



Attorney General's
department of nsw

Annual Report
03/04

The Hon Bob Debus, MP
Attorney General,
Minister for the Environment
Level 36
Governor Macquarie Tower
1 Farrer Place
Sydney NSW 2000



Dear Attorney,

I have pleasure in presenting the Annual Report of the NSW Attorney General's Department for the year 2003-04.

The report has been prepared in accordance with the Annual Reports (Departments) Act 1985 (NSW) and the Public Finance and Audit Act 1983 (NSW) for presentation to Parliament.

The Department continued to focus on improving the administration of the community's justice system for resolving civil disputes and criminal matters. Many of the advances and innovations we have made throughout the year reflect our dedication to services that are accessible and tailored to the needs of our clients.

As well as continued improvements in court performance and court security, our priorities included building community capacity to prevent crime, improving outcomes and services for Aboriginal communities and enhancing value for money through justice sector cooperation.

The achievements of our Department reflect the dedication and commitment of all staff and judicial officers. I appreciate the support we have received from you and your staff and look forward to building on our achievements in the coming year.

Yours faithfully

A handwritten signature in black ink that reads "Laurie Glanfield". The signature is written in a cursive, flowing style.

Laurie Glanfield
Director General

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The annual report is available on the Department's website and we can provide it in alternative formats for people with disabilities, such as braille, audiotape, large print or computer disk. Please contact Diversity Services for more information on tel: (02) 9228 8460, TTY: (02) 9228 7733.

For general inquiries and customer feedback, please contact the Community Relations Division on tel: (02) 9228 7484, fax: (02) 9228 8608, TTY: (02) 9228 7676, customer feedback freecall: 1800 684 449 or visit our website: www.lawlink.nsw.gov.au/crd

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CONTENTS

About the Department	2
Our vision, mission and priorities	2
Organisational structure	3
Director General's Review	4
Highlights 03-04	5
Court performance	8
Key performance indicators	9
The year in review	14
Community and Regulatory Services	15
Court and Tribunal Services	26
Policy and Crime Prevention	35
Crown Solicitor's Office	42
Office of the Protective Commissioner	43
Office of the Public Guardian	44
Public Trustee	45
Registry of Births, Deaths and Marriages	46
Management Services	47
Corporate Human Resources	50
Executive & Strategic Services	51
Our people	52
Corporate governance	54
The year ahead	55
Finance	57
Attorney General's Department of NSW	57
Crown Solicitor's Office	91
NSW Registry of Births, Deaths and Marriages	107
Legal Practitioners Admission Board	125
Appendices	139
1 Accounts payment performance	140
2 Code of Conduct and Ethics	140
3 Complaints handling	140
4 Consultants	141
5 Court and tribunal statistics	142
6 Disability Strategic Plan	145
7 Disposal of property	148
8 Employee wage movements	148
9 Enterprise industrial relations	149
10 Equal employment opportunity and staff numbers	149
11 Ethnic Affairs Priority Statement	150
12 Freedom of information	152
13 Funds granted	155
14 Guarantee of service	161
15 Leave liabilities	161
16 Legislative changes	161
17 Legislation allocated to the Attorney General	162
18 NSW Government action plan for women	164
19 Occupational health and safety	166
20 Overseas travel	166
21 Publications (new)	168
22 Privacy and personal information	170
23 Recycling performance	170
24 Risk management and insurance activities	171
25 Senior Executive Service and statements of performance	171
26 Statutory appointments and significant committees	174
Contact information	178
Annual report costing	180

ABOUT THE DEPARTMENT

Profile

The Attorney General's Department assists the NSW Government, Judiciary, Parliament and the community to promote social harmony through programs that protect human rights, community standards and reduce crime.

The Department plays a key role in the administration and development of a just and equitable legal system of courts, tribunals, laws and other mechanisms that further the principles of justice and contribute to the achievement of the goals of the Government.

We assist the NSW Attorney General in his role as the First Law Officer of the State, along with support services to enable his legislative and advisory responsibilities to Parliament and Cabinet to be carried out.

Role of the Attorney General The Hon Bob Debus, MP

As the First Law Officer of the State, the Attorney General is the most senior member of the Bar and acts for or represents the Crown in litigation.

He is the principal adviser to the Government and Cabinet on legal, constitutional and legal policy issues. In relation to legal policy issues, he has an obligation to ensure efficiency in the administration of justice, consistency in the level and nature of penalties under the law, observation of the rules of natural justice, and the preservation of civil liberties.

The Attorney General advises the Premier, Cabinet and other ministers and their departments on legal questions referred for his opinion. He provides these opinions, having regard to the legal advice of the Solicitor General, Crown Advocate, Crown Solicitor or the Department. In matters relating to Bills, Regulations and associated parliamentary procedures, in practice, the Attorney General relies on the advice of the Parliamentary Counsel. Advice on legal policy issues is provided through the Director General of the Attorney General's Department.

He also has responsibility for the appointment of judges, magistrates and statutory officers.

Our vision, mission and priorities

Our vision

Justice and equality for NSW.

Our mission

To support the Government's priority of a safe, just and harmonious society by:

- Delivering an effective, accessible and responsive justice system
- Protecting citizens' rights and promoting responsibilities
- Promoting safe NSW communities.

Our priorities

The Department's principal business is the administration of an effective system for resolving civil disputes and criminal matters. Continued improvements in security, timeliness, cost effectiveness and innovation in service delivery are primary priorities for the Department.

Other key priorities are building community capacity to prevent crime through continuing expansion of assistance to local government to develop community crime prevention plans, projects and advice to Aboriginal and community groups, improving outcomes and services for Aboriginal communities through the extension of circle sentencing and community justice groups, and enhanced outcomes and value for money for the justice sector as a whole through improved collaboration and cooperation across agencies.

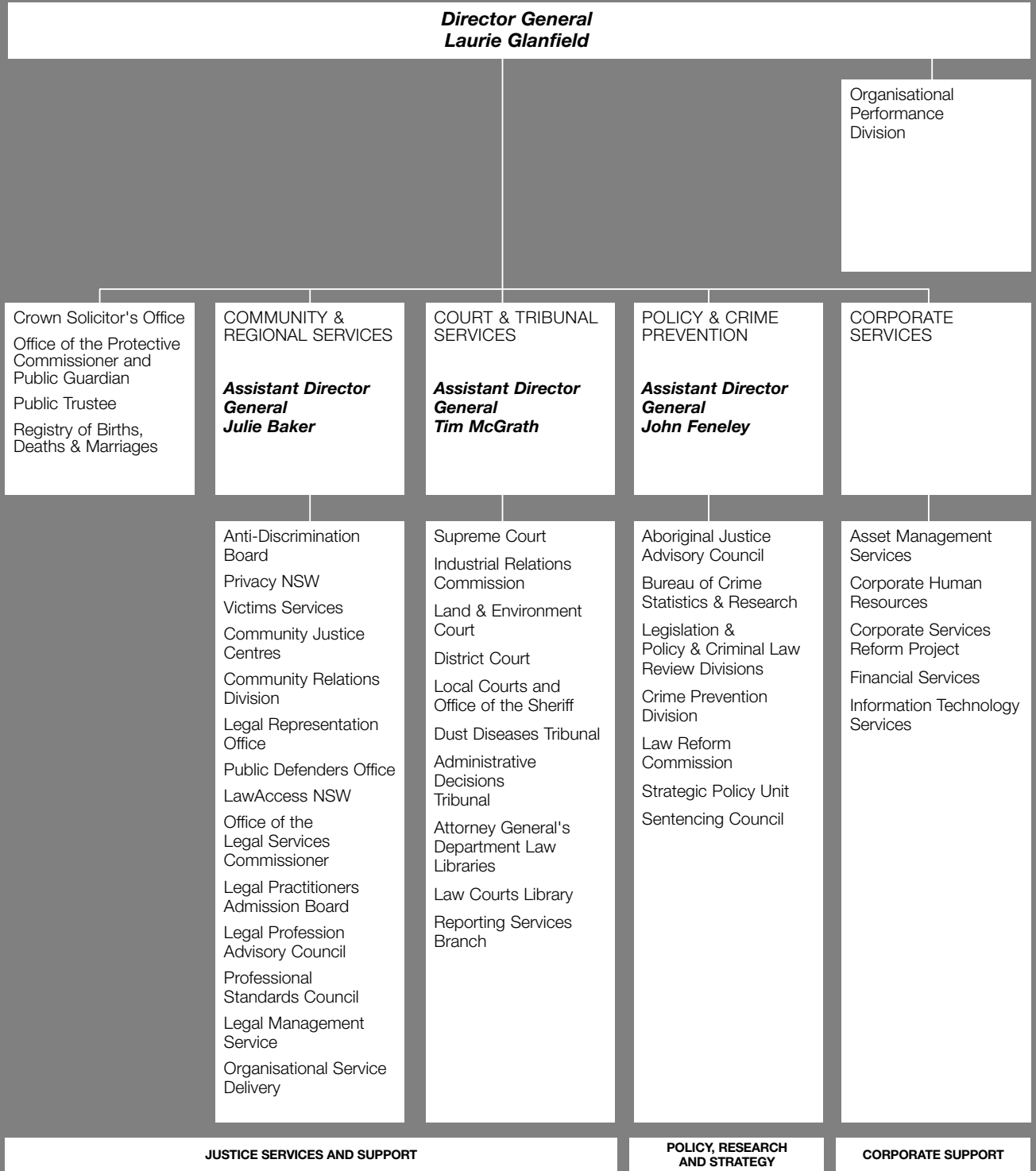
Our commitment to the community

Our Commitment to the Community is the Department's corporate strategic plan, which expresses our aims, objectives and values. It also provides strategic direction across the Department and succinctly captures what we strive to achieve as a diverse organisation. You can view Our Commitment to the Community at www.lawlink.nsw.gov.au/agd

2

ORGANISATIONAL STRUCTURE

The Department's business centres are grouped into program areas to focus on operations and planning. They work collaboratively to achieve the Department's vision, mission and priorities and report to the Director General or through the Assistant Directors General.



JUSTICE SERVICES AND SUPPORT	POLICY, RESEARCH AND STRATEGY	CORPORATE SUPPORT
<ul style="list-style-type: none"> Assists the NSW community to receive professional services that are affordable, accountable and of a high standard. Ensures the NSW community has full access to the legal system and is adequately represented in legal matters. Reduces social disharmony through programs which protect human rights. 	<p>Promotes the earliest, most effective and efficient resolution of civil disputes and criminal matters.</p>	<p>Contributes to the development of a legal system and laws in NSW that further the principles of justice and contribute to the achievement of the goals of the Government.</p> <p>Provides high quality support services that enable the core business areas of the Department to deliver their results.</p>

Departmental structure at time of printing.

DIRECTOR GENERAL'S REVIEW

The Department continued to focus on improving the administration of the community's justice system for resolving civil disputes and criminal matters.

Many of the advances and innovations we have made throughout the year reflect our dedication to services that are accessible and tailored to the needs of our clients.

As well as continued improvements in court performance and court security, our priorities included building community capacity to prevent crime, improving outcomes and services for Aboriginal communities and enhancing value for money through justice sector cooperation.

A number of changes have been made to the administration of our courts that have resulted in substantial improvements to the timeliness of processing criminal matters. Notably, the Court of Criminal Appeal has seen the effect of these changes by achieving its 12-month time standard. In the District Court, the percentage of criminal matters finalised within 12 months ranked number one in Australia for the first time, and the Local Court again ranked first in Australia, completing 94 per cent of criminal matters in six months.

We improved outcomes and services for Aboriginal communities through the expansion of circle sentencing and community justice groups. Circle sentencing was extended to Dubbo, Walgett and Brewarrina. Aboriginal Community Justice Groups were established at Lismore, Grafton, Yamba, Maclean, Toronto and Mount Druitt. We have secured funding to allow the further expansion of circle sentencing in 2004-05 to nine new sites together with a total of 18 Community Justice Groups.

We supported 24 Community Solutions Crime Prevention initiatives, 11 projects under the Aboriginal Youth Crime Prevention grants program and assisted local councils and communities to develop crime prevention plans and projects. Twenty-seven per cent of NSW local councils have had their plans endorsed as at June 2004.

The Youth Drug and Alcohol Court has been expanded to cover Eastern and Central Sydney. The Court offers young offenders with drug or alcohol problems the opportunity to participate in supervised drug treatment and welfare programs prior to sentencing.

This year saw the first intake of 50 new sheriff's officers as part of a four-year upgrade of court security. Videoconferencing systems installed in courtrooms and other justice facilities have been used for over 20,000 bail appearances, parole hearings and remote witness appearances. This technological advance has significantly reduced the costs and risks of transporting people in custody and has improved security within courts, particularly for vulnerable witnesses.

CourtLink, the multi-jurisdictional case management system, continued its rollout and has completed the development of the criminal jurisdiction modules. It will significantly streamline processes across the Supreme, District and Local Court jurisdictions.

Our endeavours have been recognised outside the Department with LawAccess NSW, the Department's free, legal information advice and referral service for people in NSW, awarded the Premier's Silver Award for service delivery. A recent survey of clients of LawAccess NSW showed that 92 per cent were highly satisfied with the service. LawAccess provided assistance to 92,575 customers including 9139 legal advice sessions.

We introduced an online Justices of the Peace register providing ready access to the contact details of Justices of the Peace in NSW. The Registry of Births, Deaths and Marriages' online registration services now account for a significant proportion of the Registry's business. For example, the online registration of marriages has expanded with 1800 celebrants

now using the system to register 25 per cent of the marriages performed in NSW.

We achieved an increase in the number of departmental sites recycling paper and cardboard to cover 62 per cent of departmental staff. 95 sites have been recycling over 800 tonnes of paper and cardboard since 2001.

We have exceeded predicted Energy Performance Contract savings of \$103,000 per annum by 30 per cent. A second Energy Performance Contract at 35 metropolitan and regional courts is being implemented with projects at Lithgow, Ballina and Waverley courts already completed. Due for completion in late 2004, the project will deliver guaranteed energy savings equating to a reduction in over 3000 tonnes of carbon dioxide emissions. We predict associated savings of over \$350,000.

Under our corporate services reform program we made significant progress in organisational and cultural change through improved collaboration across agencies. We implemented key initiatives to eliminate duplication and streamline corporate services with savings reallocated to client service areas. We held staff forums on innovation and creativity at seven regional and metropolitan locations to promote and encourage a culture of innovation in our service delivery.

Our staff have worked hard to meet the major performance challenges outlined in this report. The achievements of our Department reflect the dedication and commitment of all staff and judicial officers. We appreciate the support we have received from the Attorney General and his ministerial staff. We are confident the Department is well positioned to build on its achievements in 2004-05.

(sgd)

Laurie Glanfield
Director General

4

Again in 2003-04, Lawlink NSW was consistently rated second and third in the top 10 most popular legal websites in Australia, and consistently ranked in the top five Australian State Government websites, registering an average of more than 4 million hits per month.

Accessing the legal system

LawAccess NSW, the Department's free, statewide legal information advice and referral service, won the Premier's Silver Award for service delivery. LawAccess provided assistance to 92,575 customers including 9139 legal advice sessions. A recent survey of clients of LawAccess NSW showed that 92 per cent were highly satisfied with the service.

Local Courts now provide outreach services in 35 courthouses. Outreach services improve access to a range of government information and transaction services for residents in physically remote and isolated locations and to targeted client groups such as Aboriginal communities. They also cater to people from non-English-speaking backgrounds who may be reluctant to approach a court for assistance because of negative experiences or perceptions.

5

The Land and Environment Court introduced a series of changes to practices and procedures to ensure that the processes of the Court are efficient and that legal costs and costs of providing expert evidence are minimised.

We implemented the Criminal Procedure Amendment (Sexual Offence Evidence) Act 2004 to allow

adult complainants in sexual assault proceedings to give evidence by CCTV and to use screens and support people.

We organised and participated in the biggest Law Week held so far, with 28 business centres, including 20 courts, taking part in various events across NSW. A special feature this year was the 13 Law Week Fairs held across NSW with departmental involvement. The fairs were community-focused events to promote access to the justice system.

During Law Week, the Office of the Protective Commissioner and the Public Guardian, Local Courts, LawAccess NSW and Community Justice Centres participated in the Broken Hill AGFAIR to promote the Department's free legal services for the people of far west NSW. With a population of over 20,000 and limited face-to-face contact, the Department's telephone and web services will play a key role in helping people in the outback resolve their legal problems.

Innovative service delivery

The Registry of Births, Deaths and Marriages' business continued to grow during the year. Online registration of deaths account for 93 per cent of registrations after

funeral directors commenced using the system in January 2004. Online registration of marriages increased by 25 per cent during the year, and by June 2004, 1800 celebrants were using the system.

A fairer and more transparent fee structure was introduced for clients of the Office of the Protective Commissioner whereby clients with small estates will see significant fee reductions.

Again in 2003-04, Lawlink NSW was consistently rated second and third in the top 10 most popular legal websites in Australia, and consistently ranked in the top five Australian State Government websites, registering an average of more than 4 million hits per month. Caselaw, the web-based application containing NSW court and tribunal decisions, contains more than 15,000 decisions and this year, more than 19 million pages were viewed, a 44 per cent increase over the previous year. In January 2004, the Local Court began publishing a selection of judgments by magistrates dating back to 2003. The judgments provide interpretations of legislation and legal principles relevant to criminal, civil and other matters.

We introduced an online Justices of the Peace register providing ready access to Justices of the Peace in NSW. The register provides a facility which allows members of the public to search online for their nearest JP.

CourtLink, the multi-jurisdictional case management system, has completed the development of criminal jurisdiction modules. It will significantly streamline processes across the Supreme, District and Local Court jurisdictions.

The development of CourtLink provided an impetus to review and streamline processes in each of the jurisdictions and to build commonality in how business is conducted across them. Civil processes and rules have been reviewed and changes have been

recommended. It is anticipated that a Civil Procedures Bill will be introduced to Parliament in late 2004. Additionally, court forms and documents in the criminal jurisdiction have been reduced from 700 to fewer than 100 types of documents.

We implemented a three-year program to transform the Department's ageing information technology infrastructure to meet growing community demand for electronic services. The Connected~AGD initiative will improve response times and the standard of service to the community by improving network capacity, supporting portals to provide client access to information and services and allowing staff to access information when away from their desks.

Improving disability access

The Department's Flexible Service Delivery program, which provides training and resources to help frontline staff better respond to clients with a disability was extended to another eight sites, increasing the rollout to 48 sites statewide. The eight sites are the Office of the Legal Services Commissioner, Libraries, Dust Diseases Tribunal, Crown Solicitor's Office, Legal Practitioners Admission Board, Registry of Births, Deaths and Marriages, Office of the Public Guardian and Information Technology.

The Industrial Relations Commission and the Land and Environment Court developed their website content to include the availability of interpreter services for hearings.

Preventing crime

We supported 24 Community Solutions Crime Prevention initiatives, 11 projects under the Aboriginal Youth Crime Prevention grants program and assisted local councils and communities to develop crime prevention plans and projects. Twenty-seven per cent of NSW local councils have had their plans endorsed as at June 2004.

The Youth Drug and Alcohol Court has been expanded to cover eastern and central Sydney. The Court offers young offenders with drug or alcohol problems the opportunity to participate in supervised drug treatment and welfare programs.

We contributed \$160,000 to the River Towns project to employ Aboriginal Community facilitators in Coonamble and Walgett to develop crime prevention plans.

In addition, we were also involved in the Muslim Women's Support project that aims to build the capacity of Muslim women and young people to deal with racial and religious discrimination and violence.

Drug crime diversionary programs

The Youth Drug and Alcohol Court has been expanded to cover eastern and central Sydney. The Court offers young offenders with drug or alcohol problems the opportunity to participate in supervised drug treatment and welfare programs. Rather than young offenders being processed through the criminal justice system, they are retained before sentencing for an intensive program of rehabilitation. The sentencing of serious offenders is delayed for six or even 12 months while they undergo detoxification and rehabilitation, attend educational and work opportunities, and appear regularly before a Youth Drug and Alcohol Court team.

We extended the Magistrates Early Referral Into Treatment

(MERIT) program for defendants with illicit drug problems. It is now available in 51 Local Courts in 17 health areas and has seen 1705 people successfully complete the program.

Reducing violence against women

We developed a range of resources and information sessions to specifically address domestic violence in culturally and linguistically diverse communities. Strategies included the Safe Families Kit, the Diverse Women Against Violence and Abuse project, the Divinity through Family Harmony forum for Pacific Islander communities and the Tamil Family Harmony project, the Not Just Ramps project aimed at women with a disability and From Beauty Queens to Domestic Violence for Filipino women.

Supporting victims of crime

For victims of crime, we completed 21 onsite reviews of government agencies' implementation of the Charter of Victims' Rights and developed a training module to assist its further implementation. The number of applications for initial counselling sessions that were lodged online increased 54 per cent to 649 compared to 422 in 2002-03. We held 44 information forums around NSW

6

for victims of crime and their families, and for family and friends of missing persons.

Working with indigenous people

The number of Aboriginal and/or Torres Strait Islander staff employed across the Department increased from 93 in 2002-03 to 107 this year.

After extensive community consultation, the Aboriginal Justice Plan was completed and will be launched in late 2004. It outlines the partnership between the NSW Government and the community to reduce the number of Aboriginal people coming into contact with the criminal justice system, improve the quality of services and develop safer communities. We also established Aboriginal Community Patrols in 15 NSW locations.

After a successful trial in Nowra, we extended the highly successful circle sentencing program to Dubbo, Walgett and Brewarrina. Circle sentencing is an alternative sentencing court for adult Aboriginal offenders and involves the magistrate, victims, defendant, legal representatives and Aboriginal community representatives.

We completed the design of the Tirkandi Inaburra Cultural and Development Centre, the first community-controlled residential outstation for Aboriginal young people at risk of contact with the criminal justice system. To be built in 2004-05 near Griffith, the centre will provide culturally-based educational, vocational, and life skills programs for Aboriginal boys, thereby preventing future contact with the criminal justice system by improving their health, learning and fostering a new sense of responsibility.

Improving court security and services

This year saw the first intake of 50 new sheriff's officers under the four-year upgrade of court security. Installation of four high-security docks at Central Local Court, with other installations at the Downing

Centre and Burwood has been completed. Ten courthouses have been provided with full perimeter security, increasing the total number to 13 courthouses.

Videoconferencing systems installed in courtrooms and other justice facilities have been used for over 20,000 bail appearances, parole hearings and remote witness appearances. The system significantly reduces the costs and risks of transporting people in custody and improves security within courts, particularly for vulnerable witnesses.

A pilot of the specialised child sexual assault jurisdiction continued at Parramatta Court and was extended to Dubbo in February 2004. The primary aim of the jurisdiction is to protect children involved as complainants in criminal proceedings from further trauma and victimisation.

Planning is well advanced for new court facilities and major extensions at Bankstown, Mount Druitt, Blacktown, Nowra and the new Children's Courts at Parramatta and Newcastle. The refurbishment of the King Street Court complex was recognised at the National Heritage awards.

Reforming our business

We completed a feasibility study to ascertain the viability of implementing shared corporate services within the Attorney General's portfolio and to identify those corporate service functions best suited to a shared environment. We implemented key initiatives under our Corporate Services Reform Strategic framework, which is eliminating duplication and streamlining corporate services to enable the allocation of additional resources to core services.

A staff forum on innovation and creativity was staged at seven regional and metropolitan locations to promote and encourage a culture of innovation in service delivery.

Caring for the environment

Some 62 per cent of departmental staff are now involved in recycling paper and cardboard in their workplace. Ninety-five sites have been recycling over 800 tonnes of paper and cardboard since 2001. A second Energy Performance Contract at 35 metropolitan and regional courts is at implementation stage while projects at Lithgow, Ballina and Waverley Courts have been completed.

An ecologically sustainable development pilot project at Griffith Courthouse has now been extended to other regional courts including Bega, Bateman's Bay, Gundagai and Condobolin.

court performance

COURT PERFORMANCE

A range of strategies are contributing to sustained improvements in court performance.

A range of strategies are contributing to sustained improvements in court performance, including reform of court practices and procedures, referrals to mediation and arbitration, and the use of technology such as videoconferencing.

The rollout of CourtLink has begun. CourtLink is a computer system that will provide centralised information processing and retrieval for the Supreme, District and Local Courts, Sheriff's Office, Children's Court and Coroner's Court. Its functions include:

- case registration
- listing of cases for hearing
- in-court processing of judgment orders and outcomes
- enforcement procedures
- fines and payments
- lodging of documents.

CourtLink was implemented in the Costs Assessment and Adoptions areas of the Supreme Court in mid-2003. During 2004-05, it is anticipated that CourtLink will be extended to the criminal jurisdictions of the Supreme Court, Court of Criminal Appeal and District Court, as well as the civil jurisdictions of the Supreme Court, Court of Appeal and District Court.

9

The development of CourtLink has provided an impetus to streamline court processes in each of the jurisdictions and build common business practices across them. Two working parties of judicial, registry and legal profession representatives have been reviewing processes and rules in the civil jurisdiction and simplifying output forms and documents in the criminal jurisdiction. It is anticipated that a Civil Procedures Bill will be introduced into Parliament in

late 2004. The Courts Legislation Amendment Act 2004 has already introduced changes to criminal procedures. For example, the number of forms used in criminal proceedings has been reduced from approximately 700 to fewer than 100. These new forms will become standard across jurisdictions as Courtlink is rolled out. They will have a modern design, with a common layout in tabular form and archaic terms removed.

Key Performance Indicators

Time standards

Most NSW Courts and Tribunals have time standards for their case disposals. Time standards are expressed as a percentage of cases that a jurisdiction aims to finalise within a certain timeframe. For example, the District Court aims to finalise 90 per cent of civil cases within 12 months of commencement, and 100 per cent within two years. The dual standards recognise that cases vary in complexity and some will always require longer to finalise.

Backlog index

The backlog index is used to report on the age of pending cases within a jurisdiction. It is based upon the court's case disposal time standards. The backlog index is the percentage of cases that are older than nominated ages.

Clearance ratio

Clearance ratio is the ratio of case registrations to case finalisations over a particular period, expressed as a percentage. This is a measure of whether the court's caseload is increasing or decreasing. For example, a clearance ratio of over

100 per cent means the jurisdiction is reducing its pending caseload, and hence is more likely to be able to meet time standards in future. A clearance ratio which is significantly under 100 per cent may mean the jurisdiction needs to alter its practices or re-allocate resources in order to cope with case registrations.

Overload

Overload is the percentage of cases on hand which exceed the number that the court can be expected to finalise within its time standards, based on its recent performance.

Interstate comparisons

The Productivity Commission's Report on Government Services compares court administration performance across Australian states and territories. The 2004 Report, published in January 2004, covers the financial year 2002-03. The latest Report has adopted national key performance indicators for courts, such as the backlog index and clearance ratio. However, time series comparisons of these between NSW and the rest of Australia are not yet available. The following comparative information is sourced from the Report's Table 6A.32 – Real net recurrent expenditure per finalisation, criminal & civil, and Table 6.9 – All non-appeal matters finalised – criminal.

* The percentage for NSW Courts in 2003-04 was prepared using counting rules applied by the Productivity Commission, which differ from those used within NSW Courts. The percentage will therefore not align precisely with timeliness data for 2003-04 presented later in this section.

Timeliness of criminal matters

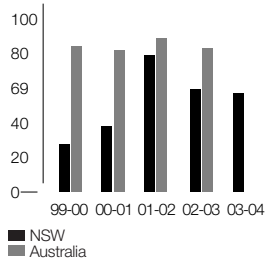
Supreme Court

Over the past few years, the NSW Supreme Court has substantially improved the timeliness of processing criminal matters. In 2002-03, 60 per cent of criminal matters were finalised within 12 months, compared to 29 per cent in 1999-2000 (Table 1).

Clear comparisons with other states and territories are difficult, because the NSW Supreme Court only deals with the most serious (and therefore the most time-consuming) criminal cases. For example, it deals primarily with homicide and related offences, whilst its Queensland counterpart deals primarily with drug offences. Also, Tasmania, the Northern Territory and the Australian Capital Territory do not have a District Court.

Table 1: Supreme Court

Percentage of criminal matters finalised in 12 months

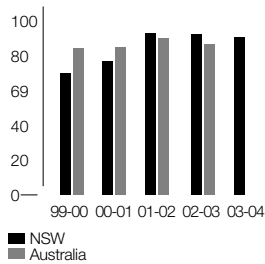


District Court

In 2002-03, the NSW District Court ranked first in Australia for the percentage of criminal matters finalised within 12 months. It finalised 92 per cent within 12 months, compared to the average of 87 per cent for all equivalent jurisdictions in Australia (Table 2).

Table 2: District Court

Percentage of criminal matters finalised in 12 months

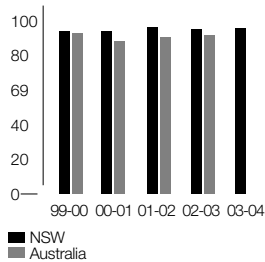


Local Courts

NSW Local Courts have ranked first in Australia for timeliness for a number of years, completing 95 per cent of criminal matters in six months. This compares with 91 per cent for all equivalent jurisdictions in Australia in 2002-03 (Table 3).

Table 3: Local Courts

Percentage of criminal matters finalised in 12 months



Cost per finalisation

Net expenditure per finalisation in the NSW Supreme Court and NSW District Court is less than the average for Australia, although in NSW Local Courts it is slightly higher than the average for Australia (Table 4).

The overall expenditure per finalisation in NSW is close to the Australian average, with NSW ranking fifth out of the eight states and territories (Table 5).

Table 4: Expenditure per finalisation, criminal and civil 02-03

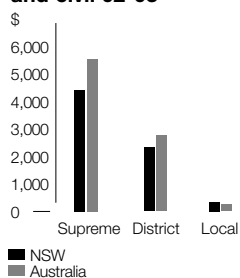
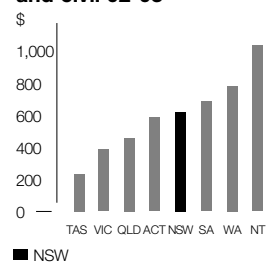


Table 5: Expenditure per finalisation, criminal and civil 02-03



For information on the number of Court and Tribunal registrations, finalisations and pending matters, refer to Appendix Five – Court and Tribunal Statistics, page 142.

Supreme Court

The Supreme Court has almost achieved its time standards in 2003-04 (Table 6), largely due to case management improvements and the Acting Judge program, which supplements permanent judicial resources. In 2003-04, the Court was able to provide 1243 days of acting judge time from departmental funding and internal savings.

Following the introduction of streamlined criminal appeal procedures in July 2002, the Court's backlog of cases older than 12 months had reduced to just 8 per cent at 30 June 2004, compared to 37 per cent at the same time last year (Table 7).

Table 8 shows that backlog for criminal first-instance matters was only 13 per cent, compared to a case disposal standard of 85 per cent of disposals within 12 months. Table 9 shows backlog for civil appeal cases was only 10 per cent, compared to a case disposal standard of 90 per cent of disposals within 12 months.

Although Table 6 shows that the timeliness of matters finalised during 2003-04 was just below the standard, the backlog index in Tables 7, 8 and 9 indicates that backlogs are within acceptable ranges.

In 2003-04, the Supreme Court achieved a clearance ratio of close to 100 per cent in most areas of its jurisdiction. The clearance ratio for civil appeal cases has improved to 94 per cent from 91 per cent last year. The Court had no overload as at 30 June 2004.

The filing rate in the Equity Division has increased for the fourth successive year, the most significant increase being in the Corporations List. Most of the Corporations List work is dealt with by a Registrar and the Court has handled the increased workload so far without running additional lists.

Table 6: Timeliness

% of matters finalised within 12 mths in 03-04. (Standards: 85% in criminal, 90% in criminal appeal and civil appeal)

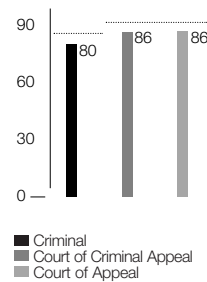


Table 7: Criminal Appeal Backlog

% of matters older than 12 mths. (Case disposal standards: 90% of finalisation within 12 mths). As at 30 June 2004

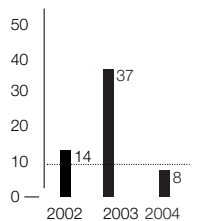


Table 8: Criminal Backlog

% of pending matters older than 12 mths. (Case disposal standards: 85% of finalisation within 12 mths). As at 30 June 2004

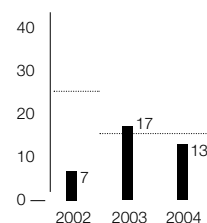
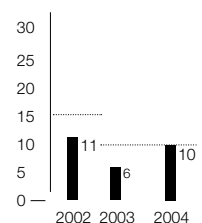


Table 9: Civil Appeal Backlog

% of matters older than 12 mths. (Case disposal standards: 90% of finalisation within 12 mths). As at 30 June 2004



District Court

The District Court almost met its time standard for criminal trials in 2003-04, but did not meet its time standard for civil matters (Table 10). This was partly due to the sharp influx of civil cases after amendments to Workers Compensation legislation (which occurred in late 2001) and the introduction of the Civil Liability Act 2002 (which occurred in mid 2002). As a result, a lower proportion of cases finalised during 2003-04 were finalised within 12 months of their commencement.

