underpinned by a risk framework which provides flexibility, including increasing monitoring activities reflecting any identified operational risks. Using a risk-based qualitative and quantitative monitoring framework, Parklea was assessed for compliance against the outcomes of the Operating Specifications that were reviewed during the year.

### Performance Assessment Report

Using a risk-based qualitative and quantitative monitoring framework, Parklea was assessed for compliance against the outcomes of the Output Specification that were reviewed during the contract year. Any compliance issues found were addressed with MTC-Broadspectrum, and remedial action implemented where required.

For the period 1 July 2021 to 30 June 2022 (Parklea contract year period), Corrective Services NSW issued a total of 10 Performance Improvement Notices (PIN) and two Default Charge Events:

October 2021: PIN – inmate and staff assault  
November 2021: default charge event – erroneous release  
December 2021: PIN – staff assault  
December 2021: PIN – security breach  
January 2022: PIN – incorrect SMAP placement  
February 2022: PIN – area 4 searching  
February 2022: PIN – area 4 key security  
March 2022: PIN – area 3B search  
March 2022: PIN – use of force audit  
March 2022: PIN – inmate assault  
May 2022: default charge event – erroneous release  
June 2022: PIN – key audit.

MTC-Broadspectrum was required to submit Cure Plans to remedy the performance issues outlined within the notices, with remedial actions subject to monitoring by the State.

For the past two years, the COVID-19 pandemic has impacted heavily upon the operations of Parklea with multiple outbreaks across the centre. This has posed various challenges and demands on the operations of the centre.

### Overall assessment

MTC-Broadspectrum completed three years of operations under the new contract on 31 March 2022.

The OPRB conducts continual performance monitoring and reporting against the operations of Parklea, with any areas of non-compliance to contractual service and performance requirements immediately raised with MTC-Broadspectrum for remediation.

## Clarence Correctional Centre

Clarence Correctional Centre (Clarence) commenced operations on 1 July 2020. Clarence is a state-of-the-art, purpose-built complex in the Northern Rivers region of NSW. The centre can accommodate up to 1,700 inmates across a male maximum centre (1,000 beds), male minimum centre (400 beds) and all security levels within the female centre (300 beds).

Clarence operates via a Public Private Partnership contract with NorthernPathways which is 100 per cent owned by John Laing. The centre is operated by Serco Australia delivering the day-to-day management of inmates and support services, under an Operator Subcontract with NorthernPathways.

The contract for the operation of Clarence details a suite of KPIs with financial consequences if non-compliance is identified and Output Specifications (service requirements) which reflect the service delivery requirements of the Operator against five key operational areas.

The ongoing assessment of performance against the Output Specifications and KPIs by Corrective Services NSW monitoring staff is underpinned by a risk framework which provides flexibility, including increasing monitoring activities where there are any identified operational risks. Using a risk-based qualitative and quantitative monitoring framework, Clarence was assessed for compliance against the outcomes of the Operating Specifications that were reviewed during the year.

### Performance Assessment Report

During the period 1 July 2021 to 30 June 2022, Corrective Services NSW issued no Notices of Breach and/or Default, and no Major Default Notices. However, a total of ten Performance Improvement Notices (PIN) were issued:

July 2021: PIN – non-compliance with searching requirements through vehicle entry gate (Sallyport)  
August 2021: PIN – pharmaceutical pass through costs  
September 2021: PIN – medications in discharge planning  
October 2021: PIN – Non-compliance with State directions (Commissioner's Instruction) - COVID related matters  
October 2021: PIN – Monthly scheduled search: Accurate reporting in OIMS and maximising inmate time out of cells  
November 2021: PIN – Failure to comply with armed officer requirements (gatehouse)  
November 2021: PIN – pathology services  
January 2022: PIN – medication issue-accountable drugs (section 4 and section 8)  
March 2022: PIN – segregated custody documentation.  
March 2022: PIN – use of force (storage of reports).

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NorthernPathways was required to submit Cure Plans to remedy the performance issues outlined within the notices, with remedial actions subject to monitoring by the State.

Over the past 12 months, the COVID-19 pandemic has continued to impact on the operations of the centre. This has posed various challenges and demands on its operations.

### **Overall assessment**

NorthernPathways has completed 24 months of operations to 30 June 2022. The COVID-19 pandemic has impacted upon the operations of Clarence. The OPRB conducts continual performance monitoring and reporting against the operations of Clarence, with any areas of non-compliance to contractual service and performance requirements immediately raised with NorthernPathways for remediation.

## 3.3 Finance

### 3.3.1 Payment of accounts

The payment of accounts for goods and services is closely monitored by each entity to ensure accounts are paid in accordance with NSW Treasury directions. Process improvements across DCJ and related entities are being undertaken to further improve payment-on-time performance. Accounts payable policies and procedures are in accordance with the guidelines established by the NSW Small Business Commissioner.

#### Aged analysis at the end of each quarter

##### All suppliers

Measure	Sep 2021	Dec 2021	Mar 2022	Jun 2022
Current not yet due \$('000)	25,768	16,766	25,618	30,769
Overdue 1–30 days \$('000)	1,178	227	724	733
Overdue 31–60 days \$('000)	255	179	198	863
Overdue 61–90 days \$('000)	94	363	119	84
Overdue 91 days and over \$('000)	212	280	457	582

##### Small business suppliers

Measure	Sep 2021	Dec 2021	Mar 2022	Jun 2022
Current not yet due \$('000)	523	584	1,222	294
Overdue 1–30 days \$('000)	310	24	18	122
Overdue 31–60 days \$('000)	2	5	12	80
Overdue 61–90 days \$('000)	6	4	0	85
Overdue 91 days and over \$('000)	1	7	49	4

Source: OneSAP & JSAP (Adam Singh), Ellipse & Pronto (George Lui / Juan Vegas).

Please note that the (\$) are in 000's.

All (SSS) figures are in the denoted format (\$'000).

Note: the amounts listed above are comprised of invoices yet to be paid. The reasons can include:

- Invoices having incorrect details for compliancy (for example, purchase order details, vendor details, amounts etc.)
- Invoices that require additional approvals (e.g. non-purchase orders, Section 12/13 approval requirements)
- Invoices that are being disputed or put on hold (e.g. vendors failing to provide goods/services as per the original arrangement).

## Accounts due or paid within each quarter

### All suppliers

Measure	Unit	Sep 2021	Dec 2021	Mar 2022	Jun 2022
Accounts due for payment	Number	192,112	168,557	170,940	165,176
Accounts paid on time	Number	190,928	167,375	169,439	163,868
Accounts paid on time (based on number of accounts)	Per cent	99	99	99	99
Accounts due for payment ('000)	\$	2,386,175	3,404,521	923,586	2,362,320
Accounts paid on time ('000)	\$	2,375,488	3,392,762	914,648	2,346,033
Accounts paid on time	Per cent	100	100	99	99
Payments for interest on overdue accounts	Number	0	0	0	0
Interest paid on overdue accounts	\$	-	-	-	-

### Small business suppliers

Measure	Unit	Sep 2021	Dec 2021	Mar 2022	Jun 2022
Accounts due for payment	Number	11,187	10,713	9,647	11,210
Accounts paid on time	Number	10,682	10,284	9,214	10,790
Accounts paid on time (based on number of accounts)	Per cent	95	96	96	96
Accounts due for payment ('000)	\$	77,429	122,417	42,444	108,620
Accounts paid on time ('000)	\$	72,394	117,578	37,786	102,410
Accounts paid on time	Per cent	93	96	89	94
Payments for interest on overdue accounts	Number	0	0	0	0
Interest paid on overdue accounts	\$	-	-	-	-

Source: OneSAP & JSAP (Adam Singh), Ellipse & Pronto (George Lui / Juan Vegas).

Please note that the (\$) are in 000's.

All (SSS) figures are in the denoted format (\$'000).

Note: the amounts listed above are comprised of invoices paid. The results are then grouped into categories depending on the payment terms and size of the vendor.

## 3.3.2 Consultants

### Consultant definition

Procurement Board Direction 2019–20 defines a consultant as follows: A consultant is defined as a person or organisation engaged under contract on a temporary basis to provide recommendations or professional advice to assist decision-making by management. Generally, it is the advisory nature of the work that differentiates a consultant from other contractors.

Services provided under the NSW Government Legal Services Panel are excluded from the definition of a consultant for annual reporting purposes.

Common characteristics of consulting engagements under the definition are that consultancies provide agencies with recommendations or professional advice that often have more of the following characteristics:

- is developed without direct supervision from the agency
- represents an independent view
- is the sole or majority element of the contract in terms of relative value or importance.

### Consultancies equal to or over \$50,000

Consultant	Project description	Amount (\$)*	Category
Deloitte Touche Tohmatsu	Development of a white paper on long-term sustainability and climate change strategy	115,015	Organisation Review
The Department of Planning and Environment	Greater Sydney Metropolitan Corrections Strategy - Analysis of potential correctional sites	158,000	Organisation Review
EY	Develop the NSW Child Protection Workforce Strategy with accompanying pathways paper and illustrative strategy costing	741,164	Organisation Review
Fourth and Centre Pty Ltd	Review of NSW Government's food relief activities in response to COVID	80,300	Management Services
Grosvenor Management Consulting P/L	Digital Reform Project - Provided advice on future service delivery model, catalogue and sourcing strategy to ensure a secure, reliable and cost-effective service for recording and transcription services	109,581	Management Services
KPMG	Greater Sydney Metropolitan Corrections Strategy business case	655,793	Management Services
KPMG	Review of Youth Justice's Diversion Programs and alternative accommodation pathways	86,548	Organisation Review
KPMG	Independent evaluation of 12 of the 13 projects under Round 2 of the Innovation Fund. Round 2 of the Innovation Fund provides almost \$12 million in funding for 13 projects	225,831	Management Services
KPMG	Recommendation on risk remediation for a cyber-security audit	129,000	Information Technology
KPMG	Independent advice, support and resourcing plan relating to the Domestic and Family Violence project	76,780	Management Services

Consultant	Project description	Amount (\$)*	Category
KPMG Australia	Delivery of domestic family and sexual violence plans and recommendations on delivery of plans	148,678	Management Services
KPMG Australia	Advice on accounting treatment of existing and future costs in relation to cloud computing arrangement (SAP HANA PaTH Program)	57,200	Finance/Tax
PricewaterhouseCoopers	Market analysis, findings and recommendations for the Staying Home Leaving Violence Program	81,840	Management Services
PricewaterhouseCoopers	Strategic advice on Victims Support Scheme cost reduction	149,370	Organisation Review
Publicis Sapient Australia Pty Ltd	Development of Digital, Information and Communications Technology strategy for Stronger Communities Cluster	70,692	Information Technology
Publicis Sapient Australia Pty Ltd	Strategic operational reporting review of Courts, Tribunals and Service Delivery	103,551	Organisation Review
Sprouta Pty Ltd	Evaluation of Peer Support Programs	76,175	Management Services
Sprouta Pty Ltd	Independent review of business processes and organisation restructure	70,538	Organisation Review
The Behavioural Architects Australia	Literature review and recommendations report on approaches to promote diversity data sharing	58,845	Management Services
University of Melbourne	Evaluation report and presentation for the 'Future Directions Evaluation Strategy and Program' project	504,073	Management Services
ARTD Consultants	Evaluation report and presentation for the 'Future Directions Evaluation Strategy and Program' project	199,815	Management Services

\* Amount includes GST and is rounded to nearest dollar.

### Consultancies under \$50,000

Nature of Services	Number of engagements	Total Amount (\$)*
Finance/Tax	3	71,166
Management Services	17	358,941
Organisation Review	17	421,393
Legal	4	21,181
Training	1	29,559
<b>Total</b>	<b>42</b>	<b>902,240</b>

\* Amount includes GST and is rounded to nearest dollar.

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### 3.3.3 Land disposal

There were no sales of \$5 million or more in 2021-22 other than by tender or public auction. There were no family or business connections between any of the parties involved in property sales.

### 3.3.4 Major works in progress

This section lists major works in progress, including the cost of those works to date and the estimated dates of completion. It also includes details of any significant delays, cancellations or cost overruns in major works.

#### Major Works

##### New Works

Project description	Program project funded under	Total estimated cost (\$'000) <sup>1</sup>	Cost up to 30 June 2022 (\$'000) <sub>2</sub>	Expected completion	Status: Completed, in progress, delays, cancellation or cost overruns
Drug Court Expansion Project	Treasury Consolidated Fund	5,245	0	June 2023	Delay
Improving Local Court Capacity	Treasury Consolidated Fund	1,003	95	June 2023	In progress
Protect Highly Sensitive Data Phase 2	Treasury Consolidated Fund	10,863	11,316	June 2022	Completed with minor overrun
Sustaining Critical Infrastructure Phase 2	Treasury Consolidated Fund	120,000	14,909	June 2025	In progress
Transform Prisoner Rehabilitation	Digital Restart Fund	40,420	7,897	June 2023	In progress

1. Total estimated cost is the estimated cost for the whole project.

2. Cost up to 30 June 2022 is the total cost from project inception through to 30 June 2022.

## Works in progress

Project description	Program project funded under	Total estimated cost (\$'000) <sup>1</sup>	Cost up to 30 June 2022 (\$'000) <sub>2</sub>	Expected completion	Status: Completed, in progress, delays, cancellation or cost overruns
Albury Courthouse Upgrade	Treasury Consolidated Fund	5,000	1,260	June 2023	In progress
Civil Justice Initiatives	Treasury Consolidated Fund	2,565	2,565	June 2022	Completed
Criminal Justice Reform 2 package	Treasury Consolidated Fund	622	148	June 2022	Completed
Digital Courts Reform Program	Digital Restart Fund	33,069	23,820	June 2023	In progress
Domestic Violence -Enhancement in Courts	Commonwealth Fund	9,500	9,259	June 2022	Completed
Electronic Monitoring of Sex Offender Parolees	Treasury Consolidated Fund	3,759	2,564	June 2022	Completed
6 Parramatta Square Relocation	Treasury Consolidated Fund	23,372	9,744	June 2023	In progress
Cyber Security Enhancements	Digital Restart Fund	24,709	0	June 2022	Transferred to recurrent
Prison Bed Capacity Program	Treasury Consolidated Fund	2,416,051	2,336,805	June 2023	In progress
Prison Body Scanners for Correctional Centre	Treasury Consolidated Fund	15,200	15,076	June 2022	Completed
Sustaining Critical Infrastructure (Phase 1)	Treasury Consolidated Fund	100,000	88,825	June 2023	In progress
Youth Justice System Reform Program	Treasury Consolidated Fund	6,058	5,969	June 2022	Completed

1. Total estimated cost is the estimated cost for the whole project.

2. Cost up to 30 June 2022 is the total cost from project inception through to 30 June 2022.

### 3.3.5 Prescribed Open Access Information – Assets, Acquisitions and Disposals

#### Total number and total value of properties disposed of by DCJ in 2021–22

Total number of properties disposed	Total value of properties disposed
2	\$10.3 million (Loss on Disposal)

#### Major Assets and Major Acquisitions

This section lists major assets by category.

Asset Description	Number of Assets
Land and Building	1,534
Plant and equipment	161
Intangible asset	35
<b>Total</b>	<b>1,730</b>

There were no major acquisitions in 2021–22 that were added to the fixed asset register.

## 3.4 Governance and other matters

### 3.4.1 Public interest disclosures

DCJ has a *Public Interest Disclosure Internal Reporting Policy* covering all staff. The policy is consistent with the NSW Ombudsman model reporting policy and the requirements of the *NSW Public Interest Disclosures Act 1994* (PID Act). Actions have been taken to ensure staff are aware of their responsibility under the PID Act, and the policy and corresponding procedures are available to staff on the DCJ intranet. The department's public interest disclosure officers are also identified on the intranet. Under the PID Act, DCJ staff are required to report certain information. This information is shown in the tables below.

**Table 1: Number of public interest disclosures (PIDs)**

Category	Course of their day-to-day functions	Made pursuant to a statutory obligation	All other disclosures
Public officials who have made a PID to the public authority	2	0	0

PIDs received by the public authority in total:

Category	Course of their day-to-day functions	Made pursuant to a statutory obligation	All other disclosures
Corrupt conduct	2	0	0
Maladministration	0	0	0
Serious and substantial waste of public or local government money	0	0	0
Government information contraventions	0	0	0
Local government pecuniary interest contraventions	0	0	0
PIDs finalised	1	0	0

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## 3.4.2 Privacy Management

In accordance with section 33 of the *Privacy and Personal Information Protection Act 1998* (PIIP Act), DCJ publishes a Privacy Management Plan on the DCJ website at:  
<https://www.dcj.nsw.gov.au/statements/privacy.html>.

The Privacy Management Plan is currently being reviewed to reflect DCJ's current structure and the programs it delivers and will be finalised in the 2022–23 financial year.

### Privacy training

The Open Government, Information and Privacy unit facilitated a panel discussion to celebrate Privacy Awareness Week in May 2022, where six panel members discussed the theme of the event, *Privacy: The foundation of trust*. The unit continued to deliver targeted, face-to-face privacy training to DCJ at several sites across NSW in the reporting year, using online video conferencing software (MS Teams) where required. The training provides practical and scenario-based modules that highlight the interaction between DCJ's privacy obligations and its obligations under legislation.

The Open Government, Information and Privacy unit updated the e-learning module 'Privacy and you' that was relaunched in August 2022. The e-learning module is mandatory for all DCJ employees and it is required that staff undertake the module every two years. The training teaches the fundamentals of the PPIP Act, explores the Information Protection Principles and provides an understanding of DCJ's privacy obligations.

### Privacy policies and practices

DCJ continues to review collection notices, consent forms and other privacy obligations for programs and services delivered by DCJ to ensure they comply with the PPIP Act and are fit for purpose.

The DCJ Privacy Policy outlines the personal and health information-handling practices of DCJ. It describes how DCJ deals with personal and health information, highlighting DCJ's commitment to responsible and proper management of information we collect and how we protect the privacy of our stakeholders, staff and members of the public. The DCJ Privacy Policy is available on the DCJ website at:  
<https://www.dcj.nsw.gov.au/statements/privacy.html>

DCJ maintains a Data Breach Response Plan (the Plan) which provides advice about the management of any unauthorised use, modification or interference with personal or health information held by DCJ.

### Privacy advice

In 2021–22, the Open Government, Information and Privacy unit continued to provide privacy advice to DCJ business areas in relation to a range of privacy issues, including privacy best practice for new projects, information sharing and the management of data breaches.

### Internal reviews

In 2021–2022, DCJ received 23 applications for internal review under section 53 of the PPIP Act.

Of the 23 applications:

- four were determined within the statutory period permitted for completion of internal reviews
- two were completed outside the 60-day statutory timeframe by agreement with the applicant
- 11 were either withdrawn; made outside the six-month time period for lodging an internal review; and or failed to substantiate the alleged conduct in order to conduct an internal review
- the remaining six applications were carried forward to 2022–23.

Of the six applications for internal review received and decided in 2021–22, only one resulted in a finding of a breach of the PPIP Act by DCJ.

### Privacy access

DCJ received two applications for access under section 14 of the PPIP Act, both of which were completed during the reporting period.