At 30 June 2004, the Court had a criminal trial backlog of 10 per cent of pending matters older than 12 months (Table 11). While this is above the challenging international standard adopted by the Court (zero per cent older than 12 months), it is still considered to be acceptable.

The Court's civil matter backlog was 25 per cent (Table 12), which is above the standard of 10 per cent. This is partly due to the influx of civil cases described above. Another factor is that the Court has finalised a substantial portion of the simpler matters in its pending caseload, which has increased the proportion of the remaining

Table 10: Timeliness 2003-04

% of matters finalised within 12 mths. (Standards: 100% for criminal trials, 90% for civil matters)

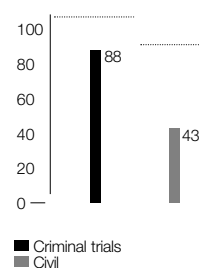
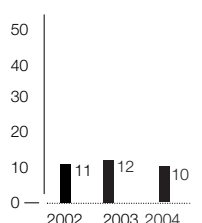


Table 11: Criminal Trials Backlog

% of matters older than 12 mths. (Standards: 0%). As at 30 June 2004



matters that are more than 12 months old. The Court expects to hear the majority of these cases during the next 18 months. Furthermore, almost 14 per cent of pending matters are in the "Not Ready" List, which means the parties will not be ready for hearings for some time. As a result, the relevant proportion of the backlog is not related to Court performance.

The significant decrease in the number of public risk actions commenced in the District Court is reflected in its 2003-04 clearance ratio of 130 per cent in the civil jurisdiction, indicating that the Court is reducing its pending caseload. On the other hand, the settlement rate in civil matters has fallen substantially and judicial determinations are now accounting for a far higher proportion of finalisations. The District Court achieved a clearance ratio of 98 per cent for the year in its criminal jurisdiction, despite a four per cent increase in new trial, sentence and appeal matters.

Local Courts

The number of new cases registered with Local Courts has increased by 0.7 per cent from 2002-03, to a total of 284,271¹ in 2003-04. General Criminal matters account for the largest proportion of cases dealt with by Local Courts and since 2001-02 these matters have increased by 11 per cent. Despite this, in 2003-04 Local Courts were very close to meeting the time standards of finalising 100 per cent of General Criminal matters and Children's Criminal matters within 12 months (Table 13).

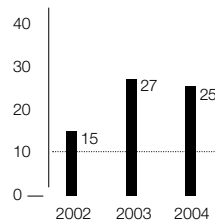
Some areas of the Court's work have recorded falls in registrations, such as the Children's Court, Family Law, Apprehended Violence and Civil Small Claims cases. For Children's Court matters, these falls appear to reflect the greater use of alternative dispute resolution, assessment processes and consent agreements in the care jurisdiction, and the expansion of diversion from court approaches in the criminal jurisdiction. Promotion by Local Courts of alternate dispute resolution and referrals to mediation by Community Justice Centres may have contributed to the reduction in lodgements of Civil Small Claims.

A decline of over 10 per cent in the number of Personal Violence Orders issued reflects a collaborative approach between Local Courts and Community Justice Centres to improve the rate of referral of suitable cases to alternate dispute resolution.

Despite the overall increase in new matters, Local Courts achieved a 99 per cent clearance ratio across all matters in 2003-04. This demonstrates Local Courts have been able to improve the clearance ratio while dealing with an increased caseload.

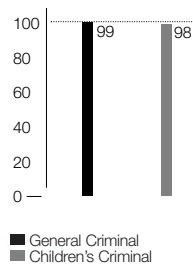
**Table 12:
Civil Backlog**

% of pending matters older than 12 mths. (Standards: 0%). As at 30 June 2004



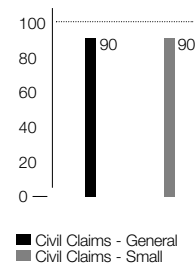
**Table 13:
Timeliness**

% of matters finalised within 12 mths in 03-04. (Standard: 100%) As at 30 June 2004



**Table 14:
Timeliness**

% of matters finalised within 12 mths in 03-04. (Standard: 100%) As at 30 June 2004



¹ This includes 43,000 apprehended violence matters, 17,000 minor offences (minor traffic and summons matters), 7,500 committal proceedings and approximately 15,000 other proceedings. Not all of these categories of work are included in the various statistical and comparative evaluations reported by other agencies, such as the Bureau of Crime Statistics and Research, and the Productivity Commission.

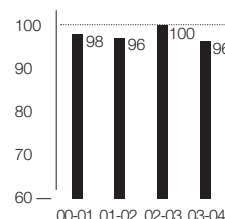
Industrial Relations Commission

The Industrial Relations Commission's clearance ratio for 2003-04 was 96 per cent, slightly below the target of 100 per cent (Table 15). The clearance ratio was affected by a number of factors, including:

- The commencement of the statutory triennial review of awards process in October 2003. This resulted in an additional 497 new matters being initiated, an overall increase of seven per cent to the Commission's workload.
- Fewer judicial resources available to the Commission in the later part of 2003 due to unplanned circumstances.
- The resources diverted to Full Bench matters (involving three or more members) required to deal with a number of major industrial cases, including the Secure Employment Test Case, the Nurses (Aged Care) Award, the Government Schools (Teachers) Award and the Catholic Schools (Teachers) Award.

The Industrial Relations Commission has not yet determined time standards for its work.

Table 15: Clearance Ratio
average over 12 months



Land and Environment Court

Despite a six per cent rise in total registrations compared with the previous year, in 2003-04 the Land and Environment Court achieved a clearance ratio of 104 per cent for matters in Classes 1, 2 and 3 (under the Land and Environment Court Act 1979), and 116 per cent for matters in Classes 4 & 5. As a result, the Court has reduced its pending caseload.

Table 16: Classes 1, 2 & 3 - Clearance Ratio
average over 12 months

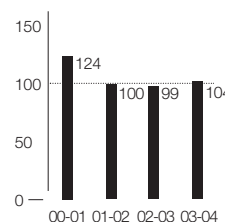
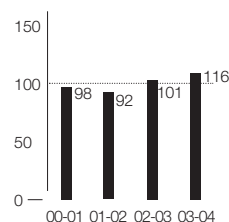


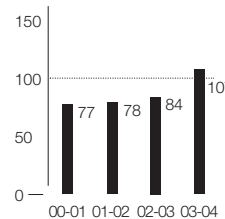
Table 17: Classes 4 & 5 - Clearance Ratio
average over 12 months



Dust Diseases Tribunal

In 2003-04, the Dust Diseases Tribunal achieved an improved overall clearance ratio of 107 per cent (Table 18). This is partly attributable to a decrease in new matters registered of around 17 per cent, as well as an increase in matters finalised of around six per cent, as shown in Appendix Five. As a result, the Tribunal has reduced its pending caseload.

Table 18: Clearance Ratio
average over 12 months



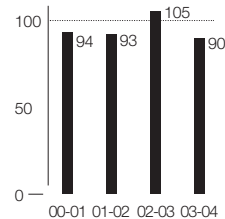
13

Administrative Decisions Tribunal

During 2003-04, 1001 new matters were registered with the Administrative Decisions Tribunal, which represents close to a 20 per cent increase compared to 2002-03. This increased workload has been managed within existing resources, but has led to a decrease in the clearance ratio compared to last year (Table 19).

The Tribunal is continuing to use case management practices including case conferences, planning meetings, directions hearings and mediation to ensure the timely progress of matters to finalisation. The Tribunal is committed to improving its alternative dispute resolution services and a new Practice Note has been published outlining the procedures the Tribunal will follow when conducting mediations in the Equal Opportunity, General and Community Services Divisions.

Table 19: All Divisions - Clearance Ratio
average over 12 months



**the year
in review**

COMMUNITY AND REGULATORY SERVICES

Anti-Discrimination Board

President:
Stepan Kerkyasharian AM

The role of the Anti-Discrimination Board (ADB) is to:

- investigate and resolve complaints of unlawful discrimination in NSW
- conduct research and community education on discrimination issues
- provide legal and policy advice to government
- advise the Industrial Relations Commission about discrimination in the workplace
- liaise with other Federal and State anti-discrimination-related agencies on the wider promotion of human rights throughout Australia.

Challenges	Achievements	Future directions
Implement the restructure of ADB.	Adjusted staffing levels in accordance with revised budget. Maintained and improved service delivery. Maintained staff morale and commitment during period of change in management and structure of ADB.	Continue to maintain high quality service delivery under new streamlined structure.
Review complaint processes and update complaint-handling manual.	Reviewed complaint-handling process. Implemented strategies to eliminate the backlog of complaints, including the reduction of time frames for finalising complaints. Progressively updated complaint-handling manual to reflect new process. Integrated enquiries and complaints handling functions for more streamlined complaint-handling efficiencies.	Develop electronic complaint management system for greater efficiency.
Promote community and workplace understanding of discrimination law issues.	The ADB aims to inform the public of rights and responsibilities across all areas of society. Conducted training sessions, provided information stalls, and developed website and fact sheets to meet specific needs.	Develop and regularly update appropriate training sessions, printed materials and web information.
Provide advice to the Attorney General about the proposed amendments to implement the Law Reform Commission's review of the Anti-Discrimination Act.	Provided advice as needed on an ongoing basis in response to proposed amendments to the ADB.	Depending on the passing of legislation, develop strategies to implement the amendments, including updating published material, reviewing practice and procedures for complaint handling, the training of staff and clients and updating and delivering education programs.

15

The President acknowledges the great assistance given by Laurie Glanfield during the period he was acting president and for his contribution to the work of the ADB in implementing strategies that improved services by the board.

Provided advice to the Attorney General about the proposed amendments to implement the Law Reform Commission's review of the Anti-Discrimination Act.

Privacy NSW
(Office of the Privacy
Commissioner of NSW)

**Acting Commissioner:
John Dickie**

The role of Privacy NSW is to:

- encourage NSW public sector agencies to respect the privacy of their clients
- ensure that NSW public sector agencies are aware of and comply with the requirements of privacy laws
- assist the people of NSW in the protection and enhancement of their privacy
- investigate complaints, conduct research and provide advice on privacy-related matters.

Challenges	Achievements	Future directions
Assess and meet the needs of public sector agencies for privacy information.	Developed a privacy website that has information for agencies and members of the community.	Refine the website to provide information and advice in areas of most concern to the community.
	Directed production of brochures and information sheets to specific privacy issues.	Continue development of the public education program to make the community more aware of privacy principles.
Make available to the community and agencies appropriate material to meet expectations and to help in their understanding of privacy principles.	Made presentations to specialised groups on the work of Privacy NSW.	
	Published Best Practice Guide on Privacy and People with Decision-making Disabilities.	
Promote privacy legislation and support its reach before tribunals.	Made 18 submissions to the Administrative Decisions Tribunal.	Monitor and record decisions at the Administrative Decisions Tribunal and other Tribunals as a body of privacy law develops.
	Made detailed submission on the Review of the PPIP Act.	
Deal with complaints about privacy breaches and requests for advice in a timely and helpful manner.	Resolved 77.25% of complaints within 12 months of receipt.	Incorporate and implement new electronic information storage and retrieval system (PRISM).
	Developed new computer software, PRISM, to update the Privacy NSW database and improve storage and retrieval processes for written and electronic information.	Improve efficiency when working with complaint and advice files by improving electronic tracking.

Victims Services

Director: John Le Breton

Victims Services assists victims of crime through services provided by the Victims Compensation Tribunal and the Victims of Crime Bureau.

The role of the Victims Compensation Tribunal is to:

- offer victims of violent crime and their families a system of counselling and compensation
- recover compensation money from defendants.

Challenges	Achievements	Future directions
Ensuring efficiency in service delivery.	Achieved a 121% clearance ratio for finalising compensation claims.	Develop and implement plan for changes to the legislation.
	Reduced pending compensation caseload from 8353 to 7242 claims.	Increase the number of electronic transactions.
	Reduced pending appeals from 274 to 159.	
	Processed 99% of counselling claims within 48 hours.	
	Applications for initial counselling lodged online increased 54% from 422 in 2002-03 to 649 in 2003-04.	
	Determined 6257 claims for compensation with \$62 million paid under victims' compensation.	
	Collected approximately \$3.18 million in restitution.	
	Approximately 1100 debtors are regularly using the new electronic payment options.	
	Redesigned Victims Services website (www.lawlink.nsw.gov.au/vs)	
	Developed four online applications/transactions.	

Victims Services continued

The role of the Victims of Crime Bureau is to:

- provide, in partnership with Mission Australia, a 24-hour information, support and referral service to victims of crime
- provide links to a range of victims' services available across NSW
- oversee the statutory Charter of Victims Rights.

Challenges	Achievements	Future directions
<p>Ensure that government departments are implementing the Charter of Victims Rights.</p>	<p>Conducted reviews as part of the Charter Review project onsite in 14 external agencies and seven business centres within the Department.</p> <p>Launched a training module to assist agencies in implementing the Charter and distributed to 22 relevant agencies.</p> <p>Presented five charter information forums to Police.</p> <p>Held 44 information forums in NSW areas including Sydney, Coffs Harbour, Goulburn, Cessnock and Nowra.</p>	<p>Publish a procedure on how Victims Services actions a complaint by a victim of crime concerning an alleged breach of the Charter of Victims Rights.</p> <p>Negotiate protocols with key agencies to facilitate an efficient response to a complaint concerning the Charter.</p> <p>Conduct a minimum of six government agency reviews of their implementation of the Charter, including a rural based agency and a mental health service.</p> <p>Review government agency staff training in relation to obligations under the Charter.</p>
<p>Increase information to victims of crime and families and friends of missing people.</p>	<p>Held the National Victims of Crime Conference over two days in February in partnership with Mission Australia. More than 140 representatives from government and non-government agencies attended the conference.</p> <p>Covered 21 topics, addressing both global and personal violence. Speakers addressed international and academic perspectives, restorative justice programs and services available for victims, including specific groups such as Koori women, youths and victims with mental illness.</p> <p>Developed a number of new publications including information sheets on coping with sleeplessness, witnessing a traumatic event and helping children cope with trauma.</p> <p>Launched the Someone is Missing website and booklet developed by the Family and Friends of Missing Persons Unit in conjunction with the Mental Health Association of NSW.</p>	<p>Improve access to services for Aboriginal clients.</p> <p>Provide improved guidance to clients claiming compensation for psychological or psychiatric disorder.</p> <p>Provide victims with information and support in relation to making victim impact statements in Local Courts.</p>

Community Justice Centres

Director: Deborah Sharp

The role of Community Justice Centres (CJCs) is to:

- provide high quality mediation and conflict management services across NSW
- transfer skills and knowledge in dealing with and resolving conflict to clients and communities.

CJCs primarily deal with civil disputes involving interpersonal conflicts between individuals, groups and communities. This includes neighbourhood disputes, conflict between couples, families, young people and children, civil claims matters, workplace and multi-party disputes, along with the more complex community disputes.

Challenges	Achievements	Future directions
Expand Aboriginal and Torres Strait Islander services.	Services to Aboriginal and Torres Strait Islander communities continue to grow in the northern NSW region.	With evaluation of the first phase completed, expand the service to cover the Sydney and southern region of NSW.
Continue to work in partnership with key referrers such as Local Courts and government departments.	Referral protocols developed.	Continue to ensure that referral and service quality remain at a high standard, ensuring access across NSW to CJC services.
Improve strategies to gain feedback from clients.	Client feedback form developed.	Ongoing review of services to ensure client needs are met.

Mediation services are now available in every community in the state.

Community Relations Division

Director: Lida Kaban

The role of the Community Relations Division (CRD) is to:

- provide advice and services to the Attorney General in his role as First Law Officer
- administer the appointment of Justices of the Peace for NSW
- provide corporate records management services and manage the Department's records policy
- act as a contact point for members of the public raising questions with the Attorney General
- process Freedom of Information Act 1989 (NSW) applications for most departmental business centres (Refer Appendix 12 – Freedom of information, page 152)
- oversee and coordinate the development and implementation of privacy management strategies within the Department in order to comply with the principles and requirements of the Privacy and Personal Information Protection Act 1998 (NSW)
- support business centres and other agencies of the Department in their relationship with clients, particularly complaints handling and client feedback.

Challenges	Achievements	Future directions
Address matters of public interest raised with the Attorney General.	CRD responded to a number of major matters of public interest: <ul style="list-style-type: none"> • Amendment to Status of Children Act 1996 – Gay & Lesbian Parenting • Domestic violence services • New Justice of the Peace (JP) appointment process • Manslaughter of unborn children (Byron's law) • Gang rape retrials • Sentence imposed in gang rape case 	CRD will continue to keep abreast of legal developments and community concerns.
Continue service improvement and support of business centres.	During 2003-04 CRD finalised 11,028 items of correspondence, 81% of which were finalised within 21 calendar days of receipt, and 19% were finalised within three days. Results from the November 2003 correspondence survey shows a 35.2% response rate. 78.1% indicated information provided was easily understood and 29.4% indicated they gained a better understanding of the Department. CRD prepared and issued a departmental correspondence style guide.	Provide targeted training and analysis of complaint trends and continued support through the correspondence style guide and consultancy services.
Meet the requirements of the Justices of the Peace Act 2002 (NSW).	Commenced the Justices of the Peace Act 2002 (the Act) and Regulations on 8 December 2003. All existing JPs are deemed to be appointed for a period of three years from the Act's commencement and must seek reappointment to continue after 8 December 2006.	During 2004-05, continue to manage a staggered reappointment process to accommodate existing JPs.

Community Relations Division continued

We launched an online Justices of the Peace public register. The register provides a facility to allow members of the public to inquire via the internet about the location of their nearest JP.

19

Challenges	Achievements	Future directions
Inform Justices of the Peace about changes to legislation.	<p>Implemented a new Justices of the Peace computer system in February 2004 and in June launched an online public register of JPs. Included approximately 70% of all newly appointed JPs on the register.</p> <p>In April 2004 a new JP handbook was published to support the new Act.</p>	Pursue legislative amendments to remove the requirement that JPs take the oaths of office every five years.
Provide and disseminate information about the new Justices of the Peace Act.	<p>Provided all NSW Members of Parliament with information about the implementation of the Act and the appointment process.</p> <p>Provided telephone support to electorate offices and delivered an information session to six JP forums.</p> <p>Between 1 July 2003 to 7 December 2003 (old system appointments) there were 1082 new appointments.</p> <p>Between 8 December 2003 to 30 June 2004 (new Act) there were 1189 appointments.</p> <p>Since the introduction of the Act there have also been 927 reappointments.</p>	Review the need for ID cards for all JPs and explore the possibility of offering other discretionary products.
Maximise the impact of the proactive records management strategy to improve Department compliance and reduce storage costs.	<p>Undertook records disposal projects at the Supreme Court, Bidura Children's Court and the Sheriff's Office.</p> <p>Disposed of a total of 188 metres of records and sent a further 569 metres of probate records to State Archives to preserve these historic records and improve access.</p> <p>Procedures for the disposal of accounting and financial records have been reviewed and issued to business centres.</p>	<p>Continue to reduce off site and on-site storage costs by promoting disposal procedures.</p> <p>Implement an electronic records and document management system.</p> <p>Develop a corporate plan for the disposal of court records.</p>
Review and improve mail-handling practices across the Department.	<p>Examined mail-handling practices in a survey of all business centres.</p> <p>Continued clean mail audits during the year.</p>	Assist business centres to achieve efficiencies in mail handling and investigate use of alternate technologies to reduce mail costs.
Improve business centre understanding of freedom of information and privacy obligations and improve the complaints handling practices of business centres through training and support.	<p>Implemented department-wide complaints-handling policy in January 2004.</p> <p>Held five training sessions covering the areas of FOI, privacy and complaints handling best practice.</p> <p>Trained a total of 80 staff.</p>	Continue delivering training to business centres and evaluate effectiveness of training.

Legal Representation Office

Director: Annette Sinclair

The role of the Legal Representation Office (LRO) is to provide:

- independent legal assistance and representation to witnesses in relation to their involvement with the Independent Commission Against Corruption and the Police Integrity Commission
- legal representation to witnesses before Royal and Special Commissions of Inquiry.

Challenges	Achievements	Future directions
Re-design the database to allow for better case management systems.	The new database provides for more efficient practice management, financial control and access to information while maintaining necessary confidentiality.	Train all staff on the database and refine the system over the next six months.
Maintain and monitor standard of service delivery.	Conducted review into how the LRO panel is formed. 127 clients received representation at PIC, ICAC and Special Commissions of Inquiry, all of which met the guidelines.	Reconstitute LRO panel in accordance with amended panel policy.
Represent families of the victims of the Waterfall Special Commission of Inquiry.	Represented 25 families at the Waterfall Special Commission of Inquiry that commenced in April 2003 and is expected to conclude in August 2004. Received the Excellence Award in Government Legal Service from the Law Society of NSW in September 2003 for its representation of the Waterfall clients.	Continue to provide representation including preparation of final submissions to the Inquiry. Conduct a client satisfaction survey at the conclusion of the Inquiry.
Represent families of former patients at the Walker Special Commission of Inquiry into Campbelltown and Camden Hospitals.	Represented five families at the Walker Special Commission of Inquiry that commenced in January 2004.	Continue to provide representation including preparation of final submissions to the Inquiry.

LRO represented five families at the Walker Special Commission of Inquiry into Campbelltown and Camden Hospitals that commenced in January 2004.

Public Defenders Office

Senior Public Defender: Peter Zahra, SC

The role of the Public Defenders Office (PDO) is to:

- provide legal representation to people who have committed serious criminal offences and have been granted Legal Aid
- act on briefs and provide advisings for Aboriginal Legal Services, community legal centres, solicitors employed by the Legal Aid Commission or private solicitors.

Challenges	Achievements	Future directions
Meet the demand for Public Defender services.	Provided legal representation in 96 Supreme Court matters (including 35 trials and 14 sentence matters). Provided 287 written advices for CCA and High Court matters and representation in 151 appeals. We continue to increase our work in higher jurisdictions to improve productivity and cost effectiveness. Appeared as intervener in one guideline judgement on PCA sentencing. Completed 1010 matters across all criminal law jurisdictions. This included three trials that ran in excess of three months. Provided 597 instances of non-appearance work, including substantive telephone advice.	Increase representation in non-CBD and regional courts.

Public Defenders Office continued

Public Defenders held a conference on 8 to 9 May 2004 attended by over 150 criminal law practitioners.

Challenges	Achievements	Future directions
	Continued commitment to continuing legal education by providing lectures to the College of Law and other tertiary institutions, regional law societies, Legal Aid Commission and Aboriginal Legal Services.	
Revise and settle the service level agreements with the Legal Aid Commission and the Coalition of Aboriginal Legal Services to ensure the best use of public defenders' resources.	Settled the service level agreements with the Legal Aid Commission and the Coalition of Aboriginal Legal Services in July 2004. The agreements have allowed public defenders to negotiate agreements with both the Legal Aid Commission and the Coalition of Aboriginal Legal Services regarding the geographical locations and the areas of professional expertise where public defenders can be of greatest value.	Review service level agreements quarterly in consultation with the Legal Aid Commission and the Coalition of Aboriginal Legal Services in light of changing demands and other considerations. Formal revisions are agreed each July.
Develop and implement a new database to collect more meaningful data on all matters dealt with by public defenders.	Revised brief completion sheets and liaised with Information Technology on implementation strategy. Introduced recording system for non-written advice work and participation in continuing legal education and seminars.	Continue to work with IT to implement improvements to information management. Investigate the possibility of integrating existing databases to include the Court of Criminal Appeal monitoring system.

LawAccess NSW

Director: Megan Thomas

The role of LawAccess NSW is to:

- provide a single point of access to legal assistance services for the people of NSW
- provide legal information, referral and advice
- work with other legal assistance services in NSW to streamline the provision of services to customers.

21

Challenges	Achievements	Future directions
Ensure high quality legal information and advice services.	Provided assistance to 92,575 customers including 9139 legal advice sessions. Awarded the Premier's Silver Award for service delivery. The annual customer satisfaction survey showed that 92% of customers are highly satisfied with the services provided by LawAccess NSW. Satisfaction rates did not differ among Australian born, overseas born and indigenous customers.	Continue to provide high quality legal information and advice services to increasing numbers of customers.
Ensure services reach customers that are traditionally disadvantaged in accessing legal services.	The annual customer demographic Profile showed that: <ul style="list-style-type: none"> • 5% of customers are of Aboriginal or Torres Strait Islander origin. • 20% of customers are born overseas. • 14% of customers speak a language other than English at home although 95% of those customers prefer to speak with LawAccess NSW in English. 	Continue to ensure that services are tailored to meet the diverse needs of individual customers.

The annual customer satisfaction survey showed that 92% of customers are highly satisfied with the services provided by LawAccess NSW.

Office of the Legal Services Commissioner

Commissioner: Steve Mark

The role of the Office of the Legal Services Commissioner (OLSC) is to improve consumer satisfaction with legal services by:

- developing and maintaining effective complaint-handling processes
- promoting compliance with high professional and ethical standards
- encouraging an improved consumer focus within the profession to reduce causes for complaint
- promoting realistic community expectations of the legal system.

Challenges	Achievements	Future directions
	<ul style="list-style-type: none"> • 13% of customers have a disability. • 21% of customers have carers' responsibilities. • The average weekly take-home pay of customers is \$418. 	
Continue to work with other assistance services to enhance cooperation and reduce duplication in service provision across the sector.	<p>Established the Service Cooperation project with the Department for Women that saw the transfer of the services of the Women's Information and Referral Service (WIRS) to LawAccess NSW on a six-month trial basis.</p> <p>LawAccess was a key participant in the Legal Aid Commission's Cooperative Legal Service Delivery model.</p>	Continue to pursue service cooperation projects with key assistance services to streamline services to customers.

Challenges	Achievements	Future directions
Monitor the trend in complaints against practitioners and barristers.	Extracted data from OLSC database and noted trends regarding complaint types.	Continue to work with the Law Society and the NSW Bar Association to ensure practitioners are able to access advice and information on advertising legislation.
Assess the impact of recurrent complaint issues – costs, advertising.	Instigated disciplinary action against practices that have contravened advertising legislation.	
Implement effective, co-regulated methods by which practitioners are familiarised with changes in legislation and made aware of their ongoing obligations under the Act.	Commenced work on discussion papers and public addresses to introduce the concept of value billing – a system whereby practitioners establish open communication with clients throughout the handling of their matter to negotiate and reevaluate the costs of the service and the method by which the matter will be handled.	Maintain and deliver agreed future OLSC business plan objectives while responding to changing needs of the profession.
Implement a new organisational structure.	<p>Introduced a new matrix management style and established project teams.</p> <p>Established nine cross-functional and cross-hierarchical project teams responsible for implementing specific aspects of the OLSC business plan. Project teams fully implemented the 2003-04 OLSC business plan.</p>	
Produce standards for incorporated legal practices (ILPs).	<p>Developed a methodology to address the issue of regulating incorporated legal practices (ILPs).</p> <p>Trialled the standards. Ratified completed standards for appropriate management structures that are acceptable to all stakeholders.</p>	Appoint a system assessment officer to undertake compliance audits of incorporated legal practices against the standards.

Office of the Legal Services
Commissioner continued

Challenges	Achievements	Future directions
Ensure ongoing education of the community and profession.	Increased participation of universities in OLSC lecture series in NSW universities. Continued publication of Without Prejudice, the OLSC's quarterly newsletter and updated OLSC fact sheets on the website and increased community education.	Streamline and update OLSC lecture series for law undergraduates. Continue to target relevant law journals for publication to ensure ongoing interest and discussion of ethical and professional challenges.
Ensure incorporated legal practices comply with the Legal Profession Act 1987.	Developed and piloted audit process and implemented process using self-assessment. All ILPs are required to submit self-assessments to standards to OLSC.	Commence audits of ILPs that have not submitted self-assessments in August 2004.
Review and inquire into the time-based system of billing by legal practitioners.	Contributed to the Legal Fees Review Panel. Analysed the current problem and prepared a discussion paper.	Distribute discussion paper to relevant public bodies and stakeholders for comment. Analyse submissions for stakeholders and public bodies. Develop recommendations for the Premier and Attorney General.

Legal Practitioners
Admission Board

Executive Officer:
Roger Wescombe

The role of the Legal Practitioners Admission Board (LPAB) is to:

- approve the admission of legal practitioners and maintain the Roll of Legal Practitioners
- administer functions associated with the education of law students in NSW
- approve the appointment of Public Notaries and maintain the Roll of Public Notaries.

23

Challenges	Achievements	Future directions
Ensure that the administration of legal practitioner admissions and public notary appointments is managed efficiently and effectively.	Reported that there were no substantive errors, despite a 6% increase in admission applications and no increase in staffing.	Maintain current standards.
Ensure the administration of the Board's examinations is managed efficiently and effectively.	Without increased staffing, student registrations have increased 1% over the previous year and student enrolments have increased 8.5% over the previous year.	Maintain current standards.
Establish new examinations committee and sub-committees to improve the quality of the Board's curriculum and examinations.	Undertook an extensive preliminary study of quality assurance measures applicable to the Board's examinations. Planning for a review of the curriculum for the Board's examinations has commenced.	The Examinations Committee will publish syllabi and adopt and implement a comprehensive quality assurance plan for the Board's examinations.
Enhance the quality of data management in student records.	Generated a specification for functional requirements for a new student records database.	Request tenders and undertake a cost benefit analysis.
Ensure that the graduates of practical legal training courses in NSW have the competencies specified in the Revised Uniform Admission Rules.	A major review of all practical training courses in NSW is well advanced with a planned 2004 completion date.	The Board will consider the review report and decide what action, if any, needs to be taken.

Challenges	Achievements	Future directions
Ensure that information in the Roll of Public Notaries is current.	After consultation with the Society of Notaries, introduced a compulsory annual notification regimen to supplement the occasional notification of changes previously required by the Public Notaries Appointment Rules.	Maintain the new regimen.
Contribute effectively to the Standing Committees of Attorneys General model laws project for legal profession legislation.	The Board made extensive recommendations to the model laws project team in 2003.	Contribute to the development of the NSW legal profession legislation and adapt the Legal Practitioners Admission Rules to the new legislation.

Legal Profession Advisory Council

Acting Executive Officer:
Aideen McGarrigle

The role of the Legal Profession Advisory Council (LPAC) is to:

- review the structure and functions of the legal profession
- ensure quality legal services are accessible, affordable and accountable to the community.

Challenges	Achievements	Future directions
Respond to reviews referred by the Attorney General.	<p>Reviewed the Legal Profession Legislation Amendment (Advertising) Act 2003.</p> <p>Reviewed the Legal Profession Amendment Act 2004.</p> <p>Provided submission to Standing Committee of Attorneys General Legal Profession Model Laws project.</p> <p>Provided submissions in relation to voluntary membership.</p>	<p>Continue to respond to referrals and requests to review legislative amendments by the Attorney General.</p>
Review certain elements of the general regulation, the conduct rules of the profession and matters relating to the legal profession.	<p>Provided submissions in relation to Courtlink.</p> <p>Participated in the Conflict of Interest Working Party established by the Legal Services Commissioner under the auspices of the Attorney General.</p> <p>Commenced four major projects on:</p> <ul style="list-style-type: none"> • soft skill training for the legal profession • electronic transcripts • value billing • reviewing the Civil Liability Act 2002. 	<p>Provide comprehensive and meaningful reports to the Attorney General on matters pertaining to the legal profession.</p>
Increase the Council's public profile and profile within the legal profession.	<p>Sent introduction letters to certain members of the public and legal profession.</p> <p>Set up regular communication with the NSW Bar Association, Law Society and Legal Services Commissioner.</p>	<p>Identify the community's issues and concerns in relation to the provision of legal services in NSW. Work with the professional associations to achieve this outcome.</p> <p>Respond to submissions made by members of the legal profession and the public.</p> <p>Develop the Council's website.</p>

Professional Standards Council

Secretary: Bernie Marden

The Professional Standards Council is an independent statutory body that approves and monitors Cover of Excellence™ schemes that aim to improve professional standards, protect consumers and limit the civil liability of professional groups. The Council conducts research that shapes the future of the professions and other occupations. The Department provides administrative and other support to the Council. The Council reports on its work and performance in its own annual report published under the Professional Standards Act 1994.