### Privacy amendments

DCJ received two applications for an amendment under section 15 of the PPIP Act, both of which were completed during the reporting period.

### Section 45 complaints

DCJ did not receive any complaints under section 45 of the PPIP Act for the reporting period.

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### 3.4.3 Right to information (GIPA) – Departmental Reporting

#### Departmental Reporting (Points 1 – 4)

##### 1. Review of proactive release program – Clause 8(a)

Under section 7 of the *Government Information (Public Access) Act 2009* (GIPA), agencies must review their programs for the release of government information to identify the kinds of information that can be made publicly available. This review must be undertaken at least every 12 months.

DCJ regularly reviews its programs to ensure that information that is in the public interest and assists people to access services, is made publicly available. DCJ publishes information about major plans and services to individuals, families, carers, and service providers on the DCJ website at: [www.dcj.nsw.gov.au](http://www.dcj.nsw.gov.au).

DCJ maintains a proactive disclosure of information factsheet that is designed to raise awareness, and to help employees understand their proactive disclosure obligations.

DCJ's proactive release obligations were addressed as part of DCJ's GIPA annual reporting obligations, through a targeted email delivered to every Division within DCJ, requesting them to confirm what information they intend to proactively release. The targeted effort resulted in a few documents being proactively released under section 7 of the GIPA Act via the DCJ website, such as policies, resources, reports, plans, papers, newsletters, and statistical data.

##### 2. Number of access applications received – Clause 8(b)

During the reporting period, DCJ received 3,675 valid, formal access applications under section 9 of the GIPA Act. This number includes withdrawn but not invalid applications.

##### 3. Number of refused applications for Schedule 1 information – Clause 8(c)

During the reporting period, DCJ refused five formal access applications in full and 380 in part on the basis that it was conclusively presumed that there was an overriding public interest against disclosure.

#### 4. Statistical information about access applications for period 1 July 2021 to 30 June 2022 (Schedule 2)

**Table 1. Number of applications by type of applicant and outcome<sup>1</sup>**

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with	Refused to confirm/ deny whether information is held	Application withdrawn	Total	Percentage of Total
Media	1	1	2	2	0	0	1	2	9	0.3
Members of Parliament	2	1	0	0	0	1	0	0	4	0.1
Private sector business	1	2	0	0	0	1	0	2	6	0.2
Not-for-profit organisations or community groups	1	2	0	1	0	0	0	1	5	0.2
Members of the public (application by legal representative)	507	758	9	301	126	77	2	393	2173	76.9
Members of the public (other)	115	268	13	86	24	34	7	81	628	22.2
<b>Total</b>	<b>627</b>	<b>1032</b>	<b>24</b>	<b>390</b>	<b>150</b>	<b>113</b>	<b>10</b>	<b>479</b>	<b>2825<sup>2</sup></b>	<b>-</b>
<b>Percentage of total</b>	<b>22.2</b>	<b>36.5</b>	<b>0.8</b>	<b>13.8</b>	<b>5.3</b>	<b>4</b>	<b>0.4</b>	<b>17</b>	<b>-</b>	<b>100</b>

<sup>1</sup> More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table 2.

<sup>2</sup> More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision.

**Table 2: Number of applications by type of applicant and outcome**

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn	Total	Percentage of Total
Personal information applications <sup>1</sup>	573	978	15	350	142	94	5	437	2594	91.8
Access applications (other than personal information applications)	34	34	7	22	4	9	5	31	146	5.2
Access applications that are partly personal information applications and partly other	20	20	2	18	4	10	0	11	85	3
<b>Total</b>	<b>627</b>	<b>1032</b>	<b>24</b>	<b>390</b>	<b>150</b>	<b>113</b>	<b>10</b>	<b>479</b>	<b>2825<sup>2</sup></b>	<b>-</b>
<b>Percentage of Total</b>	<b>22.2</b>	<b>36.5</b>	<b>0.8</b>	<b>13.8</b>	<b>5.3</b>	<b>4</b>	<b>0.4</b>	<b>17</b>	<b>-</b>	<b>100</b>

1 A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the GIPA Act) about the applicant (the applicant being an individual).

2 More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision.

**Table 3. Invalid applications**

Reason for invalidity	Number of applications	Percentage of Total
Application does not comply with formal requirements (section 41 of the GIPA Act)	922	99.2
Application is for excluded information of the agency (section 43 of the GIPA Act)	7	0.8
Application contravenes restraint order (section 110 of the GIPA Act)	0	0
Total number of invalid applications received	929	100
Invalid applications that subsequently became valid applications	550	-

**Table 4. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the GIPA Act**

Consideration	Number of times consideration used <sup>1</sup>	Percentage of Total
Overriding secrecy laws	0	0
Cabinet information	1	0.25
Executive Council information	0	0
Contempt	0	0
Legal professional privilege	12	3
Excluded information	8	2
Documents affecting law enforcement and public safety	10	2.5
Transport safety	0	0
Adoption	2	0.5
Care and protection of children	366	91.5
Ministerial code of conduct	0	0
Aboriginal and environmental heritage	0	0
Privilege generally Sch 1(5A)	0	0
Information provided to High Risk Offenders Assessment Committee	1	0.25
Information about complaints to Judicial Commission	0	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0	0
<b>Total</b>	<b>400</b>	<b>100</b>

<sup>1</sup> More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table 5.

**Table 5: Other public interest considerations against disclosure: matters listed in table to section 14 of the GIPA Act**

Consideration	Number of times consideration used	Percentage of Total
Responsible and effective government	453	35.5
Law enforcement and security	91	7.1
Individual rights, judicial processes and natural justice	697	54.7
Business interests of agencies and other persons	7	0.6
Environment, culture, economy and general matters	0	0
Secrecy provisions	27	2.1
Exempt documents under interstate Freedom of Information legislation	0	0
<b>Total</b>	<b>1275</b>	<b>100</b>

**Table 6: Timeliness**

Timeframe	Number of applications	Percentage of Total
Decided within the statutory timeframe (20 days plus any extensions)	1156	51.7
Decided after 35 days (by agreement with applicant)	1048	46.9
Not decided within time (deemed refusal)	31	1.4
<b>Total</b>	<b>2235</b>	<b>100</b>

**Table 7: Number of applications reviewed under Part 5 of the GIPA Act (by type of review and outcome)**

Type of review	Decision varied	Decision upheld	Total	Percentage of Total
Internal review	2	7	9	21
Review by Information Commissioner <sup>1</sup>	7	15	22	51.2
Internal review following recommendation under section 93 of the GIPA Act	4	2	6	13.9
Review by NSW Civil and Administrative Tribunal (NCAT)	3	3	6	13.9
<b>Total</b>	<b>16</b>	<b>27</b>	<b>43</b>	<b>-</b>
<b>Percentage of total</b>	<b>37.2</b>	<b>62.8</b>	<b>-</b>	<b>100</b>

<sup>1</sup> The Information Commissioner does not have the authority to vary decisions but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table 8: Applications for review under Part 5 of the GIPA Act (by type of applicant)**

Type of applicant	Number of applications for review	Percentage of Total
Applications by access applicants	43	100
Applications by persons to whom information the subject of access application relates (see section 54 of the GIPA Act)	0	0
<b>Total</b>	<b>43</b>	<b>100</b>

**Table 9: Applications transferred to other agencies under Division 2 of Part 4 of the GIPA Act**

Type of transfer	Number of applications transferred	Percentage of Total
Agency-initiated transfers	69	70.4
Applicant-initiated transfers	29	29.6
<b>Total</b>	<b>98</b>	<b>100</b>

### Ministerial Reporting (Point 5)

Each agency referred to in Schedule 3 to this Regulation (the subsidiary agency) is declared to be part of and included in the parent agency specified in Schedule 3.

The regulation was updated on 27 October 2020, to correctly reflect subsidiary agencies under their parent agency (as specified in Schedule 3).

### NSW Ministers

A Minister's office is classified as a separate agency under the GIPA Act, and under Section 125(2) of the Act, is required to comply with GIPA reporting requirements. Statistics for formal applications received by these agencies are provided in the below table.

These statistics cover the period 1 July 2021 to 30 June 2022. They were provided to DCJ and collated for publication in DCJ's annual report as required by section 125(3) of the GIPA Act.

## GIPA applications received: 1 July 2021 – 30 June 2022

The following table relates only to GIPA Act applications received by the Minister or his/her office in his/her capacity as Minister and NOT the Department.

### New South Wales Ministers

Name	Position	Entries
Dominic Perrottet	Premier of NSW	Recorded
Paul Toole	Deputy Premier, Minister for Regional New South Wales, Minister for Police	Recorded
Bronnie Taylor	Minister for Women, Minister for Regional Health, Minister for Mental Health	Recorded
Matt Kean	Treasurer, Minister for Energy	Recorded
Damien Tudehope	Minister for Finance, Minister for Employee Relations	Recorded
Alister Henskens	Minister for Enterprise, Investment and Trade, Minister for Science, Innovation and Technology, Minister for Skills and Training, Minister for Sport	Recorded
Brad Hazzard	Minister for Health	Recorded
Sarah Mitchell	Minister for Education and Early Learning	Recorded
Mark Speakman	Attorney General	Recorded
Rob Stokes	Minister for Infrastructure, Minister for Cities, Minister for Active Transport	Recorded
Victor Dominello	Minister for Customer Service and Digital Government, Minister for Small Business, Minister for Fair Trading	Recorded
Anthony Roberts	Minister for Planning, Minister for Homes	Recorded
David Elliot	Minister for Transport, Minister for Veterans, Minister for Western Sydney	Recorded
Natalie Ward	Minister for Metropolitan Roads, Minister for Women's Safety and the Prevention of Domestic and Sexual Violence	Recorded for 21 Dec 2021 to 30 June 2022
Kevin Anderson	Minister for Lands and Water, Minister for Hospitality and Racing	Recorded
Geoff Lee	Minister for Corrections	Recorded

Name	Position	Entries
Natasha Maclaren-Jones	Minister for Families and Communities, Minister for Disability Services	Recorded for 21 Dec 2021 to 30 Jun 2022
Sam Farroway	Minister for Regional Transport and Roads	Recorded for 21 December 2021 to 30 June 2022
Steph Cooke	Minister for Emergency Services and Resilience, Minister for Flood Recovery	Recorded for 21 December 2021 to 30 June 2022
James Griffin	Minister for Environment and Heritage	Recorded for 21 Dec 2021 to 30 Jun 2022
Mark Coure	Minister for Multiculturalism, Minister for Seniors	Recorded for 21 Dec 2021 to 30 Jun 2022
Dugald Saunders	Minister for Agriculture, Minister for Western New South Wales	Recorded for 21 Dec 2021 to 30 Jun 2022
Ben Franklin	Minister for Tourism, Minister for Aboriginal Affairs, Minister for the Arts, Minister for Regional Youth	Recorded for 21 December 2021 to 30 June 2022
Wendy Tuckerman	Minister for Local Government	Recorded for 21 December 2021 to 30 June 2022

## The Hon. Dominic Perrottet MP

### Premier of New South Wales Reporting Period 1 July 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	12
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	1	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	1	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	3	3	0	4	1	2	0	0

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	4	3	0	5	1	2	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	9
Decided after 35 days (by agreement with applicant)	3 (COVID-19 agreed extensions)
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>12</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	2	2	4
Review by NCAT	1	1	2
<b>Total</b>	<b>3</b>	<b>3</b>	<b>6</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	4
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Paul Toole MP

### Deputy Premier

### Minister for Regional NSW

### Minister for Police

### Reporting Period 1 July 2021 – 30 June 2022

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	2
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	1	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	1	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	2	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>2</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Bronnie Taylor MLC

### Minister for Women, Minister for Regional Health, Minister for Mental Health Reporting Period 1 July 2021 – 30 June 2022

<b>Number of access applications received</b> Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	0
<b>Number of refused applications for Schedule 1 information</b> Total number of access applications that were refused, either wholly or partly, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Matt Kean MP

### Treasurer

### Minister for Energy

### Reporting Period 1 July 2021 – 30 June 2022

<b>Number of access applications received</b> <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	6
<b>Number of refused applications for Schedule 1 information</b> <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b> , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	1
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	1
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	1	1	0	0	0	1	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	3	0	1	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	4	1	1	0	0	1	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	1
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	4
Decided after 35 days (by agreement with applicant)	2
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>6</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Damien Tudehope MLC

### Minister for Finance

### Minister for Employee Relations

### Reporting Period 1 July 2021 – 30 June 2022

<b>Number of access applications received</b> Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	1
<b>Number of refused applications for Schedule 1 information</b> Total number of access applications that were refused, either wholly or partly, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	1	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	1	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	1
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Alister Henskens MP

Minister for Enterprise, Investment and Trade  
Minister for Science, Innovation and Technology

Minister for Skills and Training

Minister for Sport

Reporting Period 1 July 2021 – 30 June 2022

Number of access applications received Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	0
Number of refused applications for Schedule 1 information Total number of access applications that were refused, either wholly or partly, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Brad Hazzard MP

### Minister for Health

#### Reporting Period 1 July 2021 – 30 June 2022

<b>Number of access applications received</b> <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	2
<b>Number of refused applications for Schedule 1 information</b> <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b> , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	1	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	1	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	2	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>2</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	2
Applicant-initiated transfers	0

## The Hon. Sarah Mitchell MLC

### Minister for Education and Early Learning Reporting Period 1 July 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	1
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	1
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	1

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	1	0	0	0	1	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	0	0	1	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	1
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Mark Speakman SC MP

### Attorney General

### Reporting Period 1 July 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	0
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Rob Stokes MP

### Minister for Infrastructure

### Minister for Cities

### Minister for Active Transport

### Reporting Period 1 July 2021 – 30 June 2022

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	6
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	2	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	1	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	1	0	0	0	0
Members of the public (other)	2	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	5	0	0	1	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	1
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	6
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>6</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	1
Applicant-initiated transfers	0

## The Hon. Victor Dominello MP

### Minister for Customer Service and Digital Government

### Minister for Small Business

### Minister for Fair Trading

### Reporting Period 1 July 2021 – 30 June 2022

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	5
Number of refused applications for Schedule 1 information	
Total number of access applications that were <b>refused, either wholly or partly</b> , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	1	1	0	1	0	1	0	0
Members of the public (other)	0	0	0	2	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	1	0	3	0	1	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	1
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	5
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>5</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Anthony Roberts MP

### Minister for Planning

### Minister for Homes

### Reporting Period 1 July 2021 – 30 June 2022

<b>Number of access applications received</b> Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	4
<b>Number of refused applications for Schedule 1 information</b> Total number of access applications that were refused, either wholly or partly, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	1	0	4	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	3	0	0	0	0
Access applications that are partly personal information applications and partly other	0	1	0	1	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	4
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>4</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. David Elliott MP

Minister for Transport

Minister for Veterans

Minister for Western Sydney

Reporting Period 1 July 2021 – 30 June 2022

Number of access applications received Total number of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	1
Number of refused applications for Schedule 1 information Total number of access applications that were <b>refused, either wholly or partly</b> , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	1	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	1	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	1
Applicant-initiated transfers	1

## The Hon. Natalie Ward MLC

### Minister for Metropolitan Roads Minister for Women's Safety and the Prevention of Domestic and Sexual Violence Reporting Period 21 December 2021 – 30 June 2022

Number of access applications received Total number of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	1
Number of refused applications for Schedule 1 information Total number of access applications that were <b>refused, either wholly or partly</b> , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	1	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Kevin Anderson MP

### Minister for Lands and Water Minister for Hospitality and Racing Reporting Period 1 July 2021 – 30 June 2022

<b>Number of access applications received</b> <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	3
<b>Number of refused applications for Schedule 1 information</b> <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b> , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	1	0	0	2	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	0	0	2	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>3</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Dr Geoff Lee MP

### Minister for Corrections

#### Reporting Period 1 July 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	1
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	1
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	1

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	1	0	1	0	1	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	1	0	1	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	1
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>1</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Natasha Maclaren-Jones MLC

### Minister for Families and Communities

### Minister for Disability Services

### Reporting Period 21 December 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	0
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Sam Faraway MLC

### Minister for Regional Transport and Roads Reporting Period 21 December 2021 – 30 June 2022

<b>Number of access applications received</b> <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	0
<b>Number of refused applications for Schedule 1 information</b> <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b> , because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Steph Cooke MP

### Minister for Emergency Services and Resilience

### Minister for Flood Recovery

### Reporting Period 21 December 2021 – 30 June 2022

<b>Number of access applications received</b> Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2021 and 30 June 2022 is:	0
<b>Number of refused applications for Schedule 1 information</b> Total number of access applications that were refused, either wholly or partly, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. James Griffin MP

### Minister for Environment and Heritage Reporting Period 21 December 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	0
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Mark Coure MP

### Minister for Multiculturalism

### Minister for Seniors

### Reporting Period 21 December 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	0
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Dugald Saunders MP

### Minister for Agriculture

### Minister for Western NSW

### Reporting Period 21 December 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	0
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	0
Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Ben Franklin MLC

### Minister for Tourism

### Minister for Aboriginal Affairs

### Minister for the Arts

### Minister for Regional Youth

### Reporting Period 21 December 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	0
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Of the applications refused, the number that were refused <b>wholly</b> on that basis is:	0
Of the applications refused, the number that were refused <b>partly</b> on that basis is:	0

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
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Not decided within time (deemed refusal)	0
<b>Total</b>	<b>0</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

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Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

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**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

## The Hon. Wendy Tuckerman MP

### Minister for Local Government Reporting Period 21 December 2021 – 30 June 2022

<p><b>Number of access applications received</b>  <b>Total number</b> of applications (including withdrawn or transferred applications, but <b>not</b> including invalid applications) received in between 1 July 2021 and 30 June 2022 is:</p>	0
<p><b>Number of refused applications for Schedule 1 information</b>  <b>Total number</b> of access applications that were <b>refused, either wholly or partly</b>, because the application was for the disclosure of information in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure) is:</p>	0
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Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
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\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

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Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**Table F: Timeliness**

	Number of applications
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Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

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**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

	Number of applications for review
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Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)**

	Number of applications transferred
Agent-initiated transfers	0
Applicant-initiated transfers	0

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### 3.4.4 Consumer response

DCJ recognises that the effective management of feedback and complaints is critical to service delivery and improvement. It provides us with an opportunity to address concerns and issues to create an environment of accountability and transparency in service delivery.

#### Child and Family Services

The Enquiry Feedback and Complaints Unit (EFCU) provides a centralised intake and referral point for feedback relating to child protection services. These include targeted early intervention services, preservation services that provide intensive family support, and out-of-home care and permanency services delivered by both government and funded non-government organisations.

EFCU operates 9.00am–4.30pm, Monday to Friday. The unit can be contacted via telephone (1800 000 164), online, post or email at [complaints@dcj.nsw.gov.au](mailto:complaints@dcj.nsw.gov.au). EFCU aims to resolve complaints within 20 working days, although some complex issues may take longer.

During 2021–22, EFCU managed 11,913 contacts from clients and stakeholders, resulting in 527 formal complaints for review. Complaints related to:

- communication (204)
- service access, processes or procedures (144)
- service quality and delivery (106)
- staff behaviour (67)
- and other feedback (6).

Ninety-six per cent of correspondence was resolved at first contact by EFCU by providing immediate resolutions or relevant advice to requests.

As recommended by the Family is Culture Review Report, DCJ commissioned an independent audit of the feedback and complaints system. The audit was completed by PricewaterhouseCoopers and DCJ implemented all 15 recommended managerial actions on schedule. To promote transparency, the complete audit is publicly available on the DCJ website.

#### Housing services

The Housing Contact Centre Client Feedback Unit (CFU) provides a centralised intake and referral point for feedback and complaints relating to NSW Government housing services. This includes Housing NSW, Land and Housing Corporation and funded Community Housing Providers.

CFU operates in the spirit of minimising client effort by providing one readily accessible unit to process a range of requests for clients and stakeholders.

CFU staff are available via telephone (1800 422 322) 9.00am–4.30pm, Monday to Friday. Alternatively, clients can submit online feedback, send a letter or email [feedback@dcj.nsw.gov.au](mailto:feedback@dcj.nsw.gov.au).

Initiatives across housing services continued to focus on increased communication with clients, improving the timeliness of service requests and additional online resources. During 2021–22, CFU managed 37,206 contacts from clients and stakeholders. 3,620 (10 per cent) of these contacts were formal complaints.

The majority of contacts related to clients requesting a maintenance or tenancy service. The five most common issues of complaint included:

- property issues (899)
- contractor issues (622)
- decision reviews (516)
- behaviour of staff (379)
- services provided (354).

#### Corrective Services NSW

##### Minister and Commissioner

In 2021–22, 1,303 written complaints and enquiries to the Minister for Corrections and the Commissioner of Corrective Services NSW were registered, compared to 974 in 2020–21. Many complaints related to visits, property, alleged unfair treatment of inmates, classification and placement, and inmate health care. A significant number of enquiries related to COVID-19 in correctional centres including the suspension of social in-person visits at correctional centres, and the management of inmates in terms of the precautionary measures implemented to manage COVID-19.

The majority of complaints were received from inmates, family and friends of inmates, solicitors and the NSW Ombudsman.

##### Official Visitors

Official Visitors for adult correctional centres are community representatives appointed by the Minister for Corrections under the *Crimes (Administration of Sentences) Act 1999* to visit correctional facilities. Their role is to facilitate the resolution of enquiries and complaints made by inmates and staff, and to report on the condition of the centre. The majority of enquiries are resolved through discussion with centre management.

Official Visitors provide a combined written report to the Commissioner of Corrective Services NSW, Minister for Corrections and the Inspector of Custodial Services every six months.

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## Corrective Services Support Line

In 2021–22, the Corrective Services Support Line answered 9,932 telephone calls from inmates. This was a decrease of 22 per cent on the number received in 2020–21 (12,677). Disruptions to operating routines in correctional centres during COVID-19, resulted in times where access to phones by inmates, was limited.

Of the calls answered in 2021–22, there were 1,728 (17 per cent) recorded as complaints, compared to 1,904 (15 per cent) of the calls in 2020–21. The category 'medical issues' received the highest number of complaints (268). A high number of complaints to the Corrective Services Support Line were about phones, property and placement.

The category 'phone' received the highest number of enquiries (643). These enquiries were mostly inmates seeking instructions on how to make a personal call. The Corrective Services Support Line also received a high number of enquiries about courts matters, sentence details and money.

## Corrective Services NSW general enquiries email inbox

In 2021–22, the Corrective Services NSW general enquiries email inbox received 2,523 emails (compared with 1,777 in 2020–21). They included 2,480 general enquiries, 32 complaints (compared with 17 in 2020–21), and 44 compliments (with the same number received in 2020–21). Compared with 2020–21, these figures represent an increase of 29.6 per cent in total consumer use of the Corrective Services NSW general enquiries email inbox.

COVID-19 safety requirements for in-person visits contributed to a significant increase in the number of complaints.

## Courts, Tribunals and Service Delivery

Courts, Tribunals and Service Delivery uses the complaints process to improve internal procedures; the Courts, Tribunals and Service Delivery websites and other publications, and to identify training gaps for staff and tribunal members.

## Superior Courts

In 2021–22, the Superior Courts received five complaints. The Supreme Court received five complaints related to delays in service delivery and procedures perceived to be overly complex. The Industrial Relations Commission the Land and Environment Court received zero complaints.

## NSW Civil and Administrative Tribunal

In 2021–22 the NSW Civil and Administrative Tribunal (NCAT) received 513 complaints. The number of complaints received by NCAT is 0.73 per cent of all matters lodged with NCAT. Categories of complaints received during the year included decision dissatisfaction, member or conciliator conduct, timeliness of outcomes and complaints about policy/procedure.

## Court Services

Court Services responds to complaints that have been received by the Office of the Executive Director about the Local Court, District Court, Children's Court, Drug Court, Coroners Court, Sheriff's Office and the Dust Diseases Tribunal. These complaints are either received directly from clients, referred by the Attorney General's Office, or escalated by Court registries for internal review. A significant number of these complaints relate to the Coronial jurisdiction, specifically from family members requesting the coroner to initiate inquests into the death of an individual.

From 1 April 2022, the Office of the Sheriffs assumed responsibility for managing all ministerials and correspondence for their business area.

In 2021–22, Court Services received 197 complaints. Complaints related to service (84), policy or procedure (24) and other issues (89). 'Other issues' comprise complaints that are not related to the key categories of service, policy or procedure, or costs and are predominantly complaints related to Court outcomes, sentencing decisions and Court maintenance.

## Victims Services

For information on Victims Services complaints for 2021–22 refer to Appendix 3.2.4 Report of the Commissioner of Victims Rights.

## Alternative Dispute Resolution and Community Justice Centres

In 2021–22, Community Justice Centres (CJC) received seven complaints. Complaints related CJC mediator conduct and mediation outcome.

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## Youth Justice NSW

In 2021–22, a total of 29 complaints were received by Youth Justice. Complaints related to service delivery (3), policy and procedure (10), and other issues and feedback (16). Twenty-seven complaints were from young people, one was from a legal representative and one from a family member.

In 2021–22, 66 per cent of complaints were resolved within 48 hours. 17 per cent were resolved within three weeks and seven per cent were resolved within four weeks.

The Youth Justice Complaints Guidelines are child-focused and provide for cultural and other support for young complainants. Internal and external oversight mechanisms are also in place to monitor and ensure appropriate treatment of young people, including the protection of their rights under international conventions and NSW legislative frameworks.

Young people in Youth Justice facilities can make complaints to external agencies as well as internally through the complaints system and the ‘locked box’ complaints triage process available in all Youth Justice Centres. These external agencies include:

- **Official Visitors**

Official visitors are community representatives, appointed for up to four years by the Minister for Families, Communities and Disability Services under the *Children (Detention Centres) Act 1987* to visit Youth Justice centres. Their role is to facilitate the resolution of enquiries and complaints made by young people and staff, and to report on the condition of the centres.

- **NSW Ombudsman**

Young people can contact the NSW Ombudsman to make a complaint about their treatment while in Youth Justice custody. The NSW Ombudsman visits Youth Justice centres regularly to ensure that young people have the opportunity to make a complaint that is external to the Youth Justice complaints process.

- **DCJ Feedback Assist**

In 2021–2022, the Feedback Assist complaints management system was available on 22 public-facing websites. During the financial year, there were 1,404 feedback submissions received via the Feedback Assist widget: 869 complaints, 329 compliments, 52 enquiries and 154 suggestions.

### 3.4.5 Research and development

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Evaluation of the social climate of rapid build correctional centres	Through longitudinal survey data, examine differences between rapid build and traditional correctional centres in: <ul style="list-style-type: none"> <li>• staff and inmates' perceptions of social climate, and</li> <li>• staff attitudes towards prisoners and job satisfaction and stress.</li> </ul>	NIL	Completed
Qualitative analysis of social climate in rapid build correctional centres	Through interviews with staff and inmates at rapid build and traditional correctional centres, explore how the different centre models contribute to perceptions of climate.	N/A	Completed
Evaluation of the High Intensity Program Units High Intensity Program Units: Offender throughput	Examine offender throughput in the High Intensity Program Units and factors associated with program completion.	N/A	Completed
Five Minute Interventions: Short-term effects of training on staff attitudes towards prisoners, motivation and ability to support rehabilitation, and job stress and satisfaction	Examine whether staff training in Five Minute Intervention is associated with changes in attitudes towards prisoners, perceived motivation and ability to support offenders' rehabilitation, and job satisfaction and stress, compared to staff who have not been trained.	N/A	Completed
Evaluation of the Alternate Sanctions Program: Within-treatment change	Examine change in substance use, symptoms of substance dependence, and confidence in managing drug taking behaviours among offenders who participate in the program.	N/A	Completed
Implementing digital technologies in prisons: Inmate uptake and perceived value of in-cell digital tablets	Use inmate self-report surveys via the digital tablets to examine: <ul style="list-style-type: none"> <li>• inmates' tablet usage,</li> <li>• perceived value of tablets for improving inmate outcomes,</li> <li>• how tablet use related to perceptions of social climate, wellbeing and autonomy.</li> </ul>	N/A	Completed
The Initial Transitional Support program: Implementation evaluation	Qualitative insights from key stakeholders of the program (including staff from Community Corrections and external Service Providers) about their perspectives on barriers and facilitators to implementing the program.	N/A	Completed
Impact evaluation of the Gurnang Life Challenge program for young adult male offenders in NSW	Examine effects of the program on reoffending outcomes for participants, compared to offenders who were eligible for but did not attend the program.	N/A	Completed

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>Actuarial assessment of domestic violence recidivism risk among custody-based males: The Domestic Violence – Triage Risk Assessment Scale</b>	Examine predictive validity of the The Domestic Violence – Triage Risk Assessment Scale to confirm accuracy in discriminating Domestic Violence recidivists compared to general risk assessments.	N/A	Completed
<b>Quality of the therapeutic alliance and associations with program outcomes for offenders participating in High Intensity Program Units</b>	Examine whether the quality of therapeutic alliance between short-sentenced offenders participating in High Intensity Program Units and their program facilitators changed over treatment, predicted treatment completion and was associated within treatment change.	N/A	Completed
<b>How does the role of custodial staff influence their perceptions of offender rehabilitation and responses to Five Minute Interventions training?</b>	Explore how frontline custodial staff, differ in their attitudes towards and perceived abilities for supporting offender rehabilitation.	N/A	Completed
<b>Process evaluation of the Custody Based Intensive Treatment program for sex offenders: Within-treatment change</b>	Examine intermediate outcomes of participation in the program in treating dynamic risk factors expected to influence offenders' likelihood of sexual reoffending.	N/A	Completed
<b>Mental illness and relationships with reoffending among custody-based offenders in NSW</b>	Leverage data linkages between Corrective Services NSW, the NSW Bureau of Crime and Statistics Research and the Justice Health and Forensic Mental Health Network to explore how psychosis interacts with other risk factors to contribute to reoffending outcomes among people in prison.	NIL	In progress
<b>Process evaluation of parole reforms</b>	Through interviews and surveys with a range of Community Corrections stakeholders evaluate implementation of the parole reforms and current practice in managing parole breaches.	N/A	In progress
<b>Evaluation of Five Minute Interventions: Implementation of Five Minute Intervention</b>	Examine staff perspectives on implementation of Five Minute Intervention training and their ongoing application of skills with inmates.	N/A	In progress
<b>Evaluation of the Pathways to Employment pilot</b>	This project applies mixed research methods to evaluate processes and initial outcomes associated with the pilot.	N/A	In progress
<b>A qualitative analysis of the implementation of digital tablets in prisons</b>	This project draws on interviews with inmates to provide an in-depth understanding of inmates' experiences of the introduction of digital tablets and associated outcomes.	N/A	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>Five Minute Interventions: Skill acquisition and maintenance</b>	This project uses situational judgement tests to assess the ability of staff to correctly identify specific Five Minute Intervention skills, and how (or whether) they employ these skills in specific situations.	N/A	In progress
<b>Five Minute Interventions: Long-term effects of training on staff attitudes towards prisoners, motivation and ability to support rehabilitation, and job stress and satisfaction</b>	Examine whether staff training in Five Minute Intervention is associated with changes in attitudes towards prisoners, perceived motivation and ability to support offenders' rehabilitation, and job stress and satisfaction, in a 12-month follow-up study.	N/A	In progress
<b>Evaluation of Words at Work (W@W)</b>	Examine Corrective Services Industries overseers' attitudes towards prisoners, perceived motivation and ability to support offenders' rehabilitation, and job stress and satisfaction following Five Minute Interventions training and additional W@W training.	N/A	In progress
<b>Phase 2 evaluation of the Practice Guide Intervention</b>	Examine staff perceptions of Practice Guide Intervention content and delivery, and of quality assurance processes; quality of working relationship between offenders supervised in the community and their supervising officers; and quality assurance constructs and compliance.	N/A	In progress
<b>Evaluation of the Workplace Mentor program</b>	Examine whether participation in the Workplace Mentor program is associated with increased compliance with training requirements among junior staff, improvements in staff stress and job satisfaction, and an increased willingness to take on higher duties in senior positions.	N/A	In progress
<b>Implementation evaluation of Strengthening the ILC (SILC) reforms</b>	This project draws on interviews to evaluate staff perceptions regarding implementation of learning centre operations, barriers and facilitators of program implementation, and comparisons to pre-SILC processes.	N/A	In progress
<b>Corrections co-located caseworker project</b>	Consider attitudes of inmates and staff to and the impact of the placement of caseworkers in prisons to support women with children.	\$24,382.05	In progress
<b>Evaluation of the Mothers' and Children's Program</b>	A rapid review of existing research on custody-based programs that support mothers in custody who reside with their children while in custody.	\$33,000	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>Staying Home Leaving Violence</b>	The formal evaluation will assess the service delivery processes and outcomes of the program as well as measure effectiveness of the program, the personal duress alarm response system and provide recommendations to improve response elements.	\$134,545.46	In progress
<b>Evaluation of the Domestic and Family Violence Innovation Fund Round 2</b>	KPMG produced an independent evaluation of 12 of the 13 funded programs under Round 2 of the Innovation Fund to inform future policy and programs developments.	\$308,859	Completed
<b>Sexual Violence in Rural and Remote NSW Research</b>	DCJ (Sexual Violence) has engaged the University of New England to undertake research on sexual violence prevention and response in rural and remote NSW to inform development and implementation of the NSW Sexual Violence Plan.  The research will inform identification of priorities, strategies and actions to prevent and respond to sexual violence in rural and remote NSW.	\$80,000	In progress
<b>NSW Sexual Assault Strategy – Final Review</b>	Erin Cahill Consulting was engaged to undertake a final review of the NSW Sexual Assault Strategy to map the progress of the 26 actions under the strategy and to gauge if it had been implemented as intended.  The final review will inform the development of the NSW Sexual Violence Plan.	\$7,359	Completed
<b>Sexual Assault, Literature Review and Background Paper</b>	Erin Cahill Consulting was engaged to undertake a literature review with a focus on prevention, early intervention and service responses in relation to sexual violence.  The literature review examined innovative and emerging/ promising/good practice in: <ul style="list-style-type: none"> <li>• primary prevention to address causes and risk factors</li> <li>• early intervention to address high-risk populations and settings</li> <li>• service responses, with a focus on priority groups.</li> </ul>	NIL	Completed

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>NSW Government funding for Australia's National Research Organisation on Women's Safety</b>	A memorandum of understanding (MoU) between the Commonwealth of Australia and all states and territories, concerns the operation of Australia's National Research Organisation on Women's Safety. Funding is to improve the evidence base available on domestic, family and sexual violence, to inform policy and practice.	\$544,460	In progress
<b>Australian Housing and Urban Research Institute National Housing and Urban Research Program 2021 – 2024</b>	The National Housing and Urban Research Program delivers high quality, policy relevant research to Australian, State and Territory Governments to inform housing, homelessness and urban reforms and policy development.  The total cost to the NSW government over the three years of the agreement is \$1,848,226 (GST EXC).	\$603,916.48	In progress
<b>Men's Behaviour Change Program Workforce Development – evaluation of Men's Behaviour Change training qualification</b>	DCJ has funded the Education Centre Against Violence to undertake a qualitative evaluation of medium to long-term outcomes of the men's behaviour change training qualification - Graduate Certificate in Men's Behaviour Change Individual and Group-work Interventions.	\$200,000	In progress
<b>Automatic Referral Pathway Impact Evaluation</b>	DCJ has engaged Griffith University to undertake an evaluation of the impact of changes made to the Automatic Referral Pathway program for men using domestic and family violence on 14 February 2022, following a review. The impact evaluation will test the changes over a 12-month period to inform a decision on further extension and funding of the program beyond 30 June 2023.	\$111,963	In Progress
<b>ReINVEST</b>	ReINVEST is a clinical trial conducted by the University of NSW that examines whether a selective serotonin reuptake inhibitor (a class of antidepressant) is effective in reducing offending behaviour in impulsive, repeat-violent offenders, including domestic violence offenders.  The results will focus on whether ReINVEST reduces reoffending. The report is due by 31 October 2022.	\$1,525,000	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>Pathways of Care Longitudinal Study</b>	The The Pathways of Longitudinal Care Study is the first large scale, prospective longitudinal study of children and young people in out-of-home care. It examines the risk and protective factors influencing the physical health, social-emotional wellbeing and cognitive /learning outcomes of children and young people in out-of-home care.	\$1,180,710	In progress
<b>The NSW Child E-Cohort Project</b>	This research partnership with the University of NSW links cross-sectoral and cross-jurisdictional data for around 1.6 million NSW children born since 2001. The analysis will help improve delivery of health and human services to promote better health, development and wellbeing for NSW children, particularly disadvantaged children.	\$0	In progress
<b>Joining the dots - Linking Neonatal Abstinence Syndrome to the future</b>	Research with the University of NSW that links perinatal data and the development and outcomes of mental health disorders in children born with Neonatal Abstinence Syndrome in NSW and the ACT.	\$0	In progress
<b>Uniting Extended Care Project</b>	This is an evaluation being undertaken by the Nous Group of the pilot Uniting Extended Care Project.	\$0	In progress
<b>Promoting the mental health of Indigenous children: systems-level integration of pathways to care</b>	This research partnership with the University of Central Queensland evaluates the effectiveness of systems integration to support the mental health and wellbeing of Aboriginal school-aged children and young people.	\$0	In progress
<b>Epidemiology of congenital heart defects in NSW children</b>	Research with the University of Sydney to examine the health service utilisation, costs, ongoing health, neurodevelopmental and cognitive outcomes for children with a diagnosis of congenital heart defect.	\$0	In progress
<b>Comparing methods for causal inference in studying the effectiveness of child protection service programs</b>	A research project with the University of NSW to identify the best causal inference methods to be used in the evaluation of child protection service programs.	\$0	Complete
<b>Dropping off the Edge Report</b>	Research by the University of Canberra, in which DCJ contributed child protection data to the “Dropping off the Edge” Report 2020, which maps disadvantage across the country based on 22 social indicators.	\$0	Complete