Challenges	Achievements	Future directions
Assist the Council to build the reputation of Cover of Excellence' schemes.	<p>Developed and managed the Council's research program, including research and development of Professional Indemnity Insurance Standards.</p> <p>Managed and advised the Council on the approval of applications under the Council's Star Initiative Grants program.</p> <p>Evaluated and advised the Council on an application for approval of a scheme by the NSW Bar Association.</p> <p>Managed the Council's Communication strategies by:</p> <ul style="list-style-type: none"> marketing schemes and publishing the Council's annual report, newsletter and other publications redeveloping the Council's website to improve its content and useability maintaining media and inter-government relations. 	<p>Build client and stakeholder relationships to enable the Council to influence the uptake of schemes by associations and the improvement of occupational standards. Promote and manage the Council's Star Initiative Grants program. Retain and build the expertise and resources needed to support the Council.</p>
Support the Council in strengthening the integrity of industry self-regulation.	<p>Advised the Council and developed a model for a national professional standards system.</p> <p>Managed reporting to the Council by scheme associations on the performance of schemes.</p> <p>Developed and advised the Council on 'A Framework for Compliance' by associations with obligations under Professional Standards Legislation.</p>	<p>Contribute to a research partnership with the Centre for Applied Philosophy and Public Ethics investigating models of regulation and the professionalisation of occupations.</p> <p>Develop, advise and manage the Council and Associations programs to improve association risk management.</p>

Commenced a series of placements of Vanuatu lawyers in NSW legal offices, directed at professional development and skills transfer.

Legal Management Service

Director: Sian Leatham and Michelle Brazel (Acting)

The role of the Legal Management Service (LMS) is to:

- assist government agencies with managing their legal service requirements
- conduct reviews of government legal service needs
- assist with the design and running of tender processes
- manage the Department's involvement in international aid programs, including the Vanuatu Legal Sector Strengthening program.

Challenges	Achievements	Future directions
Survey government agencies on their use of legal services.	Used data and analysis from previous survey to inform future service delivery.	Carry out survey again to gather information on the changes that have occurred in the past two years and to assist in developing future priorities.
Develop guidelines for the monitoring of government expenditure on legal services.	Analysed data provided by government agencies on their current monitoring of expenditure of legal services.	Establish a working group with key agencies to develop guidelines.
Manage phase 2 of the Vanuatu Legal Sector Strengthening project.	Commenced a series of placements of Vanuatu lawyers in NSW legal offices, directed at professional development and skills transfer. An executive development program, aimed at strengthening their leadership and management skills, has also provided benefits to heads of the legal offices.	Provide input into the design of phase 3 of the Vanuatu Legal Sector Strengthening project.
Develop a model litigant policy for the Department.	Convened working group comprising key business centres and circulated a preliminary consultation paper.	Finalise model litigant policy.

COURT AND TRIBUNAL SERVICES

Supreme Court

Chief Executive Officer and Principal Registrar: Megan Greenwood

The Supreme Court:

- is the highest court of general jurisdiction in the State
- hears criminal trials of the most serious nature
- has unlimited jurisdiction in civil disputes
- has appellate jurisdiction in criminal and civil matters.

The Court of Appeal and the Court of Criminal Appeal hear appeals from decisions made in most of the courts of NSW and those made by a single judicial officer of the Supreme Court.

Appeals from the Court of Appeal or Court of Criminal Appeal are to the High Court of Australia. They require a grant of special leave from the High Court.

Challenges	Achievements	Future directions
Develop policies that seek to minimise delay and costs for litigants without compromising the quality of the Court's decisions.	<p>Introduced new case management practices for civil cases in the Common Law Division. The new practices provide greater flexibility and service choices.</p> <p>Implemented legislative changes to increase the use and availability of the Court's alternative dispute resolution services.</p> <p>Achieved a clearance ratio of at least 95% for the year in all jurisdictions.</p>	<p>Conduct a comprehensive survey of Court users to gauge the success of the new practices and inform future initiatives.</p> <p>Maintain strong performance by continuing to monitor caseflow management practices.</p>
Implement CourtLink NSW.	Implemented the second phase of Courtlink - the Costs Assessment module - in August 2003.	Implement Courtlink in the Court's criminal jurisdictions in August 2004, with the civil jurisdiction to follow in early 2005.
Develop and identify opportunities to:	Continued to focus energies on CourtLink this year.	Provide electronic services for Court users through CourtLink, and telephone hearings at the interlocutory stage to assist people in regional areas.
<ul style="list-style-type: none"> • eliminate unnecessary procedural differences between court jurisdictions • streamline operations • enhance client service delivery • improve staff training resources. 	<p>Consultation between judicial officers, the legal profession and registry staff intensified, with substantial effort directed at improving and simplifying processes.</p> <p>Implemented the initial phases of a comprehensive overhaul of how registry resources are allocated to its client services areas.</p>	<p>Increase registry resources allocated to the client services area and improve access by providing 'one stop shop' services to Court users.</p>
Develop and widen the Court's educational program and resources.	<p>Scheduled and archived an additional 80,000 old probate files that are readily available to the public through State Records.</p> <p>Promoted the historical value of the King Street complex by offering additional guided tours of the building, and participating in key public education events.</p>	<p>Finalise a comprehensive disposal authority covering records in all jurisdictions of the Court.</p> <p>Improve community access to educational and historical information by providing better online resources.</p>

We implemented the second phase of CourtLink – the Costs Assessment module – in August 2003.

Industrial Relations Commission

Industrial Registrar: Mick Grimson

The role of the Industrial Relations Commission (IRC) is to:

- conciliate and arbitrate to resolve industrial disputes
- make industrial awards and approve enterprise agreements to set conditions of employment and wages
- decide claims of unfair dismissal
- hear claims to void or vary unfair industrial contracts
- decide appeals in various industrial matters
- hear prosecutions under various industrial laws (including the more serious breaches of occupational health and safety legislation) and deal with civil matters under those laws.

Challenges	Achievements	Future directions
Continue to improve performance.	Performed solidly throughout the year, maintaining a clearance rate in excess of 100% in court session matters and an overall clearance rate in excess of 96%.	Introduce and publicise time standards for the major areas of the IRC's business such as judgments.
Improve services.	Introduced a pilot-listing model for metropolitan unfair dismissal actions in July 2003, which resulted in a 50% reduction in the median time to first listing.	Examine the options for extending the model into State regional areas and the possible extension of the strategy to include the arbitration phase.
Implement case management standards and procedures.	Implemented new case management standards for occupational health and safety prosecutions to ensure that such matters are dealt with in an orderly and expeditious manner. Implemented new procedures relating to the statutory review of all State Awards and commenced the review process.	Review the standards to ensure that they are meeting their objectives. Continue and regularise the review process to assist users and to better utilise both the IRC and stakeholder resources.

Land and Environment Court **Registrar: Susan Dixon**

The Land and Environment Court has an appellate and a review jurisdiction in relation to planning, building and environmental matters. Jurisdiction is exercised by reference to the nature of the subject matter of the application. There are six judges and 10 commissioners of the Court.

The role of the Land and Environment Court is to:

- hear and determine appeals in respect of development and building applications, land valuations, compensation claims for land resumption, and claims and disputes arising under the Aboriginal Land Rights Act 1983 (NSW)
- deal with matters of civil enforcement and summary criminal enforcement in regard to environmental planning and protection.

Challenges	Achievements	Future directions
Achieve the best outcome for the community through the merit review process.	In February and March 2004, introduced a series of changes to practices and procedures to ensure that the processes of the Court are efficient and that legal costs and costs of providing expert evidence are minimised.	Monitor the effect of these changes and review if appropriate. Achieve a shorter disposal time by using court appointed experts, as indicated by preliminary outcomes.
Further improve performance.	Finalised 13% more matters than in the previous year, leading to an overall 10% decrease in matters pending, despite a 5% increase in registrations.	Continue to monitor the Court's performance and review procedures and practice directions as required.
Encourage clients to utilise our electronic resources.	Increased e-court users to 200 individual user accounts and 16 public user accounts. Introduced videoconferencing facilities that have been used for several overseas and interstate hearings.	Continue developing a new website for the Court which is projected to be available by the end of 2004. This website will contain updated content including an electronic version of the Court's Litigants in Person plan.
Better inform clients and the public of the Court's outcomes, planning principles and address community concerns.	Since late September 2003, published Commissioners' decisions on the internet (Caselaw) which can be accessed through the Court's website.	Continue to consult the Court's user group and other stakeholders.

District Court

Principal Courts Administrator: Craig Smith

The District Court is the largest trial court in Australia and has an appellate jurisdiction.

Its role is to serve as the intermediate court in NSW.

It has jurisdiction to deal with:

- all indictable criminal offences (except treason, piracy and murder)
- civil matters with a monetary value up to \$750,000 and unlimited jurisdiction in motor vehicle accident personal injury matters
- claims for equitable recovery of money or damages up to \$750,000
- applications under the Defacto Relationships Act 1984 (NSW), the Family Provision Act 1982 (NSW) and the Testator Family Maintenance and Guardianship of Infants Act 1916 (NSW) that involve property worth not more than \$250,000
- appeals from the Local Court
- administrative and disciplinary tribunals
- claims originating from some categories of actions which previously came within the jurisdiction of the former Compensation Court ('residual jurisdiction').

Challenges	Achievements	Future directions
Improve case flow management.	Successfully maintained the criminal trial caseload at slightly over 1000 cases, at which level it has been for the last few years, following the introduction of the centralised committal scheme. The civil caseload continues to drop. It has fallen from 23,000 at June 2002, to 15,000 in June 2003 and 9,000 in June 2004.	Meet new civil caseload challenges: more civil cases are being defended, with longer hearings involving more complex issues. Direct resources to the establishment of a Judicial Registrar to achieve improved civil case flow management.
Merger of the Compensation Court.	Successfully merged the transfer of the administrative functions of the Dust Diseases Tribunal and the residual jurisdiction of the former Compensation Court with the District Court.	
Improve subpoena process.	Implemented new procedures for accessing and copying subpoenaed documents.	
Improve services to customers.	Implemented EFTPOS services in the Sydney Civil Registry. Amalgamated Sydney Civil Registry and subpoenaed documents in one location.	

Local Courts

Director: Michael Talbot

There are 165 Local Courts in NSW, ranging from full-time multi-court complexes in metropolitan and regional locations, to part-time courts in smaller country towns. Local Courts are the courts of general access in NSW. Ninety per cent of people, who are required to appear at, or use the services of a NSW Court, will attend the Local Court.

Challenges	Achievements	Future directions
Continue to improve performance.	Achieved an overall clearance ratio of 99% for the past 12 months.	Create a business improvement position to give enhanced focus to process improvements. Aim is to simplify court processes and forms, improve timeliness and ensure consistency and quality in service delivery.
Modify the General Local Court Computer system.	Changes made to the General Local Court Computer system (GLO) in the previous year allows judicial and other resources to be allocated on the basis of reliable data collection.	The GLC and Civil Claims Courtnet systems will remain in operation pending the introduction of the Courtlink system to Local Courts in 2006.

Local Courts continued

The role of Local Courts is to:

- deal with committal hearings, the majority of criminal and summary prosecutions, small claims (up to \$40,000) and other civil claims matters, applications for Apprehended Violence Orders, and some Family Law matters
- provide chamber magistrate services at all full-time courts. Chamber magistrates provide information to members of the public on court-based and alternative dispute resolution options. They can also assist with the preparation of initiating court processes, or refer clients to a more appropriate specialist, support or advocacy service
- hear juvenile prosecutions in specialist Children's Courts (where offenders are under 18 years) and deal with care matters involving young people under 16 years
- investigate deaths and serious fires in specialist Coroner's Courts to establish the likely cause of the death or fire.

Challenges	Achievements	Future directions
	GLC locations deal with 85% of the total workload of all Local Courts. These courts record finalisation rates of over 90% of matters completed within six months – with the majority achieving rates over 96%.	Preparatory work for the introduction of Courtlink will involve simplification of court processes and forms and completion of the 'harmonisation' project to ensure consistent case management practices across all jurisdictions.
Further strengthen relationships with magistrates by supporting the implementation of the Chief Magistrate's Local Courts strategic plan.	This is a four-year plan (2001-05). Meeting time standards for case management in the civil and criminal jurisdictions in the majority of Courts. Issued practice notes detailing the processes required to meet the time standards to ensure the legal profession and other parties are able to comply with the Courts' requirements. Rolled out specialist court officer training to ensure competency to effectively support the judiciary.	Review the plan annually and assess the resources and actions required to meet strategic plan objectives. Develop a new five-year plan in early 2005.
Finalise the development of time standards for major registry processes.	Introduced time standards to all courts following completion of the January 2003 trial. Courts report on compliance with time standards on a monthly basis.	Continue to monitor and improve compliance with time standards. Identify if there are other registry processes where time standards can be applied.
Support the Indigenous Justice strategy.	Provided funding and created a new position at Kempsey. The Aboriginal client service working party meets twice a year to identify strategies to improve services to Aboriginal communities.	Create additional positions, if and when funding becomes available. Develop and refine strategic plan for future direction of the ACSS program.
Continue to improve services to victims of domestic violence.	Completed a domestic violence training program. Developed new court services agreement between Courts/ DVCAS and distributed it to all courts. This will help to ensure clarity about respective roles and responsibilities.	
Develop partnership with LawAccess NSW for delivery of information and procedural advice to Court clients.	Completed a six-month service integration pilot. This revealed a number of technical problems regarding capacity to transfer calls from Courts to LawAccess NSW. Completed and evaluated pilots and assessing future actions.	Explore opportunities for improved service integration. Promote referral of greater number of matters to LawAccess NSW.

Dust Diseases Tribunal

**Principal Courts Administrator:
Craig Smith**

The role of the Dust Diseases Tribunal is to hear and determine claims by persons injured by exposure to asbestos or suffering from other dust-related conditions.

Challenges	Achievements	Future directions
Continue to improve performance.	Improved overall clearance ratio to 108%.	
Efficient case management of increasing work-load.	Increased efficiency resulting in an increased disposal rate of 6%. Successful fast track mechanisms ensure urgent cases (e.g. those relating to a terminally ill plaintiff) are given maximum listing priority.	Continue efficient case management and effective fast tracking of urgent cases.
Provide for transfer of administrative functions to District Court as from 1 January 2004.	Successful transfer of administrative functions to the District Court from 1 January 2004.	
Implement electronic courtrooms.	The Tribunal's electronic courtrooms are operational and awaiting identification of suitable trial cases.	Identify suitable cases for trialling of electronic courtrooms before system becomes broadly operational.

The DDT achieved an improved overall clearance rate. New matters received decreased to 430 (from 511) but disposals increased to 462 (from 435).

Administrative Decisions Tribunal

**Registrars:
Cathy Szczygielski and
Karen Wallace/Vicki Sarfaty**

The main functions of the Administrative Decisions Tribunal are to:

- review specified administrative decisions of NSW Government agencies
- resolve equal opportunity and retail lease disputes
- exercise disciplinary and regulatory functions over a range of professional and occupational groups.

As an independent statutory tribunal, its purpose is to provide fair, effective, expeditious and timely determination of the matters that come before it, and to provide administrative review that enhances service delivery, as well as promoting and supporting compliance with legislation by administrators.

Challenges	Achievements	Future directions
Continue to improve performance.	Increased filings by 20% compared to 2002-03 statistics. Developed case management tools to assist the president and divisional heads in meeting time standards.	If passed, proposed legislative amendments will improve efficiency.
Review and improve service delivery.	Client survey revealed that over 90% of respondents provided positive feedback about excellent client service from ADT staff and accessibility to the Tribunal for people with special needs.	Review and develop comprehensive resource kits for litigants in person.
Improve case management efficiency.	Streamlined a number of internal processes and systems to improve efficient management of matters before the Tribunal.	Promote use of mediation in all suitable matters.

Library Services Division

Director: Yvonne Brown

The role of the Library Services Division is to:

- provide legal source material and information for the Attorney General, officers of the Department, legal officers from other government agencies, members of the legal profession and law libraries
- provide library and information services to lower, intermediate and specialist jurisdictions and tribunals.

Challenges	Achievements	Future directions
Establish a major library centre in the southern CBD in the Downing Centre/ John Maddison Tower complex.	In the process of relocating the Attorney General's Library, Level 6, Goodsell Building to the John Maddison Tower.	Strengthen existing collections in the southern part of the CBD. Include a strong criminology collection.
Establish department-wide desktop access to a wider range of electronic products.	Reached agreements with the three major legal publishers, CCH, LexisNexis and Thomson to give department-wide desktop access to the major products of these legal publishers.	Progress negotiations for one further provider for electronic products.
Increase use of electronic resources.	Reached agreement with the District Court to cancel chamber collections when a judge retires. The new judge will use electronic resources in chambers. Continued to supply practice works in hard copy.	Train clients in the use of electronic products to minimise reliance on hard copy.
Make holdings of libraries in the Attorney General's Department publicly available.	Negotiating with IT branch.	Publish the Department's libraries catalogue on the internet.

Law Courts Library

**Librarian-in-Charge:
Lesley O'Loughlin**

The role of the Law Courts Library is to provide legal and information services to the courts, commissions and tribunals located within the Law Courts building.

Challenges	Achievements	Future directions
Manage organisational change and the shared corporate service strategy.	Finalised the Memorandum of Understanding (MOU) between the Department and the Federal Court of Australia to provide library services.	Manage the library budget and services in accordance with the MOU.
Achieve the most effective mix of hard copy and electronic resources to support the work of the courts.	Conducted a review of the Attorney General's Department's Library network and presented a draft report and recommendations to the Review Management Advisory Committee.	Prepare for migration to a new library management system. Develop flexible training programs including e-learning to support the courts use of electronic resources.
Manage the redesign and development of the Lawlink Legal and Community Resources sites as an extension of the Law Courts Library's site.	Launched the library's intranet site InfoSource.	Provide internet access to the library's shared catalogue.
Provide judicial officers and staff with desktop access to online legal resources.	Finalised negotiations with both Lexis Nexis Butterworths and Thomson for a departmental online licence.	Ensure an increase in the percentage of information requests satisfied from departmental resources.

Office of the Sheriff
Sheriff of NSW: Gary Byles

The role of the Office of the Sheriff is to:

- provide court security and support services
- manage the jury system
- uphold civil law by serving and executing court orders.

Challenges	Achievements	Future directions
Complete a strategic risk assessment of NSW court security.	Conducted review and submitted a draft report 23 July 2004.	Review and prioritise 190 recommendations. Subject to funding, court security enhancements will follow.
Continue to implement perimeter security across NSW Courts.	There are currently 13 courts with full perimeter security and another nine scheduled in 2004-05. This is compared to three courts in June 2003. Submitted draft security master plan for future funding across all courts and supply of technology and hardware.	Continue to assess court priorities based on changing threat levels. Continue to examine staffing requirements to meet stakeholders' expectations for court security. This includes examination of the role of court officers.
Complete the Occupational Risk Assessment (ORA) and address safety risks.	19 senior staff have completed the Risk Management for Managers and Supervisors course conducted by a certified OH&S trainer. Training included risk assessment as part of the recommendations of the ORA in identifying occupational work and safety issues and threats. Established an OH&S advisory group to implement the recommendations of the ORA findings. All Sheriff's Officers undertook training in first aid and re-qualification in the use of Oleoresin Capsicum (OC) spray. Completed the statewide deployment of OC for officers. Directed officers to work in pairs when enforcing property seizure orders, removals, evictions, apprehensions and other processes where intelligence reveals an unacceptable risk to the safety of officers. Issued a circular in relation to zero tolerance for consumption of alcohol while on duty, on departmental property, in uniform and in departmental vehicles.	Continue to implement the recommendations made in the ORA. Examine tracking and reporting procedures to further ensure officer safety. Complete drug and alcohol policy.
Complete an organisational integrity plan (OIP) to implement the recommendations of the 2002 Corruption Resistance Review (CRR) and Ethical	Yet to finalise OIP. Of the 28 recommendations of CRR, nine have been fully completed, 13 partially completed and six remain outstanding. Completed the Ethical Culture survey. Created a competency-based course delivered initially in 2002 which now forms the basis of induction training for all Sheriff's Officers.	Finalise OIP and continue to implement the recommendations of the CRR. Increased online training to be fostered as part of improving cultural awareness, diversity, harassment and fraud prevention. Fraud control plans to be implemented as part of internal auditor's recommended control measures.

Office of the Sheriff continued

Challenges	Achievements	Future directions
Culture survey.	<p>Conducted an internal audit of the Property Seizure Orders process.</p> <p>All staff have completed the Sheriff's Office Mandatory Annual Refresher Training (SMART) in May/June 2004.</p>	<p>Continue to implement Property Seizure Orders audit recommendations.</p>
Improve judgment enforcement processes and procedures.	<p>Now initially contacted debtors using mailout or phone.</p>	<p>Currently reviewing appropriateness of special constable status for officers in both security and enforcement operations.</p> <p>Guided by the outcome of the Civil Procedure Bill and the Uniform Civil Procedure Rules (Draft 2004) currently under review.</p> <p>Further actions will depend on the progress of the proposed Sheriff Bill (Act) (2004).</p>
Further streamline the fine enforcement system, including the introduction of new sanctions such as Community Service Orders, by working with the Office of State Revenue.	<p>Successfully concluded the pilot schemes of additional sanctions on fines imposed by the SDRO and agreed to and implemented operational procedures with other agencies.</p> <p>Determined safe working limits of process service and execution for all centres in accordance with audit recommendations. Those limits have been adopted as the formula for downloading of Property Seizure Orders and other processes to Sheriff's Offices.</p>	<p>Write new business rules and fee structures for the new Service Level Agreement between the SDRO and the Sheriff's Office.</p> <p>Review the Fines Act and regulations to ensure compatibility with future fees for service funding initiatives.</p> <p>Monitor service standards in light of increasing court perimeter security requirements.</p>
Improve workforce skills by implementing a new national competency-training package for Sheriff's Officers.	<p>Designed assessment tools for key result areas that have been mapped to National Competency.</p> <p>Assessed and recommended Certificate IV in Government (Court Compliance) for delivery as base grade training standard.</p> <p>Mapped current career progression, evaluated against Sheriff's Offices in other states and similar agencies. Educational brokers engaged in discussions. Options to be presented.</p>	<p>Continue to design a career development model for Sheriff's Officers that includes hierarchy of courses linked to career progression and job requirements.</p>
Improve jury management system.	<p>Written functional design specifications for a new jury management system.</p> <p>Implemented Electronic funds transfer (EFT) for jury payments in Sydney courts.</p> <p>Currently testing pilot electronic mailing system under Project E-Letter to improve client service.</p>	<p>Made progress with new system to design and implementation stage, subject to funding.</p> <p>Examine cost comparisons. Initial data indicates potential efficiencies.</p>

Reporting Services Branch

Director: Paul Cutbush

The role of the Reporting Services Branch (RSB) is to operate statewide court reporting, sound recording and transcript services to the NSW courts, boards and tribunals.

Challenges	Achievements	Future directions
Reporting and transcript services.	Produced 1,032,000 pages of transcript during the year. Demand for daily transcript accounted for approximately 28% of the transcription workload with an average turnaround time for transcripts not required on the same day of 16.87 days.	Adopt revised service standards and timeframes for transcripts set out in phase II of the Strategic Blueprint for Reporting Services. This will lead to significant increases in daily transcripts to the Supreme and District Courts.
Respond to challenges arising from implementation of the Strategic Blueprint for Reporting Services which details a five-year phased plan to: adopt revised service standards; achieve flexible resource usage; optimise the use of new technologies, achieve flexible resource usage; make effective use of private contractors.	<p>Now meeting revised (phase I) service standards in relation to the provision of same day transcript to the Supreme and District Courts.</p> <p>Now using sound reporting resources to provide reporting and transcription services to the Supreme Court in many regional locations and in the CBD as infrastructure is installed.</p> <p>Now using dual remote (video assisted) recording in 32 District Courts in the Downing Centre and John Maddison Tower.</p> <p>Set up formal contracts to provide reporting and transcription services in the Industrial Relations Commission and for overflow work in other jurisdictions.</p>	<p>Implement the vision and strategies set out in phase II of the Strategic Blueprint for Reporting Services. This involves the continued flexible deployment of staff across all jurisdictions, further optimising the use of reporting technologies, better understanding and managing demand.</p> <p>Introduce Windows-based computer assisted transcription software.</p>

POLICY AND CRIME PREVENTION

Aboriginal Justice Advisory Council

**Acting Executive Officer:
Rowena Lawrie**

The role of the Aboriginal Justice Advisory Council (AJAC) is to:

- advise the Government on law and justice issues affecting Aboriginal people
- develop proposals for change and monitor programs relating to the impact of the criminal justice system on Aboriginal people.

Challenges	Achievements	Future directions
Provide ongoing advice for the Attorney General on key justice issues affecting Aboriginal people.	Completed a statewide inquiry with young Aboriginal people about their justice needs. AJAC and the Victims of Crime Bureau are undertaking research into missing Aboriginal girls between 13 and 14 years.	Expecting a final report to be released in September 2004 including recommended actions.
Finalise Aboriginal Justice Plan.	Completed final Aboriginal Justice Plan that is currently being considered by Government.	Launch the Aboriginal Justice Plan.
Establish circle sentencing in Brewarrina and Walgett.	Extended circle sentencing to Brewarrina and Walgett in May 2004. Released circle sentencing report in October 2003.	Expand circle sentencing to five further locations and employ a circle sentencing coordinator at AJAC.
Establish Aboriginal Community Justice Groups.	Established Aboriginal community justice groups at Lismore, Grafton, Yamba, Maclean, Toronto and Mount Druitt. Appointed a project officer in May 2004.	Continue to expand Aboriginal community justice groups to a further 19 locations over the next four years. Review the project in 12 months.

NSW Bureau of Crime Statistics and Research

Director: Dr Don Weatherburn

The role of the NSW Bureau of Crime Statistics and Research (BOCSAR) is to:

- provide policymakers and administrators with statistical information and research to help reduce crime and improve the NSW criminal justice system
- provide information and advice to the public to promote more informed public debate about crime and criminal justice.

Challenges	Achievements	Future directions
Conduct research on drug-related crime.	Examined court and drug treatment data and found that heroin dependent persons were less likely to commit offences while on methadone treatment. Carried out an interview study with injecting drug users and found that supply reduction approaches, which increase the time taken to procure drugs, might have some utility in decreasing the frequency of drug use. Examined the long-term growth in robbery in NSW between the mid 1960s and 2000 and found that it was strongly associated with increases in the number of heroin dependent persons. Another time-series study found that the shortage of heroin, which started in early 2001, was associated with a subsequent decline in robbery.	Investigate factors relating to driving under the influence of cannabis by surveying a sample of regular users. This study will examine the relative potential for knowledge, health-based and deterrence-based interventions to affect the prevalence of this behaviour. Evaluate the Cannabis Cautioning scheme giving consideration to court workload for cannabis offences and the scheme's effectiveness in directing offenders into treatment. Examine factors that affect successful performance on the NSW Drug Court program. Conduct further time-series analyses examining the impact of the heroin-shortage on other acquisitive crime types such as break and enter.

BOCSAR's reoffending database (ROD) provided estimates of the NSW population's contact with the criminal justice system.

Challenges	Achievements	Future directions
<p>Conduct research on trends and patterns in crime and criminal justice and factors that affect them.</p>	<p>BOCSAR's reoffending database (ROD) provided estimates of the NSW population's contact with the criminal justice system. Over a five-year period, 6.5% of the NSW population had appeared in court on a criminal matter. Males, 20-24 year olds and Aboriginal persons, were more likely to have had contact with the criminal justice system.</p> <p>Evaluated a police operation to reduce break and enter and motor vehicle theft and found that it had not achieved these crime reduction objectives even though it had increased forensic crime scene activities.</p> <p>Carried out a telephone survey which found that most people in NSW thought that a range of crime types were increasing, even though recorded crime and victim survey data showed the reverse to be the case.</p>	<p>Examine aggressive behaviour and its antecedents among high school students in NSW. This project comprises qualitative interviews with students involved in violent incidents and a quantitative survey of over 2000 students.</p> <p>Examine the reasons behind the growth in rates of police recorded assaults.</p> <p>Examine the NSW population's experience of being offered and accepting stolen goods.</p> <p>Conduct an evaluation of the specialised Child Sexual Assault Jurisdiction to assess whether it has achieved its aim of improving the court experience for child witnesses.</p>
<p>Examine the distribution, determinants and enforcement aspects of alcohol-related crime.</p>	<p>Carried out a study to investigate the sentencing of high range drink-driving offenders and found that the likelihood of receiving a prison sentence increased consistently with the number of prior convictions for this offence.</p> <p>However, a subsequent investigation found that there was considerable variability across courts in the granting of Section 10 dismissals for persons convicted of drink driving offences. This study also found that the use of these dismissals had increased over the past decade.</p> <p>Conducted a cohort study to evaluate the impact of increased penalties on re-offending among drink drivers. This study found that while the average severity of penalties imposed by the Courts for drink driving had increased, this had had minimal impact on the extent of re-offending.</p>	<p>Conduct an activity survey in a sample of NSW Police Local Area Commands to estimate the percentage of police time spent dealing with alcohol-related problems. These data will be analysed to provide dollar cost estimates of alcohol-related crime.</p> <p>Undertake an emergency department study to estimate the cost of alcohol-related crimes such as assault and drink driving to St Vincent's Hospital, Darlinghurst.</p> <p>Investigate the relationship between the concentration of licensed premises and public disorder problems in local areas.</p>

Criminal Law Review Division

Directors:
Mark Marien and Lloyd Babb

The role of the Criminal Law Review Division (CLRD) is to:

- provide advice and support to the Attorney General on criminal law
- to assume responsibility for the Attorney General's legislative program relating to the reform of criminal law and procedure.

Challenges	Achievements	Future directions
Ongoing reform of criminal law.	<p>Introduced legislation relating to:</p> <ul style="list-style-type: none"> • granting of bail to persons charged with terrorism offences • granting of bail to persons charged with murder or repeat offences • granting of bail to persons charged with certain firearms or property offences • protecting a complainant in certain sexual offence proceedings from being questioned directly by the accused person • miscellaneous criminal law matters. <p>Completed application to the Court of Criminal Appeal for a guideline judgment for sentencing high range PCA (drink driving) offences.</p>	Continue to reform criminal law.
Terrorism Law reform.	<p>Acted as the chair of the Counter-Terrorism Laws taskforce, comprising representatives from CLRD, NSW Police and the Cabinet Office.</p> <p>Finalised four pieces of model legislation as recommended by Leaders' Summit on Terrorism held in April 2002.</p>	Implement required legislation.
Conduct a review of the Crimes (Forensic Procedures) Act 2000 (NSW).	<p>Prepared report on the Crimes (Forensic Procedures) Act 2000.</p> <p>Finalised and tabled report in Parliament.</p>	Progress amendments arising from the report and other reviews.
Developed proposals relating to the abolition of double jeopardy.	Drafted and circulated the Consultation Bill entitled Criminal Appeal Amendment (Double Jeopardy) Bill 2003 and considered submissions.	Introduce legislation.
Reviewed pre-trial disclosure.	<p>Conducted a statutory review of the Criminal Procedure Amendment (Pre-Trial Disclosure) Act 2001.</p> <p>Consulted key stakeholders.</p>	Finalise and table the review in Parliament.
Reviewed the Bail Act.	Developed a discussion paper on bail reform. Engaged in consultation with key stakeholders.	Circulate the discussion paper. Develop a consultation bill. Implement extensive amendments to the Bail Act.
Implement legislation arising out of current reviews into mental health and the criminal justice system.	<p>Developed legislation to introduce amendments to the Mental Health Act 1990 and the Mental Health (Criminal Procedure) Act 1990.</p> <p>Introduced amendments in the Crimes Legislation Amendment Act 2003, the Crimes Legislation Further Amendment Act 2003 and the Crimes Legislation Amendment Act 2004.</p>	Implement further legislation arising from the continuing review into mental health.

Challenges	Achievements	Future directions
Develop discussion papers on property crimes law reform.	Developed a discussion paper on fraud and submitted it to the Attorney General. Continued to develop a discussion paper on theft and related offences.	Release discussion paper and exposure draft bills on fraud and theft for consultation prior to introduction of legislation.
Introduce a legislative framework for diversion and restorative justice programs.	Introduced legislation to provide a framework for the operation of intervention and diversion programs. Began drafting of regulations for circle sentencing and the operation of community aid panels.	Introduce regulations for the operation of community aid panels and traffic offender programs.
Participate in the taskforce for Drug Court initiatives.	Participated in the taskforce for the Comprehensive Drug Treatment Correctional Centre Bill 2004.	Assist with implementation and the development of regulations.
Coordinate a Gun Court review.	Coordinated a review to consider the merits of establishing a gun court in NSW. Tabled review in Parliament.	

Crime Prevention Division
Acting Director: Steven Drew

The role of the Crime Prevention Division (CPD) is to:

- provide the Government with advice on crime prevention policy and programs in NSW
- coordinate efforts to reduce crime through the development and promotion of effective crime prevention strategies
- implement the NSW Strategy to Reduce Violence Against Women.