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Evaluation of the Housing Assistance Support Initiative (HASI), and HASI Plus programs	This is an evaluation undertaken by the University NSW of the HASI and HASI Plus programs - state-wide programs funded by NSW Health to provide housing and other support to people who have a severe mental illness.	\$0	Complete
Mental Health Disorders and Cognitive Disability Databank - Update	Research with the University of NSW that uses data from across DCJ to update the Mental Health Disorders Cognitive Disabilities Databank.	\$0	In progress
Early parenthood and out-of-home care: placements, services, and supports	A PhD research project with Sydney University that examines young parents with lived experience of out-of-home care foster/ kinship carers' and frontline practitioners' perceptions of the availability, nature and extent of support available within different types of out-of-home care placements for adolescent mothers and their young children.	\$0	In progress
How Children's Courts make Decisions about Children	Research with the University of Sydney that examines how Children's Courts use evidence and assessments provided by caseworkers, clinicians and other professionals when determining child protection cases.	\$0	In progress
Removals of infants by the child protection system: Examining their nature, extent and impact to guide prevention and early intervention	Research with the Australian Catholic University that aims to increase knowledge about the nature, extent and impact of the removal of infants and newborns from their mothers.	\$0	Complete
COPE A study - Treating substance use and traumatic stress among adolescents	A research partnership with the University of Sydney that is the world's first randomised controlled trial of an integrated treatment for co-occurring posttraumatic stress disorder and substance use disorder among adolescents aged 12-18 years.	\$0	In progress
Aboriginal Dispute Resolution Models for Indigenous Justice	A qualitative study with the University of Sydney that aims to examine the Aboriginal Care Circle Program in Lismore and Nowra as a culturally appropriate alternative to the formal court process.	\$0	Complete

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>Needs of pregnant women and new mothers with a history of current injecting drug use</b>	A qualitative study with the University of Technology Sydney that investigates whether healthcare and social services are meeting the needs and expectations, and providing the support for women who are pregnant or have a new baby and have a recent history of injecting drug use.	\$0	In progress
<b>A place-based model for Aboriginal community-led solutions to complex health and social issues</b>	A University of Wollongong study that aims to address a gap in knowledge of how Aboriginal Cultural Community Organisations and the holistic models they develop contribute to the social health and wellbeing of Aboriginal people.	\$0	Complete
<b>NSW Child Development Study</b>	A partnership with the University of NSW, this is a longitudinal population study of the mental health and wellbeing of a cohort of NSW children. It links administrative records from multiple NSW agencies, including NSW Health, the Department of Education, and DCJ, with cross-sectional survey data for a total of 91,635 children. Multiple papers have been produced and published.	\$0	In progress
<b>African Communities and the Child Protection System in Australia</b>	A partnership with Western Sydney University, this project aims to investigate specific cultural beliefs, values, attitudes, practices and experiences within the various African communities in Western Sydney that influence parenting practices to inform the development and implementation of culturally effective early intervention strategies when working with families from African backgrounds within the Child Protection System.	\$0	In progress
<b>The efficacy of trauma-based therapies for Aboriginal children and young people in out-of-home care</b>	A partnership with the University of Newcastle, this study to complete a Master's thesis aims to investigate if culturally appropriate evidence-based psychological interventions have been successful in reducing trauma symptoms in Aboriginal children and young people.	\$0	In progress
<b>Needs of pregnant women and new mothers with a history of current injecting drug use</b>	Partnership with the University of Technology, Sydney investigates whether healthcare and social services are meeting the needs, expectations, and providing the support for women who are pregnant or have a new baby and are injecting drug use by interviewing DCJ staff that work closely with this group.	\$0	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Early parenthood and out-of-home care: placements, services, and supports	This partnership with the University of Sydney is a PhD project to explore foster/kinship carers' and frontline practitioners' perceptions of the availability, nature and extent of support available within different types of out-of-home care placements for adolescent mothers and their young children.	\$0	In progress
Parenting and intergenerational disadvantage: A population trial of the Triple P system of parenting and family support	This project in partnership with University of Queensland will compare outcomes for communities in Queensland that received the Triple P parenting program with those in NSW that did not receive the intervention.	\$0	In progress
Evaluation of HammondCare Darlinghurst: an aged care home for people experiencing, or at risk of, homelessness	The purpose of this study is to evaluate the value of the HammondCare Darlinghurst Aged Care Home in a holistic way to inform policy and practice in the key areas of policy and service provision for older people at risk of homelessness, i.e. health, mental health, aged care, housing, disability, and social support.	\$0	In progress
Study of St Vincent de Paul Housing tenants' wellbeing and trajectories over time	This partnership with the University of NSW aims to look at the Social and Affordable Housing Fund (SAHF) program utilised by St Vincent de Paul Housing by way of tracking tenant wellbeing and trajectories over time, including after tenants exit the program.	\$0	In progress
Bring Them Home, Keep Them Home	This partnership with the University of NSW supports a Australian Research Council funded project that aims to advance knowledge of child restoration by investigating the lived experiences and outcomes of Aboriginal parents whose children have been restored from care.	\$0	In progress
Supporting and understanding the challenges of Aboriginal identified statutory child protection caseworkers in NSW'	This PhD study with the University of Sydney aims to identify the cultural challenges experienced by Aboriginal identified child protection caseworkers working within DCJ and build knowledge about how staff can be supported in their role.	\$0	In progress
An exploration of decision making for infants in the child protection setting	This qualitative PhD study in partnership with Western Sydney University explores the impact of health information on how courts make decisions about removing infants from birth parents	\$0	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Evidence Bank for priority vulnerable cohorts	Partnership with Western Sydney University to conduct systematic reviews and develop a bank of evidence on effective interventions for priority vulnerable cohorts aged 0-5 years	\$10,000	In progress
Future Directions evaluation	DCJ have commissioned two evaluation consortia to undertake independent process, outcome and economic evaluations of the Future Directions for Social Housing in NSW Strategy as well as the programs and service improvement initiatives under the strategy. The evaluations will examine whether the strategy has achieved its objectives and the effectiveness of the program in scope in improving housing outcomes and supporting independence and wellbeing	\$974,611	In progress
NSW Homelessness Strategy 2018-2023 evaluation	<p>DCJ has commissioned an evaluation of the current NSW Homelessness Strategy 2018-2023 to improve policy and programs designed to reduce homelessness in NSW, as well as support the development of the next iteration of the NSW Homelessness Strategy.</p> <p>The evaluation will encompass 8 of the 10 programs that account for the majority of the strategy's funding, and an examination of the Specialist Homelessness Services outcomes-based commissioning pilot. The evaluation will analyse, synthesise and interpret findings from individual program evaluations – which have been commissioned separately – to draw conclusions at the strategy level.</p>	\$72,751.25	In progress
Specialist Homelessness Service Evaluation	<p>DCJ have commissioned an evaluation of the Specialist Homelessness Services Program. The evaluation findings will be delivered by June 2023, and will be used to inform the approach to contracting and any changes to program from July 2024.</p> <p>The evaluation will examine the outcomes and performance of the Specialist Homelessness Services program from a qualitative and quantitative perspective. It will provide an economic and cost benefit analysis. The findings will support DCJ to realign services with emerging and local needs, and provide opportunities for an increase in Aboriginal market participation. The evaluation will demonstrate the value of the programs.</p>	<p>\$33,193.75 (Part payment for milestone one contract signing.)</p> <p>Total funding is \$350,000</p>	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>Exploring Wellbeing Trajectories of Youth in Australian Kinship Care</b>	This is a PhD study at the Australian National University using Pathways of Care Longitudinal Study to gain a comprehensive insight into the socio-emotional and behavioural wellbeing of young people in out-of-home care placed with relatives or kin.	N/A	In progress
<b>Youth Opportunities Evaluation</b>	Independent evaluation of the Youth Opportunities Program being conducted by the Centre for Evidence and Implementation on the program's outcomes.	\$88,025	In progress
<b>Together Home evaluation</b>	An independent process, outcome and economic evaluation led by AHURI to examine the impact of the Together Home program on homelessness and health and wellbeing outcomes. The evaluation incorporates all three Together Home tranches, including Transition program component, Aboriginal led model in the Hunter, Cost Benefit Analysis and additional case studies.	\$100,712	In progress
<b>Permanency Support Program evaluation</b>	An independent implementation, outcome and economic evaluation undertaken by a consortium led by the Centre for Evidence and Implementation, to examine the impact of the Permanency Support Program reform on permanency and wellbeing outcomes.	\$0	In progress
<b>Cultural Safety and Wellbeing Evidence Review</b>	An evidence review conducted by Gamarada Universal Indigenous Resources to identify activities, practice or principles that ensure the cultural safety and wellbeing of Aboriginal children, young people, families and communities in early intervention services.	\$60,215	Completed
<b>Youth agency and empowerment evidence review</b>	An evidence review being conducted by the Research Centre for Children and Families at the University of Sydney on theories, practices and interventions in Australia and overseas found to foster agency and empowerment in young people.	\$60,338	In progress
<b>Youth socioemotional wellbeing evidence review</b>	An evidence review conducted by the Research Centre for Children and Families at the University of Sydney on interventions that enhance social and emotional skill development in young people.	\$64,848	Complete

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Family Connect and Support Evaluation	The Research Centre for Children and Families at the University of Sydney have been engaged to undertake a comprehensive process, outcome and economic evaluation of the Family Connect and Support Program.	\$127,272.72	In progress
Aboriginal over-representation in the NSW Criminal Justice System quarterly update March 2021	The report shows performance against indicators of Aboriginal over-representation in the justice system.	N/A	Completed
NSW Custody Statistics: Quarterly update June 2021	This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, Indigenous status, most serious offence and the average length of stay.	N/A	Completed
The second tranche of the Table Offences Reform: Impacts on District and Local Court finalisations, time to finalisation and sentencing outcomes	This research assessed the impact of the Tranche 2 table reforms on District and Local Court finalisations, court delay and sentencing.	N/A	Completed
The effect of appointing additional judges on District Court finalisations	This research examined whether the appointment of seven new judges resulted in an increase in the monthly number of finalised matters in the NSW District Criminal Court.	N/A	Completed
NSW Recorded Crime Statistics quarterly update June 2021	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to June 2021, with a focus on the statistical trends for the 24 months ending June 2021.	N/A	Completed
Aboriginal over-representation in the NSW Criminal Justice System quarterly update June 2021	The report shows performance against indicators of Aboriginal over-representation in the justice system.	N/A	Completed
The impact of the 'What's Your Plan?' program on Apprehended Domestic Violence Order breaches and domestic violence	An evaluation of the What's your Plan intervention and its impact on rates of Apprehended Domestic Violence Order breaches and domestic violence offending by Aboriginal defendants.	N/A	Completed

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Breaches of COVID-19 public health orders in NSW	This study described trends in and characteristics of breaches of COVID-19 public health orders detected by the NSW Police Force. This information was also compared with self-reported rates of noncompliance.	N/A	Completed
NSW Custody Statistics: Quarterly update September 2021	This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, indigenous status, most serious offence and the average length of stay.	N/A	Completed
The impact of the NSW Driver Licence Disqualification Reforms on sentencing and reoffending	A report examining the impact of the NSW Driver Licence Disqualification Reforms on sentencing outcomes, reoffending and monthly court finalisations.	N/A	Completed
NSW Recorded Crime Statistics quarterly update September 2021	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to September 2021, with a focus on the statistical trends for the 24 months ending September 2021.	N/A	Completed
NSW Criminal Courts Statistics Jul 2016 - Jun 2021	The statistics present information on the characteristics of defendants dealt with by NSW criminal courts between July 2016 and June 2021. This includes information on the offences, case outcomes and sentences associated with those defendants.	N/A	Completed
Aboriginal over-representation in the NSW Criminal Justice System quarterly update September 2021	The report shows performance against indicators of Aboriginal over-representation in the justice system from September 2018 to September 2021.	N/A	Completed
Improving police risk assessment of intimate partner violence	A report comparing four predictive models of intimate partner re-victimisation, including the NSW Police Force's Domestic Violence Safety Assessment Tool.	N/A	Completed
NSW Custody Statistics: Quarterly update December 2021	This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, Indigenous status, most serious offence and the average length of stay.	N/A	Completed

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
The effect of parole supervision on recidivism	This study aimed to estimate the causal impact of parole supervision on recidivism by comparing outcomes for inmates who were released to parole with those who were released from prison unconditionally.	N/A	Completed
NSW Recorded Crime Statistics quarterly update December 2021	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to December 2021, with a focus on the statistical trends for the 24 months ending December 2021.	N/A	Completed
Have the 2018 NSW sentencing reforms reduced the risk of re-offending?	A study to determine whether the 2018 NSW sentencing reforms had an impact on reoffending rates.	N/A	Completed
Takeaway alcohol sales and violent crime: the implications of extended trading hours	This study examined the impact of the 2016 extension to the trading hours of bottle shops and alcohol home delivery services (from 10-11pm) on the incidence of domestic and non-domestic assault in NSW.	N/A	Completed
Aboriginal over-representation in the NSW Criminal Justice System quarterly update December 2021	The report shows performance against indicators of Aboriginal over-representation in the justice system.	N/A	Completed
Has the rate of domestic and family violence changed in NSW?: Victim survey results from July 2008 to June 2020	This research examined the prevalence of and trends in domestic and family violence in NSW.	N/A	Completed
The impact of the NSW Youth Koori Court on sentencing and re-offending outcomes	This study investigated the impact of the Youth Koori Court, an alternative case management process for Aboriginal young people charged with a criminal offence, on sentencing and re-offending outcomes.	N/A	Completed
NSW Custody Statistics: Quarterly update March 2022	This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, Indigenous status, most serious offence and the average length of stay.	N/A	Completed
NSW Recorded Crime Statistics quarterly update March 2022	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to March 2022, with a focus on the statistical trends for the 24 months ending March 2022.	N/A	Completed

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>New South Wales Criminal Courts Statistics Jan 2017-Dec 2021</b>	The statistics present information on the characteristics of defendants dealt with by NSW criminal courts between Jan 2017 and Dec 2021. This includes information on the offences, case outcomes and sentences associated with those defendants.	N/A	Completed
<b>Trends in domestic violence-related stalking and intimidation offences in the criminal justice system: 2012 to 2021</b>	This paper describes the significant rise in incidents of domestic violence-related stalking and intimidation recorded in NSW over the 10 years to 2021 and their passage through the criminal justice system.	N/A	Completed
<b>Aboriginal over-representation in the NSW Criminal Justice System quarterly update March 2022</b>	The report shows performance against indicators of Aboriginal over-representation in the justice system.	N/A	Completed
<b>Recorded crime statistics report, Quarter 2 2022.</b>	This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995 to June 2022, with a focus on the statistical trends for the 24 months ending June 2022.	N/A	In progress
<b>Criminal court statistics report, June 2022</b>	The statistics presents information on the characteristics of defendants dealt with by NSW criminal courts between July 2017 and June 2021. This includes information on the offences, case outcomes and sentences associated with those defendants.	N/A	In progress
<b>Aboriginal over-representation in the NSW Criminal Justice System quarterly update June 2022</b>	The report shows performance against indicators of Aboriginal over-representation in the justice system.	N/A	In progress
<b>Evaluating Youth on Track: A randomised controlled trial of an early intervention program for young people who offend.</b>	A Randomised Control Trial to assess the impact of participation in the Youth on Track Scheme on recidivism, employment, education, community activity and housing outcomes.	N/A	In progress
<b>Estimating the effectiveness of the High Intensity Program Units</b>	A report evaluating the impact of participation in the Corrective Services NSW High Intensity Program Units on rates of adult reoffending.	N/A	In progress
<b>Using text mining to identify coercive control behaviours in police narratives of domestic violence events</b>	This study investigates a measure of coercive control behaviours constructed from police narratives using a dictionary and rule-based text mining approach.	N/A	In progress

Research and development project or evaluation name	Description	2021–22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
The effectiveness of alcohol interlocks in reducing repeat drink driving and improving road safety	This study focuses on the impact of the Mandatory Alcohol Interlock Program on detected rates of drink-driving, involvement in alcohol related crashes, as well as drive whilst disqualified offences.	N/A	In progress
Predictors of commencement and completion of the NSW Mandatory Alcohol Interlock Program	This research aimed to identify factors which predict commencement and completion of the NSW Mandatory Alcohol Interlock Program.	N/A	In progress
Analysis of trends for Aboriginal women in custody	A study examining trends in the Aboriginal adult female custodial population between March 2013 and February 2021.	N/A	In progress
National Disability Data Asset: Justice test case	The Justice test case is part of the pilot phase of the National Disability Data Asset project. It aims to better understand the characteristics of people with disability who interact with the criminal justice system, both as offenders and victims.	N/A	In progress
An outcome evaluation of the Domestic Violence Electronic Monitoring program	A study examining whether participation in Domestic Violence Electronic Monitoring program is associated with reduced reoffending rates.	N/A	In progress
Are Aboriginal people more likely to be refused bail by police?	This study investigates whether there is a causal relationship between Aboriginality and likelihood of police bail refusal.	N/A	In progress
The impact of changes to liquor licensing policy in NSW on alcohol-related violence between 2000–2019.	To quantify the effect of individual liquor licensing policies, implemented between 2008 and 2018, on assaults in NSW.	N/A	In progress
Evaluation of Local Coordinated Multiagency offender management	An evaluation of the impact of Local Coordinated Multiagency offender management on reoffending by parolees.	N/A	In progress
An evaluation of the NSW Police Youth Action Meetings (YAMs)	To estimate the impact of the NSW Police's Youth Action Meetings on youth offending, victimisation, and safety and welfare.	N/A	In progress
Re-evaluation of the Magistrates Early Referral Into Treatment program	An evaluation of the impact of the Magistrates Early Referral Into Treatment program on reoffending and health outcomes (including ambulance call outs, hospitalisations and deaths).	N/A	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>Birth Cohort Study</b>	This study will use the Human Services Dataset to (1) determine what proportion of children in a birth cohort end up in contact with the welfare and justice systems before the age of 18 and (2) assess the extent to which the information held in child protection reports is helpful in identifying children at risk of contact with the youth justice system.	N/A	In progress
<b>The impact of the length of Apprehended Domestic Violence Orders on compliance and reoffending</b>	A study examining the effectiveness of longer Apprehended Domestic Violence Orders in reducing domestic violence.	N/A	In progress
<b>Differences in Cannabis Cautioning for Aboriginal &amp; non-Aboriginal people</b>	An analysis of factors explaining the disparity in cannabis cautioning between Aboriginal and non-Aboriginal people.	N/A	In progress
<b>Reported cybercrime in NSW</b>	A research study examining the nature of cybercrime in NSW, including the characteristics of victims and offenders, and recent trends in the reporting of these offences.	N/A	In progress
<b>An examination of trends in penalties for drink and drug driving offences in NSW</b>	A research study examining changes in the penalties imposed for drug and drink driving offences since the implementation of the 2019 drink and drug driving reforms.	N/A	In progress
<b>The experience of complainants of sexual offences within the criminal justice system</b>	This research study seeks to examine the experiences of adult complainants of sexual offences with the NSW criminal justice system. Two major pieces of work are being undertaken (1) a qualitative interview study (of both stakeholders and complainants) and (2) a review of trial transcripts for sexual offence matters.	N/A	In progress
<b>An observation study of court bail decision making</b>	An observational study in the NSW Local Criminal Courts to examine factors that are influential in decisions in first court bail hearings, and the reasons why defendants who were bail refused by police are subsequently released by the court.	N/A	In progress
<b>Process evaluation of Drug Supply Prohibition Order trial</b>	A process evaluation of the Drug Supply Prohibition Order trial to determine whether it is being implemented effectively, and any issues that are preventing the orders from being effective.	N/A	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Evaluation of the Walama List	An outcome evaluation of the impact of participation in the Walama List on sentencing outcomes for Aboriginal people and rates of reoffending.	N/A	In progress
How do youth justice caseworkers use the Youth Level of Service/ Case Management Inventory – Australian Adaption in practice? Enhancing understanding of caseworker’s decision-making processes when completing risk assessment instruments.	To investigate the decision-making processes undertaken by Youth Justice caseworkers when completing the Youth Level of Service/Case Management Inventory – Australian Adaption.	\$0	In progress
Collaborative design within a therapeutic Youth Justice unit.	To develop knowledge about the experience, learning and impacts of collaboration between the design research team, Indigenous practice leader and Elders, therapeutic staff, youth officers, and Indigenous and non-Indigenous young people in the custodial youth justice context.	\$0	In progress
Promoting the mental health of Indigenous children: Systems-level integration of pathways of care.	To conceptualise, design, implement and evaluate the effectiveness of systems integration with the objective of supporting and improving the mental health and wellbeing of Indigenous school-aged children and youth.	\$0	In progress
Improving thinking skills in young people in custody with mental illness using social cognitive and neurocognitive remediation therapy: A feasibility pilot study.	To evaluate the feasibility and acceptability of the combined treatments of Cognitive Remediation Therapy and Social Cognitive Remediation Therapy in a youth custodial setting and explore the relationship between neurocognition, social cognition and functional outcomes.	\$0	In progress
Name Narrate Navigate – A Domestic Violence Intervention.	To evaluate a six-week domestic violence group intervention for young offenders in the Hunter New England Region.	\$0	In progress
Investigating recidivism among Australian justice-involved youth.	To examine the validity of the Inventory of Callous Unemotional Traits (ICU) and test the ICU’s ability to predict antisocial behavioural outcomes using Young People in Custody Health Survey data.	\$0	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Towards an effective practice model for youth detention in NSW.	To determine the relationship between the implementation of a best practice model (Core Effective Practice Skills) in NSW Youth Justice Centres and the outcomes for staff and young people in that Centre.	\$0	In progress
Positive Pathways for Vulnerable Adolescents: The Role of a Life Management Program Approach.	To examine the short and longer-term outcomes and pathways of young people who participate in the Ted Noffs' Program for Adolescent Life Management (PALM).	\$0	In progress
Health and Outcomes for Young People who had Participated in the Young People in Custody Health Survey and Young People on Community Orders Health Survey.	To examine longer-term health and justice outcomes for young people who participated in the young people in custody and community health surveys.	\$0	In progress
Reducing young women's offending through improved service delivery (the "Young Women's Voices" project).	To determine how Indigenous and non-Indigenous young women in contact with the youth justice ecosystem experience systems that were historically developed for men and to determine how these ecosystems could better support Indigenous and non-Indigenous young women.	\$0	In progress
Examining changes over time in responses to the Young People in Custody Health Survey (2003, 2009, 2015).	To examine the prevalence of mental illness in young people and adults in custody in NSW over time using the Young People in Custody Health Surveys and the Network Patient Health Survey.	\$0	In progress
Youth Justice NSW Oral History Project: Pilot Study	To inform the development of an "Oral History Project" by piloting and refining interview questions relating to the scope of the project, identifying potential issues, challenges and key areas to explore further.	\$0	In progress
Children must be heard when they cannot be seen.	To examine international human rights and regulation and how these are met or not met by Youth Justice NSW and to determine what avenues do young people in custody have to raise issues about their rights?	\$0	In progress
EPIC Positive Behaviour Scheme – Evaluation	To assess the implementation and expansion of the EPIC Scheme to Reiby Youth Justice Centre.	N/A	In progress

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
Rural Residential Adolescent Alcohol and other drug Rehabilitation Services (Juna Buwa! & Mac River): Assessment of Outcomes	To examine program throughput, outcomes and effectiveness of the rural residential rehabilitation services in supporting young people attending the services.	N/A	In progress
Review of the South Coast Aboriginal and Torres Strait Islander Reintegration and Transition Program (“Ngudjoong Billa program”)	To assess the implementation, program throughput, key outcomes and satisfaction with the Ngudjoong Billa program.	N/A	In progress
Review of the introduction of Dialectical Behaviour Therapy for adolescents at Reiby Youth Justice Centre.	To determine if Dialectical Behaviour Therapy for Adolescents (DBT-A) effectively equips young females in custody with skills in emotional regulation and distress tolerance.	N/A	In progress
Review of the Enhanced Support Unit	To assess the implementation of the Enhanced Support Unit within the Custodial Operating Model and to examine key clinical and behavioural outcomes for young people who spend time in the Unit.	N/A	In progress
Young People in Custody Health Survey 2022	To determine the physical and mental health status of young people in custody in NSW, to assess the relationship between physical and mental health status and demographic characteristics, risk behaviours, trauma, health service utilisation and offending. The project will also identify health needs of young people in custody to inform evidence-based planning of health and youth justice service delivery.	N/A	In progress
What Service Pathways are available within the New South Wales Criminal Justice System for the purposes of Identifying and Managing Young People (under 18) with Neurodevelopmental Impairments?	To understand what assessments, services and other means of assistance currently exist for the purposes of identifying and managing young people with neurodevelopmental impairments in contact with the criminal justice system in NSW.	\$0	Completed
Access and engagement with service for sexual safety (AccESS) study on children and young people with problematic and harmful sexual behaviour.	To examine characteristics and services pathways of children and young people who have displayed problematic and harmful sexual behaviours. The project drew on the perspectives and lived experiences of young people, parents and carers to identify factors that supported or hindered services accessibility and engagement.	\$0	Completed

Research and development project or evaluation name	Description	2021-22 Expenditure (GST EXC) <sup>1,2,3</sup>	Project status
<b>Assessing the Needs of Local Youth to Help Guide Drug and Alcohol Prevention Strategies.</b>	To understand the needs and perspectives of Youth Solutions program participants and the socio-cultural factors that influence their AOD attitudes and behaviours.	\$0	Completed
<b>The Stages of Psychosis in the prison population.</b>	To examine the relationship between different stages of psychosis and offending.	\$0	Completed
<b>Bail and remand: Exiting Options for Young People Experiencing Homelessness.</b>	To evaluate the barriers to finding accommodation that impact on young people exiting custody to exiting.	\$0	Completed
<b>EPIC Positive Behaviour Scheme – Process and Outcome Evaluation</b>	To assess the implementation and key outcomes of the EPIC Scheme at Acmena Youth Justice Centre.	N/A	Completed
<b>Naturalistic Evaluation of a Trauma-Focused Adaptation for Parent-Child Interaction Therapy within a Statutory Child Protection Organisation: Outcomes for Children with a Background of Trauma and Their Caregivers</b>	Evaluation of Parent-Child Interaction Therapy (PCIT) and it's trauma-adapted version across key outcome areas: <ul style="list-style-type: none"> <li>• Caregiver outcomes (mental health, trauma symptoms)</li> <li>• Child outcomes (behaviour, trauma symptoms)</li> <li>• Permanency outcomes and child abuse recidivism.</li> </ul>	N/A	In progress
<b>The efficacy of trauma-based therapies for Aboriginal children and young people in out-of-home care</b>	The study involved a secondary analysis of the existing Psychological and Specialist Services data for the LINKS trauma healing services.	N/A	Completed

<sup>1</sup> N/A indicates projects were completed internally by multiple staff members working on multiple projects simultaneously.

<sup>2</sup> \$0 indicates in-kind support provided internally.

<sup>3</sup> Nil indicates no funds were expended during 2021-22. This does not preclude expenditure occurring during other financial years.

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### 3.4.6 International Travel

DCJ employees made a total of three overseas visits in 2021–22. Reasons for the visits included sharing public practices and processes and fulfilling child protection commitments.

#### Department of Communities and Justice

Officer	Dates	Destination	Purpose of visit
Caseworker <sup>1</sup>	14–17 January 2022	Auckland, New Zealand	To conduct two home visits for children placed in New Zealand
Caseworker <sup>1</sup>	10–13 May 2022	Auckland, New Zealand	To accompany a child for placement in New Zealand
Andrew Karvinen <sup>2</sup>	11 July–5 August 2022	United States of America	To attend a US State Department initiative with CyberNSW

1. Caseworkers are not identified by name in order to protect the identity of the children and young people they have accompanied/visited.

2. The US State Department fully funded the overseas travel and associated costs.

### 3.4.7 Disability Inclusion Action Plan

The *Disability Inclusion Act 2014* formalises NSW's commitment to the United Nations Convention on the Rights of Persons with Disabilities. It requires the creation of two different plans - the NSW Disability Inclusion Plan (DIP) and the Disability Inclusion Action Plan (DIAP).

Disability inclusion planning is one way for governments, public authorities and other organisations to foster a more accessible and inclusive community. It outlines the actions government departments and agencies will take to remove barriers in access to government information, services and employment, and to foster the promotion of the rights of people with disability.

#### NSW Disability Inclusion Plan (DIP)

The NSW Disability Inclusion Plan 2021–2025, released in November 2021, provides a whole of government strategy. The plan has four focus areas that sets out how the NSW Government will improve the lives of people with disability. The focus areas are:

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes.

This four-year plan builds on the work the NSW Government has undertaken to create more accessible and inclusive communities and provides the blueprint for increasing the social and economic participation of people with disability across NSW.

It aligns with the Australian National Disability Strategy and our obligations under the United Nations Convention on the Rights of Persons with Disabilities.

#### Disability Inclusion Action Plans (DIAP)

All NSW Government departments are required to create their own DIAP. DIAPs set out the measures departments intend to put in place to ensure that people with disability can access services and participate fully in the community.

DCJ was formed on 1 July 2019, bringing together the former departments of Justice and Family and Community Services. We have worked in consultation with people with disability and their representative organisations to develop a new DCJ DIAP that promotes disability inclusion across our range of services.

### Key initiatives in 2021–22

During 2021–22 we continued to implement a range of disability inclusive strategies, services and initiatives, as detailed below.

#### DCJ staffing initiatives

In 2021–22 we completed a number of Disability Inclusion Action Plan priorities that support access to meaningful employment.

- We continued to participate in the Australian Network on Disability (AND) 'Stepping Into' Internship Program, offering 20 intern placements in 2021 and 2022.
- We established a new partnership with Asuria, a Disability Employment Services provider, to run targeted recruitment activities for people with a disability using Government Sector Employment Rule 26, and successfully filling eight ongoing and temporary roles across DCJ.
- We retained our AND Disability Confident Recruiter annual accreditation, which ensures that we provide a fair and accessible attraction, recruitment and selection experience for candidates with disability.
- We completed the AND Access and Inclusion Index as a national benchmark. This to help us identify areas of strength and areas requiring additional focus to support DCJ employees with disability throughout the employment lifecycle. We improved our result from 10th of 24 participating organisations in 2019, to fifth of 26 organisations in 2021.
- We were recognised as a top performer for access and inclusion at the inaugural AND Disability Confidence Awards in June 2022. We were the only organisation to lead the index in three different categories – commitment, career development and workplace adjustments.
- We developed of the DCJ Digital Workplace Adjustment Passport (for launch in the second half of 2022), a tool that will help guide employees and managers to have open conversations, capture adjustment needs and ensure ongoing support.
- We piloted and scaled up the Elevate Program, a career coaching initiative, for 20 employees with disability and their managers. This program is designed to build manager skills in having meaningful career development conversations. It also builds employee skills in driving their career development.
- We provided the opportunity for 11 DCJ employees with disability to participate in the Lead the Way leadership development program to build our emerging leader pipelines.

- We continued to improve attitudes and awareness of disability in our workplace through our Disability Employees Network (DEN). DCJ's DEN was the winner of the first DEN of the Year Award at the AND Disability Confidence Awards 2022.
- We continued to provide workplace adjustments for employees with disability to remove barriers, provide equal access to career development and learning opportunities and promote a more inclusive workplace where everyone can achieve their full potential. Our Workplace Adjustment Policy enables adjustments to be provided in a timely, effective and sensitive way to meet the specific adjustment needs of employees with disability. It reflects our commitment to ensuring that the design and implementation of human resources and workplace policies, rules, practices and operations do not create barriers or discrimination.

For further details of our achievements/initiatives for employees with disability, please refer to Appendix 3.1.2 -Workforce diversity of this report.

In 2022–23, we aim to:

- develop disability employment priorities with annual strategies, interim goals and targets (as part of our implementation of the DCJ DIAP and Inclusion Strategy 2021–2025 employment initiatives)
- launch and promote the new Workplace Adjustment Digital Passport across DCJ
- continue to offer 'Stepping Into' Internship opportunities to university students with disability in partnership with AND
- continue to partner with Asuria, a Disability Employment Services provider, to identify opportunities and run targeted recruitment for people with disability using GSE Rule 26
- develop and deliver a pilot mentoring program for employees with disability to support career and leadership development
- continue promoting and supporting the implementation of the Workplace Adjustment Policy and Procedure at the local level, with the support of the DEN
- review and update the DCJ Disability Awareness e-learning modules for launch in 2022–23, to improve employee understanding of the steps and expectations in supporting and managing people with disability.

For further details of our planned initiatives/programs that support employees with a disability, please refer to Appendix 3.1.2 -Workforce diversity.

## Strategy, Policy and Commissioning

Strategy, Policy and Commissioning (SPC) delivers a number of initiatives to support people with disability, including:

- The Justice Advocacy Service – supports victims, witnesses, suspects and defendants with cognitive impairment to navigate the justice system.

Disability Inclusion and Access Guidelines – supports DCJ staff to embed inclusion and accessibility for people with disability when developing and reviewing DCJ resources. Project planning activities during the year included reviewing guidelines and consultation with internal stakeholders.

Person-centred LifeStory profile – we began planning to design a person-centred, strengths-based profile for children with disability in care and protection.

- Implementation and monitoring of Australia's Disability Strategy – DCJ works with the Commonwealth and other NSW agencies to implement, monitor and report on Australia's Disability Strategy. This includes the implementation of Targeted Action Plans and monitoring of Framework and Engagement strategies. During 2021–22, DCJ was involved in multiple working groups, advisory and steering groups and workshops to inform the development of Australia's Disability Strategy.
- Disability Policy oversight in NSW – DCJ supports the ongoing governance and development of informed, evidence-based and appropriate disability policy positions. This is done through the work of the NSW Disability Board and related subgroups. The NSW Disability Board is the whole-of-government representative group that guides the development of disability policy. This board advises the Minister for Disability Services on actions to promote access to the specialist services of the NDIS and general disability inclusion issues. The Board is informed by the NSW Disability Directors' Forum and the NSW Stakeholder Engagement Forum. DCJ continues to support the Board and Disability Directors' Forum to meet regularly and to engage with key stakeholders on key issues such as NDIS service provision, rural and remote disability issues, Aboriginal disability inclusion and advocacy.
- NDIS and Commonwealth engagement – DCJ continues to work with the National Disability Insurance Agency (NDIA) and to support the Minister for Disability Services to ensure the conditions of agreements and standards of service provision for NSW participants in the NDIS are maintained and supported. This is achieved through ongoing regular meetings with the NDIA and supporting the Minister for Disability Services to attend the Disability Reform Ministers' Meeting.

- Disability Advocacy Futures Program – DCJ provides funding to advocacy organisations across NSW to support people with disability to access NSW Government services. The program includes:
  - Individual Disability Advocacy – to assist individuals to access services and supports. Systemic Disability Advocacy – to address systemic issues affecting people with disability.
  - Representative Disability Advocacy – membership organisations run by or on behalf of people with particular disabilities.
- Secretariat support to the Disability Council NSW – DCJ coordinated Disability Council NSW meetings, including preparing submissions and other correspondence on behalf of the Council.
- Supporting the Disability Royal Commission – DCJ holds bi-monthly cluster meetings with internal DCJ stakeholders to keep them informed about the activities of the Royal Commission. This also enable stakeholders to consider any changes in their practice.
- Reducing Social Isolation for Seniors (RSIS) Grant Program – seeks to ensure older people are engaged and active in their communities. There have been two rounds of RSIS with a third round to commence in October 2022.
- Core and Cluster – the NSW Government announced historic investment of \$484.3 million, for housing and specialist supports for women and children experiencing domestic and family violence. The funding will provide \$426.6 million over four years to expand Core and Cluster to deliver and operate new women’s refuges that will support up to an additional 2,900 women and children escaping domestic and family violence, each year. The delivery and operation of new Core and Cluster refuges across NSW impacts a diverse group of stakeholders, including women and children experiencing domestic and family violence, who may be living with disability. Core and Cluster is a crisis accommodation model that moves away from a shared house environment, towards fully independent living quarters with private bathroom and kitchen facilities. It combines the services and supports of a traditional refuge with the independent living facilities of transitional accommodation.
- Disability Taskforce – DCJ established a Disability Taskforce to review all systems, processes, policies and frameworks around the Disability Modifications process. During 2021–22, Phase 1 of the taskforce’s recommendations were completed. A new form creating a single-entry point for clients to request home modifications was introduced. A statewide database was implemented for local offices to track requests for modifications.

## Communications Branch

The Communications Branch continued to support best practice accessibility and an inclusive environment for people with disability.

- DCJ’s communication and marketing ranked 4th out of 26 participating organisations in the 2021 Access and Inclusion Index.
- DCJ launched an Accessibility for Digital Communications policy in September 2021. This policy provides a solid framework for the online and digital environment.
- DCJ ensures events are accessible for and inclusive of people with disability, including through the inclusion of wayfinding, Hearing Loop, mobility aids and live streaming of events for people who cannot attend in person.
- DCJ ensures all graphically designed communications meet Web Content Accessibility Guidelines (WCAG) 2.1 at an AA level. DCJ has developed a guide for freelancers to ensure external designers are aware of these accessibility requirements.
- DCJ developed a Social Media User Guide to ensure information on social media is accessible and inclusive of all users regardless of their ability and environment.
- DCJ has worked to make the DCJ website more accessible through features such as text to speech (ReadSpeaker), Page Assist (options to personalise accessibility requirements), automated languages tool and options to submit accessibility feedback on every page.
- DCJ undertakes regular external reviews of the website and intranet to manage compliance with the mandated WCAG 2.1 AA accessibility requirements.
- DCJ implements ‘accessible by design’ principles for creating user interactions and technical coding of websites and intranet.
- DCJ promote awareness of accessibility through delivery of ‘lunch and learn’, training sessions and ‘eLearning’ modules.
- DCJ ensures all advertising campaigns comply with WCAG 2.1 AA accessibility requirements and use Plain English. Where possible, Easy Read documents are also developed for people with cognitive disability.