Challenges	Achievements	Future directions
Support Community Solutions Crime Prevention initiatives.	Supported 24 Community Solutions Crime Prevention initiatives in Miller, Mt Druitt, Wyong, Kempsey, Nimbin, Nowra, Kings Cross, Cessnock, Warrawong-Berkeley, Warilla, Redfern, Wilcannia, Dubbo, Taree, Bourke, Brewarrina, Newcastle, Bankstown, Corrimal, Bellambi, Gunnedah, La Perouse and Coffs Harbour. CPD manages funds for Newcastle, Coffs Harbour and Miller.	Continue to support community solutions initiatives.
Assist local councils and communities to develop crime prevention plans and projects.	27% of local councils have endorsed plans as at June 2004.	Continue to promote the development of local crime prevention plans to further increase the uptake by councils.
Support the work of the NSW Graffiti Solutions Taskforce managing the Beat Graffiti Grants scheme.	Provided 42 Beat Graffiti Grants totalling \$300,000 in 2003-04.	Develop graffiti program policy based on Beat Graffiti project reports.
Continue to support a range of Aboriginal community crime and violence-prevention projects and resources.	Continue to evaluate the Aboriginal Community Patrols program with a final report due in September 2004.	Release a report on the Aboriginal Community Patrols program. Implement the Aboriginal Community Patrols program.

Crime Prevention Division continued

Challenges	Achievements	Future directions
	Managed funding program and 11 support projects under Aboriginal Youth Crime prevention grants program. Contributed \$160,000 to the River Towns project to employ Aboriginal Community facilitators in Coonamble and Walgett to develop crime prevention plans. Implemented the Aboriginal Driver Education program in Lismore.	Continue to work with government agencies and other partners to implement initiatives that address Aboriginal justice issues. Develop an Aboriginal Community Crime Prevention Planning policy.
Establish the Magistrates Early Referral Into Treatment (MERIT) program into the remaining nine NSW regions.	Made MERIT available to 51 Local Courts in 17 health areas.	Continue to expand coverage of MERIT over the next two financial years.
Manage the research project into violence affecting the gay and lesbian communities.	Managed and provided funds for the homophobic violence research project: You shouldn't have to hide to be safe, released in December 2003. Finalised report in December 2003 with a formal launch at NSW Parliament House.	Prepare a draft policy statement based on the research findings and ongoing consultation.
Implement strategies arising out of the review of the criminal justice system's response to women from culturally and linguistically diverse backgrounds that have experienced domestic violence.	Strategies are contained in the Quarter Way to Equal and Heroines of Fortitude reports. The Violence Against Women unit monitors the implementation of strategies contained in the Quarter Way to Equal and Heroines of Fortitude reports and provides status reports to ministers on a regular basis.	The Violence Against Women unit is due to move to the Communities Division of the Department of Community Services later this year.

Legislation and Policy Division

Director: Maureen Tangney

The role of the Legislation and Policy Division (LPD) is to:

- advise the Attorney General, the Department, the courts and other government departments on legal policy and legislative procedural reform
- provide the Attorney General with parliamentary support
- monitor the scheduling and progress of the Attorney General's legislative program
- review and revise legislation within the Attorney General's portfolio.

39

Challenges	Achievements	Future directions
Extend the pilot for the Child Sexual Assault jurisdiction.	Extended the pilot to Dubbo in February 2004 and implemented legislative amendments to support child witnesses.	Evaluate after 12 months and implement any procedural or legislative amendments.
Develop legislation to regulate the use of surveillance equipment in the workplace.	Exposure draft Bill prepared and released for public comment in June 2004.	Finalise the Bill after consultation period and resubmit to Parliament.
Settle proposals for the national regulation of the legal profession.	In May 2004, the Standing Committee of Attorneys General finalised and released model provisions for the regulation of the legal profession.	Implement the model provisions in NSW and contribute to the ongoing review of the provisions.
Implement the findings of the report on the complaints and discipline scheme for the legal profession.	Finalised proposals for reform and partially implemented by amendments to the Legal Profession Act in June 2004.	Balance of reform proposals to be implemented together with legal profession model law provisions.

Challenges	Achievements	Future directions
Develop proposals for uniform national defamation laws.	In March 2004, the Standing Committee of Attorneys General asked that a draft paper be prepared identifying all issues requiring resolution for the development of uniform national laws.	Prepare paper and submit to the Standing Committee of Attorneys General.
Implement further major reforms to the law of torts.	Endorsed a nationally consistent model for proportionate liability in August 2003 and included appropriate provisions in the Civil Liability Amendment Act 2003.	Commence provisions once corresponding Commonwealth provisions are implemented.
Review the Commercial Arbitration Act 1984 (NSW).	Prepared and submitted draft model provisions to the Standing Committee of Attorneys General and released for public comment in May 2004.	Finalise model provisions in consultation with key stakeholders.
Develop the legal and policy framework for CourtLink NSW.	Established working parties to develop a uniform civil procedure Bill and to rationalise forms.	Finalise and implement uniform Civil Procedure Bill.
Implement measures to protect complainants in sexual assault proceedings.	The Criminal Procedure Amendment (Sexual Offence Evidence) Act 2004 allows adult complainants in sexual assault proceedings to give evidence by CCTV and to use screens and support people.	Continue to monitor needs in this area.
Develop proposals for estates of missing persons.	Completed consultation with key stakeholders.	Prepare and submit the report on the proposals for estates of missing persons.
Review the law relating to disputes about trees.	Prepared and circulated draft report to the Department of Local Government and the Department of Infrastructure Planning and Natural Resources.	Finalise report and submit to Attorney General.
Review the Coroners Act 1980.	Completed review of Coroners Act 2003 in consultation with stakeholders and implemented legislative reforms.	
Develop measures to assist victims of crime.	Provisions to expand the use of victim impact statements in the Local Courts were introduced in the Crimes (Sentencing Procedure) Amendment (Victim Impact Statements) Act 2004.	

This year we prepared legislation to regulate the use of surveillance devices in the work place.

Law Reform Commission

**Executive Director:
 Peter Hennessy**

The role of the Law Reform Commission (LRC) is to conduct research and provide advice to the Attorney General on reforming the law of NSW.

Challenges	Achievements	Future directions
<p>Complete reports on Sentencing: Young Offenders, Review of the Property (Relationships) Act 1984, Blind or Deaf Jurors, Apprehended Violence Orders, Surveillance, Guaranteeing Someone Else's Debts, and Community Justice Centres.</p> <p>Publish consultation papers on Sentencing: Mandatory Penalties, Community Justice Centres, Minors' Consent to Medical Treatment, research report on Guaranteeing Someone Else's Debts.</p>	<p>Published a report on Apprehended Violence Orders.</p> <p>Circulated a draft report on time limits on loans payable on demand for comment.</p> <p>Published consultation papers on Community Justice Centres, Minors' Consent to Medical Treatment, Blind or Deaf Jurors, research report on Guaranteeing Someone Else's Debts.</p> <p>Carried out some necessary reorganisation of the LRC work schedule.</p> <p>Completed a report on Sentencing: Young Offenders and will release it early in the next financial year.</p>	<p>Complete reports on Review of the Property (Relationships) Act 1984, Guaranteeing Someone Else's Debts, Blind or Deaf Jurors, Community Justice Centres.</p> <p>Publish consultation papers on Review of Evidence Act 1995, intestacy.</p> <p>Publish reports on the review of the Property (Relationships) Act, the final report on Surveillance, and on Guaranteeing Someone Else's Debts in the second half of 2004.</p>

CROWN SOLICITOR'S OFFICE

Crown Solicitor: Ian Knight

The aim of the Crown Solicitor's Office is to be the preferred legal services provider and employer for the NSW Public Sector. The Crown Solicitor's role is to perform both core and non-core legal work for government agencies on a commercial basis. Core legal work includes matters that:

- have implications for Government beyond an individual minister's portfolio
- involve the constitutional powers and privileges of the State and/or the Commonwealth
- raise issues that are fundamental to the responsibilities of Government
- arise from, or relate to, matters falling within the Attorney General's area of responsibility.

The CSO, a self-funding organisation, competes with the private legal profession to perform the non-core (general) legal work of government agencies.

Challenges	Achievements	Future directions
Successfully compete with private sector for provision of legal services to Government in general legal work.	<p>Achieved 100% success rate in tenders for legal services.</p> <p>Achieved 26% growth rate in general fees revenue.</p> <p>Achieved 81.6% average client satisfaction rating for all aspects of service.</p> <p>Successfully tendered to provide general legal work to the South Eastern Sydney Area Health Service, NSW Architects Board, ITSRR & DIPNR.</p>	<p>Identify growth potential of CSO's business in terms of available market opportunities, competitive advantage and existing organisational capability.</p> <p>Raise the CSO's profile in the market place through greater brand recognition, marketing communications and client events.</p>
Attract, develop and retain high quality staff.	<p>Implemented the Management Development program concerning client care, people management and financial management.</p> <p>Developed a business case for a new industrial award incorporating a rigorous performance management system that links work performance with pay and other benefits for staff.</p> <p>Organised staff survey to identify level of staff satisfaction and areas for improvement.</p> <p>Provided assistance and legal staff to the following Special Commissions of Inquiry, the Waterfall Rail Accident Inquiry, the Walker Inquiry into Medical Treatment at Campbelltown and Camden Hospitals, and the Medical Research and Compensation Foundation Inquiry (James Hardie Industries Trust).</p>	<p>Negotiate and implement an industrial award subject to approval.</p> <p>Develop improvement plans based on staff survey results.</p>
Implement new information systems with improved risk management, communication, reporting and management tools.	<p>Completed implementation of electronic records and document management system, including enhancements such as auto population.</p> <p>Issued and evaluated request for tender for new practice management system. Selected successful tenderer.</p> <p>Launched new website: www.cso.nsw.gov.au</p>	<p>Implement new practice management system.</p> <p>Implement IT infrastructure upgrade.</p>

**Protective Commissioner:
Ken Gabb**

The role of the Office of the Protective Commissioner (OPC) is to:

- provide financial management services for people with disabilities who are unable to manage their own financial affairs
- authorise and direct the functions of people who are the financial managers of people with disabilities.

Challenges	Achievements	Future directions
Review the Protected Estates Act 1983.	Forwarded discussion paper to stakeholders and posted on the website.	Forward proposals for change to the Department.
Improve management of assets and increase the risk management program for those assets.	Completed review of all property data. Completed review of share assets. Commenced review of general assets. Continuing work on developing specifications to enhance CIS' asset management capacity. Specifications are under review.	Seek IT budget to complete development in the new financial year.
Develop Administrative Decisions Tribunal decision review framework.	Developed policies and procedures with no change required from judgments to date.	Review the framework in OPC's regular policy review.
Implement Independent Pricing and Remuneration Tribunal (IPART) review.	Informed clients, staff and other stakeholders of the new fees. Monitored budget and adjusted predictions accordingly.	
Identify and develop expertise in key areas.	Created six specialist positions for purchases, sales, leases, insurance, construction contracts and investments external to the common fund.	Continue to look for opportunities to improve services.
Provide investment service for privately managed funds.	Developed and released brochure. Limited interest from existing private managers.	Marketing to newly appointed private manager.

Public Guardian: Ken Gabb

The role of the Office of the Public Guardian (OPG) is to:

- provide substitute decision making services for people with disabilities who are unable to make decisions for themselves due to incapacity
- support and provide guidance to people who are appointed as private or enduring guardians for people with disabilities.

Challenges	Achievements	Future directions
Address key issues arising from the OPG client survey.	<p>Addressed the key outcomes of the survey.</p> <p>Revised key publications to better explain the role of the Public Guardian.</p> <p>Provided specific information to clients about how people under guardianship can make complaints and have decisions about them reviewed.</p> <p>Developed a procedure for providing greater client participation in decision-making.</p>	<p>Develop a new decision-making plan whenever the Public Guardian is appointed or re-appointed for clients in 2004-05.</p>
Address key issues arising from the 2003 OPG staff survey.	<p>Revised communications strategies to ensure effective information flow between management and OPG teams.</p> <p>Revised procedures in client related matters where there is a perceived threat to staff safety.</p> <p>Revised staff supervision procedures to include a focus on staff safety.</p>	<p>Implement a new staff supervision agreement.</p>
Ensure OPG is able to properly respond to reviews of decisions by the Administrative Tribunal (ADT).	<p>Trained all OPG staff in the requirements of the ADT concerning reviews of the Public Guardian's decisions.</p> <p>Developed procedures to collect data for reporting on numbers of reviews, review outcomes and workload impact.</p> <p>Revised all OPG publications to ensure that they include information about the process for reviewing a decision of the Public Guardian that has been reviewed by the ADT.</p>	<p>Prepare a report on ADT reviews for the end of 2003-04.</p>
Ensure the Guardianship Tribunal reviews all guardianship orders early, where the Public Guardian considers guardianship is no longer required.	<p>Established and implemented criteria for recommending clients eligible to be discharged from guardianship.</p> <p>Discharged 354 clients from guardianship in 2003-04 compared to a benchmark of 238 clients in 2001-02 – a 50% increase in discharge rate.</p> <p>Recommended a 75% success rate for clients for discharge from guardianship.</p>	<p>Undertake a business process re-engineering project with a view to streamlining all guardianship processes through the upgrading of OPG's IT capacity.</p> <p>Introduce the automation and development of online transaction capacity to improve efficiency and effectiveness of guardianship services and to manage increasing caseloads.</p>
Respond to issues identified by internal audit on records management.	<p>Revised record keeping in relation to decision making for people under guardianship.</p> <p>Developed a new guardianship planning tool and procedure. Developed written core functions and accountability statements for all guardianship staff.</p>	<p>Evaluate the effectiveness of new planning procedures in relation to improved client participation in decision-making.</p> <p>Implement and refine the new planning tool. Train all OPG staff in its use.</p>

Public Trustee: Peter Whitehead

The role of the Public Trustee is to:

- provide personal trustee services to the people of NSW
- compete with the private legal profession and private trustee companies in several areas of operation.

Challenges	Achievements	Future directions
Develop and implement improved communication channels to clients by a coordinated plan.	<p>Developed and implemented comprehensive Beneficiaries Communication plan and developed the Trust Clients Communication plan.</p> <p>Recorded targeted areas for improvement in communication in an annual customer satisfaction research survey as showing significant increases in satisfaction and decreases in dissatisfaction. Overall customer satisfaction index rose from 79% in June 2003 to 85% in June 2004.</p> <p>Process improvement satisfaction index increased from 74% in June 2003 to 84% in June 2004.</p>	<p>Maintain and further improve customer satisfaction ratings.</p> <p>Implement Trust Clients Communication plan, thereby broadening the impact of improved communications and corporate consistency in client management.</p>
Improved service delivery to Trust and Estate clients.	<p>Exceeded targets for obtaining administration and administering estates.</p>	<p>Establish additional Trust service centre.</p> <p>Pilot a service delivery model.</p>
Introduce new system for generating Wills.	<p>Opened Trust service centres.</p> <p>Prepared contract specifications.</p> <p>Called for tender responses in accordance with government guidelines.</p>	<p>Evaluate tender responses with the aim of entering into a contract with the successful tenderer.</p> <p>Have a 'proof of concept' operational by 31 December 2004.</p>

NSW REGISTRY OF BIRTHS, DEATHS & MARRIAGES

Registrar: Greg Curry

The NSW Registry of Births, Deaths & Marriages (Registry) was established in 1856 when the Government took responsibility for recording these events. The Registry operates as a government trading enterprise and its role is to:

- record all births, deaths, marriages, changes of names and adoptions in NSW
- provide documentation to individuals to help them establish a range of legal entitlements
- perform civil marriages and register name changes for people born or resident in NSW
- collect statistical information for governments and other organisations.

Challenges	Achievements	Future directions
<p>Maintain customer services.</p> <p>During the first quarter of 2004 the Registry failed to meet required standards of performance, the reasons for which were an increase in customer demand coupled with a slow response by the Registry to meet these changing demands.</p>	<p>Cut waiting times for customers at the Registry's head office by 90%.</p> <p>Reduced the average waiting time from 81.5 minutes in March 2004 to 7.8 minutes by the end of June 2004. This was achieved despite a 10% increase in the number of customers over the same period.</p> <p>Did not meet the guarantee of service for the Registry's benchmark standard birth certificate service of 28 days in the March quarter of 2004, but restored it (three days) by the end of May 2004.</p> <p>Reduced waiting times for callers to the Registry's call centre by 44%, from 13.9 minutes to 7.8 minutes. However, the rate of abandoned calls remained at an unacceptably high level of 31%.</p>	<p>Significant challenges remain in improving call centre services.</p> <p>Use a revised management approach to call centre operations, extensive staff training and improved use of technology to meet these challenges in 2004-05.</p>
<p>Birth card services.</p>	<p>In March 2004, encountered serious technical problems with the equipment used to produce birth cards. Obtained assistance from the Roads & Traffic Authority to fulfil outstanding orders. Customers affected by the delays received a refund and a letter of apology. All these customers received their cards free of charge by the end of June 2004.</p>	<p>Restore production capacity.</p> <p>Review the longer-term position of the birth card in the Registry's range of services.</p>
<p>Expand online services.</p>	<p>Online registration of deaths now account for some 93% of registrations. Funeral directors commenced using the online system in January 2004.</p> <p>Expanded online registration of marriages. By June 2004, 1800 celebrants were using the system to register 25% of the marriages performed in NSW.</p>	<p>Scheduled electronic notification of hospital births and medical certificate of cause of death to commence in late 2004.</p> <p>Carry out a risk assessment for telephone and internet applications in late 2004.</p>
<p>Participate in national initiatives.</p>	<p>Participated in three national steering committees considering issues associated with identity documents, online identity verification services, and cross-agency data matching to detect fictitious identities and 'cleanse' identity registers.</p>	<p>In conjunction with other Australian Registries and Commonwealth agencies, participate in an analysis of benefits, risks and costs of strengthened proof-of-identity arrangements.</p>
<p>Replace the Registry's core IT application (LifeData).</p>	<p>Prepared and distributed system specifications for the replacement system to other Australian registries.</p> <p>Prepared a draft business case for the replacement system (LifeLink NSW).</p>	<p>Carry out rigorous planning and establish project governance and financing arrangements.</p> <p>Prepare and conduct a request for tender for system design, development and implementation.</p>

**Acting Directors
Management Services:
Andrew Kuti and Julie Cook**

**Director Asset
Management Services:
Bill Brown**

**Director Information
Technology Services:
Walter Cellich**

**Director Financial Services:
Andrew Kuti**

The role of Management Services is to provide specialist services and advice to achieve departmental goals in the areas of:

- property management and services
- information technology services
- financial management and accounting
- internal audit services
- corporate services reform.

Challenges	Achievements	Future directions
Asset Management Services (AMS)		
Commence works on new courthouses at Bankstown, Mount Druitt and extensions at Nowra and Blacktown.	Commenced a program of works to upgrade and enhance the Blacktown Courthouse.	Construct an additional courtroom and upgrade the existing court complex. Commenced in June 2004. Completion due in June 2005.
	Planned a new \$21.2 million court complex at Bankstown to replace the existing courthouse. It will be a four-court facility, including prisoner cells within the court building, inclusion of a Community Justice Centre, mediation and related dispute resolution services.	Construction contract awarded in July 2004. Completion due in April 2006.
	Designed a new \$11.52 million two-court facility for Mount Druitt. When completed, the new local court will conduct criminal and civil matters.	Commence construction for August 2004. Completion due in late 2005.
	Reconstructing a new \$5 million extension of the Nowra Courthouse to provide a new district court. The present heritage courtroom will be used for local court matters.	Commence construction in September 2004. Completion due in December 2005.
Construct new children's courts: Hunter Children's Court (Broadmeadow) and the Metropolitan Children's Court (Parramatta).	Finalised designs to develop a six-court, purpose-built \$26.3 million children's court complex at Parramatta and a new \$9.4 million children's court in the Hunter region.	Commence construction of the Metropolitan Children's Court in March 2005. Completion expected in November 2006. The Hunter Children's Court due for completion in late 2005.
Improve physical and electronic security.	Undertook major improvements to cells and electronic security at Campbelltown, Inverell, Katoomba, Kempsey, Land and Environment Court, Newcastle, Muswellbrook, Parramatta, Goulburn and Hospital Road (to accommodate the Industrial Relations Commission).	
Improve safety of prisoner handling and processing facilities at Grafton.	Developed a security master plan. Completed a high security tunnel linking police station cells to a prisoner entry into two local courtrooms. Completed construction in September 2003 to enhance prisoner handling facilities and security of court users.	
Increased fire safety to ensure compliance with building and fire safety regulations.	Completed full reviews of compliance with building and fire safety regulations at 30 of the most complex sites in preparation for an expanded program. Developed a program to implement the necessary upgrading where the reviews have shown areas where improvements can be made. Implemented fire safety training.	Continue to assess a hazard identification register every six months.

The new style children's courts provide natural light, play areas for children, interview rooms, remote witness facilities, conference facilities, waiting areas and above ground holding rooms for young offenders in custody. The courts support a new service model for managing child offenders.

Challenges	Achievements	Future directions
Establish a short matters court and improve allocation of District Court resources in the central business district (CBD).	Completed construction of a new short matters court for the District Court in the Downing Centre in February 2004. This allowed the previous Short Matters Court to be reallocated for additional District Court criminal matters in the CBD.	Further enhance District Court resources by constructing the new Sydney West Trial Court at Parramatta.
Carry out the strategic procurement strategy for 2004-05 to roll out various corporate services reform projects.	Developed a Smartbuy and procurement card strategy for the Department in conjunction with plans for an electronic marketplace. Completed an e-readiness study, including interim business cases, and commenced a trial of Smartbuy across selected business centres.	Improve purchasing and payment procedures for all contract goods and services.

Information Technology Services

Implement CourtLink NSW to support the Supreme, District and Local Courts and the Sheriff's Office.	Completed development of criminal modules and significantly streamlined processes across the jurisdictions through the Courts Legislation Amendment Bill.	Implement criminal modules of CourtLink NSW in the Supreme Court in August 2004 and the District Court in late 2004. Implement civil modules in the Supreme and District Courts in 2005 followed by criminal and civil modules to Local Courts.
Implement the Connected~AGD program to upgrade the Department's IT infrastructure.	Upgraded more than 100 departmental sites to broadband and commenced the rollout of Windows 2003 and Windows Active Directory. Established interim disaster recovery facilities including the implementation of off-site facilities at the ac3 facility in Redfern.	Connected~AGD will provide the Department with a flexible, scalable network with improved response time and capacity. Deploy the new core network and completion of the remote access and satellite services. Complete LAN and application server consolidation. Users able to access their key centralised applications and data through the use of a web portal. Provide full disaster recovery facilities.

Management Services continued

Challenges	Achievements	Future directions
Financial Services		
Implement corporate services reform strategies.	<p>Introduced EFTPOS into a further 12 local courts.</p> <p>There are now 118 terminals at 105 sites throughout the Department. The expanded deployment of EFTPOS has provided a level of immediate risk-mitigation for staff by reducing handling of large amounts of cash. It has also increased service delivery standards in-line with customers' expectations.</p>	<p>Aggregate financial activities across the Department.</p> <p>Commence implementation of shared financial services as part of the Justice Portfolio Shared Corporate Services strategy.</p>
Increase efficiency and productivity through the use of e-business technology.	<p>Implemented a system to enable electronic funds transfer (EFT) payments to jurors instead of by cheque.</p> <p>Introduced direct debit and direct credit payment options for Victims Compensation Tribunal debtors.</p> <p>68% of all creditors are paid by EFT payments.</p>	<p>Develop and implement a system to enable EFT payments to the legal representatives of victims of crime, with an option for the payment of awards to victims.</p> <p>Increase the percentage of existing creditors paid by EFT to 80% and implement a policy that all new creditors are paid by EFT.</p> <p>Select and implement an electronic gateway platform to enable payments via the internet, BPay, and integrated voice recognition.</p>
Provide efficient and responsive financial and management accounting services.	<p>Assessed feasibility of implementing phase 2 of the intranet based reporting system.</p>	<p>Evaluate supplementary tools that will enable interactive, actionable content in multiple formats, drill-down facility and integrated with existing financial system.</p>

CORPORATE HUMAN RESOURCES

Director: Julie Cook

The role of Corporate Human Resources (CHR) is to provide professional and specialist services for human resource management, industrial relations, change and performance management, training and development, organisational development, HR policy formulation and its implementation.

Challenges	Achievements	Future directions
Develop and promote a performance and ethical culture.	Reinforced performance management by implementing Performance Planning and Development online and ongoing monitoring of the Right to Dignity at Work strategy. Redeveloped the Fraud Prevention strategy. Implemented the Achievement Awards program.	Implement an e-learning platform and courses.
Improve productivity through developing safe and healthy work environments.	Continued in-house OHS risk management training and OHS consultation. Promoted the Well @ Work program via the staff and Department's Well @ Work newsletter and Infolink. Implemented the OHS management system based on the Premiers Department's audit. Continued to review department OHS policies compliance with legislation.	Enhance the Department's electronic notification system.
Promote leadership and innovation.	Conducted potential leaders program and mentoring programs.	Participate in Australia & New Zealand School of Government programs.
Implement corporate service reform agenda.	Provided change management and industrial relations expertise to the project. Identified HR services to be offered to achieve corporate service reform.	Commence providing corporate service reform agenda to new clients.
Develop, implement and promote e-HR.	Selected and purchased an e-learning platform line.	Implement e-learning enhanced flex sheet and leave reconciliation.

CHR increased awareness of the need to prevent bullying and harassment in the workplace by implementing the Right to Dignity at Work strategy.

Acting Director: Chris Banks

The role of Executive & Strategic Services (ESS) is to provide a range of strategic and specialist services that promote organisational excellence and enhance the Department's capacity to achieve its goals. These include:

- corporate communications and public education
- corporate strategic planning and performance measurement
- disability strategy coordination
- electronic services.

Challenges	Achievements	Future directions
Performance measurement.	<p>Re-developed the Department's Service and Resource Allocation Agreement with NSW Treasury.</p> <p>Reviewed and improved the internal reporting framework.</p> <p>Improved quality and timeliness of reporting to external bodies.</p>	<p>Continue to enhance performance measurement capabilities in the Department.</p>
Organise Law Week 2004.	<p>Organised and staged more than 100 departmental events and activities for Law Week 2004 to promote greater community understanding of the law, the legal system and legal profession. Developed and hosted the official NSW Law Week website.</p>	<p>Develop and organise departmental events and activities for Law Week 2005.</p>
Enhance organisational performance through innovation strategies.	<p>Held staff forums on innovation and creativity in seven regional and metropolitan locations to promote a culture of innovation in service delivery.</p> <p>Enhanced the online innovation resource site.</p>	<p>Develop additional strategies to promote innovation.</p>
Disability Strategic Plan	<p>Produced a video to assist people with cognitive disabilities who are required to attend court.</p> <p>Completed the three-year rollout of the Flexible Service Delivery program by conducting it at a further eight sites.</p> <p>Provided significant leadership in the staging of a roundtable conference on the social and legal implications of assessing a person's capacity to make their own, medical, legal, lifestyle or financial decisions.</p> <p>Secured agreement from Criminal Justice CEO's on a Justice Sector Disability Action plan.</p>	<p>Implement video promotional campaign to legal and disability communities.</p> <p>Explore innovative Flexible Service Delivery training options.</p> <p>Develop options for client notification of disability for court attendance requirements.</p> <p>Provide leadership in the implementation of the Justice Sector Disability Action plan.</p>
Maintain and improve the Lawlink internet site.	<p>Lawlink website experienced significant growth during 2003-04 – now receiving more than 4 million hits per month.</p> <p>These results maintained Lawlink's market ranking of second in legal websites and second in government websites. Rolled out the new Lawlink content management system to all business areas of the Department, with more than half of Lawlink NSW now reflecting a new design template.</p>	<p>Review and enhance Caselaw NSW.</p> <p>Complete remaining Lawlink sites in the new design template by late 2004.</p>

OUR PEOPLE

Employee profile	2003-04	2002-03	2001-02	2000-01
Total staff	4010	4034	3647	3475
Women	2589	2596	2315	2222
Aboriginal &/or Torres Strait Islander	107	93	91	66
Racial, ethnic or ethno-religious	797	798	741	720
Minority groups				
Non-English speaking backgrounds	630	645	604	582
Disability	264	279	270	250
Disability requiring work adjustments	97	102	98	87

Refer to Appendix 10 - Equal Employment Opportunity, page 149. Data includes Registry of Births Deaths & Marriages, Office of the Protective Commissioner and Public Guardian and Crown Solicitor's Office. Data excludes statutory appointments, casuals and Office of the Public Trustee.

The Right to Dignity at Work strategy is an initiative that aims to raise awareness about harassment, discrimination, violence and bullying in the workplace, the focus of which is to eliminate behaviour that intimidates, offends, degrades, insults or humiliates a worker, possibly in front of co-workers, clients or customers.

Code of Conduct and Ethics

The Code of Conduct and Ethics (refer Appendix 2, page 140) reflects community and departmental expectations of ethical conduct and behaviour on behalf of the Department's employees and service providers. Distributed to all staff upon commencement, the Code forms the basis of a two-day ethics training module regularly delivered by Corporate Development & Training. Copies are available via the Department's website www.lawlink.nsw.gov.au

Employee Assistance program

The Department offers employees and their families the Employee Assistance program, a confidential counselling service to assist them in resolving problems in a comfortable, neutral and confidential manner. The program also includes a service that assists managers in dealing with workplace issues.

Improving the work environment

The Right to Dignity at Work strategy is an initiative that aims to raise awareness about harassment, discrimination, violence and bullying in the workplace, the focus of which is to eliminate behaviour that intimidates, offends, degrades, insults or humiliates a worker, possibly in front of co-workers, clients or customers. Another initiative, the Well@Work program, aims to raise awareness about health and safety issues in the workplace.

Other programs include harassment prevention policy and training programs, workplace relationship guidelines, Code of Conduct and Ethics, email and internet usage policy, and corruption prevention (refer Appendices 2 page 140, 8 page 148, 9 page 149, 10 page 149).

The Department's induction program includes extensive training and briefings in workplace ethics and ethical behaviour. Targeted at new employees, the workplace ethics and behaviour component is extended to all departmental staff.

Over the past year the Department has continued to review and refine our induction program. An online version is now available on our intranet site.

Vacation care

The Vacation Care Subsidy program is an initiative to assist staff with their childcare responsibilities during school holidays and support them in meeting their carer responsibilities. Staff with school age children, between the ages of 5 and 16, can seek reimbursement of a proportion of the cost of fees for attending approved vacation care.

Equity in employment

Part of the Department's commitment to achieving excellence in Equal Employment Opportunity (EEO) program planning, is the operation of a number of equity networks (refer Appendix 10, page 149). Established networks include the Aboriginal Staff Reference Group, the Disability Network and the Multicultural Network. In addition the Equity and Diversity Alliance provides opportunities for exploring issues common to the networks and systemic issues.

The Norimbah Unit continues to actively support the Aboriginal and Torres Strait Islander Employment strategy. Initiatives and projects include supporting Aboriginal youth employment through school-based traineeships and also a cadetship program for university students.

The Department has a number of initiatives planned for the coming year designed to increase EEO target group representation at all levels. These include:

- expanding the mentoring program for members of the two staff equity networks
- introducing a new Indigenous cultural awareness program for staff.

Occupational health and safety

The Department's occupational health and safety (OHS) system framework (refer Appendix 19, page 166) is aligned with current management structures and complies with the Occupational Health and Safety Act 2000 (NSW). We will continue with its development by implementing consultation risk-management and planning programs which have resulted in the Department's continuous progress in the overall reduction of workers compensation claims frequency and severity.

The Department conducted WorkCover accredited training of staff in risk management for managers and supervisors and 35 employees have been trained since July 2003. We also conducted WorkCover accredited OH&S consultation training and 23 employees participated.

Training and development

This year 1407 staff attended 3338 full-time equivalent days of formal training conducted by the Corporate Development and Training Unit (CD&T). Formal training programs included client service, cross-cultural communication, ethics, induction, information technology skills, legal terminology, mentoring and leading and developing people.

Many staff also participated in on-the-job and operational training. There was a strong focus on delivering blended learning and developing distance education workbooks for staff in Local Courts. The prototype for the first Local Courts e-learning course on search warrants was developed. A total of 394 staff completed online training programs.

During 2003-04 we provided operational training to 146 staff from Local Courts over 184 occasions. This was equivalent to 292 full-time-equivalent days of training.

Local Courts operational training

- The Local Courts operational skills workbooks are interactive self-paced workbooks. The supervisor and/or the operational trainer monitor and assess trainee progress. Workbooks can take between six weeks and two months to complete.
- If face-to-face training is offered, trainers use the workbooks as part of the course, and conduct assessment exercises at the end of the training.
- The Court Officer Review is a competency-based assessment tool that allows the court officer, magistrate, supervisor and operational trainer to assess the skills level.
- The first e-learning course Local Courts operational skills to be developed is search warrants. It was adapted from the self-paced workbook.
- Nine operational trainers took part in a Train-the-Trainer program designed to help them prepare to deliver Courtlink training to staff in courthouses.

CORPORATE GOVERNANCE

The Director General, reporting to the Attorney General, coordinates the policy management, performance and strategies of the Department.