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## Infrastructure and Assets

- The Infrastructure and Assets Delivery Plan 2021–22 – shows clear commitment to accessibility and inclusion in all aspects of our work. It is embedded in our culture, training and recruitment, as well as our strategies, projects and infrastructure delivery.
- Infrastructure Support Services (ISS) contract – awarded a new ISS contract resulting in a Portfolio Condition report and data rectification to reflect current condition, capability and capacity requirements for future investment. This will inform development of asset specific Asset Management Plans including detailed multi-year investment requirements for accessibility and inclusion. Work has progressed to undertake condition assessments across all assets. This will include compliance and condition assessment and general WHS inspections, as well as identifying accessibility components. Asset information updated in BGIS information systems and the Infrastructure and Assets Asset Analytics platform – EY Elementary. Asset Management Plans will be developed to support programming of works to address accessibility.
- DCJ Sustainability and Inclusion Fund – started as a pilot in 2021–22 to create an opportunity to invest in employee-led projects and initiatives that help contribute towards achieving sustainability and inclusion outcomes for DCJ. DCJ continues to support this initiative with Infrastructure and Assets co-contributing \$1 million in operating expenses on top of the \$1 million in capital expenses from MCW. This is now seen as a business as usual program to encourage innovation in sustainability and inclusion.
- Executive Champion for disability – focused on the challenge of increasing employment opportunities for people with disability. As executive sponsor of the program, Infrastructure and Assets seeks to lead by example to increase representation of people with disability in Infrastructure and Assets.
- Workplace technology and accessibility – new building at 6 Parramatta Square (6PSQ) purposely designed to support accessibility. The building includes new technology to support wayfinding and accessibility, including Bindimaps and hearing loops. The project includes the development of sustainability action plans with outcomes for partnerships with Australian Disability Enterprises. The building has a dedicated sanctuary space for employees, with a focus on people with disability.

## Corrective Services NSW

Corrective Services NSW has taken the following steps to increase the awareness and accommodation of people with disability:

- reviewed and enhanced an e-learning module for frontline workers called “Is it Dementia?”
- engaged a person with disability in a paid internship through the Stepping Into internship program.
- commencing a review of operations in the Additional Support Unit, which supports offenders with intellectual disabilities in custody.
- Brush Farm Corrective Services Academy provides disability awareness training to give people skills and knowledge required to effectively interact with and facilitate the empowerment of people with disability. The academy also provides specific needs training for case management. The academy delivered a Mental Health Awareness program designed to increase a general understanding and awareness of mental health disorders, including symptoms and associated behaviour.

## Courts, Tribunals and Service Delivery

Courts, Tribunals and Service Delivery have taken the following steps to increase the awareness and accommodation of people with disability:

- Engaging with the Disability Employee Network (DEN) through:
  - promoting the DEN quarterly meetings to staff
  - providing staff updates on topics discussed at quarterly DEN meetings
  - presentation by the DEN at the NCAT 2021–22 Business Planning day
  - keynote presentation by the DEN at the 2022 Court Services regional staff conference
  - reviewing and updating the NCAT Induction program to include information about the DEN for new starters and promoting awareness for existing staff through the NCAT staff monthly update.
- Disability awareness included in revised Court Services induction package for new employees (regional).
- Courts and tribunals seek information to identify support needs by providing application forms that allow parties to give information about support requirements or assistance needed to participate in proceedings.
- Where required courts and tribunals engage Auslan interpreters and use closed captioning to support participation in proceedings.

- Building accessibility is considered when listing matters at non-NCAT venues. All NCAT premises are accessible. NCAT advocates for safe drop zones as required.
- NCAT includes mandatory disability e-learning for all staff and managers in their annual training program.
- Court Services staff undertake Justice Advocacy Service training, which is aimed at increasing the competency of staff in working with and supporting people with a cognitive disability.
- Disability employment opportunity included in advertised vacant Court Services roles.

## Law Reform and Legal Services

- Anti-Discrimination NSW disability project – an awareness raising pilot project that aimed to contribute to improving equity and rights of people with disability in work and employment. The project ran from July 2021 – June 2022. It focused on reasonable adjustments in the recruitment process and in the workplace within the NSW public service. The project involved co-design with DEN leaders and disability sector organisations.
- Anti-Discrimination NSW Easy-read resources – published four easy read resources on the Anti-Discrimination NSW website.
- Webinar for disability advocacy organisations – developed and delivered a webinar to inform disability advocacy stakeholders about our services, disability discrimination according to NSW law, and how to lodge a complaint.

## Youth Justice

Youth Justice has taken the following steps to increase the awareness and accommodation of people with disability:

- As part of a project to renew complaint guidelines, Youth Justice worked with the Centre for Intellectual Disability to develop a highly accessible, client-focused copy of the Youth Justice Feedback and Complaints Guidelines and accompanying set of forms in Easy Read. It combines text with layout and imagery to simplify and explain information. The forms were tested with young people.
- Youth Justice began delivering actions from the Youth Justice Disability Action Plan. The plan aims to improve outcomes for young people with disability involved with Youth Justice under the themes strengthening partnerships, early intervention and diversion, workforce capability, improving the evidence, service delivery and rights and inclusion.

- Developing a screening tool for disability, mental health and experience of trauma for young people in contact with Youth Justice. All Youth Justice Psychologists have been trained and accredited in Westerman Aboriginal Symptom Checklist Youth (WASC-Y & WASC-A) which is the first culturally and scientifically validated psychological test developed specifically for Aboriginal young people. It identifies Aboriginal young people at risk of depression, suicidal behaviours, drug and alcohol use, impulsivity, anxiety and cultural resilience as a moderator of risk.

## Office of the Senior Practitioner

The Office of the Senior Practitioner has provided a range of training programs:

- The Caseworker Development Program – an entry level training program for new child protection caseworkers who join DCJ. It supports new caseworkers to develop their knowledge and skills in working with children and parents with disability.
- The Practice Leadership Development Program – a learning program for managers casework and managers client services. This includes learning about supporting staff with disability through inclusion, collaboration and advocacy skills.
- Change Together – a training program for Family Preservation and Early Intervention non-government organisation providers. This includes content on supporting children and parents with disability.
- Quality Service Review of Structured Decision Making Assessment tools and SIC Assessment Model – Advocates of disability services are being consulted on the design of the tools.

## DCJ Districts

The individual DCJ districts have taken a number of steps to increase the awareness and accommodation of people with disability.

- Celebrating International Day of People with Disability through internal communications, local events in community offices and centres and central office speakers.
- Hunter and Central Coast District Inclusion Action plan has been co-developed with staff to identify ways that we can make our district more inclusive. Disability is one of the six key areas upon which the plan focuses. During 2021–22 we ensured all staff involved with recruitment completed the Disability Confidential for Recruiters training. We also commenced training for all Hunter and Central Coast managers on workplace adjustment.

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- Sydney, South Eastern Sydney and Northern Sydney District officially launched its DIAP on 16 November 2021. During 2021–22, District executives, who are members of the DEN, reported on progress and staff were encouraged to complete Disability confident training modules.
  - Murrumbidgee, Far West and Western NSW District developed and implemented a new Disability Inclusion Action Plan. Key aims include promoting disability awareness learning modules and other disability resources to staff and reviewing recruitment processes to increase the percentage of employees with disability. The plan also seeks to ensure full utilisation of NDIS entitlements for children in care and improved access to disability modifications for public housing tenants working with the NSW Land and Housing Corporation.
  - South Western Sydney District has set a target to increase disability representation to 5.6 per cent by 2025. To achieve this, the district has committed to the following actions:
    - advertising of all positions to specialist disability recruitment portals and media
    - include a statement encouraging applications from people with disability in all job advertisements
    - implement listening circles with disability staff
    - promote Disability Confident (for Managers) e-Learning
    - formal support plan/reasonable adjustment implemented for employees with disability.
  - Illawarra, Shoalhaven and Southern NSW:
    - launched its DIAP in December 2021
    - promoted the Workforce Diversity Survey
    - reviewed Workforce Analytics data
    - commenced targeted recruitment planning
    - DIAP Manager’s Resource Kit under development
    - commenced Office Accessibility Audits
    - held a Leadership Forum with Inclusiveness theme.
  - Western Sydney and Nepean Blue Mountains District Disability Advisory Committee provides the District with an overview of how best to support, retain and employ people with disability in our district. The committee also provides staff with new communication channels, peer group support and an increased understanding of issues faced by people with a disability in the workplace. The committee will focus on:
    - support for staff with disability
    - identify opportunities to strengthen manager responses to employees with a disability, and recruitment practices
    - promote mental health awareness; and information about disability supports to employees in general.

### 3.4.8 Compliance with Carers (Recognition) Act 2010

DCJ recognises the valuable contribution that carers make to our society and is the public sector agency responsible for implementing the *Carers (Recognition) Act 2010* (the Act).

The NSW Carers Charter, which forms a part of the Act, contains 13 guiding principles for NSW public sector human service agencies on issues of significance for carers. This includes respect and recognition, inclusion in decision-making, and access to services they may need.

A carer, for the purposes of the Act, is an individual who provides ongoing personal, care, support and assistance to any other individual who needs it because that other individual:

- is a person with a disability within the meaning of the Disability Inclusion Act 2014
- has a medical condition (including a terminal or chronic illness)
- has a mental illness, or
- is frail and aged.

During 2021–22, DCJ supported carers in a variety of ways, as described below.

#### Consultation and liaison with Carers

NSW Carers Advisory Council engages with and supports carers in the following ways:

- We provided secretariat support to the NSW Carers Advisory Council. This Council was established under the Act to advance the interests of carers in NSW. The majority of Council members have current or previous experience of being a carer.
- The Council met five times over 2021–2022 and had one planning day as well as convening subcommittees.
- The Council provides advice and submissions to the NSW Government on the impact of policies and programs on carers and meets with the Minister for Families and Communities regularly. Activity throughout 2021–22 included advising the Minister and advocating on behalf of carers on various issues including:
  - digital inclusion for carers during the pandemic
  - the difficulties faced by carers with obtaining information and accessing the COVID-19 vaccine
  - the parliamentary inquiry into the Current Scheme Implementation and Forecasting for the NDIS
  - limited timely access to primary health networks in regional areas.

- Priorities for the Council in 2021–22 included:
  - publishing the Carers Missing Out report: a scoping study following the introduction of the NDIS and holding two online workshops to promote the report’s findings.
  - engaging with carers through online conversations forums. Two forums were held in 2021–22, one focusing on Aboriginal carers and one on all carers.

#### NSW Carers Strategy

- The NSW Carers Strategy: Caring in NSW 2020–2030 is a whole-of-government and whole of community 10-year plan.
- The strategy supports NSW public sector agencies to meet obligations under the Act. It aims to recognise and value carers and ensure carers are consulted on policy matters that impact on them.
- The strategy has four priority areas:
  - Priority 1: Carers have better access to information, services and supports
  - Priority 2: Carers will be recognised, respected and empowered
  - Priority 3: Carers have improved financial wellbeing and economic opportunities
  - Priority 4: Carers have better health and wellbeing.
- The strategy is supported by action plans every two years, commencing with 2020–2022.
- The first two-year action plan contains 29 actions and is due to conclude in December 2022. 13 actions have already been implemented and the remainder having either commenced or are planned to commence.
- The 13 completed actions address all four priority areas of the strategy and include:
  - a well utilised carers landing page on the Service NSW website
  - the introduction of Carers NSW “Know your Rights” webinars and factsheets
  - the Women’s NSW Financial Toolkit now includes a carers category
  - the NSW Health – Your Room website provides resources for carers and families affected by alcohol and drug issues.
- An Interdepartmental Committee was established to lead the action plan and encourage collaboration between public service agencies on the strategy. It will further inform progress against current and future action plans.

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## Carers Investment Program

- The Carers Investment Program is a three-year grants program that commenced in 2018–19. It provided \$5.6 million over three years to 12 services to deliver 14 innovative support projects for carers.
- A diverse range of projects were funded, such as support for carers to re-engage with paid work, development of a Carer Readiness Tool to improve carers engagement with clinicians, and projects that focused on young carers, culturally and linguistically diverse carers and Aboriginal carers.
- Six projects concluded by 30 June 2021. Eight projects were extended to December 2021 to provide the organisations with additional time following the disruption of COVID-19, to finalise projects, document and share the learnings and develop a sustainability plan. All projects are now complete.

## Carers Week

- National Carers Week was held from 10 to 16 October 2021. The NSW Government launched two campaigns to raise awareness of carers and their contributions to our community.
- The first campaign celebrated the dedication and hard work of carers and acknowledged their contributions.
- The second campaign encouraged hidden carers to self-identify and access resources. It featured content and advertising in community languages. The campaign included web, social media, and traditional media elements. It ran for three weeks and resulted in significant interest in the translated resources on the Carer Gateway website.
- DCJ funded 355 grants for Carers Week. The grants could be used to hold community events or activities, or to distribute care packages to carers across NSW.
- DCJ funded Carers NSW 2021 one-day conference. The conference was held online, with papers presented by the NSW Carers Advisory Council, Carers NSW and DCJ People Division.

## Companion Card

- The Companion Card program supports people with lifelong disability to participate in the community. It provides free access to venues and events for a cardholder's companion. The Companion Card is provided for life, free of charge, and is exempt from means testing.
- Cardholders and their companions have access to a range of organisations, including transport, sporting and entertainment providers throughout the state.
- As of 30 June 2022, there were more than 40,000 cardholders in NSW.

## Women offenders

- The Premier's Priority to Reduce recidivism in the prison population has a dedicated work stream for 'Women as Parents.' This work includes work that impacts on carers and advocates of carers.
- Initiatives that support agency obligations under the Act include:
  - The 'Caring through Contact' project was developed in partnership with the Court-Ordered Contact Reference Group. It consists of government and non-government stakeholders. A set of principles and recommendations will inform future business cases. This will improve contact between incarcerated women and their children. It will also improve the quality and availability of information for mothers, children and carers.
  - The Co-located Child Protection Caseworker project integrates DCJ-employed child protection caseworkers into seven women's correctional centres in NSW. The project operates in Emu Plains, Dillwynia (Area 1 and Area 2), Silverwater, Mid North Coast, Clarence and Wellington and two satellite sites, Bathurst and Broken Hill. The caseworkers provide services to women whose children are in contact with child protection agencies or the out-of-home care system. The caseworkers facilitate engagement with the system (and where appropriate their children and carers) while women are incarcerated.

## Anti-Discrimination NSW

- Anti-Discrimination NSW continues to be a member of the Carers NSW Carers Rights Education Network.
- Anti-Discrimination NSW facilitated two webinars with Carers NSW for carers, one of the webinars was specifically for young carers.
- Anti-Discrimination NSW presented at the Carers NSW Conference 2021. The presentation was about Anti-Discrimination NSW services and carers and disability discrimination.

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## Educational strategies

### Aboriginal offenders

- The Aboriginal Strategy and Policy Unit provides advice to Aboriginal stakeholders and other organisations to assist Aboriginal carers in the community. This includes assisting carers upon release from Corrective Services NSW custody.
- The Aboriginal Strategy and Policy Unit holds several roles in local and state-wide reference groups, including:
  - Co-located Child Protection Case Workers Steering Committee
  - Women’s Advisory Council
  - Aboriginal Advisory Committee
  - Staying Quit Advisory Committee
  - Justice Reinvestment Advisory Council
  - Aboriginal Cultural Awareness Training (Kinship and Kinship responsibilities)
  - Corrections Aboriginal Mentor/Mentee Program
  - Dubai Gonyah Program (Aboriginal Housing Office, Tharawal Aboriginal Corporation, and Marin Weejali Aboriginal Corporation).
- Corrective Services NSW engages Aboriginal community leaders and other cultural experts to consider and include Aboriginal perspectives and knowledge in the design and development of its programs and services.

### Anti-Discrimination NSW

- Anti-Discrimination NSW celebrated Carers Week by featuring an interview with the CEO of Carers NSW Elena Katrakis in the Anti-Discrimination NSW monthly newsletter.

### Families of offenders

- The Children and Family of Offenders Steering Committee (CFOSC) provides input and strategic oversight of policy and project co-ordination for services that directly impact on the children and families of offenders. CFOSC is chaired by the Deputy Commissioner of Corrective Services NSW and meets bi-monthly. Its membership includes representatives from all divisions of Corrective Services NSW as well as other government and non-government agencies, and academics. This forum enables community agencies interested in the wellbeing of families and children of offenders to provide expert advice to inform decisions and practical solutions, and information to staff and members of the public, and to raise awareness of the importance of the relationship between offenders and their families and communities.

- Family Matters: A Strategy for Service and Program Provision to Children and Families of Offenders acknowledges the impact that incarceration can have on the families of inmates. It recognises the important role families play in supporting inmates while in custody and with successful reintegration. The strategy also highlights the link between maintaining positive familial relationships during periods of incarceration and the impact this can have on recidivism. The strategy sets out an ongoing commitment by Corrective Services NSW to offenders and their families. This will improve wellbeing and contribute to positive mental health outcomes through effective case management, reintegration and visitation policies and practices.

### Other initiatives to support carers

- Corrective Services NSW funded the evaluation of the Co-located Child Protection Caseworker service in 2021. The summative evaluation report is due in 2023.

### Actions taken to ensure staff are aware of and understand the principles of the NSW Carers Charter

During 2021–22, DCJ ensured staff awareness and understanding of the NSW Carers Charter:

- DCJ achieved Level 2 Carers Accreditation (Commit) from Carers NSW, one of only two NSW Government organisations to successfully achieve this benchmark. Accreditation demonstrates that DCJ is recognised as a supportive employer of people with caring responsibilities.
- DCJ continued to partner with Grace Papers to promote the DCJ Parents and Carers Hub. This hub provides a range of resources, programs and tips designed to support employees who are parents and carers.
- DCJ launched the DCJ Carer’s Network during Carer’s Week in 2021. This network empowers employees with Carer’s responsibilities to participate in the development of DCJ policies, procedures, strategies and to promote a workplace culture that ensures equity of opportunity and freedom from discrimination.
- DCJ launched the mature workers network ‘SAGE,’ to coincide with the launch of the DCJ ‘Managing with Maturity Action Priorities.’ These initiatives will help us better understand and support employees as they age (particularly employees with carers’ responsibilities), decrease age bias in the workplace, and create opportunities for mentoring and knowledge transfer.
- DCJ continued to implement the Better Ways of Working Flexible Work Framework across DCJ. This framework focuses on team-based flexible work design, to support the flexibility needed by carers.

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- DCJ conducted research on the experience of employees who take parental leave and carer's leave at DCJ to develop best practice tools and resources. DCJ also prepared a pilot to commence in June 2022 of a tech platform that will automate HR processes to better support these employees with leave.
  - DCJ monitored employee engagement scores for employees who are carers through the People Matter Employee Survey 2021. The overall employee engagement score for employees who are carers increased from 64 per cent in 2020 to 66.1 per cent in 2021, which is marginally higher than the 2021 score of 65.5 per cent for all DCJ staff.

### **Aspirations for 2022–23**

In the year 2022–23, DCJ aspires to:

- develop and implement additional initiatives that aim to support and improve inclusion for employees who are carers, as prioritised in our new DCJ Inclusion Strategy 2021–2025 and DCJ Managing with Maturity Action Priorities
- continue to promote the DCJ Parents and Carers Hub resources
- continue to fund and support the DCJ Carer's Network and SAGE Network to build their memberships and co-host events
- continue to promote the job share platform to identify opportunities for all employees to work part-time yet maintain career progression
- continue to monitor employee engagement scores for carers through the People Matter Employee Survey
- develop and publish the second action plan 2022–2024 of the NSW Carers Strategy.

### 3.4.9 Multicultural Policies and Services Program

The Multicultural Policies and Services Program is the mechanism for NSW Government agencies to show how they are planning effectively for people of multicultural backgrounds, and to report on progress.

During 2021–22, we developed a new multicultural plan for DCJ and continued to implement a range of initiatives to support multicultural communities in NSW.

#### Key initiatives in 2021–22

##### Anti-Discrimination NSW

Anti-Discrimination NSW delivered a number of initiatives to positively impact people from multicultural communities.

- Anti-Discrimination NSW consulted with Mandarin, Cantonese, Arabic, Vietnamese, Hindi and Korean speaking communities to find out their experiences of racism, race discrimination and any barriers to using Anti-Discrimination NSW services. This consultation will support Anti-Discrimination NSW to develop relevant and enhanced engagement, promotional and service strategies.
- Anti-Discrimination NSW redeveloped their website and translated key content into 22 community languages. They also translated their complaint form into 22 languages.
- Anti-Discrimination NSW was part of TAFE NSW's 'Racism Not Welcome' campaign on 21 March 2022. Anti-Discrimination NSW board member Melissa Monteiro was part of a panel discussion about the Racism Not Welcome campaign. Racism Not Welcome signs were also installed on TAFE NSW campuses across Sydney. The Project aimed to promote anti-racism culture at TAFE NSW and create culturally safe environments to work and learn.
- Anti-Discrimination NSW provided all clients requiring interpreting services with access to accredited interpreters.
- Anti-Discrimination NSW provided all clients requiring translations of their complaints with accredited translations.

##### Religious Leaders Seminars on Domestic and Family Violence issues

The DCJ Multicultural Policy and Engagement (MPE) unit delivered two half-day seminars about Domestic and Family Violence to community and religious leaders across regional and metropolitan NSW. These were held in Newcastle and Auburn. Many seminars had to be postponed due to COVID-19 restrictions.

The seminars included:

- information on the cycle of violence, impact on children and legislation around domestic and family violence, including Apprehended Domestic Violence Orders.
- a justice panel consisting of Victim Services, Domestic Violence Line, Legal Aid and NSW Police. The unit delivered two seminars in the reporting period, in Newcastle and Auburn.

##### Interpreter training, building knowledge and capacity

The MPE unit partnered with Multicultural NSW to develop video resources to support interpreters working in NSW courts. The videos provide key information for interpreters to ensure they are confident in undertaking assignments in NSW courts.

##### Community Liaison Officers – community engagement program

The Community Liaison Officers (CLOs) in the MPE team deliver a number of multicultural community engagement activities across NSW in 2021–22.

- The CLOs host an annual Law and Community Expo targeting multicultural communities, mainly newly-arrived refugees, skilled migrants and international students. The expo includes stalls from various justice and legal services, such as NSW Police and Legal Aid NSW. In the reporting period, a Law and Community Expo was hosted at Wetherill Park TAFE, which attracted 200 people.
- The MPE team supports the Southwest Sydney Domestic Violence Committee to deliver the annual Sydney West domestic and family violence Conference. The conference informs service providers of best practice when working within the domestic and family violence sector.
- The MPE team delivered online COVID-19 information seminars for multicultural communities in collaboration with agencies such as NSW Health, TAFE NSW, Service Australia, the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), Service NSW, NSW Police and Southwest Sydney Domestic Violence Committee
- The MPE team delivered online 'Ask the Expert' sessions for newly arrived adults and refugee students enrolled in the Adult Migrant English Program at TAFE NSW
- The MPE team delivered face-to-face legal information sessions for newly arrived high school students enrolled in Intensive English Centres
- The MPE team delivered domestic and family violence conferences and sessions tailored to meet the needs of multicultural communities

- The MPE team delivered men's group sessions addressing a number of topics, including domestic and family violence awareness and cyber safety/online scams
- The MPE team delivered online Immigration Information Session for Afghan Community members to increase economic empowerment for women from multicultural communities
- The MPE team delivered online 'Introduction to Law' session for the Cambodian Community
- The MPE team delivered online wellbeing session for Nepalese Community members, in partnership with the NRNAA Women Forum Nari Nikunja Australia
- The MPE team delivered a Communities in Cultural Transition Forum, hosted by STARTTS, to assist newly arrived, small and emerging communities from refugee backgrounds to develop their leadership and governance skills
- The MPE team delivered supporting NSW Treasury by convening a CALD Women's Economic Empowerment consultation
- The MPE team delivered an online information session for people who moved to Australia as a result of conflict in Ukraine, delivered in collaboration with Legal Aid, Red Cross, STARTTS and Settlement Services International.
- The MPE team held three rounds of consultation to inform the development of the 2022–2025 Multicultural Plan during 2021–22.

### **Domestic and Family Violence Framework for CALD communities**

The MPE team began consulting with service providers and people with lived experience to inform the development of a domestic and family violence Framework for CALD communities. This is in response to recommendation 17 of the Domestic Violence Death Review Team Report (2017–2019). The framework will aim to improve how we work with and support CALD communities who come into contact with the Justice system due to domestic and family violence.

### **Multicultural Data Research Project**

The MPE team were awarded a sustainability and inclusion grant to investigate how service and program areas capture data on CALD clients. The project outcomes will recommend a minimum data set and best practice approach to data collection.

### **Revised Identity and Culture Practice Mandate**

In October 2021, DCJ published the revised Identity and Culture Practice Mandate for practitioners. The revised mandate:

- expands policies, procedures and practices to maintain and build the culture of children and young people in care, including strengthened directions about cultural support planning for every CALD child, so that it is developed in a culturally safe, trauma-informed way
- includes new advice about the effects of torture and trauma on refugees, learning cultural languages, taking part in cultural activities and providing training to non-CALD carers of CALD children.

### **Youth Justice**

Multiculturalism was at the forefront of Youth Justice initiatives, including:

- continuing our targeted multicultural caseworker positions, which support service delivery within the community
- using the 'responsivity' principle of offence-focused case management and acknowledging young people's relationship to culture as an integral part of casework
- facilitating the Youth Justice Multicultural Advisory and Working Group, meeting quarterly to provide advice to Youth Justice on new policies and programs, renewing its Terms of Reference and sought expressions of interest for new members
- operating the PASIFIKA program at Cobham Youth Justice Centre, that addresses violence, gang issues and underlying issues that can lead to young people from Pacific communities engaging in offending behaviour
- delivering cultural programs, including targeted programs for young people from Pacific communities, African countries and with refugee backgrounds at Youth Justice Centres
- commencing a project to support Youth Justice caseworkers to incorporate young people's cultural backgrounds into criminogenic responses.

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## Office of the Senior Practitioner

The Office of the Senior Practitioner (OSP) made an active effort to promote and facilitate multiculturalism with a number of initiatives.

- The Multicultural Caseworker Program maintained 68 tagged multicultural caseworker roles across NSW to meet the needs of emerging communities. In 2021–22, the program had multicultural caseworker roles representing 22 CALD communities and 41 different community languages. Newly targeted communities including Urdu speaking Bangladesh and Pakistan communities were added to the program.
- Multicultural caseworkers received an average of 75 requests per month for cultural consultation. The Multicultural Services team referred about half of these (455 in total over the year) to appropriate multicultural caseworkers.
- A video initiative commenced in 2021–22 with scripts developed for two short promotional videos to support multicultural casework practice. One video focused on promoting cultural consultation, outlining the benefits of increasing understanding of culture and developing better relationships with families built on knowledge and respect. This video was promoted on DCJ Casework Practice intranet. The second video promoted targeted recruitment of multicultural caseworker roles to support building a more culturally diverse workforce. It will be promoted by DCJ Talent Acquisition and on DCJ social media outlets.
- Multicultural Services convened quarterly meetings with peak multicultural agencies about DCJ services and programs. Presentations for consultation and discussion included DCJ Unaccompanied Humanitarian Minors (UHM) program, Community Services Mandatory Reporting Guide and assessment tools, DCJ Permanency Support Program Learning Hub Project and DCJ Multicultural Plan and website for Multicultural Communities.
- OSP celebrated Harmony Day with a panel of speakers discussing inclusion and the importance of talking and listening to CALD children and young people when making decisions about their lives. Practitioners across NSW joined this online event.
- OSP produced a resource to assist caseworkers to develop a cultural support plan with a child in out of home care. OSP partnered with districts to develop local templates and practices to improve cultural support planning for multicultural children in out-of-home care. OSP supported districts to understand data related to cultural support planning and provided guidance via practitioner newsletters and forums.
- OSP facilitated a forum to educate practitioners about the experiences and challenges for CALD clients of DCJ living in COVID hot spot areas during the pandemic.
- OSP partnered with Refugee Council of Australia to deliver an online event to educate practitioners about the refugee experience.
- OSP developed six multicultural snapshots to support DCJ Practice resources and products. These resources support DCJ practitioners to understand cross-cultural attitudes, practices, norms, behaviours and communication of a particular CALD community, with a focus on child protection. The snapshots help to give insight into the cultural and social environments of migrant and refugee communities settling in Australia.
- OSP delivered two Culturally Reflective Practice workshops to NGO staff in the Hunter district. The workshops focused on newly arrived migrant and refugee communities in the context of the child protection system.
- OSP developed a webpage to improve availability of plain English information on child protection and the law for CALD communities.
- OSP partnered with Greater Newcastle Multicultural Domestic and Family Violence Sub-Committee to engage religious and community leaders to educate newly arrived refugee communities about Domestic and Family Violence and child protection issues.
- A culturally capable practice for CALD families was included in the Change Together program (a learning program for Family Preservation and Early Intervention DCJ funded NGOs).
- OSP developed the ‘Culturally capable leadership’ module in the Practice Leadership Development Program. OSP consulted with Multicultural Services and multicultural caseworkers to develop the program.
- The Mary Dimech Award for Multicultural Practice was awarded to a DCJ multicultural caseworker. A video of the caseworker talking about the importance of culture in supporting children and families was shared on DCJ social media and to internal audiences.
- A video was created to encourage the participation of children and young people on all aspects of practice. This included a leader from a CALD background discussing the importance of participation of children in understanding a family’s cultures.

- OSP developed a new chapter for the Mental Health Practice Kit, focusing on working with children and young people at risk of suicide and self-harm. It includes insights on children who died in circumstances of suicide or suspected suicide from the Child Deaths Annual 2020 Report. The chapter includes a specific focus on intersectionality with culture and identity.
- The Practice Standards Family Resource was released. The resource gives children, families and carers clear information about what to expect from caseworkers. The resource is available in five different languages and an accessible, easy read (words and pictures) version for people with literacy or cognition issues. The resource supports children and families to understand how DCJ works, so they can best participate and advocate for their rights. It supports children and families to work with DCJ to keep kids safe at home, safe in care and connected to family and culture.
- The Youth Consult for Change program (YOUCC) grew to include 16 representatives from a wide variety of cultural backgrounds, including Indian, Chinese, Lebanese and Moroccan. YOUCC provides an opportunity for young people (aged 15 to 22) with experiences in out-of-home care to consult and give feedback on DCJ projects.
- OSP delivered 36 practice consultations with LGBTQIA+ children and young people working with DCJ. Almost 38 per cent (14 of the 36) of children and young people consulted were from CALD backgrounds.
- Teams continue to support caseworkers and managers in districts who are working with CALD families. This includes ensuring cultural consultation is provided in group supervision forums, assisting practitioners to seek consultation through Multicultural Services and promoting the use of interpreters when needed. The team also promotes working with CALD practice advice to strengthen DCJ's responses to families.
- Multicultural Services are consulting on a review of DCJ child protection assessment tools and practices to ensure a strong CALD perspective. A Safety In Care and Quality Service Review project briefing to DCJ Multicultural Consultation Group occurred in June 2022. The Multicultural Services practice leader is on the Structured Decision Making core review group and CALD practitioners are represented on project working groups, including the Safety in Care working group.
- Serious Case Review (SCR) consults with the Multicultural Services when reviewing DCJ practice with families where there has been a reported critical incident. SCR will seek consultation with multicultural practitioners about families and parents of CALD backgrounds. SCR will seek guidance about their culture and how this may influence parenting practices and approaches to caring for children in their community. SCR staff will also consult on draft reviews to ensure a family's cultural background is documented accurately and ensure insights from internal reviews are shared with Districts and practitioners.
- The Reportable Conduct Unit may consult with Multicultural Services where reportable conduct investigations involve children, young people, families and/or carers of CALD backgrounds. Reportable conduct investigations are better informed when there is a clear understanding of the cultural context and lived experiences for families, children and young people in care.

### DCJ Housing

During 2021–2022, DCJ Housing delivered a range of initiatives to support multicultural communities.

- DCJ Housing provided COVID-19 information to tenants via in-language SMS messages. Over 205,391 SMS messages were sent to tenants, with 28,153 (14 per cent) in languages other than English. The initiative received highly positive feedback from tenants.
- DCJ Housing sent vaccination communications by post to all 128,000 tenants in September 2021 and November 2021. The information was translated into the top 10 languages spoken by our tenants across the state.
- DCJ Housing developed in-language communications for tenants of multi-unit complexes affected by self-isolation or lockdown. This involved door swing tags asking if they needed to speak with someone, with translations in the top 10 languages spoken in NSW. Tenants could tick the question in their language and hang the tag on their door. DCJ Housing staff would facilitate an interpreter to discuss any concerns the tenant had, in the language of their choice.
- DCJ Housing consulted with key service partners and agencies from the NGO sector during COVID-19. This consultation focused on ensuring multicultural tenants understood key COVID-19 information and were able to obtain appropriate services to meet their cultural and religious needs. Agencies advised DCJ Housing on appropriate communication methods and cultural and religious considerations that would assist tenants with specific needs.

- DCJ Housing consulted with key service partners and agencies from the NGO sector during COVID-19. This consultation ensured multicultural tenants understood key COVID-19 information and were able to obtain appropriate services to meet their cultural and religious needs. Agencies advised DCJ Housing on appropriate communication methods and cultural and religious considerations that would assist tenants with specific needs.
- DCJ Housing developed and uploaded 15 videos to the DCJ YouTube channel in multiple languages. The videos relate to using MyHousing Online Services and Applying for Housing Assistance.
- DCJ Housing arranged for brochures and posters with information about the Tenancy Amnesty to be translated in multiple languages. CSBI also organised geographically-targeted social media posts, based on the main languages spoken in those areas.
- The Coronial Case Management Unit triages deaths reported to the Coroner at Lidcombe. This unit regularly works with the Coroner to expedite cases on cultural or religious grounds when expressed by the deceased's family or community, particularly to facilitate priority release of the deceased for burial.
- The Lidcombe Forensic Medicine and Coroners Court Complex has a dedicated multifaith room or prayer room that clients can utilise when attending the facility.
- The State Coroner's Office engaged in consultation with Muslim and Jewish religious leaders of Australian National Imams Council and Chevra Kadish to develop a form which is used to indicate:
  - any objection to post-mortem examination, including whether the objection relates to full (invasive) post-mortem examination and/or external (non-invasive) examination of the deceased
  - request for priority release consideration.

## Courts, Tribunals and Service Delivery

A number of initiatives and supports for multicultural communities were delivered by Courts, Tribunals and Service Delivery in 2021-22.

- Courts, Tribunals and Service Delivery provided in-language brochures and fact sheets about legal advice and the process for criminal matters at court registries.
- Courts, Tribunals and Service Delivery ensured Community Language Allowance Scheme staff members for various languages were available across Local Courts.
- Courts, Tribunals and Service Delivery utilised the Telephone Interpreter Service for registry and court staff.
- We ensured availability of interpreter services for court and tribunal clients.
- P79A Police Report of death to the Coroner form includes provision for early notification that the Senior Next of Kin objects to a postmortem examination.
- Coronial Information and Support Program Officers (CISP) liaised with the Coroner and senior next of kin throughout the coronial processes. This included providing information and support to families in relation to objections to the post-mortem process and whole organ retention. CISP Officers were available to provide support in coronial matters across the state and regularly engaged with CALD communities.
- NCAT provided training to new and existing Members' on working with interpreters.
- NCAT promoted staff engagement with the DCJ employee diversity networks through information included in the NCAT staff and NCAT manager induction programs.
- NCAT continues to host consultative forums with key stakeholders representing multicultural community members.
- The Land and Environment Court bearing the costs of translating and interpreting services (Mandarin) for telephone calls to the Registry seeking procedural advice on matters before the Court.
- CJC commenced development of the CJC Diversity, Equity and Vulnerable People Framework with specific focus on appropriate dispute resolution support and strategies for clients from identified groups including multicultural communities and refugees.
- CJC incorporated DCJ learning and development courses on working with multicultural communities into induction programs for new staff.

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## Corrective Services NSW

Corrective Services took a number of steps to foster diversity, inclusivity and multiculturalism in 2021–22.

- Corrective Services NSW makes available a range of interpreter and translation services including bilingual Community Language Allowance Scheme officers to support the language needs of CALD offenders and visitors to correctional centres and Community Corrections locations. In 2021–22 there were 59 fewer Community Language Allowance Scheme officers than the previous financial year. Staff attrition is the main reason for this reduction.
- Community Language Allowance Scheme officers fluent in Arabic, Bengali, Mandarin, Persian, Urdu and Vietnamese were used to provide interpreter and translator services to CALD people (offenders and visitors), to review intelligence recordings, and to assist in completing screening and assessment questionnaires.
- Corrective Services NSW spent \$194,000 on interpreter and translator services, representing an increase of 5.2 per cent in expenditure compared to the previous year.
- Custodial and Community Corrections staff used telephone (pre-booked and automated), video conferencing and face-to-face interpreter services on 2694 occasions.
- Accredited interpreters were used for the most commonly spoken community languages of Arabic, Cantonese, Mandarin and Persian (Farsi), as well as emerging languages such as Tongan, Samoan, Bislama, Fuqing, Hazargi, Kria, Mongolian, Pijin, Rohingya and S'gaw Karen to meet the language needs of CALD offenders and their families.
- Corrective Services NSW continues to partner with community organisations such as the Drug and Alcohol Multicultural Education Centre (DAMEC) and JewishCare to offer in-custody and reintegration support services to CALD offenders.
- DAMEC received referrals to the Arabic and Vietnamese Transitions Project from Custodial and Community Corrections staff. The referrals were for:
  - Work and Development Orders (debt relief)
  - emergency assistance (food, financial and utility bill payments)
  - supported accommodation
  - housing pathway assistance
  - Legal Aid support
  - mental health services
  - relapse prevention sessions
  - home visits
  - assistance with identity documents
- financial support to attend training (traffic control and white card)
- transportation to attend appointments
- advocacy
- court support
- assistance with the National Disability Insurance Scheme (NDIS) and Disability Support Pension (DSP).
- JewishCare's Prison Outreach Program provides support to meet the cultural and religious needs of Jewish offenders in custody. In 2021–22, 24 Jewish offenders received a range of services including advocacy, access to Australian-Jewish news and kosher food parcels for Passover, Rosh Hashanah, Yom Kippur and Chanukah.
- Corrective Services Industries responded to a special request by the Chabad of Bondi by delivering 110 kosher meals to 20 Jewish offenders in custody. This effort represents an increase of 13.6 per cent in the number of Passover meals provided to Jewish offenders compared with the previous year.
- Corrective Services NSW continues to support the New Zealand Royal Commission of Inquiry into Abuse in Care and provide access to offenders (victims) in custody. In 2021–22, one offender (victim) was referred by Corrective Services NSW staff to the Commission of Inquiry.
- Corrective Services NSW's Learning and Culture Centre at Brush Farm continued to deliver workshops that increase respect in the workplace and cultural competency among staff.
- In 2021–22, 38 Working with Culture and Diversity staff training workshops were held at the Learning and Culture Centre and across other training locations. This was a decrease of 21 per cent in the number of workshops delivered.
- 'Working with Culture and Diversity' workshops were delivered in person and online. The workshops were attended by 638 new recruits and existing staff, which was a decrease of 14 per cent in the number of participants.
- Corrective Services NSW rolled out the 'Respectful Working Relationship' training. In 2021–22, 36 training workshops were held with 402 participants from Custodial Corrections, Security and Intelligence and Community Corrections.