The Department is structured into a number of business centres that reflect the core responsibilities of the Department's service provision. These units are grouped into programs that focus on operations and planning.

Executive teams meet on a regular basis to plan and monitor the Department's performance.

Commitment to best practice

The Department has a commitment to achieve best practice in corporate governance and, in particular, the establishment and communication of corporate strategies, to ensure that our actions conform to legal and other requirements, and that finances and other resources are well controlled. As part of the best practice approach, we conduct regular senior management meetings to provide updates on operational and management issues, including audit matters and comments on financial reports, and to which our internal auditors are periodically invited.

Financial and service delivery performance

We continue to maintain a strong control environment over our financial performance to ensure we meet our objectives.

We re-developed our Service and Resource Allocation Agreement (SRAA) with Treasury, which outlines the Department's financial and operational performance expectations. It now comprises a high-level Results and Services plan (RSP) that explains the relationship between the services we deliver and the results we are aiming to achieve for the community. Progress was also made in developing improved indicators of our service performance, covering measures of timeliness, quality, access, cost, as well as volume.

During 2004-05 these measures and the RSP will be further refined, based on feedback from NSW Treasury.

All business centre managers are required to include a specific reference to budget management in their business plans. In addition to normal monthly financial reporting, they must provide quarterly reports on progress against their business plans, which are aligned with the Department's RSP.

Risk management and internal controls

The Department has a rolling three-year internal audit plan that we review and update each year.

With an emphasis on finance and operations, our internal auditors prepare the plan in consultation with the Executive and monitor it throughout the year. Key areas of activity covered in 2003-04 included management accounting and budgeting, funds management, court service pricing and fee waiving, jury management, court rostering and case listing, payroll and human resources programs, purchasing, stores and travel, Courtlink NSW, as well as regional and business centre audits.

The Department has an audit committee comprising the Director General, three senior officers within the Department and one independent member. The Committee is responsible for ensuring the integrity of the audit function, overseeing the progress and implementation of audit recommendations and considering any matters raised by the auditors relating to financial reporting practices, business ethics and management and internal controls.

As part of the internal audit plan, we conduct regular reviews to ensure we respond to recommendations in an appropriate manner. We have implemented a system to follow up audit recommendations. Management has been or is implementing all major recommendations.

At the end of the financial year, we issue a questionnaire to all

business centre managers, seeking their assurances on a range of issues associated with the preparation of the Department's financial statements and control environment.

We continue to implement control self-assessment to enable improved management of risks within the Department and increase staff awareness.

Standards of behaviour

The Department ensures that staff adhere to its Code of Conduct and Ethics. Distributed to all staff, the Code reflects the community and departmental expectations of ethical conduct and behaviour of employees and service providers.

In addition, the Department has a fraud and corruption prevention strategy. This strategy covers matters such as relations with the public, government and fellow staff, public comment, fairness and equity, the use of confidential information, the disclosure of financial and other private interests, and relations with the Ombudsman and the Independent Commission Against Corruption.

Statement of responsibility

The Director General, senior management and other employees have put in place an internal control environment designed to provide reasonable assurance that we will achieve the Department's objectives. The internal audit function conducts a program of review to assess these controls.

To the best of my knowledge, this system of internal control has continued to operate satisfactorily during the financial year ended 30 June 2004.

(sgd)

Laurie Glanfield
Director General

THE YEAR AHEAD (IN SUMMARY)

The Department's key priority areas for 2004-05 include improving community confidence in the justice system, satisfying the demand for justice services and implementing further initiatives to reduce the over-representation of Aboriginal peoples' contact with the criminal justice system.

Continued improvements to court security and enhancing our business processes by using state-of-the-art technology are both areas of priority. Considerable resources will be allocated to provide new courthouses and to ensure existing courthouses are expanded or modernised to meet community needs.

Improving community confidence in the justice system

The Supreme Court will provide access to court information through the use of CourtLink and will use telephone hearings at the interlocutory stage to assist people in regional areas. The Court will also look at developing more flexible modes of delivering court registry services by providing 'one stop shop' services to Court users. The Local Court will prepare for the implementation of CourtLink and improve service delivery by simplifying court processes and forms that will ensure consistent case management practices across all jurisdictions.

To satisfy the increasing demand for justice services we will pilot regionally based service delivery planning and collaboration to ensure rural and regional needs continue to be met. We will also implement service cooperation strategies between LawAccess NSW and Local Courts, Community

Justice Centres and the Legal Aid Commission to increase the number of clients using LawAccess services.

We will support the expansion of court diversion programs and alternative sentencing options for offenders such as the Adult and Youth Drug Court and Magistrates Early Referral Into Treatment (MERIT) programs.

To promote personal safety and security we will develop and implement a comprehensive NSW Crime Prevention strategy, establish a framework to identify and respond to emerging crime needs and implement a model targeting a reduction in specific types of crime.

Improving outcomes and services for Aboriginal communities

We will launch the Aboriginal Justice Plan in late 2004. The plan is the NSW Government's response to the 1997 National Summit into Indigenous Deaths in Custody.

Additional funding of \$2.6 million has been provided for further initiatives aimed at reducing the over-representation of Aboriginal people in NSW prisons and juvenile detention centres. These initiatives include development of an Aboriginal Community Crime Prevention strategy and an

expansion of circle sentencing to five additional communities: Bourke, Lismore, Kempsey, Tamworth and Armidale, increasing the total number of sites to nine. We will be expanding community justice groups to a total of 19. Community Justice Groups represent local Aboriginal people who meet to examine crime and offending in their communities and develop ways to solve those problems at the local level.

We will address Aboriginal victims' counselling needs through a partnership with Victims Services, Aboriginal Justice Advisory Council and other key stakeholders by identifying appropriate support options for Aboriginal clients and improving the skills of Victims Services' staff in supporting Aboriginal clients.

We will provide targeted mediation and conflict management to indigenous communities by increasing the number of accredited indigenous mediators and we will develop an Aboriginal crime prevention planning model to increase the positive participation of Aboriginal communities and individuals in crime prevention planning and projects.

We have allocated \$3.6 million for the construction of the Tirkandi Inaburra Cultural and Development Centre, the first community-controlled residential outstation for Aboriginal young people at risk of contact with the criminal justice system. The centre will provide culturally-based educational, vocational and life skills programs for Aboriginal boys, preventing future contact with the criminal justice system by improving their health and education as well as fostering a new sense of responsibility.

Continuing to improve court security

\$1.5 million has been allocated to the Sheriff's Office to implement the recommendations of a major review of court security. This continues the intake of 50 additional

sheriff's officers over four years. At the conclusion of the program, every sitting local court in NSW will have a sheriff officer present.

We will aim to expand the video conferencing network to include more non-court video link locations and more mobile equipment. We will also propose procedural laws, which make court appearances via video link mandatory in certain high-risk criminal cases.

A further nine of our priority court complexes are scheduled to receive perimeter security, increasing the total number of courts with perimeter security to 22 sites.

The specialised child sexual assault jurisdiction program that commenced at Parramatta and Dubbo Courts will continue into 2004-05. The program uses a dedicated, child-friendly remote witness suite and enhanced technology in courtrooms to protect children from further trauma and victimisation. The suite can also service courts at Penrith and Campbelltown.

Further implementation of state-of-the-art technology

The criminal modules of CourtLink, the new web-based case management system, will be implemented in the Supreme Court in August 2004 and in the District Court by the end of 2004. We will implement the civil modules in these courts in the first half of 2005, and commence both criminal and civil implementation to Local Courts later in 2005. Through CourtLink we will improve case processing efficiency and community access and will continue to simplify court processes, rules and forms.

The Connected~AGD program will continue to upgrade our information technology infrastructure to meet growing community demand for electronic services to complement existing services such as LawAccess NSW, eCourt and CaseLaw. The coming year will see the deployment of the new core network and the completion of the remote access and satellite services.

The Registry of Births, Deaths and Marriages' electronic notification of hospital births and medical cause of death certificates is scheduled to commence in late 2004. Through the further use of e-business technology, we will increase efficiency and productivity by expanding electronic funds transfers to the legal representatives of victims of crime with an option for the payment of awards for victims.

Improving services in NSW courts

The Department has provided funding of \$42.2 million over the next four years (\$5.9 million in 2004-05) for the first major refurbishment of the Law Courts building since it opened in 1975. The works will concentrate on the elimination of asbestos and other contaminants and improve the facility and functionality efficiency of the building. The project will run in conjunction with the Commonwealth Government, which is joint owner of the building.

The Department has provided funding of \$82.9 million in 2004-05 for projects that include:

- advancement of construction of a new Children's Court at Parramatta and Broadmeadow (Hunter District), new Local Courts at Bankstown and Mount Druitt and the upgrade and extension of Blacktown and Nowra Courthouses. The projects will provide extra courtrooms and modern support facilities to meet community needs
- a building upgrade allocation of \$6.1 million in 2004-05 will address a backlog of building works including non-compliance with current building codes such as those relating to fire safety.
- the progressive upgrading of aged court infrastructure, involving works at Penrith, Wollongong, Goulburn, Dubbo and Taree Courthouses and prisoner holding facilities at Bathurst, Moss Vale and Central Local Courts
- the planning processes for the development of a new Sydney West Trial Court facility at Parramatta. The new trial court complex will feature nine trial courts, a court registry, jury assembly rooms, conference and interview rooms and accommodation for support services. The facility will be designed to allow sittings of the Supreme and District Courts for serious criminal matters as well as the NSW Parole Board and the Local Court for other matters.

finance

ATTORNEY GENERAL'S DEPARTMENT

Consolidated Financial Statements for the Year Ended 30 June 2004

STATEMENT BY DIRECTOR GENERAL

In accordance with section 45F of the Public Finance and Audit Act, 1983, I state that:

- (a) The accompanying consolidated financial statements have been prepared in accordance with the provisions of the Public Finance and Audit Act, 1983, the Financial Reporting Code for Budget Dependent General Government Sector Agencies, the Public Finance and Audit Regulation, 2000 and the Treasurer's Directions.
- (b) The consolidated financial statements exhibit a true and fair view of the financial position and transactions of the Department and its controlled entities for the year ended 30 June 2004.
- (c) At the date of this statement there are no circumstances which would render any particulars included in the consolidated financial statements to be misleading or inaccurate.

Signed by

Laurie Glanfield
Director General
20 October 2004



INDEPENDENT AUDIT REPORT
ATTORNEY GENERAL'S DEPARTMENT

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Attorney General's Department:

- (a) presents fairly the Department's and the consolidated entity's financial position as at 30 June 2004 and their financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with section 45E of the Public Finance and Audit Act 1983 (the Act).

My opinion should be read in conjunction with the rest of this report.

The Director-General's Role

The financial report is the responsibility of the Director-General of the Attorney General's Department. It consists of the statements of financial position, the statements of financial performance, the statements of cash flows, the program statement - expenses and revenues, the summary of compliance with financial directives and the accompanying notes for the Attorney General's Department and the consolidated entity. The consolidated entity comprises the Attorney General's Department and the entities controlled at the year's end or during the financial year.

The Auditor's Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides reasonable assurance to members of the New South Wales Parliament that the financial report is free of material misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Director-General in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does not guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Director-General had not fulfilled his reporting obligations.

My opinion does not provide assurance:

- about the future viability of the Attorney General's Department or its controlled entities,
- that they have carried out their activities effectively, efficiently and economically,
- about the effectiveness of their internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

A. Dyetunji CPA
Assistant Director of Audit

SYDNEY
20 October 2004

CONSOLIDATED STATEMENTS OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2004

Actual 2004 \$000	Parent Budget 2004 \$000	Actual 2003 \$000		Notes	Actual 2004 \$000	Consolidated Budget 2004 \$000	Actual 2003 \$000
			Expenses				
			Operating expenses				
310,957	285,477	308,359	Employee related	2(a)	375,442	357,704	357,236
87,470	81,441	86,531	Other operating expenses	2(b)	110,150	101,254	102,732
12,138	9,885	12,771	Maintenance		14,312	12,237	14,501
28,815	31,980	29,218	Depreciation and amortisation	2(c)	35,686	38,614	34,590
13,738	7,343	2,486	Grants and subsidies	2(d)	3,008	2,613	2,486
3,735	3,708	3,711	Borrowing costs	2(e)	3,959	3,933	3,962
122,994	108,567	97,100	Other expenses	2(f)	121,143	106,816	96,995
579,847	528,401	540,176	Total Expenses		663,700	623,171	612,502
			Less:				
			Retained Revenue				
91,065	81,621	84,320	Sale of goods and services	3(a)	181,703	163,868	132,818
363	295	239	Investment income	3(b)	3,917	2,567	1,095
10,394	3,400	7,939	Retained fees	3(c)	10,394	3,400	7,939
35,248	29,165	41,219	Grants and contributions	3(d)	35,248	29,165	41,219
7,200	10,949	8,493	Other revenue	3(e)	11,463	18,605	19,387
144,270	125,430	142,210	Total Retained Revenue		242,725	217,605	202,458
(101)	0	33	Gain/ (Loss) on disposal of non-current assets	4	792	0	(163)
435,678	402,971	397,933	Net Cost of Services		420,183	405,566	410,207
			Government Contributions				
353,138	330,982	315,290	Recurrent appropriation (net of transfer payments)	5	358,982	336,826	325,796
43,984	59,487	28,734	Capital appropriation (net of transfer payments)	5	43,984	59,487	28,734
48,017	47,347	53,806	Acceptance by the Crown Entity of employee entitlements and other liabilities	7	48,017	47,347	53,806
445,139	437,816	397,830	Total Government Contributions		450,983	443,660	408,336
9,461	34,845	(103)	SURPLUS/(DEFICIT) FOR THE YEAR		30,800	38,094	(1,871)
			NON-OWNER TRANSACTION CHANGES IN EQUITY				
32,462	0	0	Net increase/(decrease) in asset revaluation reserve	18	35,820	0	0
32,462	0	0	TOTAL REVENUES, EXPENSES AND VALUATION ADJUSTMENTS RECOGNISED DIRECTLY IN EQUITY		35,820	0	0
41,923	34,845	(103)	TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH OWNERS AS OWNERS	18	66,620	38,094	(1,871)

The accompanying notes form part of these statements.

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

AS AT 30 JUNE 2004

Actual 2004 \$000	Parent Budget 2004 \$000	Actual 2003 \$000	Notes	Actual 2004 \$000	Consolidated Budget 2004 \$000	Actual 2003 \$000
ASSETS						
Current Assets						
5,592	11,935	4,224				
			10	43,996	32,685	20,657
23,011	29,708	27,696				
			11	37,997	44,684	39,032
0	0	0				
			13	5,530	0	0
28,603	41,643	31,920		87,523	77,369	59,689
Non-Current Assets						
24,734	33,542	33,410				
			11	37,120	67,029	41,813
0	0	0				
			13	21,899	0	0
Property, plant and equipment						
582,493	566,360	547,862				
			12	601,007	583,544	553,999
61,120	57,477	49,793				
			12	84,048	83,138	65,293
643,613	623,837	597,655		685,055	666,682	619,292
668,347	657,379	631,065		744,074	733,711	661,105
696,950	699,022	662,985		831,597	811,080	720,794
LIABILITIES						
Current Liabilities						
28,286	33,385	31,306				
			14	30,176	35,657	32,620
1,343	1,340	1,313				
			15 & 19(d)	2,543	2,540	1,764
21,166	22,504	22,065				
			16	37,087	32,046	28,001
1,517	3,056	3,056				
			17	1,517	3,056	3,056
52,312	60,285	57,740		71,323	73,299	65,441
Non-Current Liabilities						
38,624	38,558	40,042				
			15 & 19(d)	41,024	40,958	43,642
11,068	12,311	12,180				
			16	35,754	35,707	19,621
0	0	0				
			17	44	0	0
49,692	50,869	52,222		76,822	76,665	63,263
102,004	111,154	109,962		148,145	149,964	128,704
594,946	587,868	553,023		683,452	661,116	592,090
EQUITY						
369,522	394,906	360,061				
			18	454,670	468,154	399,128
225,424	192,962	192,962				
				228,782	192,962	192,962
594,946	587,868	553,023		683,452	661,116	592,090

The accompanying notes form part of these statements.

CONSOLIDATED STATEMENTS OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2004

Actual 2004 \$000	Parent Budget 2004 \$000	Actual 2003 \$000	Notes	Actual 2004 \$000	Consolidated Budget 2004 \$000	Actual 2003 \$000
CASH FLOWS FROM OPERATING ACTIVITIES						
Payments						
(275,620)	(245,345)	(245,280)		(344,423)	(318,147)	(287,083)
(13,233)	(7,343)	(2,915)		(4,956)	(7,343)	(2,915)
(3,735)	(2,699)	(3,724)		(4,311)	(2,924)	(3,975)
(220,381)	(211,401)	(213,865)		(250,410)	(231,440)	(234,028)
(512,969)	(466,788)	(465,784)		(604,100)	(559,854)	(528,001)
Receipts						
90,454	81,620	76,818		182,384	166,849	126,972
6,069	3,400	6,364		6,069	3,400	6,364
271	295	449		4,448	2,931	1,406
56,103	48,612	64,278		67,036	59,846	74,148
152,897	133,927	147,909		259,937	233,026	208,890
Cash Flows from Government						
352,056	330,982	317,115		357,900	336,826	327,622
43,527	59,487	28,733		43,527	59,487	28,733
10,029	9,720	7,517		10,029	9,720	7,517
405,612	400,189	353,365		411,456	406,033	363,872
45,540	67,328	35,490	22	67,293	79,205	44,761
CASH FLOWS FROM INVESTING ACTIVITIES						
85	0	195		3,325	10	200
(42,866)	(58,162)	(29,178)		(50,765)	(69,086)	(33,702)
(42,781)	(58,162)	(28,983)		(47,440)	(69,076)	(33,502)
CASH FLOWS FROM FINANCING ACTIVITIES						
(1,391)	(1,457)	(1,300)		(1,841)	(1,907)	(1,749)
0	0	0		(296)	(1,817)	(3,450)
(1,391)	(1,457)	(1,300)		(2,137)	(3,724)	(5,199)
1,368	7,709	5,207		17,716	6,405	6,059
4,224	4,224	(983)		26,280	26,279	14,597
5,592	11,933	4,224	10	43,996	32,684	20,656

The accompanying notes form part of these statements.

CONSOLIDATED PROGRAM STATEMENT - EXPENSES AND REVENUE

FOR THE YEAR ENDED 30 JUNE 2004

Supplementary Financial Statements

	Program 1*		Program 2*		Program 3*		Program 4*		Program 5*		Program 6*		Program 7*		Program 8*	
	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Expenses																
Operating Expenses																
Employee related	10,753	10,844	2,354	2,274	14,338	13,210	51,560	49,830	11,930	11,988	40,447	39,040	46,434	39,033	103,771	103,212
Other operating expenses	4,031	3,870	947	876	6,321	6,425	14,843	14,426	6,616	6,819	8,031	8,414	7,497	5,889	31,527	25,557
Maintenance	296	243	101	62	312	300	1,653	1,455	371	325	602	1,299	2,184	1,149	5,970	6,924
Depreciation and amortisation	372	410	27	28	562	559	3,108	3,629	493	509	2,423	2,433	3,598	3,502	15,322	15,303
Grants & subsidies	2,324	2,105	12	28	97	17	0	50	498	148	0	21	0	17	77	90
Borrowing costs	2	2	0	0	2	2	10	11	2	2	4	5	2,457	1,107	16	19
Other expenses	0	0	0	0	14,885	6,774	6,605	6,955	73,623	56,472	3,629	3,684	947	2,084	3,072	2,867
TOTAL EXPENSES	17,778	17,474	3,441	3,268	36,517	27,287	77,779	76,356	93,533	76,263	55,136	54,896	63,117	52,781	159,755	153,972
Retained Revenue																
Sale of goods and services	243	24	(5)	0	56	77	4,190	4,937	848	681	35,330	31,304	13,765	14,389	30,961	27,085
Investment income	15	11	0	0	15	9	96	60	18	12	36	25	30	20	135	88
Retained taxes, fees and fines	0	0	0	0	0	0	0	0	10,394	7,939	0	0	0	0	0	0
Grants and contributions	3,067	3,139	2,601	2,424	3,453	2,773	901	383	898	1,035	116	165	9,677	29	178	129
Other revenue	85	67	748	683	374	254	477	756	256	131	508	1,248	1,548	1,000	2,365	2,528
TOTAL RETAINED REVENUE	3,410	3,241	3,344	3,107	3,898	3,113	5,664	6,136	12,414	9,798	35,990	32,742	25,020	15,438	33,639	29,830
Gain/(Loss) on sale of non-current assets	(4)	2	0	0	(3)	(22)	(18)	18	(3)	4	(7)	6	(8)	1	(59)	20
NET COST OF SERVICES	14,372	14,231	97	161	32,622	24,196	72,133	70,202	81,122	66,461	19,153	22,148	38,105	37,342	126,175	124,122
Government Contributions **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NET REVENUE/(EXPENDITURE)	(14,372)	(14,231)	(97)	(161)	(32,622)	(24,196)	(72,133)	(70,202)	(81,122)	(66,461)	(19,153)	(22,148)	(38,105)	(37,342)	(126,175)	(124,122)
Extraordinary items	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NET REVENUE/(EXPENDITURE) FOR THE YEAR	(14,372)	(14,231)	(97)	(161)	(32,622)	(24,196)	(72,133)	(70,202)	(81,122)	(66,461)	(19,153)	(22,148)	(38,105)	(37,342)	(126,175)	(124,122)
ADMINISTERED EXPENSES & REVENUES																
Administered Expenses																
Transfer payments	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Administered Expenses	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administered Revenues																
Transfer receipts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consolidated Fund - taxes, fees & fines	0	0	0	0	0	0	157	129	0	0	37	4	68	2	18,781	15,655
Consolidated Fund - Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Administered Revenues	0	0	0	0	0	0	157	129	0	0	37	4	68	2	18,781	15,655
Administered Revenues less Expenses	0	0	0	0	0	0	157	129	0	0	37	4	68	2	18,781	15,655

62

* The name and purpose of each program are summarised in Note 9.
 ** Appropriations are made on an agency basis and not to individual programs. Consequently, government contributions must be included in the "Non-Attributable" column.

CONSOLIDATED PROGRAM STATEMENT - EXPENSES AND REVENUE CONT.

FOR THE YEAR ENDED 30 JUNE 2004

Supplementary Financial Statements

	Program 9*		Program 10*		Program 11*		Program 12*		Program 13*		Not Attributable		Total*	
	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03	30/6/04	30/6/03
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Expenses														
Operating Expenses														
Employee related	7,130	7,140	14,173	14,019	8,060	17,768	24,917	25,057	39,575	23,821	0	0	375,442	357,236
Other operating expenses	1,314	1,428	3,330	5,093	2,946	7,687	11,900	10,595	10,847	5,653	0	0	110,150	102,732
Maintenance	98	104	443	401	109	509	565	628	1,608	1,102	0	0	14,312	14,501
Depreciation and amortisation	1,058	1,069	1,732	1,554	121	222	2,614	3,547	4,256	1,825	0	0	35,686	34,590
Grants & subsidies	0	3	0	7	0	0	0	0	0	0	0	0	3,008	2,486
Borrowing costs	1	1	1	2	1,241	2,561	223	250	0	0	0	0	3,959	3,962
Other expenses	0	0	0	0	0	0	18,367	18,159	15	0	0	0	121,143	96,995
TOTAL EXPENSES	9,601	9,745	19,679	21,076	12,477	28,747	58,586	58,236	56,301	32,401	0	0	663,700	612,502
Retained Revenue														
Sale of goods and services	2,330	2,016	1,351	1,187	746	1,391	45,355	40,420	46,533	9,307	0	0	181,703	132,818
Investment income	6	4	13	9	0	0	465	340	3,088	517	0	0	3,917	1,095
Retained taxes, fees and fines	0	0	0	0	0	0	0	0	0	0	0	0	10,394	7,939
Grants and contributions	20	26	36	33	14,301	31,083	0	0	0	0	0	0	35,248	41,219
Other revenue	269	266	291	296	263	1,263	296	312	3,983	10,583	0	0	11,463	19,387
TOTAL RETAINED REVENUE	2,625	2,312	1,691	1,525	15,310	33,737	46,116	41,072	53,604	20,407	0	0	242,725	202,458
Gain/(Loss) on sale of non-current assets	(1)	1	(4)	3	5	0	3	(195)	891	(1)	0	0	792	(163)
NET COST OF SERVICES	6,977	7,432	17,992	19,548	(2,838)	(4,990)	12,467	17,359	1,806	11,995	0	0	420,183	410,207
Government Contributions **	0	0	0	0	0	0	0	0	5,844	10,506	445,139	397,830	450,983	408,336
NET REVENUE/(EXPENDITURE)	(6,977)	(7,432)	(17,992)	(19,548)	2,838	4,990	(12,467)	(17,359)	4,038	(1,489)	445,139	397,830	30,800	(1,871)
Extraordinary items	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NET REVENUE/(EXPENDITURE) FOR THE YEAR	(6,977)	(7,432)	(17,992)	(19,548)	2,838	4,990	(12,467)	(17,359)	4,038	(1,489)	445,139	397,830	30,800	(1,871)
ADMINISTERED EXPENSES & REVENUES														
Administered Expenses														
Transfer payments	0	0	0	0	0	0	0	0	5,844	10,506	0	0	5,844	10,506
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Administered Expenses	0	0	0	0	0	0	0	0	5,844	10,506	0	0	5,844	10,506
Administered Revenues														
Transfer receipts	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consolidated Fund - taxes, fees & fines	5,859	559	0	2,882	0	0	0	0	0	0	0	0	24,902	19,231
Consolidated Fund - Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Administered Revenues	5,859	559	0	2,882	0	0	0	0	0	0	0	0	24,902	19,231
Administered Revenues less Expenses	5,859	559	0	2,882	0	0	0	0	0	0	0	0	19,058	8,725

* The name and purpose of each program are summarised in Note 9.

** Appropriations are made on an agency basis and not to individual programs.

Consequently, government contributions must be included in the "Non-Attributable" column.

CONSOLIDATED SUMMARY OF COMPLIANCE WITH FINANCIAL DIRECTIVES
FOR THE YEAR ENDED 30 JUNE 2004

Supplementary Financial Statements

	2004 Recurrent Appropriation \$'000	2004 Expenditure/ Net Claim on Consol. Fund \$'000	2004 Capital Appropriation \$'000	2004 Expenditure/ Net Claim on Consol. Fund \$'000	2003 Recurrent Appropriation \$'000	2003 Expenditure/ Net Claim on Consol. Fund \$'000	2003 Capital Appropriation \$'000	2003 Expenditure/ Net Claim on Consol. Fund \$'000
ORIGINAL BUDGET								
APPROPRIATION/ EXPENDITURE								
* Appropriation Act	336,826	334,800	59,487	43,984	312,411	310,180	36,260	28,234
* Additional Appropriations	0	0	0	0	0	0	0	0
* S21A PF & AA - special appropriation	0	0	0	0	0	0	0	0
* S24 PF & AA - transfers of functions between departments	0	0	0	0	0	0	0	0
* S26 PF & AA Commonwealth Specific Purpose Payments	0	0	0	0	0	0	0	0
Total	336,826	334,800	59,487	43,984	312,411	310,180	36,260	28,234
OTHER								
APPROPRIATIONS/ EXPENDITURE								
* Treasurer's Advance	17,690	17,443	0	0	11,443	9,969	0	0
* Section 22 - expenditure for certain works and services	7,900	7,551	0	0	7,870	7,329	500	500
* Transfers to another Agency (section 25 of the Appropriation Act)	0	0	0	0	0	0	0	0
* Transfers from another Agency (section 25 of the Appropriation Act)	1,350	1,322	0	0	0	0	(1,200)	0
Total	26,940	26,316	0	0	19,313	17,298	(700)	500
Total Appropriation/ Expenditure/Net Claim on Consolidated Fund (incl. transfer payments)	363,766	361,116	59,487	43,984	331,724	327,478	35,560	28,734
Amount drawn down against Appropriation		362,271		44,346		329,715		29,553
Liability to Consolidated Fund		1,155		362		2,237		819

The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).
 The Liability to Consolidated Fund represents the difference between the "Amount drawn down against Appropriation" and the "Total Expenditure/Net Claim on Consolidated Fund".

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Reporting Entity

The Attorney General's Department, as a reporting entity, comprises all the entities under its control being the Attorney General's Department - Government (Non Commercial) Services, the Office of the Protective Commissioner and Public Guardian, the Public Trustee NSW - Office Administration Account (since 1 July 2003) and the Department's commercial activities, namely the Crown Solicitor's Office and the Registry of Births, Deaths and Marriages.

In the process of preparing the consolidated financial statements for the economic entity consisting of the controlling and controlled entities, all inter-entity transactions and balances have been eliminated.

The reporting entity is consolidated as part of the NSW Total State sector and as part of the NSW Public Accounts.

(b) Basis of Accounting

The Department's financial statements are a general purpose financial report which has been prepared on an accruals basis and in accordance with:

- applicable Australian Accounting Standards;
- other authoritative pronouncements of the Australian Accounting Standards Board (AASB);
- Urgent Issues Group (UIG) Consensus Views;
- the requirements of the Public Finance and Audit Act and Regulations; and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under section 9(2)(n) of the Act.

Where there are inconsistencies between the above requirements, the legislative provisions have prevailed.

In the absence of a specific Accounting Standard, other authoritative pronouncements of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS6 "Accounting Policies" is considered.

Except for certain holdings of land and buildings, which are recorded at valuation, the financial statements are prepared in accordance with the historical cost convention.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

As in previous years, the operations of the Administration Fund of the Office of the Protective Commissioner and Public Guardian are included in the Consolidation, but the funds and operations forming the Common Fund which are owned solely by clients of the Office of the Protective Commissioner have not been included. Details of the Common Fund are published in the financial statements of the Office of the Protective Commissioner.

The operations of the Office Administration Account of the Public Trustee NSW are included in the Consolidation for the first time from 1 July 2003, but the funds and operations forming the Common Fund which are owned solely by clients of the Public Trustee NSW have not been included. Details of the Common Fund are published in the financial statements of the Public Trustee NSW.

(c) Administered Activities

The Department administers, but does not control, certain activities on behalf of the Crown Entity. It is accountable for the transactions relating to those administered activities but does not have the discretion, for example, to deploy the resources for the achievement of the Department's own objectives.

Transactions and balances relating to the administered activities are not recognised as the Department's revenues, expenses, assets and liabilities, but are disclosed as "Administered Assets" and "Administered Revenue" in Notes 25 and 26 respectively.

The accrual basis of accounting and all applicable accounting standards have been adopted for the reporting of the administered activities.

(d) Revenue Recognition

Revenue is recognised when the Department has control of the good or right to receive, it is probable that the economic benefits will flow to the Department and the amount of revenue can be measured reliably. Additional comments regarding the accounting policies for the recognition of revenue are discussed below.

(i) Parliamentary Appropriations and Contributions from Other Bodies

Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as revenues when the Department obtains control over the assets comprising the appropriations/contributions. Control over appropriations and contributions is normally obtained upon the receipt of cash.

An exception to the above is when appropriations are unspent at year end. In this case, the authority to spend the money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are accounted for as liabilities rather than revenue.

The liability is disclosed in Note 17 as part of "Other Current Liabilities". The amount will be repaid and the liability will be extinguished next financial year.

(ii) Sale of Goods and Services

Revenue from the sale of goods and services comprises revenue from the provision of products or services i.e. user charges. User charges are recognised as revenue when the agency obtains control of the assets that result from them.

(iii) Investment Income

Investment income comprises interest income and is recognised as it accrues.

(iv) Retained Fees

Retained fees comprise monies due from individuals relating to matters dealt with by the Victims Compensation Tribunal, monies due from the confiscation of crime proceeds and levies raised by the Courts on perpetrators of acts of violence. The revenue is recognised when restitution orders are made or confirmed by the Tribunal or when payment arrangements between the Director or Registrar and defendants are entered into.

**NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

(v) Grants and Contributions

Grants and contributions comprise monies received from outside entities, including budget sector agencies, relating to specific services provided by the Department. These monies are recognised on an accrual basis.

(vi) Other Revenue

Other revenue comprises monies received from outside entities not categorised in the revenue headings mentioned above. The revenue is recognised when the fee in respect of services provided is receivable.

(e) Employee Benefits and other provisions

(i) Salaries and Wages, Annual Leave, Sick Leave and On-Costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and vesting sick leave are recognised and measured in respect of employees' services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Long Service Leave and Superannuation

The Department's liabilities for long service leave and superannuation are assumed by the Crown Entity, with the exception of the Compensation Court (closed on 31 December 2003), the costs of which are recouped from the WorkCover Authority; the Dust Diseases Tribunal, the costs of which are recouped from the Dust Diseases Board; the Legal Services Tribunal, Legal Professional Advisory Council and the Office of the Legal Services Commissioner, the costs of which are recouped from the Public Purpose Fund, administered by the NSW Law Society. At the consolidated level, liabilities for long service leave and superannuation in respect of the Crown Solicitor's Office, the Office of the Protective Commissioner and Public Guardian, the Public Trustee NSW - Office Administration Account and the Registry of Births, Deaths and Marriages are not assumed by the Crown Entity. The Department accounts for the liability as having been extinguished resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of Employee Benefits and Other Liabilities".

In accordance with AASB 1028 "Employee Benefits" and TC 03/08 "LSL Pool – Accounting for Long Service Leave", the Department measures long service leave by the present value method. The adoption of the present value method from 2003 arose as part of a periodic review of the appropriateness of the short hand method. This means that any net increase in liability for on-costs, not assumed by the Crown, is recognised in the Statement of Financial Performance and not adjusted against opening equity.

The Crown Solicitor's Office, the Registry of Births, Deaths and Marriages and the Compensation Court (discontinued on 31 December 2003) contribute to the

New South Wales Non Budget Long Service Leave Pool Account held by Treasury. The Treasury "pool" account administers the Long Service Leave Provision for agencies and commercial activities whose liabilities were previously assumed by the Crown Entity due to their being part of the Budget Sector. Contributions made to Treasury are included in Salaries and Related Expenses.

The superannuation expense for the financial year is determined by using the formula specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

(iii) Other Provisions

Other provisions exist when the entity has a present legal, equitable or constructive obligation to make future sacrifice of economic benefits to other entities as a result of past transactions or other past events. These provisions are recognised when it is probable that a future sacrifice of economic benefits will be required and the amount can be measured reliably.

Any provisions for restructuring are recognised either when a detailed formal plan has been developed or will be developed within prescribed time limits and where the entity has raised a valid expectation in those affected by the restructuring that will carry out the restructuring.

(f) Borrowing costs

Borrowing costs are recognised as expenses in the period in which they are incurred.

(g) Insurance

The Department's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past experience. The Treasury Managed Fund normally calculates hindsight premiums each year. However, with regard to workers' compensation, the final hindsight adjustment for the 1997/1998 fund year and an interim adjustment for the 1999/2000 fund year were not calculated until 2003/2004. As a result, the 1998/1999 final and 2000/2001 interim hindsight calculations will be paid in 2004/2005.

(h) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- the amount of GST incurred by the Department as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

(i) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Department. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition.

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable, willing seller in an arm's length transaction.

(j) Plant and Equipment

Plant and equipment costing \$3,000 and above individually are capitalised.

(k) Revaluation of Physical Non-Current Assets

Physical non-current assets are valued in accordance with the "Guidelines for the Valuation of Physical Non-Current Assets at Fair Value". This policy adopts fair value in accordance with AASB 1041 from the financial year ending 30 June 2002. There is no substantive difference between the fair value valuation methodology and the previous valuation methodology adopted in the NSW public sector.

Where available, fair value is determined having regard to the highest and best use of the asset on the basis of current market selling prices for the same or similar assets. Where market selling price is not available, the asset's fair value is measured as its market buying price i.e. the replacement cost of the asset's remaining service potential. The agency is a not for profit entity with no cash generating operations.

Land and buildings are revalued every 5 years and with sufficient regularity that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The last such revaluation was completed on 30 June 2002. Non-specialised generalised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

When revaluing non-current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amount and the related accumulated depreciation is separately restated.

Otherwise, any balances of accumulated depreciation existing at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the surplus/deficit, the increment is recognised immediately as revenue in the surplus/deficit.

Revaluation decrements are recognised immediately as expenses in the surplus/deficit, except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

Revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

As at 30 June 2004, the Property Valuation Service - Department of Commerce (PVS) (formerly the State

Valuation Office) reviewed the carrying amounts of the property assets that were revalued during 2002 to ensure that they reflected fair value. Based on advice provided by the PVS, the Department has made incremental adjustments to the carrying amounts of the revalued assets to reflect fair value as follows: Land - 5%; Buildings - 8%; Residences 15%.

(l) Depreciation/Amortisation of Non-Current Physical Assets

Depreciation and amortisation are provided for on a straight line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Department.

All material separately identifiable component assets are recognised and depreciated over their shorter useful lives, including those components that in effect represent major periodic maintenance. Land is not a depreciable asset.

The depreciation/amortisation rates used for each class of assets are as follows:

	Parent	Consolidated
• Buildings	Estimated useful life	Estimated useful life
• Computer Equipment	25%	17% - 33.3%
• Furniture and Fittings	10%	10% - 20%
• Plant and Equipment	20%	6% - 20%
• Leasehold Improvements	10%	10% - 33.3%
• Software	25%	7% - 50%
• Software - Major Projects	10%	10% - 20%
• Air Conditioning	7%	7%
• Voice Communications	25%	25%
• Data Communications	25%	25%
• Finance Lease	4%	4%

(m) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated. Maintenance costs include an amount of \$0.078 million (\$0.793 million in 2002/2003) concerning heritage program services provided free of charge by the Department of Commerce.

(n) Lease Incentives

Lease incentives are recognised initially as liabilities and then reduced progressively over the term of the leases. The amount by which the liability is reduced on a pro-rata basis is credited against the total lease payment. Lease incentives include, but are not limited to, up-front cash payments to lessees, rent free periods or contributions to certain lessee costs such as the costs of relocating to the premises.

(o) Leased Assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

When a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the inception of the lease. The corresponding liability is established at the same amount. Lease payments are

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2004

allocated between the principal component and the interest expense.

Operating lease payments are charged to the Statement of Financial Performance in the periods in which they are incurred.

(p) Receivables

Receivables are recognised and carried at cost, based on the original invoice amount less a provision for any uncollectible debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off in the period they are identified. The Department considers that the carrying amounts of trade debtors approximate their net fair value.

Debtors from Court jurisdictions are based on records maintained partly manually and partly on computerised systems. It is considered prudent to make a provision for doubtful debts due to the nature of the debts and the circumstances of the debtors. Therefore the amount appearing as the provision for doubtful debts is considered to be reasonable. For the year ended 30 June 2004, the provision for doubtful debts relating to all Local Courts' debtors is based on actual recovery rates achieved by the State Debt Recovery Office in the collection of debts enforced to it for collection. Previously, provisions for doubtful debts were made for those matters managed through the manual and computerised systems that were more than 3 months old at balance date.

With regard to Victims Compensation Fund (VCF) debtors, the Department only recognises those VCF debtors that meet the asset recognition criteria of AAS 29. During the year ended 30 June 2004, further refinements were made to the asset recognition process whereby debts are now recognised on the basis of the nature and type of restitutions, comprising arrangements and orders.

(q) Financial Instruments

Financial instruments give rise to positions that are a financial asset of the Department and a financial liability (or equity instrument) of the other party. For the Department these include cash, receivables, accounts payable, dividends payable and borrowings.

In accordance with AAS 33 "Presentation and Disclosure of Financial Instruments", information is disclosed in Note 23 in respect of the credit risk and interest rate risk of financial instruments. All such amounts are carried in the accounts at net fair value.

Classes of instruments recorded at cost comprise:

- cash
- receivables
- interest bearing investments
- payables
- dividends payable
- interest bearing liabilities

All financial instruments including revenue, expenses or other cash flows arising from instruments are recognised on an accrual basis.

(r) Trust Funds

The Department receives monies in a trustee capacity for various trusts as set out in Note 24. As the Department performs only a custodial role in respect of these monies, and because the monies cannot be used

for the achievement of the Department's own objectives, these funds are not recognised in the financial statements.

(s) Payables

These amounts represent liabilities for goods and services provided to the agency and other amounts, including interest. Interest is accrued over the period it becomes due.

(t) Interest Bearing Liabilities

All loans are valued at current capital value. The finance lease liability is determined in accordance with AAS 17 "Leases".

(u) Budgeted Amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and without any adjustments for the effects of additional appropriations, s 21A, s 24 and/or s 26 of the Public Finance and Audit Act, 1983.

The budgeted amounts in the Statement of Financial Performance and the Statement of Cash Flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Statement of Financial Position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts i.e. per the audited financial statements (rather than carried forward estimates).

(v) Special Deposits Account

Section 39A of the Compensation Court Act 1984 required the creation of a Special Deposits Account for meeting the costs of operation of the Compensation Court.

The Department is required by the Public Finance and Audit Act, 1983 to prepare separate financial statements and to maintain a separate bank account for the Compensation Court Special Deposits Account.

The Department has been unable to identify potential users of separate financial statements for the Compensation Court and consequently no such statements have been prepared. Transactions of the Special Deposits Account of the Compensation Court are reported in the Department's financial statements.

Further, the Special Deposits Account of the Compensation Court did not exist as a separate bank account and was included in the Department's bank account.

The Compensation Court Repeal Act 2002 No 23 repealed the Compensation Court Act 1984 on 1 January 2004 and the Compensation Court was abolished on that date.

The Special Deposits Account of the Compensation Court at 31 December 2003 had a balance of \$(4.428) million, (\$(4.114) million at 30 June 2003) and mainly represented amounts paid on rent of the John Maddison Tower, which is recoverable from Work Cover.

The details are:

	31/12/2003 \$'000	30/06/2003 \$'000
Opening balance	(4,114)	(377)
Receipts	12,715	23,466
Payments	(13,029)	(27,203)
Closing balance	(4,428)	(4,114)

68

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

From 1 January 2004, the requirement under the Public Finance and Audit Act 1983 to prepare separate financial statements and to maintain a bank account for the Compensation Court Special Deposits Account no longer applies.

(w) Adopting AASB 1047 Disclosure

Explanation of how the transition to AIFRS is being managed

The Department will apply the Australian Equivalents to International Financial Reporting Standards (AIFRS) from the reporting period beginning 1 July 2005.

The Department is managing the transition to the new standards by allocating internal resources to analyse the Pending Standards and Urgent Issues Group Abstracts to identify key areas regarding policies, procedures, systems and financial impacts affected by the transition.

As a result, the Department has taken the following steps to manage the transition to the new standards:

- 1) A Working Party was established in April 2004 to oversee the transition, comprising all senior finance officers and chaired by the Director, Financial Services.
- 2) The Working Party has held preliminary meetings to review the Pending Standards and Treasury Analysis papers to identify any potential impacts; and
- 3) An Implementation Strategy has been prepared to address any initial reporting requirements and compliance issues from NSW Treasury.

Several meetings are planned during 2004 to further review and assess the following phases of the Implementation Strategy:

- a) any AIFRS impact on the 2005 opening balance sheet;
- b) any further submissions from NSW Treasury;
- c) any issues arising from the 2004 year end process;
- d) any changes impacting upon monthly reporting and staff training; and
- e) the draft 2005 opening balance sheets before submission to NSW Treasury by 15 December 2004.

Further meetings in early 2005 will review and confirm the final 2005 opening balance sheets under AIFRS for submission to NSW Treasury by 31 March 2005.

Instructions for 2005 year end treatment will be issued in March/April 2005 and include AIFRS impact issues. Pro-forma financial statements will be prepared as at 30 April 2005 with 2004 comparatives re-stated under AIFRS, for audit review.

NSW Treasury is assisting the Department to manage the transition by developing policies, including mandates of options; presenting seminars; providing a website with up-to-date information on any new developments; and establishing an IAS Agency Reference Panel to facilitate a collaborative approach to manage the change.

Key Differences in Accounting Policies

The Department has identified a number of significant differences in accounting policies that will arise from adopting AIFRS. Some differences arise because AIFRS requirements are different from existing AASB requirements. Other differences could arise from options in AIFRS. To ensure consistency at the whole of government level, NSW Treasury has advised the Department of options it is likely

to mandate, and will conform these during 2004/2005. This disclosure reflects these likely mandates.

The Department's accounting policies may also be affected by a proposed standard designed to harmonise accounting standards with Government Finance Statistics (GFS). This standard is likely to change the impact of AIFRS and significantly affect the presentation of the income statement. However, the impact is uncertain, because it depends on when this standard is finalised and whether it is adopted in 2005/2006.

Based on current information, the following key differences in accounting policies are expected to arise from adopting AIFRS:

- a) AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards* requires retrospective application of the new AIFRS from 1 July 2004, with limited exceptions. Similarly, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* requires voluntary changes in accounting policy and correction of errors to be accounted for retrospectively by restating comparatives and adjusting the opening balance of accumulated funds. This differs from current Australian requirements, because such changes must be recognised in the current period through profit and loss, unless a new standard mandates otherwise.
- b) AASB 110 *Events after the balance sheet date* states that only dividends "declared" or appropriately "authorised" before the reporting date can be recognised. This is more restrictive than the current approach which is based on "valid expectations". However, this change is not expected to impact on dividend recognition as the signing of the Statement of Corporate Intent/Statement of Business Intent before the reporting date to which it relates, "authorises" the dividend and any change in the amount of the dividend after the reporting date constitutes an "adjusting event after the reporting date".
However, the amount of the dividend may be affected by other AIFRS, such as AASB 139 *Employee Benefits* as this standard may impact on retained earnings (on first adoption).
- c) AASB 112 *Incomes Taxes* requires a balance sheet approach where the entity must identify differences between the accounting and tax value of assets and liabilities. The previous approach was to account for tax by adjusting profit for temporary and permanent differences to derive taxable income. The AASB 112 approach may alter the quantum of tax assets and liabilities recognised.
- d) AASB 116 *Property, Plant and Equipment* requires the cost and fair value of property, plant and equipment to be increased to include restoration costs, where restoration provisions are recognised under AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*. Major inspection costs must be capitalised and this will require the fair value and depreciation of the related asset to be re-allocated.
- e) AASB 119 *Employee Benefits* requires the defined benefit obligation to be discounted using the government bond rate as at each reporting date rather than the long-term expected rate of return on plan assets. Where the unfunded superannuation liability is not assumed by the Crown, this will increase the amount and the future volatility of the unfunded

**NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

superannuation liability and the volatility of the employee benefit expense.

- f) AASB 136 *Impairment of Assets* requires an entity to assess at each reporting date whether there is any indication that an asset is impaired and if such indication exists, the entity must estimate the recoverable amount. However, the effect of this Standard on the Department should be minimal because all the substantive principles in AASB 136 are already incorporated in Treasury's policy *Valuation of Physical Non-Current Assets at Fair Value*.
- g) AASB 1004 *Contributions* applies to not-for-profit entities only. Entities will either continue to apply the current requirements in AASB 1004 where grants are normally recognised on receipt, or alternatively apply the proposals on grants included in ED 125 *Financial Reporting by Local Governments*. If the ED 125 approach is applied, revenue and expense recognition will be delayed until the agency supplies the related goods and services (where grants are in-substance agreements for the provision of goods and services) or until conditions are satisfied.
- h) AASB 123 *Borrowing Costs* provides the option to expense or capitalise borrowing costs. NSW Treasury is likely to mandate expensing of borrowing costs to harmonise with GFS.
- i) AASB 138 *Intangibles* requires an entity to assess at each reporting date whether there is any indication that an asset is impaired and if such indication exists, the entity must estimate the recoverable amount. However, the effect of this Standard should be minimal because all the substantive principles in AASB 136 are already incorporated in NSW Treasury's policy *Valuation of Physical Non-Current Assets at Fair Value*.
- j) AASB 140 *Investment Property* requires investment property to be measured at cost or fair value. NSW Treasury is likely to mandate the adoption of fair value. In contrast to current treatment as an asset classified within property, plant and equipment, investment property recognised at fair value is not depreciated and changes in fair value are recognised in the income statement.

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

2. EXPENSES

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
(a) Employee related expenses comprise the following specific items:				
237,327	225,496	Salaries and wages (including recreation leave)	292,685	262,453
34,695	33,084	Superannuation	37,237	40,575
14,176	23,317	Long Service Leave	16,700	25,157
2,898	2,750	Workers compensation insurance	3,262	2,961
19,327	23,515	Payroll tax and fringe benefits tax	23,023	25,893
2,535	197	Other - redundancy payments	2,535	197
310,957	308,359		375,442	357,236
(b) Other operating expenses				
420	517	Advertising and publicity	1,619	805
310	285	Auditor's remuneration	668	566
532	745	- audit of financial report	612	1,004
8,553	2,436	Audit - internal	8,624	2,466
2,966	2,746	Bad and doubtful debts	3,408	2,969
21,731	22,826	Electricity	28,093	27,579
929	1,539	Fees	1,216	1,770
5,538	4,930	Consultancies	8,281	6,204
1,465	1,127	General expenses	1,631	1,202
4,113	4,096	Insurance	4,370	4,300
8,349	9,253	Motor Vehicles	11,008	10,909
1,012	1,354	Postage and telephones	1,756	1,908
3,815	3,519	Printing	4,097	3,804
5,720	5,560	Publications	5,970	5,732
10,637	10,613	Rates	16,183	15,499
3,385	4,122	Operating lease rental expense - minimum lease payments	4,309	4,928
1,056	2,837	Stores	1,056	2,837
221	253	Transcription services	272	287
6,718	7,773	Translations	6,977	7,963
87,470	86,531	Travel	110,150	102,732
(c) Depreciation and amortisation expense				
Depreciation				
12,608	13,106	Buildings	13,135	13,222
746	611	Air conditioning	772	638
3,266	4,530	Computer equipment	3,979	5,810
3,309	3,180	Furniture and fittings	3,671	3,573
3,589	3,328	Plant and equipment	5,105	3,463
972	689	Leasehold improvements	1,711	1,239
2,355	1,804	Software	4,961	4,675
26,845	27,248		33,334	32,620
1,970	1,970	Amortisation - finance lease	1,970	1,970
0	0	Amortisation - investments	382	0
28,815	29,218		35,686	34,590

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

2. EXPENSES CONT.

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
(d) Grants and subsidies				
1,352	1,381	Safer Communities Development Program	1,352	1,381
88	88	Commercial Disputes Centre	88	88
54	51	Criminology Research Council	54	51
61	60	Australian Institute of Judicial Administration	61	60
326	279	Graffiti Solutions	326	279
44	42	State Community Education Grant	44	42
11	10	Coroner's Information System	11	10
255	103	Aboriginal Night Patrols	255	103
11,547	472	Grants and subsidies to other organisations	817	472
13,738	2,486		3,008	2,486

Grants and subsidies committed by contract and not provided for at balance date of \$4.949 million are included in Note 19(b).

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
(e) Borrowing costs				
3,695	3,664	Finance lease interest charge	3,695	3,664
40	47	Other	264	298
3,735	3,711		3,959	3,962

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
(f) Other expenses				
62,369	56,472	Victims compensation	62,369	56,472
11,254	0	Victims Compensation Fund debtor adjustment (Note 11 (b))	11,254	0
32	56	Witness expenses	32	56
25	26	Public Trustee (Dormant Funds)	25	26
68	31	Ex-gratia payments	68	31
19,150	17,470	Crown Solicitor's fees	0	0
3,610	3,642	Contribution to Law Courts	3,610	3,642
1,510	2,823	Arbitration fees	1,510	2,823
556	691	Legal costs	18,923	18,850
965	849	Costs in criminal cases	965	849
2,465	2,139	Inquest & post mortem fees	2,479	2,139
6,603	6,954	Jurors fees & costs	6,603	6,954
1,170	1,070	Costs awarded against the Crown	1,170	1,070
14	0	Legal assistance claims	14	0
0	20	Glenbrook Train Disaster Inquiry	0	20
1,197	115	Gretley Mine Inquiry	1,197	115
3	776	HIH Royal Commission	3	0
12,003	3,966	Waterfall Train Disaster Inquiry	10,921	3,948
122,994	97,100		121,143	96,995

3. REVENUES

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
(a) Sale of goods and services				
Sale of goods				
4,954	4,402	Sale of transcripts	4,954	4,402
95	95	Sale of publications	95	95
5,049	4,497		5,049	4,497

72

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

3. REVENUES CONT.

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Rendering of services		
0	0	Crown Solicitor's Office fees	27,210	24,183
466	417	Registry of Births, Deaths and Marriages - Certificates	18,611	16,653
0	0	Office of the Protective Commissioner and Public Guardian	16,658	7,123
0	0	Public Trustee NSW	24,931	0
1,263	1,252	Management fees	4,823	22
626	483	Rents received	759	483
33,674	29,955	Supreme Court fees	33,674	29,955
2,206	1,940	Land & Environment Court fees	2,206	1,940
10,851	9,265	District Court fees	10,851	9,266
27,633	23,835	Local Court fees	27,633	23,835
503	472	Industrial Court fees	503	472
5	(32)	Compensation Court fees	5	(32)
918	951	Dust Diseases Tribunal fees	918	951
839	3,939	Arbitration fees	839	3,939
1,701	1,630	Family Law Courts fees	1,701	1,630
4,441	4,689	Sheriff's fees	4,441	4,689
890	1,027	Other fees	890	3,212
86,017	79,823		176,652	128,321
91,065	84,320		181,703	132,818
<p>Rendering of services mainly comprises court fees, fees for the Crown Solicitor's Office, fees from certificate production by the Registry of Births, Deaths and Marriages, fees relating to the Office of the Protective Commissioner and Public Guardian and fees from Public Trustee NSW - Office Administration Account.</p>				
		(b) Investment income		
363	239	Interest	3,917	1,095
		(c) Retained fees		
7,506	5,113	Restitution orders raised (refer Note 1(p))	7,506	5,113
218	178	Confiscation of proceeds of crime	218	178
2,670	2,648	Victims compensation levies	2,670	2,648
10,394	7,939		10,394	7,939
		(d) Grants and contributions		
4,037	4,074	Grants from budget sector agencies	4,037	4,074
175	195	Grants from other agencies	175	195
2,769	1,695	Grants from Commonwealth	2,769	1,695
3,642	3,825	Contribution from Dust Diseases Board	3,642	3,825
20,297	27,258	Contribution from WorkCover Authority	20,297	27,258
4,328	4,172	Contribution from Law Society	4,328	4,172
35,248	41,219		35,248	41,219
		(e) Other revenue		
1,848	1,376	Services provided	1,829	1,376
133	94	Commission	134	96
0	0	Common Fund transfer	3,386	10,583
323	1,184	Photocopy revenue	323	1,184
182	500	Recoupable charges	641	500
3,183	2,972	SES & judicial motor vehicle contracts	3,195	2,972
32	41	Public telephones	32	41
1,499	2,326	Other	1,922	2,635
7,200	8,493		11,463	19,387

73

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

4. GAIN/(LOSS) ON DISPOSAL OF NON-CURRENT ASSETS

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Gain/Loss on disposal of land and buildings, plant and equipment		
85	196	Proceeds from sale	3,326	200
186	163	Less: written down value of assets disposed	2,534	363
(101)	33	Net gain/(loss) on disposal of property, plant and equipment	792	(163)

5. APPROPRIATIONS

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Recurrent appropriations		
362,271	329,715	Total recurrent drawdowns from Treasury (per Summary of Compliance)	362,271	329,715
(1,155)	(2,237)	Less: Liability to Consolidated Fund (per Summary of Compliance)	(1,155)	(2,237)
361,116	327,478	Total	361,116	327,478
		Comprising:		
353,138	315,290	Recurrent appropriations (per Statement of Financial Performance)	358,982	325,796
7,978	12,188	Transfer payments (refer Note 8)	2,134	1,682
361,116	327,478	Total	361,116	327,478
		Capital appropriations		
44,346	29,553	Total capital drawdowns from Treasury (per Summary of Compliance)	44,346	29,553
(362)	(819)	Less: Liability to Consolidated Fund (per Summary of Compliance)	(362)	(819)
43,984	28,734	Total	43,984	28,734
		Comprising:		
43,984	28,734	Capital appropriations (per Statement of Financial Performance)	43,984	28,734
0	0	Transfer payments (refer Note 8)	0	0
43,984	28,734	Total	43,984	28,734

6. INDIVIDUALLY SIGNIFICANT ITEM

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Registry of Births, Deaths and Marriages		
0	0	Adjustments re AASB 1028 and TC 03/08	0	70
0	0	Reduction in prepaid superannuation balances	97	960
0	0		97	1,030
		Crown Solicitor's Office		
0	0	Adjustments re AASB 1028 and TC 03/08	0	286
0	0	(Increase)/reduction in prepaid superannuation balances	(1,110)	1,722
0	0		(1,110)	2,008
		Office of the Protective Commissioner and Public Guardian		
0	0	Adjustments re AASB 1028 and TC 03/08	0	950
0	0	(Increase)/reduction in prepaid superannuation balances	(1,466)	1,637
0	0		(1,466)	2,587
		Public Trustee Office		
0	0	Increase in prepaid superannuation balances	(744)	0
0	0		(744)	0

74

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

**7. ACCEPTANCE BY THE CROWN
ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES**

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		The following liabilities and/or expenses have been assumed by the Crown Entity		
32,732	29,768	Superannuation	32,732	29,768
13,328	22,224	Long service leave	13,328	22,224
1,957	1,814	Payroll tax	1,957	1,814
48,017	53,806		48,017	53,806

8. TRANSFER PAYMENTS

Recurrent

An amount of \$7.978 million (\$12.188 million in 2002/2003) was received by the Attorney General's Department from NSW Treasury on behalf of the Office of the Public Guardian and other NSW Government agencies. Amounts of \$5.844 million (\$10.506 million in 2002/2003) were forwarded to the Office of the Public Guardian and \$2.134 million (\$1.682 million in 2002/2003) to other NSW Government agencies (refer Note 5).

9. PROGRAM/ACTIVITIES OF THE AGENCY

Program 1	<i>Justice Policy and Planning</i>
Objective(s):	To contribute to the development of a legal system and laws in New South Wales that further the principles of justice and contribute to the achievement of the goals of the Government.
Program 2	<i>Regulatory Services</i>
Objective(s):	To assist the community in New South Wales to receive professional services that are affordable, accountable and of a high standard.
Program 3	<i>Legal and Support Services</i>
Objective(s):	To ensure members of the public have full access to the legal system and are adequately represented in legal matters affecting them and enhance the cost-effectiveness of the legal services used by the Government.
Program 4	<i>Justice Support Services</i>
Objective(s):	To promote the earliest, most effective and efficient resolution of proceedings.
Program 5	<i>Human Rights Services</i>
Objective(s):	To reduce social disharmony through programs which protect human rights.
Program 6	<i>Supreme Court</i>
Objective(s):	To promote the earliest, most effective and efficient resolution of criminal matters and civil disputes.
Program 7	<i>District Court</i>
Objective(s):	To promote the earliest, most effective and efficient resolution of criminal matters and civil disputes through statewide intermediate court services.
Program 8	<i>Local Courts</i>
Objective(s):	To promote the earliest, most effective and efficient resolution of criminal matters and civil disputes through statewide lower or magistrate court services.
Program 9	<i>Land and Environment Court</i>
Objective(s):	To promote the earliest, most effective and efficient resolution of land and environment matters.
Program 10	<i>Industrial Relations Commission</i>
Objective(s):	To promote the earliest, most effective and efficient resolution of industrial matters.
Program 11	<i>Compensation Court</i>
Objective(s):	To promote the earliest, most effective and efficient resolution of compensation matters.

The following two Departmental activities represent the controlled entities of the Department:

Program 12	<i>Commercial Services</i>
Include(s):	Registry of Births, Deaths and Marriages and the Crown Solicitor's Office.
Program 13	<i>Guardianship, Trustee and Management Services</i>
Include(s):	The Office of the Protective Commissioner and Public Guardian and the Public Trustee Office.

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

10. CURRENT ASSETS - CASH

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
5,592	4,224	Cash at bank and on hand	21,815	17,538
0	0	TCorp Hour Glass Facility Trusts	22,181	3,119
5,592	4,224		43,996	20,657

Cash at Bank and On Hand

Cash comprises cash on hand and bank balances within the Treasury Banking System. Interest earnings on the bank balances are calculated under the Treasury Cash Management System.

Hour-Glass Investment Facility Trusts

The controlled entities have investments in TCorp's Hour-Glass Investment Facility Trusts. These investments are represented by a number of units in managed investments within the facilities. Each facility has different investment horizons and comprises a mix of asset classes appropriate to that investment horizon. TCorp appoints and monitors fund managers and establishes and monitors the application of appropriate investment guidelines.

These investments are generally able to be redeemed with up to five business days notice (dependent upon the facility).

The value of the investments held can decrease as well as increase depending upon market conditions. The value that best represents the maximum credit risk exposure is the net fair value. The value of the above investments represents the relevant entity's share of the value of the underlying assets of the facility and is stated at net fair value.

For the purposes of the Statements of Cash Flows cash includes cash at bank and on hand and TCorp Hour Glass Facility Trusts.

Cash at the end of the financial year as shown in the Statements of Cash Flows is reconciled to the related items in the Statements of Financial Position as follows:-

Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
5,592	4,224	Cash (per Statement of Financial Position)	43,996	20,657
5,592	4,224	Closing Cash and Cash Equivalents (per Statement of Cash Flow)	43,996	20,657

11. CURRENT/NON-CURRENT ASSETS - RECEIVABLES

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Current		
69,780	68,515	Sale of goods and services (a)	79,948	77,147
		Retained fees		
2,561	2,987	Victims Compensation Fund (b)	2,561	2,987
		Other debtors		
205	112	Interest receivable	779	112
2,340	1,424	Prepayments	3,159	1,424
348	498	Long service leave	785	918
4,327	2,764	Other	7,474	5,132
79,561	76,300		94,706	87,720
(56,550)	(48,604)	Less: Provision for doubtful debts	(56,709)	(48,688)
23,011	27,696		37,997	39,032

76

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

11. CURRENT/NON-CURRENT ASSETS - RECEIVABLES CONT.

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
Non-Current				
Retained fees				
20,180	27,264	Victims Compensation Fund (b)	20,180	27,264
177	179	Criminal Injuries Compensation (c)	177	179
20,357	27,443		20,357	27,443
(104)	(80)	Less: Provision for doubtful debts	(104)	(80)
20,253	27,363		20,253	27,363
Other debtors				
1,348	1,563	Prepayment of employee entitlements (d)	9,835	6,434
3,134	4,484	Long service leave	7,032	8,016
24,734	33,410		37,120	41,813

(a) Sale of goods and services

Sale of goods and services debtors at the parent level total \$69.780 million (\$68.515 million in 2002/2003), comprising debtors from Court jurisdictions of \$65.774 million (\$60.968 million in 2002/2003), and sundry debtors of \$4.006 million (\$7.547 million in 2002/2003).

Sale of goods and services debtors at the consolidated level also include amounts owing to the Crown Solicitor's Office of \$9.867 million (\$8.443 million in 2002/2003), comprising debtors of \$3.839 million and work in progress of \$6.028 million and the Registry of Births, Deaths and Marriages of \$0.301 million (\$0.189 million in 2002/2003).

The provision for doubtful debts at the parent level in respect of the debtors above is \$56.550 million (\$48.604 million in 2002/2003). There are provisions for doubtful debts for the Crown Solicitor's Office of \$0.140 million (\$0.072 million in 2002/2003) and \$0.019 million (\$0.012 million in 2002/2003) for the Office of the Protective Commissioner and Public Guardian.

(b) Retained fees - Victims Compensation Fund Debtors

Victims Compensation Fund debtors totalled \$22.741 million at 30 June 2004 (\$30.251 million in 2002/2003), with \$2.561 million shown as a current receivable (\$2.987 million in 2002/2003) and \$20.180 million as a non-current receivable (\$27.264 million in 2002/2003).

Victims Compensation Fund debtors are recognised for accounting purposes only when they comply with the asset recognition criteria of Section 7.1 of Australian Accounting Standard 29, namely:

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
211,838	183,483	Amounts receivable from restitution orders made or confirmed by the Victims Compensation Tribunal	211,838	183,483
		Less		
189,097	153,232	Amounts receivable that do not meet the asset recognition criteria under AAS 29	189,097	153,232
22,741	30,251	Victims Compensation Fund Debtors	22,741	30,251
This is represented by:				
2,561	2,987	Current	2,561	2,987
20,180	27,264	Non-Current	20,180	27,264
22,741	30,251		22,741	30,251

In previous years, debts were recognised on the basis of payment performance.

During the year ended 30 June 2004, further refinements were made to the asset recognition process whereby debts are now recognised on the basis of the nature and type of restitution orders.

The change in the asset recognition process resulted in a debit adjustment of \$11.2 million to a VCF Debtor Adjustment Account in "Other Expenses" (refer Note 2 (f)).

Restitution action is generally commenced 5 months after the determination of an award of compensation, as this allows sufficient time for the expiry of the period provided for an appeal against an award determination and associated administrative requirements. Currently restitution action is commenced after 16 months.

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

11. CURRENT/NON-CURRENT ASSETS - RECEIVABLES CONT.

(c) Retained fees - Criminal Injuries Compensation

The amount of the Criminal Injuries Compensation debtors under the former Criminal Injuries Compensation Act 1967 as at 30 June 2004 was \$0.177 million (\$0.179 million in 2002/2003). An amount of \$0.104 million (\$0.080 million in 2002/2003) is included in the provision for doubtful debts.

(d) Other Debtors - Prepayment of employee entitlements

As mentioned in note 1(e)(ii), the superannuation liabilities of the Compensation Court, the Dust Diseases Tribunal, the Legal Services Tribunal, the Legal Professional Advisory Council, the Office of the Legal Services Commissioner, the Crown Solicitor's Office, the Office of the Protective Commissioner and Public Guardian and the Registry of Births, Deaths and Marriages and the Public Trustee NSW - Office Administration Account are not funded from the Consolidated Fund.

The status of the superannuation reserves is given below:

	SASS (i) \$000	SANCS (ii) \$000	SSS (iii) \$000	2004 TOTAL \$000	2003 TOTAL \$000
Parent					
Reserve Account Balance	2,855	946	3,682	7,483	8,198
Less Accrued Liability	1,818	636	4,359	6,813	7,402
Superannuation Assets/(Liabilities)	1,037	310	(677)	670	796
Consolidated					
Reserve Account Balance	14,359	7,640	72,095	94,094	48,146
Less Accrued Liability	11,292	6,237	76,550	94,079	43,162
Superannuation Assets/(Liabilities)	3,067	1,403	(4,455)	15	4,984
The consolidated total is a net amount comprising:					
Prepayment of Employee Entitlements				9,835	6,434
Provision for Superannuation (refer Note 16)				9,820	1,450
				15	4,984

- (i) SASS State Authorities Superannuation Scheme
(ii) SANCS State Authorities Non-Contributory Scheme
(iii) SSS State Superannuation Scheme

The liability for the various schemes is based on an assessment by the SAS Trustee Corporation actuary for the defined benefit schemes administered by Pillar Administration for the financial year ended 30 June 2004.

Any unfunded superannuation liability is recognised as a liability in the statement of financial position.

Amounts representing prepaid superannuation contributions are recognised as an asset.

The economic assumptions used are as follows:

	2004 %	2005 %	2006 & thereafter %
Rate of investment return	7.0	7.0	7.0
Rate of salary increase	4.0	4.0	4.0
Rate of increase in CPI	2.5	2.5	2.5

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

12. NON-CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT

	Parent 2004 \$'000	Parent 2003 \$'000	Consol. 2004 \$'000	Consol. 2003 \$'000
Land and Buildings				
(a) Land and Buildings				
At Fair Value	579,814	525,896	599,712	532,245
Less Accumulated Depreciation	58,381	41,064	59,765	41,276
	521,433	484,832	539,947	490,969
(b) Finance Lease				
At Fair Value	90,278	90,277	90,278	90,277
Less Accumulated Amortisation	29,218	27,247	29,218	24,247
	61,060	63,030	61,060	66,030
Total Land & Buildings				
At Fair Value	670,092	616,173	689,990	622,522
Less Accumulated Depreciation	58,381	41,064	59,765	41,276
Less Accumulated Amortisation	29,218	27,247	29,218	27,247
	582,493	547,862	601,007	553,999
Plant & Equipment				
At Fair Value	142,491	122,492	193,556	155,065
Less Accumulated Depreciation	81,371	72,699	109,508	89,772
	61,120	49,793	84,048	65,293
Total Property, Plant and Equipment at Net Book Value	643,613	597,655	685,055	619,292

Reconciliations

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current and previous financial year are set out below.

Land and buildings comprise land, buildings, air conditioning, a finance lease and work in progress (Buildings at Cost - \$5.978 million). Plant and equipment comprise work in progress (Software - Major Projects - \$18.2 million), computer equipment, furniture and fittings, plant, equipment, leasehold improvements, software, voice communications and data communications.

(a) Revaluation of Land and Buildings

Each class of physical non-current assets is revalued at least every 5 years. Land and buildings were revalued as at 30 June 2002 by Mr I. McFarlane, A.A.P.I., Valuation Manager, State Valuation Office (now the Property Valuation Service - Department of Commerce).

Buildings and improvements have been valued at the estimated written down replacement cost of the most appropriate modern equivalent replacement facility having similar service potential or future economic benefit to the existing asset. Land has been valued on an existing use basis.

In accordance with AASB 1041, "Revaluation of Non-Current Assets", when revaluing its land and buildings, the Department has applied the proportional gross restatement method to separately restate the gross amount and the related accumulated depreciation.

As at 30 June 2004, Mr I. McFarlane further reviewed the carrying amounts of the property assets of the Department that were revalued during 2002 to ensure that they reflected fair value. The Department considered that fair value would be reflected after incremental adjustments to the carrying amounts as follows: Land - 5%; Buildings - 8%; Residences 15%.

As at 30 June 2004, Mr I. McFarlane further reviewed the carrying amounts of the property assets of the Public Trustee NSW - Office Administration Account that were revalued during 2000 to ensure that they reflected fair value. Public Trustee NSW considered that fair value would be reflected after incremental adjustments to the carrying amounts as follows: Land - 50%; Buildings - 12.2%.

(b) Assets under Finance Lease

The finance lease asset relates to an arrangement entered into by the Department to lease the John Maddison Tower constructed by a private sector company to house the District and Compensation Courts. The lease commenced on 1 July 1995, with a non cancellable term of 25 years and provision for an option of a further 15 years. The building is constructed on land owned by the Department. Such land is already subject to a head lease from the Department to the private sector company. The head lease rental is \$0.3 million which the Department recovers in rental offsets. The finance lease was revalued as at 30 June 2002 by Mr I. McFarlane, A.A.P.I., Valuation Manager, State Valuation Office (now Property Valuation Service - Department of Commerce). The leasehold asset will be amortised over the remainder of the lease.

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

12. NON-CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT CONT.

2004	Land Parent \$000	Land Consol. \$000	Buildings Parent \$000	Buildings Consol. \$000	Plant & Equipment Parent \$000	Plant & Equipment Consol. \$000	Finance Lease Parent \$000	Finance Lease Consol. \$000	Total Parent \$000	Total Consol. \$000
At Fair Value										
Balance 1 July 2003	136,726	138,476	389,167	393,766	122,492	155,064	90,278	90,278	738,663	777,584
Opening Balance - Public Trustee NSW	0	6,367	0	6,702	0	15,423	0	0	0	28,492
Adjustments	0	0	5,978	5,978	(5,978)	(5,978)	0	0	0	0
Additions	2,250	2,250	9,367	9,439	30,888	36,498	0	0	42,505	48,187
Disposals	(50)	(470)	(56)	(2,586)	(4,922)	(7,459)	0	0	(5,028)	(10,515)
2004 Fair Value Review	6,802	9,777	29,638	30,021	0	0	0	0	36,440	39,798
Balance 30 June 2004	145,728	156,400	434,094	443,320	142,480	193,548	90,278	90,278	812,580	883,546
Accumulated Depreciation										
Balance 1 July 2003	0	0	41,061	41,273	72,699	89,771	27,248	27,248	141,008	158,292
Opening Balance - Public Trustee NSW	0	0	0	1,548	0	7,345	0	0	0	8,893
Additions	0	0	13,354	13,907	13,491	19,427	1,970	1,970	28,815	35,304
Disposals	0	0	(21)	(949)	(4,818)	(7,032)	0	0	(4,839)	(7,981)
2004 Fair Value Review	0	0	3,983	3,983	0	0	0	0	3,983	3,983
Balance 30 June 2004	0	0	58,377	59,762	81,372	109,511	29,218	29,218	168,967	198,491
Written down value as at 30 June 2004	145,728	156,400	375,717	383,558	61,108	84,037	61,060	61,060	643,613	685,055

2003	Land Parent \$000	Land Consol. \$000	Buildings Parent \$000	Buildings Consol. \$000	Plant & Equipment Parent \$000	Plant & Equipment Consol. \$000	Finance Lease Parent \$000	Finance Lease Consol. \$000	Total Parent \$000	Total Consol. \$000
At Fair Value										
Balance 1 July 2002	136,726	138,476	376,761	381,335	111,016	140,655	90,278	90,278	714,781	750,744
Adjustments	0	0	0	0	0	0	0	0	0	0
Additions	0	0	12,406	12,478	17,114	21,448	0	0	29,520	33,926
Disposals	0	0	0	(47)	(5,638)	(7,039)	0	0	(5,638)	(7,086)
Balance 30 June 2003	136,726	138,476	389,167	393,766	122,492	155,064	90,278	90,278	738,663	777,584
Accumulated Depreciation										
Balance 1 July 2002	0	0	27,344	27,429	64,595	77,635	25,278	25,278	117,217	130,342
Adjustments	0	0	0	0	0	0	0	0	0	0
Additions	0	0	13,717	13,860	13,531	18,760	1,970	1,970	29,218	34,590
Disposals	0	0	0	(16)	(5,427)	(6,624)	0	0	(5,427)	(6,640)
Balance 30 June 2003	0	0	41,061	41,273	72,699	89,771	27,248	27,248	141,008	158,292
Written down value as at 30 June 2003	136,726	138,476	348,106	352,493	49,793	65,293	63,030	63,030	597,655	619,292

80

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

13. CURRENT /NON-CURRENT ASSETS
OTHER FINANCIAL ASSETS

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Current		
0	0	Call Loans	3,520	0
0	0	Fixed Interest Bonds	2,010	0
0	0		5,530	0
		Non-Current		
0	0	Fixed Interest Bonds	15,760	0
0	0	Private Loans	4,120	0
0	0	Offshore Issues	2,019	0
0	0		21,899	0

"Other Financial Assets" are interest bearing investments held by the Public Trustee NSW - Office Administration Account

14. CURRENT LIABILITIES - PAYABLES

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
30	5,994	Accrued salaries, wages and on-costs	35	7,053
5,698	5,347	Creditors	6,873	5,597
22,558	19,965	Other	23,267	19,970
28,286	31,306		30,176	32,620

Other Payables include claims for payments to victims of crime of \$12.749 million (\$13.328 million in 2002/2003)

15. CURRENT /NON-CURRENT LIABILITIES
UNSECURED INTEREST BEARING LIABILITIES

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Unsecured		
		Current		
69	64	Treasury advances repayable	1,269	515
1,274	1,249	Finance Lease (refer Note 19(d))	1,274	1,249
1,343	1,313		2,543	1,764
		Non-Current		
495	563	Treasury advances repayable	2,895	4,163
38,129	39,479	Finance Lease (refer Note 19(d))	38,129	39,479
38,624	40,042		41,024	43,642
39,403	40,728	Finance Lease (refer Note 19(d))	39,403	40,728
		The Department entered into a finance lease as referred to in Note 12(b). At balance date the value of the lease liability is:		
49,476	49,476	Gross value of lease	49,476	49,476
(10,073)	(8,748)	Less principal repayment	(10,073)	(8,748)
39,403	40,728	Lease liability	39,403	40,728
564	627	Treasury Advances	4,164	4,678

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

15. CURRENT /NON-CURRENT LIABILITIES
UNSECURED INTEREST BEARING LIABILITIES CONT.

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Repayment schedule:		
69	64	Not later than one year	1,269	515
322	302	Between one and five years	2,722	302
172	261	Later than five years	172	3,861
564	627		4,164	4,678

Treasury Advances

The Department and BDM received advances from NSW Treasury of \$0.745 million and \$4.500 million respectively during 2000/2001. Interest is calculated based on the Colonial State Bank Business Rate during the year. Weighted average interest rates for the year were 6.28 % and 5.88% (6.28% and 5.88% in 2002/2003).

16. CURRENT/NON-CURRENT LIABILITIES - PROVISIONS

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Current		
		Employee benefits and related on-costs		
20,031	20,817	Recreation leave	24,366	24,954
0	0	Provision for superannuation	14	683
1,135	1,248	Long service leave	2,173	2,068
21,166	22,065		26,553	27,705
		Other provisions		
		Dividends		
		Amount owed to NSW Treasury by the Crown Solicitor's Office, the Registry of Births, Deaths and Marriages and the Public Trustee NSW - Office Administration Account		
0	0		10,534	296
0	0		10,534	296
21,166	22,065	Total provisions	37,087	28,001
		Movement on other provisions		
		Movements in provisions during the financial year, other than employee benefits are set out below:		
0	0	Carrying amount at beginning of financial year	296	3,450
0	0	Additional provisions recognised, including increases to existing provisions	10,534	296
0	0	Reductions in provisions from payments or other sacrifices	(296)	(3,450)
0	0	Carrying amount at end of financial year	10,534	296
		Non-Current		
		Employee benefits and related on-costs		
10,391	11,413	Long Service Leave	25,934	18,171
677	767	Provision for Superannuation	9,820	1,450
11,068	12,180		35,754	19,621
21,166	22,065	Aggregate employee benefits and related on-costs		
11,068	12,180	Provisions - current	26,553	27,705
30	5,994	Provisions - non current	35,754	19,621
		Accrued salaries, wages and on-cost (refer Note 14)	35	7,053
32,264	40,239		62,342	54,379

In the 2003/2004 financial year, a dividend of \$0.296 million (\$1.644 million in 2002/2003) was paid by the Crown Solicitor's Office. No dividend was paid by the Registry of Births, Deaths and Marriages (\$1.806 million in 2002/03).

82

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

17. CURRENT/NON-CURRENT LIABILITIES - OTHER

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Current		
1,517	3,056	Liability to Consolidated Fund	1,517	3,056
		Non-Current		
0	0	Lease Incentive liability	44	0

18. CHANGES IN EQUITY

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
		Accumulated Funds		
360,061	360,164	Balance at the beginning of the financial year	399,128	401,295
0	0	Balance at the beginning of the financial year - Public Trustee NSW - Office Administration Account	35,562	0
0	0	<i>Changes in accumulated funds - transactions with owners as owners</i>		
0	0	Dividend to the Consolidated Fund	(7,919)	(296)
0	0	Tax Equivalent Payments on Surplus	(2,901)	0
0	0	Total	(10,820)	(296)
		<i>Changes in accumulated funds - other than transactions with owners as owners</i>		
9,461	(103)	Surplus/(deficit) for the year	30,800	(1,871)
9,461	(103)		30,800	(1,871)
369,522	360,061	Balance at the end of the financial year	454,670	399,128
		Asset Revaluation Reserve		
192,962	193,018	Balance at the beginning of the financial year	192,962	193,164
32,462	(56)	Increase/(Decrease) on revaluation of: Land and buildings	35,820	(202)
225,424	192,962	Balance at the end of the financial year	228,782	192,962
		Total Equity		
553,023	553,182	Balance at the beginning of the financial year	592,090	594,459
0	0	Balance at the beginning of the financial year - Public Trustee NSW - Office Administration Account	35,562	0
0	0	<i>Changes in equity - transactions with owners as owners</i>		
0	0	Dividend to the Consolidated Fund	(7,919)	(296)
0	0	Tax Equivalent Payments on Surplus	(2,901)	0
0	0		(10,820)	(296)
		<i>Changes in equity - other than transactions with owners as owners</i>		
9,461	(103)	Surplus/(deficit) for the year	30,800	(1,871)
32,462	(56)	Increase/(decrease) in asset revaluation reserve	35,820	(202)
41,923	(159)		66,620	(2,073)
594,946	553,023	Balance at the end of the financial year	683,452	592,090

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

19. COMMITMENTS FOR EXPENDITURE

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
(a) Capital Commitments				
Aggregate capital expenditure contracted for at balance date and not provided for:				
10,614	3,285	Not later than one year	10,934	4,331
420	0	Later than one year and not later than 5 years	420	0
0	0	Later than 5 years	0	0
11,034	3,285	Total (including GST)	11,354	4,331
(b) Other Expenditure Commitments				
Aggregate other expenditure contracted for at balance date and not provided for:				
5,903	5,489	Not later than one year	5,993	5,650
16	330	Later than one year and not later than 5 years	16	330
0	0	Later than 5 years	0	0
5,919	5,819	Total (including GST)	6,009	5,980
(c) Operating Lease Commitments				
Future non-cancellable operating lease rentals not provided for and payable:				
8,618	9,010	Not later than one year	16,730	15,028
9,646	11,159	Later than one year and not later than 5 years	28,264	30,988
6,726	6,867	Later than 5 years	6,788	6,867
24,990	27,036	Total (including GST)	51,782	52,883
<p>These operating lease commitments relate to leases currently held in relation to the occupancy of premises by the Attorney General's Department in the Sydney area and regional offices.</p> <p>At 30 June 2004, there are a number of leases where occupancy of the premises is on a month to month basis. These leases are not included in the above amounts as no commitment exists at the end of the financial year. However, the Department has agreed to give notice to quit of 18 months in respect of one property used by business centres which is equivalent to \$6.632 million.</p> <p>Cancellable operating leases (motor vehicles) of \$2.302 million (\$2.720 million in 2002/2003) are not included in the above amounts.</p>				
(d) Finance Lease Commitments				
5,096	4,997	Not later than one year	5,096	4,997
20,385	19,989	Later than one year but not later than 5 years	20,385	19,989
66,253	64,965	Later than 5 years	66,253	64,965
91,734	89,951	Minimum lease payments	91,734	89,951
(52,331)	(49,223)	Less: future finance charges	(52,331)	(49,223)
39,403	40,728	Lease Liability	39,403	40,728
1,274	1,249	Current	1,274	1,249
38,129	39,479	Non-current	38,129	39,479
39,403	40,728		39,403	40,728
<p>The Finance lease refers to the lease taken out on the John Maddison as referred to in Note 12(b). The lease liability is the present value of the minimum lease payments.</p> <p>The total "Capital Commitments", "Other Expenditure Commitments", "Operating Lease Commitments", leases on a month to month basis and cancellable operating leases (motor vehicles) above include input tax credits of \$6.206 million (\$5.626 million in 2002/2003) that are expected to be recoverable from the ATO.</p>				

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

20. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

VICTIMS COMPENSATION FUND

There are 7,242 (8,353 in 2002/2003) pending applications (claims) on the Victims Compensation Fund as at 30 June 2004 which are expected to be paid at an average payment of \$8,611 (\$9,036 in 2002/2003) under the Victims Support and Rehabilitation Act, 1996. A contingent liability of \$62.361 million exists on the Victims Compensation Fund as at 30 June 2004 (\$75.542 million in 2002/2003). The contingent liability comprises \$62.361 million (\$75.478 million in 2002/2003) under the 2000 Act and \$0.000 million (\$0.064 million in 2002/2003) in District Court appeals (1987 Act).

SUITORS FUND

There are 8 (13 in 2002/2003) claims pending on the Suitors' Fund as at 30 June 2004. A contingent liability of \$0.099 million (\$0.151 million in 2002/2003) exists on the Suitors' Fund as at 30 June 2004.

RENTAL DISPUTE

The Department is currently disputing a rent review for one of the properties occupied by its business centres. The potential additional rent is \$0.318 million per annum.

CURRENT LITIGATION

Of current litigation in which the Crown Solicitor's Office and other General Counsel are involved, there are various matters which could have a financial impact, estimated at \$2.272 million (\$1.600 million in 2002/2003).

CONTINGENT ASSETS

There were no contingent assets to report as at 30 June 2004.

21. BUDGET REVIEW

The following budget review has been conducted at the Consolidated level.

Net cost of services

The net cost of services was higher than budget by \$14.7 million.

Expenses were over budget by \$40.5 million, while Revenue was over budget by \$25.1 million. In relation to expenses:-

- Employee related expenses were over budget by \$17.7 million. This was primarily due to:
- Salary increases as a result of determinations by the Statutory and Other Offices Remuneration Tribunal and redundancy payments (\$7.2 million).
- Employee related expenses of the Victims Compensation Tribunal (\$4.9 million) and the Legal Representation Office (\$0.7 million) appear in Employee Related Expenses, whereas their budgets are included in Other Services.
- Employee related expenditure incurred in relation to the Courtlink project (\$2.9 million).
- The impact of unfunded award increases for Crown Employees (\$4.5 million).

This over expenditure is partially offset by savings resulting from superannuation liability calculations by Pillar Administration, the State's superannuation authority,

totalling \$3.1 million.

Other operating expenses were over budget by \$8.9 million. This included over expenditure on Bad and Doubtful Debts (\$8.5 million) (Note 11 (b)) due to the use of actual recovery rates used by the State Debt Recovery Office for all Local Courts debtors and Other Operating Items (\$8 million), which include items such as Contractors, Fees, Motor Vehicles, Publications, Stores and Stationery. These were offset by savings in Telephones (\$3.4 million), Property Rental (\$1.7 million), Operating Leases (\$1.1 million), Travel (\$0.8 million) and Consultants (\$0.6 million).

Other Expenses were over budget by \$14.3 million. Over expenditure related to the Victims Compensation Debtor Adjustment (\$11.2 million) (Note 11 (b)), Special Inquiries including the Waterfall Inquiry (\$6.1 million) and Legal Costs including the Crown Solicitors Office Fees (\$5.5 million). Savings included Arbitration Fees (\$0.9 million), Jurors Fees and Costs (\$0.6 million), Witness Expenses (\$0.5 million) and Legal Assistance Claims (\$0.4 million). The budget of the Legal Representation Office and the administration of the Victims Compensation Tribunal are included in Other Services, whereas actual expenditure is recorded against Employee Related and Other Operating Expenses, resulting in under expenditure of \$6.7 million compared with budget.

Sale of Goods & Services exceeded budget by \$17.8 million, including Local Courts (\$8.7 million) and the Supreme Court (\$3.2 million). Other revenue items that exceeded budget included the sale of Transcripts (\$1 million), Crown Solicitors Office fees (\$2.0 million) and the production of Certificates (\$0.7 million). An amount of \$4.8 million is shown against Sale of Goods and Services by the Public Trustee Office, whilst the original budget is shown against Other Revenue. Arbitration Fees were lower than budget by \$2.9 million.

Retained Fees were higher than budget by \$7 million. This revenue included a Victims Compensation debtor income accrual of \$4.3 million (Note 11 (b)) and higher than expected Victims Compensation levies of \$2.7 million.

Assets and Liabilities

Note: The budgeted amounts disclosed in the Statement of Financial Position vary from those disclosed in the State Budget Papers [see Note 1 (u)].

Current assets were higher than budget by \$10.1 million. This was due to Cash balances exceeding budget by \$11.3 million, which were offset by Current Receivables and Other Financial Assets (investments held by the Public Trustee NSW - Office Administration Account (refer Note 13)) being lower than budget by \$1.2 million.

Non-Current Assets were higher than budget by \$10.4 million, due to land and buildings and plant and equipment being higher than budget by \$17.5 million and \$0.9 million respectively, offset by Non-Current Receivables and Other Financial Assets (investments held by the Public Trustee NSW - Office Administration Account (refer Note 13)) being lower than budget by \$8.0 million.

Current Liabilities were lower than budget by \$1.9 million, due to Payables and Other being lower than budget by \$5.5 million and \$1.4 million respectively. This was offset by Provisions for Employee Entitlements and Dividends

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

21. BUDGET REVIEW CONT.

that were higher than budget by \$5.0 million.

Non-Current Liabilities were above budget by \$0.2 million, mainly due to Interest Bearing Liabilities exceeding budget by \$0.1 million.

Cash Flow from Operating Activities

Under the Financial Reporting Code for Budget Dependent General Government Sector Agencies, actual cash flows from operating activities are prepared inclusive of GST, whereas the budget is prepared in accordance with NSW Treasury guidelines and are exclusive of GST. As a consequence budget variances are overstated by the GST amount.

Net cash inflows from operating activities were \$11.9 million lower than budget. This primarily results from:

1. Total payments - \$44.2 million higher than budget mainly due to the cost impact of the GST (\$19.275 million), expenditure relating to Special Inquiries (e.g. Waterfall Train Disaster), funds for the Office of the Protective Commissioner, Crown Solicitor's Office fees and operating costs.
2. Total receipts - \$26.9 million higher than budget mainly due to the impact of GST receipts (\$13.285 million) and higher revenues from Other Revenue.
3. Cash flows from Government - \$5.4 million higher due to:

- a) Recurrent appropriation - \$21.1 million higher than anticipated mainly due to the receipt of additional funding for Special Inquiries (e.g. Waterfall Train Disaster), Crown Solicitor's Office fees and salary increases for Statutory Officers.
- b) Capital appropriation - \$16.0 million lower than anticipated due to delays in the implementation of the CourtLink Project and construction of the Metropolitan and Hunter Children's Courts which required less funding than anticipated.

Cash Flow from Investing Activities

Cash outflows from investing activities were under budget by \$21.6 million, mainly due to the delays in the CourtLink Project and the construction of the Mount Druitt, Blacktown, Nowra Court Houses and the Metropolitan and Hunter Children's Courts Projects. Delays were also experienced in relation to capital expenditure for the Crown Solicitor's Office (\$1.2 million) and the Registry of Births, Deaths and Marriages (\$0.6 million). Impacting on these results was the amount received by the Public Trustee Office for the sale of office premises.

Cash Flow from Financing Activities

Cash outflows from financing activities were lower than budget by \$1.6 million due primarily to lower than anticipated dividend payments.

22. RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET COST OF SERVICES

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
(435,678)	(397,933)	Net cost of services	(420,183)	(410,207)
28,815	29,218	Depreciation	35,686	34,590
37,988	46,289	Acceptance by the Crown Entity of employee entitlements	37,992	46,289
(2,011)	15,361	Increase/(Decrease) in provisions	(3,164)	19,348
13,361	(6,522)	(Increase)/Decrease in receivables	9,544	(4,828)
(3,020)	(3,910)	Increase/(Decrease) in creditors	(3,985)	(4,122)
101	(33)	Net (gain)/loss on sale of plant and equipment	(792)	163
372	(345)	(Increase)/decrease in capital movements	739	(345)
405,612	353,365	Cash flows from Government	411,456	363,873
45,540	35,490	Net cash from operating activities	67,293	44,761

86

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

23. FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instrument will fluctuate due to changes in market interest rates. The Department's exposure to interest rate risks and the effective interest rates of financial assets and liabilities, both recognised and unrecognised at the balance date are as follows:

2004	Fixed interest rate maturing in:-					Total carrying amount as per the statement of financial position Consol. \$000	Effective interest Consol. %
	Floating interest rate Consol. \$000	1 year or less Consol. \$000	Over 1 to 5 years Consol. \$000	More than 5 years Consol. \$000	Non-interest bearing rate Consol. \$000		
Financial Assets							
Cash at bank and on hand	36,143	0	0	0	52	36,195	4.44
TCorp Hour Glass Facility Trusts:							
Cash Facility Trust	0	3,473	0	0	0	3,473	6.13
Cash Plus Facility Trust	0	4,328	0	0	0	4,328	5.23
	0	7,801	0	0	0	7,801	
Total Cash	36,143	7,801	0	0	52	43,996	
Receivables	0	0	0	0	54,093	54,093	
Interest bearing investments							
Call Loans	3,521	0	0	0	0	3,521	5.25
Fixed Interest Bonds	0	2,010	13,658	2,102	0	17,770	5.27
Private Loans	0	4,120	0	0	0	4,120	7.05
Offshore Issues	0	2,018	0	0	0	2,018	4.89
Total Investments	3,521	8,148	13,658	2,102	0	27,429	
Total Financial Assets	39,664	15,949	13,658	2,102	54,145	125,518	
Financial Liabilities							
Payables	0	0	0	0	29,707	29,707	
Dividends payable	0	0	0	0	4,250	4,250	
Interest bearing liabilities:							
Finance Lease	0	1,417	6,725	31,260	0	39,402	6.96
Treasurer's Advance	0	1,200	2,400	0	0	3,600	5.88
Treasurer's Advance	0	64	280	219	0	563	6.28
Total Financial Liabilities	0	2,681	9,405	31,479	33,957	77,522	
2003							
	Fixed interest rate maturing in:-					Total carrying amount as per the statement of financial position Consol. \$000	Effective interest Consol. %
	Floating interest rate Consol. \$000	1 year or less Consol. \$000	Over 1 to 5 years Consol. \$000	More than 5 years Consol. \$000	Non-interest bearing rate Consol. \$000		
Financial Assets							
Cash at bank and on hand	17,481	0	0	0	57	17,538	4.57
TCorp Hour Glass Facility Trusts:							
Cash Facility Trust	0	1,013	0	0	0	1,013	4.22
Cash Plus Facility Trust	0	888	0	0	0	888	4.71
Cash Plus Facility Trust	0	1,218	0	0	0	1,218	4.82
	0	3,119	0	0	0	3,119	
Total Cash	17,481	3,119	0	0	57	20,657	
Receivables	0	0	0	0	64,053	64,053	
Total Financial Assets	17,481	3,119	0	0	64,110	84,710	
Financial Liabilities							
Payables	0	0	0	0	25,567	25,567	
Dividends payable	0	0	0	0	296	296	
Interest bearing liabilities:							
Bank overdraft	0	0	0	0	0	0	
Finance Lease	0	1,325	6,289	33,114	0	40,728	6.96
Treasurer's Advance	0	450	3,600	0	0	4,050	5.88
Treasurer's Advance	0	64	280	283	0	627	6.28
	0	1,839	10,169	33,397	25,863	71,268	
Total Financial Liabilities	0	3,678	20,338	66,794	26,159	116,969	

The average interest rate was computed on a monthly basis.

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

23. FINANCIAL INSTRUMENTS CONT.

(b) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract/or financial position failing to discharge a financial obligation thereunder. The Department's maximum exposure to credit risk is represented by the carrying amounts of the financial assets included in the statement of financial position.

(c) Net Fair Value

The net fair value of cash and cash equivalents and non interest bearing monetary financial assets and financial liabilities approximates their carrying value.

24. TRUST FUNDS

The Department holds monies in trust which represent funds belonging to parties involved in court cases, or amounts held in trust for third parties. These monies are excluded from the financial statements as the Department cannot use them for the achievement of its objectives. The following is a summary of the transactions in the trust account:

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
28,035	14,626	Cash balance at the beginning of the financial year	41,013	32,407
392,209	388,974	Add: Receipts	429,570	407,988
398,235	375,565	Less: Expenditure	438,789	399,382
22,009	28,035	Cash balance at the end of the financial year	31,794	41,013
		This is represented by:		
0	0	Crown Solicitor's Office	9,785	12,978
5,221	11,529	Supreme Court	5,221	11,529
228	2	Land and Environment Court	228	2
1,584	128	Industrial Relations Commission	1,584	128
2,640	2,474	District Court	2,640	2,474
12,156	10,822	Local Courts and Sheriff	12,156	10,822
180	3,080	Financial Services	180	3,080
22,009	28,035		31,794	41,013

For the Supreme Court, an amount of \$47.792 million (\$51.518 million in 2002/2003) is held outside the Department's Public Monies Account for Supreme Court matters. This amount is not included in the above figures. These monies are invested with the Public Trustee in accordance with the Supreme Court rules and orders of the Court.

For the District Court, an amount of \$20.146 million (\$9.742 million in 2002/2003) is held outside the Department's Public Monies Account for District Court matters. This amount is not included in the above figures and represents suitors' monies that the District Court has ordered the Registrar to invest on behalf of the parties concerned and for the sole benefit of those parties.

For the Compensation Court, an amount of \$0.000 million (\$0.008 million in 2002/2003) is invested with the Public Trustee in accordance with the orders of the Court.

Bail securities other than cash are held by the Supreme Court, District Courts and Local Courts. The Bail Act, 1978, does not define security, so many things are put forward by persons as security, e.g. land title documents, jewellery, motor vehicles, bills of sale, bank guarantees, etc..

NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

25. ADMINISTERED ASSETS

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
Administered Assets				
21,686	23,287	Receivables	21,686	23,287
(17,586)	(15,797)	Less: provision for doubtful debts	(17,586)	(15,797)
4,100	7,490	Total Administered assets	4,100	7,490

The administered assets related to receivables in respect of fines

26. ADMINISTERED REVENUE -SCHEDULE OF UNCOLLECTED AMOUNTS

Parent			Consolidated	
Actual	Actual		Actual	Actual
2004	2003		2004	2003
\$000	\$000		\$000	\$000
Fines				
21,686	23,287	Receivables	21,686	23,287
(17,586)	(15,797)	Less: provision for doubtful debts	(17,586)	(15,797)
4,100	7,490		4,100	7,490

The administered revenue - schedule of uncollected amounts relate to receivables and the provision for doubtful debts in respect of fines.

As a result, the estimated amount of the debtors in respect of fines outstanding for local courts and other courts is \$21.686 million (\$23.287 million in 2002/2003) and the corresponding provision for doubtful debts is \$17.586 million (\$15.797 million in 2002/2003).

**NOTES TO AND FORMING PART OF THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

27. VICTIMS COMPENSATION FUND

The Victims Compensation Fund (the Fund) was constituted by an amendment to the Victims Compensation Act 1987 (effective from 1 February, 1990) for the purpose of compensating victims for injuries resulting from acts of violence, witnesses to such acts, close relatives of the deceased victims and to law enforcement victims. Under the Act the control and management of the Fund rests with the corporation constituted with the corporate name of the "Victims Compensation Fund Corporation", the affairs of which are managed by the Director General of the Attorney General's Department. The Victims Compensation Act 1996, which was assented to on 2 December 1996, and came into effect on 2 April 1997, repealed the Victims Compensation Act 1987 and includes identical provisions in relation to the management of the Fund, in addition to increasing the restitution powers and capabilities of the Tribunal. However, the new Act did contain transitional provisions which enable claims lodged prior to the date of assent to be dealt with in accordance with the repealed Act.

In November 1998 a number of amendments to the 1996 Act were passed in Parliament and these amendments came into effect in two stages - in February and April 1999.

In June 2000 a further number of amendments were passed in Parliament including a change in the name of the legislation to the Victims Support and Rehabilitation Act 1996. In July 2000, the threshold was raised to \$7,500 by Proclamation.

All transactions relating to Victims Compensation, as reflected in these financial statements, flow through the Victims Compensation Fund. Total expenditure for payments to victims of crime for the financial year ended 30 June 2004 was \$62.369 million (\$56.472 million in 2002/2003). This amount includes an accrual of \$12.749 million (\$13.328 million accrual in 2002/2003).

Collections payable to the Fund include:

- Restitution payments by offenders;
- Monies collected under the Confiscation of Proceeds of Crime Act, 1989; and
- Victims Compensation Levies collected under section 65 of the Act by the Supreme, District, Local and Children's Courts.

END OF AUDITED FINANCIAL STATEMENTS

CROWN SOLICITOR'S OFFICE

Financial Statements for the Year ended 30 June 2004

STATEMENT BY DIRECTOR GENERAL

In accordance with section 41C of the Public Finance and Audit Act, 1983, I state that:

- (a) The accompanying financial statements have been prepared in accordance with the provisions of the Public Finance and Audit Act 1983, the Public Finance and Audit (General) Regulation 2000 and the Treasurer's Directions.
- (b) The financial statements exhibit a true and fair view of the financial position and transactions of the Office for the year ended 30 June 2004.
- (c) At the date of this statement there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.

Signed by

Laurie Glanfield
Director General, Attorney General's Department
14 October 2004



INDEPENDENT AUDIT REPORT
CROWN SOLICITOR'S OFFICE

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Crown Solicitor's Office:

- (a) presents fairly the Office's financial position as at 30 June 2004 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with sections 45E of the *Public Finance and Audit Act 1983* (the Act).

My opinion should be read in conjunction with the rest of this report.

The Director-General's Role

The financial report is the responsibility of the Director-General of the Attorney General's Department. It consists of the statement of financial position, the statement of financial performance, the statement of cash flows and the accompanying notes.

The Auditor's Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to Members of the New South Wales Parliament that the financial report is free of *material* misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Director General in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does not guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Director General had not fulfilled his reporting obligations.

My opinion does not provide assurance:

- about the future viability of the Crown Solicitor's Office,
- that the Crown Solicitor's Office has carried out its activities effectively, efficiently and economically, or
- about the effectiveness of its internal controls.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.


A Gyetunji CPA
Assistant Director of Audit

SYDNEY
14 October 2004

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2004

	Notes	Actual 2004 \$000	Actual 2003 \$000
Revenue			
Revenue from operating activities	2(a)	47,510	42,496
Revenue from outside operating activities	2(b)	507	410
		<u>48,017</u>	<u>42,906</u>
Expenditure			
Operating expenditure			
Employee related	3(a)	17,199	17,254
Other operating expenditure	3(b)	6,503	5,962
Maintenance		142	148
Depreciation	3(c)	973	960
Other expenditure	3(d)	18,367	18,159
		<u>43,184</u>	<u>42,483</u>
Surplus for the year		4,833	423
Total revenue, expenditure and valuation adjustments recognised directly in equity		0	0
Total changes in equity other than those resulting from transactions with owners as owners	10	<u>4,833</u>	<u>423</u>

The accompanying notes form part of these statements.

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2004

	Notes	Actual 2004 \$000	Actual 2003 \$000
ASSETS			
Current Assets			
Cash	5	9,833	7,427
Receivables	1(c) / 6	<u>11,907</u>	<u>10,268</u>
Total Current Assets		<u>21,740</u>	<u>17,695</u>
Non-Current Assets			
Property, plant and equipment	7	2,956	2,678
Receivables	1(c) / 6	<u>6,073</u>	<u>4,657</u>
Total Non-Current Assets		<u>9,029</u>	<u>7,335</u>
Total Assets		<u>30,769</u>	<u>25,030</u>
LIABILITIES			
Current Liabilities			
Payables	8	1,825	1,069
Provisions	1(c) / 9	<u>5,133</u>	<u>2,042</u>
Total Current Liabilities		<u>6,958</u>	<u>3,111</u>
Non-Current Liabilities			
Provisions	1(c) / 9	<u>2,907</u>	<u>2,465</u>
Total Non-Current Liabilities		<u>2,907</u>	<u>2,465</u>
Total Liabilities		<u>9,865</u>	<u>5,576</u>
Net Assets		<u>20,904</u>	<u>19,454</u>
EQUITY			
Retained earnings	10	<u>20,904</u>	<u>19,454</u>
Total Equity		<u>20,904</u>	<u>19,454</u>

The accompanying notes form part of these statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2004

	Notes	Actual 2004 \$000	Actual 2003 \$000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee related		(18,460)	(14,700)
Other		<u>(26,623)</u>	<u>(27,393)</u>
Total Payments		(45,083)	(42,093)
Receipts			
User charges		48,405	44,238
Interest received		291	264
Other		<u>204</u>	<u>438</u>
Total Receipts		48,900	44,940
Net Cash Provided by Operating Activities	11	3,817	2,847
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		9	5
Purchases of property, plant and equipment		<u>(1,124)</u>	<u>(1,429)</u>
Net Cash Used in Investing Activities		(1,115)	(1,424)
CASH FLOWS FROM FINANCING ACTIVITIES			
Dividend payment to NSW Treasury	9	<u>(296)</u>	<u>(1,644)</u>
Net Cash used in Financing Activities		(296)	(1,644)
NET INCREASE/(DECREASE) IN CASH HELD		2,406	(221)
Cash at the beginning of the reporting period		7,427	7,648
CASH AT THE END OF THE REPORTING PERIOD	5	9,833	7,427

The accompanying notes form part of these statements.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Reporting Entity

The Crown Solicitor's Office (the Office), as a reporting entity, comprises all the operating activities under the control of the Office.

The Office commenced operating on a commercial basis from 1 July 1995. It is a commercial entity of the Attorney General's Department and is included in the consolidated financial statements of the Department.

(b) Basis of Accounting

The Office's financial statements are a general purpose financial report which has been prepared on an accruals basis and in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), Urgent Issues Group (UIG) Consensus Views, the requirements of the Public Finance and Audit Act and Regulations, and the Treasurer's Directions.

Where there are inconsistencies between the requirements, the legislative provisions have prevailed.

In the absence of a specific Accounting Standard, other authoritative pronouncement of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS6 "Accounting Policies" is considered.

The financial statements are prepared in accordance with the historical cost convention. All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency. The accounting policies adopted are consistent with those of the previous year.

The Office has received a direction from NSW Treasury under section 45E of the Public Finance and Audit Act to require the Office's financial statements to be prepared in accordance with the statutory body requirements as outlined in the Act and Regulation.

(c) Employee Benefits and other provisions

(i) Salaries and Wages, Annual Leave, Sick Leave and On-Costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and vesting sick leave are recognised and measured in respect of employees' services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Long Service Leave and Superannuation

The Office contributes to the NSW Treasury's Long Service Leave pool, and to the three superannuation schemes run by Pillar Administration (refer to Note 9).

The Treasury "pool" account administers the Long Service Leave Provision for agencies and commercial

activities whose liabilities were previously assumed by the Crown Entity due to their being part of the Budget Sector. Contributions made to Treasury are included in Salaries and Related Expenses. In accordance with AASB 1028 "Employee Benefits" and Treasury Circular 03/08 the total long service leave liability which included on-costs at balance date was recognised as a provision (Note 9). The amount of on-costs was expensed because the Treasury 'Pool' account does not assume on-costs. The balance was recognised as an asset as 'Receivable – long service leave' (Note 6).

(iii) Other Provisions

Other provisions exist when the Office has a present legal, equitable or constructive obligation to make a future sacrifice of economic benefits to other entities as a result of past transactions or other past events. These provisions are recognised when it is probable that a future sacrifice of economic benefits will be required and the amount can be measured reliably.

(d) Insurance

The Office's insurance activities are conducted through the NSW Treasury Managed Fund Scheme (TMF) of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past experience. TMF normally calculates hindsight premiums each year. However in regard to workers compensation the final hindsight adjustment for the 1997/1998 fund year and an interim adjustment for the 1999/2000 fund year were not calculated until 2003/2004. As a result, the 1998/1999 final and 2000/2001 interim hindsight calculations will be paid in 2004/2005.

The basis for calculating the hindsight premium is undergoing review, and it is expected that the problems experienced will be rectified for future payments.

(e) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Office. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable, willing seller in an arm's length transaction.

(f) Plant and Equipment

Plant and equipment costing \$3,000 and above individually are capitalised.

(g) Depreciation of Non-Current Physical Assets

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the entity.

All material separately identifiable component assets are recognised and depreciated over their shorter useful lives, including those components that in effect represent major periodic maintenance.

The depreciation rates used for each class of assets are as follows:

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

• Computer equipment	25%
• Furniture and fittings	10%
• Plant and equipment	20%
• Leasehold improvements	10%
• Software	25%
• Software – Major Projects	10%

(h) Work in Progress

There were unbilled fees and disbursements relating to work performed by the Office as at 30 June 2004. The Complete Legal Office financial billing system, which is in use in the Office, records all solicitors' times and disbursements on a matter by matter basis. The information (hours worked by each solicitor and disbursements) is entered into the system on the day following the undertaking of the work. This system has been used to calculate and cost unbilled fees in respect of recoverable hours and disbursements made on behalf of clients as at 30 June 2004.

(i) Financial Instruments

Financial instruments give rise to positions that are both a financial asset of one entity and a financial liability (or equity instrument) of another entity. For the Office these include cash, investments, receivables, accounts payable and dividends.

In accordance with AAS 33 "Presentation and Disclosure of Financial Instruments", information is disclosed in Note 12, in respect of the credit risk and interest rate risk of financial instruments. All such amounts are carried in the accounts at net fair value unless otherwise stated. The specific accounting policy in respect of each class of such financial instrument is stated hereunder.

Classes of instruments recorded at cost comprise:-

- Cash
- investments
- receivables
- accounts payable
- dividends

All financial instruments including revenue, expenses or other cash flows arising from instruments are recognised on an accruals basis.

(j) Dividend/Contribution to Consolidated Fund

The NSW Government in its role as the sole owner of the Office is entitled to a risk-related reward by way of a return on equity. This reward takes the form of a cash dividend. The determining power for the payment of dividends resides with the Treasurer under the Public Finance and Audit Act.

The dividend for the current year is calculated at 70% of net profit after adjustment for the individually significant item of \$1.110 million (refer Note 4), in accordance with TPP 02-3, "Financial Distribution Policy for Government Businesses", issued by NSW Treasury in June 2002.

(k) Trust Funds

The Office receives monies in a trustee capacity as set out in Note 15. As the Office performs only a custodial role in respect of these monies, and because the monies cannot be used for the achievement of the Office's own objectives,

they are not brought to account in the financial report.

(l) Revenue Recognition

SALES REVENUE

Sales revenue comprises revenue earned from (1) the provision of services to outside entities and recognised when the fee in respect of services provided is receivable and (2) legal disbursements incurred on behalf of outside entities and recognised when the recoupment in respect of the disbursement provided is receivable.

INTEREST INCOME

Interest income is recognised as it accrues.

ASSET SALES

The gross proceeds of asset sales are included as revenue. The profit or loss on disposal of assets is brought to account at the date of disposal or sale.

OTHER REVENUE

Other revenue comprises income received from non-core activities and is recognised when the fee in respect of these activities is receivable.

(m) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- the amount of GST incurred by the agency as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

(n) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated.

(o) Leased Assets

Operating lease payments are charged to the Statement of Financial Performance in the periods in which they are incurred.

(p) Receivables

Trade debtors are required to settle within 14 days. Accounts receivable generally settled within fourteen days are carried at amounts due. The Office considers that the carrying amounts of trade and other debtors approximate their net fair values. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred.

(q) Payables

Accounts payable including accruals not yet billed are recognised when the Office becomes obliged to make future payments as a result of a purchase of goods or services. Accounts payable are generally settled within the terms of the supplier. The Office considers the carrying amount of trade and other accounts payable approximate their net fair values.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

(r) TCorp HourGlass Facilities

The Office has investments in TCorp's Hour-Glass Investment facilities. The Office's investments are represented by a number of units in managed investments within the facilities. Each facility has different investment horizons and comprises a mix of asset classes appropriate to that investment horizon. TCorp appoints and monitors fund managers and establishes and monitors the application of appropriate investment guidelines.

The Office's investments are:

	2004 \$000	2003 \$000
Cash Plus Facility Trust (Note 5)	4,328	1,218
	4,328	1,218

These investments are generally able to be redeemed with up to five-business days notice (dependent upon the facility). The value of the investments held can decrease as well as increase depending upon market conditions. The value that best represents the maximum credit risk exposure is the net fair value. The value of the above investments represents the Office's share of the underlying assets of the facility and is stated at net fair value.

(s) Adopting AASB 1047 Disclosure

- (i) Explanation of how the transition to AIFRS is being managed

The Office will apply the Australian Equivalents to International Financial Reporting Standards (AIFRS) from the reporting period beginning 1 July 2005.

The Office is managing the transition to the new standards by allocating internal resources to analyse the pending standards and Urgent Issues Group Abstracts to identify key areas regarding policies, procedures, systems and financial impacts affected by the transition.

As a result, the Office has taken the following steps to manage the transition to the new standards:

- Membership of a Working Party established in April 2004 to oversight the transition, comprising all senior finance officers from within the Attorney General's Department (the Department) and chaired by the Department's Director, Financial Services;
- The Working Party has held preliminary meetings to review the Pending Standards and Treasury Analysis papers to identify any potential impacts; and
- An Implementation Strategy has been prepared to address any initial reporting requirements and compliance issues from NSW Treasury.

Several meetings are planned during 2004 to further review and assess the following phases of the Implementation Strategy:

- any AIFRS impact on the 2005 opening balance sheet;
- any further submissions from NSW Treasury;
- any issues arising from the 2004 year end process;
- any changes impacting upon monthly reporting and staff training; and
- the draft 2005 opening balance sheet before submission to NSW Treasury by 15 December 2004.

Further meetings in early 2005 will review and confirm the final 2005 opening balance sheet under AIFRS for submission to NSW Treasury by 31 March 2005.

Instructions for the 2005 year end will be issued by the Department in March/April 2005 and will include AIFRS impact issues. Pro-forma financial statements will be prepared as at 30 April 2005, showing the 2004 comparatives restated under AIFRS, for audit review.

NSW Treasury is assisting the Office to manage the transition by developing policies, including mandates of options; presenting seminars; providing a website with up-to-date information on any new developments; and establishing an IAS Agency Reference Panel to facilitate a collaborative approach to manage the change.

- (ii) Key Differences in Accounting Policies

The Office has identified two significant differences in accounting policies that will arise from adopting AIFRS. Some differences arise because AIFRS requirements are different from existing AASB requirements. Other differences could arise from options in AIFRS. To ensure consistency at the whole of Government level, NSW Treasury has advised the Office of options it is likely to mandate, and will confirm these during 2004-05. This disclosure reflects these likely mandates.

Based on current information, the following key differences in accounting policies are expected to arise from adopting AIFRS:

- AASB 1 "First-time Adoption of Australian Equivalents to International Financial Reporting Standards" requires retrospective application of the new AIFRS from 1 July 2004, with limited exemptions. Similarly, AASB 108 "Accounting Policies, Changes in Accounting Estimates and Errors" requires voluntary changes in accounting policy and correction of errors to be accounted for retrospectively by restating comparatives and adjusting the opening balances of accumulated funds. This differs from current Australian requirements, because such changes must be recognised in the current period through profit and loss, unless a new standard mandates otherwise.
- AASB 119 "Employee Benefits" requires the defined benefit obligation to be discounted using the government bond rate at each reporting date rather than the long-term expected rate of return on plan assets. As the Office's unfunded superannuation liability is not assumed by the Crown, this will increase the amount and the future volatility of any unfunded superannuation liability or surplus and the volatility of the employee benefit expense.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

2. REVENUE

	2004 \$000	2003 \$000
(a) Revenue from operating activities		
Rendering of services		
Fees	29,139	24,344
Legal disbursements recouped	18,371	18,152
	47,510	42,496
(b) Revenue from outside operating activities		
Interest revenue	305	245
Gross proceeds from sale of non-current assets	9	4
Other revenue	193	161
	507	410

3. EXPENDITURE

	2004 \$000	2003 \$000
(a) Employee related expenditure		
Salaries and wages (including recreation leave)	15,358	12,927
Superannuation entitlements (refer Notes 4 & 9)	354	2,963
Long service leave	404	499
Workers compensation insurance	98	69
Payroll tax and fringe benefits tax	985	796
	17,199	17,254
(b) Other operating expenditure		
Advertising & publicity	71	95
Auditor's remuneration - audit of the financial report	30	29
Bad and doubtful debts	62	28
Bank charges	4	4
Consultancy	46	70
Electricity	91	94
Fees	2,644	2,547
General expenditure	325	223
Insurance	12	9
Book value on sale of property, plant and equipment	12	1
Motor vehicles	16	22
Postage	55	60
Printing	188	151
Publications	211	216
Rates & charges	125	69
Rental	1,913	1,651
Staff expenditure & training	232	214
Stores	286	303
Telephone	166	158
Travel	14	18
	6,503	5,962
(c) Depreciation		
Computer equipment	274	339
Furniture and fittings	19	17
Plant and equipment	76	58
Leasehold improvements	505	408
Software	99	138
	973	960

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

	2004 \$000	2003 \$000
(d) Other expenditure		
Legal Disbursements - made on behalf of other Government Departments	18,367	18,159
	18,367	18,159

During the course of the year, the Office incurs legal expenses on behalf of clients. This is shown in "Other expenditure - legal disbursements made on behalf of other government departments". These expenses are then invoiced to the client and are shown in revenue from operating activities as "Rendering of services - legal disbursements recouped" (refer Note 2).

4. INDIVIDUALLY SIGNIFICANT ITEMS

An amount of \$1.110 million was credited to salaries and wages (refer Note 3(a)) in 2003/2004, resulting from an assessment issued by Pillar Administration stating that the Office had total prepaid superannuation contributions of \$3.548 million as at 30 June 2004 (\$2.438 million as at 30 June 2003) (refer Note 6).

5. CURRENT ASSETS - CASH

	2004 \$000	2003 \$000
Cash at bank and on hand	5,505	6,209
Deposit - TCorp HourGlass Cash Plus Facility Trust	4,328	1,218
	9,833	7,427

For the purposes of the Statement of Cash Flows, cash includes cash on hand, cash at bank and deposits in the TCorp HourGlass Cash Plus Facility Trust. Cash assets recognised in the Statement of Financial Position are reconciled to cash at the end of the financial year as shown in the Statement of Cash Flows as follows:

Cash (per Statement of Financial Position)	9,833	7,427
Closing Cash and Cash Equivalents (per Statement of Cash Flows)	9,833	7,427

6. CURRENT/NON-CURRENT ASSETS - RECEIVABLES

	2004 \$000	2003 \$000
Current		
Trade debtors	5,438	4,767
Work in progress	6,028	4,815
Other debtors		
Other	222	386
Interest receivable	97	83
Long service leave	262	289
Less: provision for doubtful debts	(140)	(72)
	11,907	10,268
Non-Current		
Other debtors		
Prepayment of superannuation (refer Note 9)	3,548	2,438
Long service leave	2,525	2,219
	6,073	4,657

100

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

7. NON-CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT

2004	Computer Equipment	Furniture & Fittings	Plant & Equipment	Leasehold Improvements	Software	Software Major Projects	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000
At Fair Value	1,245	193	412	4,189	766	460	7,265
Less Accumulated Depreciation	1,012	98	280	2,265	592	62	4,309
At Net Book Value	233	95	132	1,924	174	398	2,956

2003	Computer Equipment	Furniture & Fittings	Plant & Equipment	Leasehold Improvements	Software	Software Major Projects	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000
At Fair Value	1,864	185	409	3,108	1,085	0	6,651
Less Accumulated Depreciation	1,372	79	204	1,760	558	0	3,973
At Net Book Value	492	106	205	1,348	527	0	2,678

Reconciliations

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current period and previous financial year are set out below.

2004	Computer Equipment	Furniture & Fittings	Plant & Equipment	Leasehold Improvements	Software	Software Major Projects	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Carrying amount at Start of year	492	106	205	1,348	527	0	2,678
Additions	27	8	3	1,081	73	71	1,263
Disposals	645	0	0	0	3	0	648
Transfers Out	0	0	0	0	389	0	389
Transfers In	0	0	0	0	0	389	389
Depreciation expense	274	19	76	505	101	(2)	973
Write-back on Disposal	633	0	0	0	3	0	636
Write-back on Transfer	0	0	0	0	64	0	64
Depreciation on Transfer	0	0	0	0	0	64	64
Carrying amount at end of period	233	95	132	1,924	174	398	2,956

2003	Computer Equipment	Furniture & Fittings	Plant & Equipment	Leasehold Improvements	Software	Software Major Projects	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Carrying amount at Start of year	521	61	204	1,156	268	0	2,210
Additions	310	62	60	600	397	0	1,429
Disposals	0	0	6	170	0	0	176
Depreciation expense	339	17	58	408	138	0	960
Write-back on Disposal	0	0	5	170	0	0	175
Carrying amount at end of year	492	106	205	1,348	527	0	2,678

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

8. CURRENT LIABILITIES – PAYABLES

	2004	2003
	\$000	\$000
Accrued salaries and wages	0	324
Creditors	1,538	556
Other	287	189
	<u>1,825</u>	<u>1,069</u>

9. CURRENT/NON-CURRENT LIABILITIES - PROVISIONS

	2004	2003
	\$000	\$000
Employee benefits and related on-costs		
Recreation leave	1,449	1,423
Long service leave	3,208	2,788
	<u>4,657</u>	<u>4,211</u>
Other Provisions		
Dividends		
Amount owed to NSW Treasury	3,383	296
	<u>3,383</u>	<u>296</u>
Total Provisions	<u>8,040</u>	<u>4,507</u>
Aggregate employee benefits and related on-costs		
Provisions – current	1,750	2,042
Provisions – non-current	2,907	2,465
Accrued salaries, wages and on-costs (Note 8)	0	324
	<u>4,657</u>	<u>4,831</u>

The Office has been responsible for superannuation contributions from 1 July 1995. Prior to this all liabilities were assumed by the Crown Entity.

An amount of \$1.464 million was charged to the expense account (\$1.241 million in 2002/2003) within employee related expenses and represents the contributions paid by the Office to the superannuation schemes (Refer Note 3(a)).

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

The status of the superannuation reserves as at 30 June 2004 is given below:

	SASS (i)	SANCS (ii)	SSS (iii)	2004	2003
	\$000	\$000	\$000	TOTAL	TOTAL
				\$000	\$000
Reserve Account Balance	2,052	1,674	17,518	21,244	18,762
Less: Actuarial Gross Past Liability	1,535	1,026	15,135	17,696	16,324
Superannuation Assets	517	648	2,383	3,548	2,438

- (i) SASS State Authorities Superannuation Scheme
(ii) SANCS State Authorities Non - Contributory Superannuation Scheme
(iii) SSS State Superannuation Scheme

The liability for the various schemes is based on an assessment by the actuary, Mercer, for the defined benefit schemes administered by the Pillar Administration for the financial year ending 30 June 2004.

Payments are made to the Superannuation Administration Corporation to reduce the superannuation liability. These payments are held in Investment Reserve Accounts.

Any unfunded superannuation liability is recognised as a liability in the statement of financial position. Amounts representing prepaid superannuation contributions are recognised as an asset (refer Note 6).

The economic assumptions used are as follows:

	30 June 2004 %	30 June 2005 %	30 June 2006 & thereafter %
Investment Return	7.0	7.0	7.0
Salary Growth Rate	4.0	4.0	4.0
Consumer Price Index	2.5	2.5	2.5

The movement in the provision for dividend is as follows:

	2004	2003
	\$000	\$000
Balance 1 July	296	1,644
Increase in provision for the year	3,383	296
Dividend/Contribution Paid	(296)	(1,644)
Balance 30 June	3,383	296

The balance of the provision for dividend is payable to Treasury in accordance with Note 1(j).

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

10. EQUITY

	2004	2003
	\$000	\$000
Balance at the beginning of the financial year	19,454	19,327
Total changes in equity recognised in the Statement of Financial Performance	4,833	423
Transactions with owners as owners		
Dividends	<u>(3,383)</u>	<u>(296)</u>
Balance at the end of the financial year	<u>20,904</u>	<u>19,454</u>

11. NOTES TO THE STATEMENT OF CASH FLOWS

Reconciliation of Net Cash Provided by Operating Activities to Surplus	2004	2003
	\$000	\$000
Surplus for the year	4,833	423
Depreciation	973	960
Increase/(Decrease) in provisions	446	1,124
(Decrease)/Increase in payables	617	(520)
Decrease/(Increase) in prepayments and other assets	(3,055)	863
Net (profit)/loss on sale of plant and equipment	<u>3</u>	<u>(3)</u>
Net cash provided by operating activities	<u>3,817</u>	<u>2,847</u>

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

12. FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instrument will fluctuate due to changes in market interest rates. The Office's exposure to interest rate risks and the effective interest rates of financial assets and liabilities, both recognised and unrecognised at the balance date are as follows:

2004	Floating interest rate	Non-interest bearing	Total carrying amount as per the statement of financial position	Effective interest rate
	\$000	\$000	\$000	%
Financial Assets				
Cash	5,502	3	5,505	4.25
TCorp HourGlass Investment	4,328	0	4,328	5.55
Receivables	0	10,935	10,935	0
Total financial assets	9,830	10,938	20,768	
Financial Liabilities				
Accounts payable	0	1,319	1,319	0
Dividends	0	3,383	3,383	0
Total financial liabilities	0	4,702	4,702	

2003	Floating interest rate	Non-interest bearing	Total carrying amount as per the statement of financial position	Effective interest rate
	\$000	\$000	\$000	%
Financial Assets				
Cash	6,206	3	6,209	3.75
TCorp HourGlass Investment	1,218	0	1,218	4.82
Receivables	0	9,863	9,863	0
Total financial assets	7,424	9,866	17,290	
Financial Liabilities				
Accounts payable	0	745	745	0
Dividends	0	296	296	0
Total financial liabilities	0	1,041	1,041	

(b) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract/or financial position failing to discharge a financial obligation thereunder. The Office's maximum exposure to credit risk is represented by the carrying amounts of the financial assets included in the statement of financial position.

The Office has significant debtor exposure to the Attorney General's Department.

(c) Net Fair Value

The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximates their carrying value.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

13. COMMITMENTS FOR EXPENDITURE

	2004 \$000	2003 \$000
(a) Capital Commitments		
Aggregate capital expenditure contracted for at balance date and not provided for:		
Not later than one year	0	760
	0	760
(b) Operating Lease Commitments		
Future non-cancellable operating lease rentals not provided for and payable:		
Not later than one year	2,703	2,145
Later than one year and not later than five years	7,110	8,346
Later than five years	0	0
	9,813	10,491

Non-cancellable operating leases refer to leases currently held in relation to the occupancy of premises and the rental of capital equipment by the Office. These operating lease commitments are not recognised in the financial report as liabilities.

The total "Capital Commitments" & "Operating Lease Commitments" above includes input tax credits of \$0.892 million (\$1.023 million in 2002/2003) that are expected to be recoverable from the Australian Taxation Office.

14. CONTINGENT LIABILITIES

The Office has no contingent liabilities as at 30 June 2004.

15. TRUST FUNDS

The Office holds money in a Trust Fund, which represents amounts held on behalf of third parties. The balance held as at 30 June 2004 was \$9.785 million (\$12.979 million in 2002/2003). These monies are excluded from the financial statements, as the Office cannot use them for the achievement of its objectives.

The following is a summary of the transactions in the trust account:

	2004 \$000	2003 \$000
Cash balance as at 1 July 2003	12,979	17,781
Add: Receipts for the year ended 30 June 2004	37,361	29,516
Less: Expenditure for the year ended 30 June 2004	40,555	34,318
Cash balance as at 30 June 2004	9,785	12,979

END OF AUDITED FINANCIAL STATEMENTS

REGISTRY OF BIRTHS, DEATHS AND MARRIAGES

Financial Statements for the Year ended 30 June 2004

STATEMENT BY DIRECTOR GENERAL

In accordance with section 41C of the Public Finance and Audit Act, 1983, I state that:

- (a) The accompanying financial statements have been prepared in accordance with the provisions of the Public Finance and Audit Act 1983, the Public Finance and Audit Regulation 2000 and the Treasurer's Directions.
- (b) These financial statements exhibit a true and fair view of the financial position and summarise the transactions of the Registry of Births, Deaths and Marriages for the year ended 30th June, 2004.
- (c) As at the date of this statement there are no circumstances that would render any particulars included in the financial statements to be misleading or inaccurate.

Signed by

Laurie Glanfield
Director General, Attorney General's Department
14 October 2004



INDEPENDENT AUDIT REPORT

REGISTRY OF BIRTHS, DEATHS AND MARRIAGES

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Registry of Births, Deaths and Marriages:

- (a) presents fairly the Registry's financial position as at 30 June 2004 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with sections 45E of the *Public Finance and Audit Act 1983* (the Act).

My opinion should be read in conjunction with the rest of this report.

The Director-General's Role

The financial report is the responsibility of the Director-General of the Attorney General's Department. It consists of the statement of financial position, the statement of financial performance, the statement of cash flows and the accompanying notes.

The Auditor's Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to Members of the New South Wales Parliament that the financial report is free of material misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Director General in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does not guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Director General had not fulfilled his reporting obligations.

My opinion does not provide assurance:

- about the future viability of the Registry of Births, Deaths and Marriages,
- that the Registry of Births, Deaths and Marriages has carried out its activities effectively, efficiently and economically, or
- about the effectiveness of its internal controls.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

A Dyetunji CPA
Assistant Director of Audit

SYDNEY
14 October 2004

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2004

	Notes	Actual 2004 \$000	Actual 2003 \$000
Revenue			
Revenue from ordinary activities	2(a)	18,145	16,237
Revenue from outside ordinary activities	2(b)	262	246
Total Revenue		18,407	16,483
Expenditure			
Operating expenditure			
Employee related	3(a) & 4	7,718	7,803
Other operating expenses	3(b)	6,227	5,631
Borrowing Costs		224	250
Maintenance		423	481
Depreciation	3(c)	1,642	2,587
Total Expenditure		16,234	16,752
Surplus/(Deficit) for the year before Tax		2,173	(269)
Less Tax Equivalents	15	652	0
Surplus/(Deficit) for the year after Tax Equivalents		1,521	(269)
Total Revenues, Expenses and Valuation Adjustments recognised directly in Equity		0	0
Total changes in Equity other than those resulting from transactions with owners as owners		1,521	(269)

The accompanying notes form part of these statements.

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2004

	Notes	Actual 2004 \$000	Actual 2003 \$000
ASSETS			
Current Assets			
Cash Assets	5	3,795	2,262
Receivables	6	783	548
Total Current Assets		4,578	2,810
Non Current Assets			
Property, plant & equipment			
Land & buildings		6,064	6,137
Plant & equipment		4,962	4,863
Total Property, Plant and Equipment	7	11,026	11,000
Receivables	6	2,272	2,309
Total Non Current Assets		13,298	13,309
Total Assets		17,876	16,119
LIABILITIES			
Current Liabilities			
Payables	8	623	438
Interest bearing liabilities	9	1,200	450
Provisions	10	2,096	797
Total Current Liabilities		3,919	1,685
Non-Current Liabilities			
Interest bearing liabilities	9	2,400	3,600
Provisions	10	1,580	1,511
Total Non-Current Liabilities		3,980	5,111
Total Liabilities		7,899	6,796
Net Assets		9,977	9,323
EQUITY			
Retained Earnings	11	9,977	9,323
Total Equity		9,977	9,323

The accompanying notes form part of these statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2004

	Notes	Actual 2004 \$000	Actual 2003 \$000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee related		(7,887)	(6,331)
Borrowing Costs		(320)	(251)
Other		(7,312)	(6,752)
Total Payments		(15,519)	(13,334)
Receipts			
User charges		18,096	16,351
Interest received		266	94
Other		703	676
Total Receipts		19,065	17,121
Net Cash provided by Operating Activities	12	3,546	3,787
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		0	0
Purchases of property, plant and equipment		(1,563)	(1,419)
Net Cash used in Investing Activities		(1,563)	(1,419)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayments of Treasury advance		(450)	(450)
Dividend payment to NSW Treasury		0	(1,806)
Net Cash used in Financing Activities		(450)	(2,256)
NET INCREASE (DECREASE) IN CASH HELD		1,533	112
Cash at the beginning of the reporting period		2,262	2,150
CASH AT THE END OF THE REPORTING PERIOD	5	3,795	2,262

The accompanying notes form part of these statements.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) The Reporting