- Corrective Services NSW policies relating to offender support services, case management, cultural and religious services and language services were updated to improve current processes, and to increase staff awareness of the specific cultural and religious needs of CALD offenders in custody. The changes are also designed to increase CALD offenders' responsibility to engage in programs and services to support their reintegration into the community.
- Corrective Services NSW's Community Engagement and Culture Arabic, Pacific Islander and Vietnamese officers partnered with St Vincent De Paul, DAMEC, the Vietnamese Australian Welfare Association, Hyatt House, Anglicare, Cumberland Multicultural Centre and the Pearls of the Pacific to support the specific transitional and support services needs of CALD offenders.
- Corrective Services NSW funded a research project to examine the lived experiences of women offenders from CALD backgrounds. The project was undertaken by researchers from Western Sydney University (WSU). Researchers conducted information sessions about the research project, and follow-up individual interviews with approximately 30 women (offenders) from diverse cultural backgrounds in custody. The outcomes of this research project are expected to inform Corrective Services NSW's policies and practices in relation to improved custody and reintegration support services for CALD women (offenders) in custody.
- We re-launched the DCJ Multicultural Staff Network across the department. To celebrate days of cultural significance, the network held a range of events, including Harmony Day and Refugee Week, in collaboration with DCJ multicultural service units.
- We continued to deliver the self-directed online Multicultural Competence Learning Program, supporting employees to improve their understanding of working with culturally diverse clients and colleagues. Four hundred and eighty-two employees participated in the program in 2021–22.
- We monitored improvement in employee engagement scores for CALD employees through the People Matter Employee Survey 2021. In 2021, the overall employee engagement score for CALD employees was 70 per cent (up from 68.3 per cent in 2020), which is significantly higher than the 65 per cent score for all DCJ employees.

For further details of our achievements/initiatives for employees who identify as CALD, please refer to Appendix 3.1.2–Workforce diversity.

## Key multicultural strategies proposed for 2022–23

### Multicultural policy and engagement

During 2022–23, we will continue a number of initiatives to support multicultural communities.

### DCJ staffing initiatives

A number of DCJ internal staffing initiatives promoted multiculturalism in 2021–22.

- We continued to employ Multicultural Caseworkers from different cultural backgrounds, speaking 41 different languages. These specialists are available to provide secondary casework support to other caseworkers and provide cultural consultation to support CALD communities as well as refugee and newly arrived communities.
- We created one new Multicultural Caseworker role in Metro ISS and continued to conduct targeted campaigns to attract CALD candidates to these roles in child protection and social housing.
- We continued to participate in the Multicultural NSW Community Language Allowance Scheme. Two hundred and sixteen employees are now providing language assistance at DCJ across 50 community languages, including Auslan.
- We launched and promoted the new DCJ Community Language Allowance Scheme Guidelines and Procedures, which automates and streamlines the Community Language Allowance Scheme application process.
- The MPE team will finalise the inaugural DCJ Multicultural Plan 2022–2025, which will guide and coordinate culturally inclusive and culturally appropriate planning, policies, programs and services. The Multicultural Plan will focus on the four key areas of Engagement, Service Delivery, Planning and Leadership.
- The MPE team will continue to engage with religious and community leaders to promote awareness of domestic and family violence issues, as well providing information and support to ensure appropriate responses to disclosure of domestic and family violence incidents across the various diverse communities in NSW. There are several Religious Leaders Seminars planned for the 2022–23 reporting period, across the regional and metropolitan areas of NSW.
- The MPE team will maintain ongoing partnerships with multicultural communities and organisations to increase knowledge and build capacity about our services and programs.
- The MPE team will host information sessions and workshops for multicultural communities across NSW.
- The MPE team will continue to deliver annual conferences and Law Expo Days.

- The MPE team will hold several Court Open Days and 'Meet your government agency' forums in 2022–23 across the regional and metropolitan areas of NSW.
  - The MPE team will deliver an Inaugural Multicultural Community Engagement Conference to inform service providers of and show case best practice when engaging with and developing policy for CALD communities. This conference will facilitate presentations on engagement strategies, policies and practices with a range of cohort groups with CALD communities, particularly marginalised groups. The conference will explore multicultural community engagement during recent times of environmental, health and humanitarian crises.
  - The MPE team is leading the development of a pilot program for the NSW African community to address sexual assault issues. This program will address sexual assault in CALD communities across NSW, by focusing on education, awareness, prevention and victim support. The MPE team will collaborate with the multicultural community, government, and the NGO sector to increase reporting and will aim to increase the cultural competency of service providers.
  - The MPE team will be delivering a Religious Leaders Declaration event at Parliament House to affirm the commitment of Religious Leaders to take a united stance with the NSW Government against domestic and family violence. The adoption of the Declaration will provide an opportunity for a partnership approach on domestic and family violence between NSW Government and faith leaders.
  - The MPE team will continue work on a research project to investigate how service and program areas capture data on CALD clients. The project outcomes will recommend a minimum data set and best practice approach on data collection.
  - The MPE team are developing resources on Domestic and Family Violence to support Religious and Community leaders when addressing domestic and family violence within their communities. These resources are being developed following consultations with multicultural victim survivors and religious and community leaders.
  - The MPE team will continue work to progress the co-designed CALD domestic and family violence Framework for the Criminal Justice System, as per recommendation 17 of the Domestic Violence Death Review Team's Report (2017–2019). This framework will be co-designed with multicultural community support services as well as multicultural community members with lived experiences of domestic and family violence.
  - The MPE team will also support economic opportunity and empowerment for women from multicultural communities, by adapting the existing Women's Financial Toolkit into a facilitators' manual, to be delivered through workshops with multicultural women in 2022–23.
- ### Anti-Discrimination NSW
- Anti-Discrimination NSW will be developing a report on the consultation that was conducted in 2021, 'Race discrimination and barriers to reporting'. The findings from this report will be used to develop relevant and enhanced engagement, promotional and service strategies.
  - Anti-Discrimination NSW will be collaborating with the Public Service Commission to develop strategies to address the findings from the Public Service Commission's focus groups with people from culturally and linguistically diverse backgrounds working in the NSW public service.
- ### Corrective Services NSW
- Corrective Services NSW will ensure that its policies, procedures and programs are informed by multicultural issues.
  - Corrective Services NSW will provide CALD offenders with access to programs that address their criminogenic behaviours.
  - Corrective Services NSW will support research into CALD women's pre-prison lived experiences. Research findings will inform Corrective Services NSW policies and procedures.
  - Corrective Services NSW will identify and engage potential service providers to support the reintegration needs of CALD offenders.
  - Corrective Services NSW will provide interpreter services and information in priority community languages to CALD offenders and their families.
  - Corrective Services NSW will use the language skills of bi-lingual staff to provide on the spot, simple interpreter service support to CALD offenders and their families.
  - Corrective Services NSW will use the cultural expertise of its Community Engagement and Culture Officers to enhance case planning for CALD offenders.
  - Corrective Services NSW will engage CALD communities to improve their awareness of its policies, programs and services.
  - Corrective Services NSW will provide staff with access to Working with Culture and Diversity, Respectful Working Relations and Language services training.
  - Corrective Services NSW will promote and celebrate cultural and religious events.

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## Courts, Tribunals and Service Delivery

- Courts, Tribunals and Service Delivery will launch a community languages translation widget on the NCAT Website.
- Courts, Tribunals and Service Delivery will increase access to regional and rural court services through investment in AVL equipment (including remote witness protection services) where members of multicultural communities are not required to enter a court environment in which they are culturally unfamiliar.
- Courts, Tribunals and Service Delivery will continue to monitor rural and regional services to support the principles of access for stakeholders including on behalf of their multicultural clients.
- Courts, Tribunals and Service Delivery will build knowledge and skills through online training for all staff on relevant needs and awareness of CALD
- Courts, Tribunals and Service Delivery will ensure executive leadership representation on the Anti-Racism Steering Committee supporting the vision of the NSW Government
- Courts, Tribunals and Service Delivery will launch and implement the CJC Diversity, Equity and Vulnerable People Framework.

## Youth Justice

- Youth Justice will continue to ensure the Youth Justice system allows individualised service design and implementation of programs and services that are culturally responsive. In 2022–23 Youth Justice is developing a resource and practice guideline to support caseworkers to incorporate young people's cultural backgrounds and engagement into criminogenic responses.
- Youth Justice will produce new, written materials in Easy Read English wherever possible, otherwise clear English and providing translated information as required.
- Youth Justice will maintain formalised partnerships with Settlement Service providers.
- Youth Justice will contribute to New Wave Engage: a 12-week mentoring program targeting young Māori people.
- Youth Justice will analyse data from the Young people in custody health survey 2022 and regular administration of CHILD SAFE: Safety and Empowerment Questionnaire (young people) to target any particular needs identified for, or by young people from CALD backgrounds.
- Youth Justice will continue to resource the 'Multicultural Champion' from Youth Justice Executive team and the Youth Justice Multicultural Advisory and Working Group they chair to provide advice on new and reviewed policies, programs and other initiatives, and their potential impact on clients CALD backgrounds.

- Youth Justice will continue to acknowledge and/or celebrate those cultures most prevalent in the Youth Justice employee establishment on key dates throughout the year.
- Youth Justice will acknowledge and/or celebrate key religious and cultural dates observed by young people from culturally diverse backgrounds detained in Youth Justice Centres.
- Youth Justice will continue to implement program initiatives that engage young people from CALD backgrounds with their language, history, ancestry and respected members of their communities, ensuring that, wherever possible, they are led by members of those communities and are proactive in nature.
- Youth Justice will promote the Community Language Allowance Scheme both internally and externally, identifying and addressing service gaps.
- Youth Justice will continue to ensure all new Youth Justice employees complete the Valuing Diversity training module upon entry and that existing Youth Justice employees complete refresher training annually.
- Youth Justice executive leadership will continue to promote zero tolerance of racism in the Youth Justice workplace through regular whole-of-agency communication around Youth Justice values and zero tolerance of racism.

## Child Protection and Permanency

- *Multicultural Caseworker Program*: manage ongoing targeted recruitment in partnership with districts, Statewide Services and People directorates. Facilitate bi-annual consultation/ practice and development forum for multicultural caseworkers.
- *ChildStory*: ChildStory is the department's information technology system for child protection. From July 2022 all requests for multicultural consultation are now submitted via ChildStory and allocated by the Multicultural Services team. This will ensure all records for cultural consultation are recorded for children, enhance program service delivery through a more accountable system and improve data collection.
- *Cultural Snapshots*: Publish two multicultural snapshots, to support DCJ practitioners to better understand cross-cultural attitudes, practices, norms, behaviours and communication of a particular CALD community, with a focus on child protection. The snapshots help to give insight into the cultural and social environments of migrant and refugee communities settling in Australia and will be available on DCJ intranet.
- *Harmony Day*: Facilitate an event for DCJ staff to recognise and support multicultural communities.

- *Refugee Week*: Facilitate an event for DCJ staff focusing on the positive contributions made by refugees to Australia.
- *DCJ - Community Services Multicultural Consultative Group*: Convene quarterly consult with community partners on DCJ programs and initiatives.
- *Multicultural Support Workers Program*: Participate on the program reference group, providing guidance in its cultural support services to DCJ caseworkers working with newly arrived migrant and refugees. Provision of orientation workshops to support new workers and group supervision session to the team will occur over 2022–2023.
- *DCJ Practice Conference*: - Led by the Office of Senior Practitioner - an internal conference for casework practitioners being held in September 2022. The theme is “My Life, my voice - a child’s right to participate”. Multicultural Services is delivering two workshops; i) Culturally responsive and reflective practice with multicultural children and their families drawing on the experience of multicultural caseworkers in keeping children connected with family, community and culture; ii) Truth telling session with CALD young people who have been in out-of-home care.
- *Hunter Multicultural Project*: Continue the partnership with Multicultural Services and the district developing service system capability to engage with refugee families.
- *Practice Learning* - Develop a learning strategy for the training implementation of the Quality Service Review with a focus on supporting practitioners to apply new tools to CALD families. Continue to implement Change Together, Caseworker Development and Practice Leadership programs to ensure learning outcomes around culturally capable practice for CALD families are upheld and met.
- *Shining a light on good practice 2022* (November release date) will feature at least one positive story about good practice with culturally and linguistically diverse families and communities. Stories are promoted online, via DCJ social media platforms and to internal audience to support best practice with CALD children and families.
- *NSW Child Protection Information Kit for families* – The OSP is developing a resource, printed and on an app, that will be translated into five community languages set to launch in 2023. The resource will give simple, plain-language information about each step of the process when a family is assessed and supported through the NSW child protection system. This includes advice that they have the right to request an interpreter and/or have a support person with them when having meetings with DCJ, attending court etc. The resources will be supported by an implementation strategy which includes promoting the resource to NGOs, community groups and advocates who support CALD families. It will include contact information for families about the organisations and support services available to help them, including access to translation services, and CALD support services.
- *Multicultural Caseworker Promotion videos*. Finalise production and distribution of two short videos promoting cultural consultation practice with multicultural caseworkers and supporting recruitment strategies to increase a culturally diverse caseworker workforce.
- *Excellence in Practice* - Mary Dimech Award for Multicultural Practice will be awarded to a multicultural caseworker at the 2022 Practice Conference in September. A video of the caseworker talking about the importance of culture in supporting children and families will be filmed to share online and to staff.
- *Out-of-home care auditing program*: A review of the program will occur which will include cultural support for CALD children in out-of-home care.
- *Assessment Practice*: CALD NGO partners to be more strongly consulted and considered in the Quality Service Review project working groups. Direct community consultation with CALD community sector stakeholders on project initiatives and consultation with OSP Multicultural Services team on proposed application of all tools and practice implications for working with CALD families and communities.

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## DCJ Housing

- DCJ Housing will continue the use of Interpreter Services at no cost to our clients
- DCJ Housing will continue to push notifications to clients in multiple languages when important Health, Safety and Wellbeing messages are needed for our tenants
- DCJ Housing will continue to utilise multi-lingual messaging in our social media tiles, postal communications and video clips, to ensure our multicultural communities are included in important statewide services and initiatives.

## DCJ staffing initiatives

- We will develop and implement initiatives to improve employment and inclusion outcomes for CALD employees, as part of our implementation of the new DCJ Inclusion Strategy 2021–2025.
- We will continue to attract CALD candidates through the use of targeted advertising to promote multicultural child protection and social housing roles.
- We will continue to promote the DCJ Community Language Allowance Scheme Guidelines and Procedures and encourage employees from CALD backgrounds to consider participating in the scheme.
- We will continue to deliver the DCJ Multicultural Competence Learning Program.
- We will continue to implement the new workforce diversity survey approach to encourage employees from CALD backgrounds to share their workforce diversity data and raise reporting rates for this group.
- We will continue to monitor employee engagement for CALD employees through the People Matter Employee Survey.

For further details of our planned initiatives/programs that support CALD employees, please refer to Appendix 3.1.2 – Workforce diversity.

## Information as to the multicultural policies and services plans of any bodies reporting to the department

N/A

## Description of any agreement entered into with Multicultural NSW under the *Multicultural NSW Act 2000* and statement setting out progress in implementing any agreement

DCJ has an ongoing Memorandum of Understanding with Multicultural NSW for the provision of interpreting services in all NSW courts.

### 3.4.10 Disclosure of controlled entities and subsidiaries

The parent department of DCJ reporting entity in 2021–22 incorporates:

- the employee-related transactions and balances of the NSW Trustee and Guardian (including the Office of the Public Guardian)
- the employee-related transactions and balances of the Legal Profession Admission Board
- the employee-related transactions and balances of the Trustees of the Anzac Memorial Building
- the employee-related transactions and balances of the Legal Services Council
- the employee-related transactions and balances of the Ageing and Disability Commissioner
- Courts and Tribunals
- Corrective Services NSW (including Corrective Services Industries)
- Youth Justice NSW
- NSW Office of Veterans Affairs
- Family and Community Services
- 52.5 per cent of all transactions and balances of Law Courts Ltd by Joint Arrangement.

DCJ as a reporting entity comprises all divisions and clusters under its control as noted above. The DCJ consolidated reporting entity incorporates DCJ parent department and John Williams Memorial Charitable Trust (JWMCT).

#### John Williams Memorial Charitable Trust

JWMCT is a special-purpose reporting entity. It owns eight properties in NSW which are used to provide respite care and accommodation for children with disability. The net book value of the properties was \$11.1 million with a cash balance of \$1.3 million as at 30 June 2022. The cash balance is held in interest-earning facilities and is used to facilitate ongoing maintenance of the properties. JWMCT has no performance targets or measures. Separate financial statements are prepared for DCJ (parent) and JWMCT. The DCJ consolidated financial statements represent DCJ (parent) and JWMCT.

#### Joint arrangement

The NSW Government has an investment in Law Courts Limited, which is an entity controlled jointly by the NSW Government and the Australian Government and accounted for as a joint arrangement in accordance with AASB 11 Joint Arrangements. Both governments have equal representation on the board of directors and in the membership of Law Courts Limited, with all decisions requiring unanimous consent. Law Courts Limited is located at Level 3, Law Courts Building, Queen's Square, Sydney, NSW 2000, and its principal activity is the provision of accommodation for Courts, Courts registries and support services at a standard that is suitable and available for occupation. The joint arrangement, entered into between the NSW Government and the Australian Federal Government, requires the recognition of 52.5 per cent of all revenues, expenses, assets and liabilities of the entity.

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The total production cost of the DCJ Annual Report 2021–22 is \$9,420.



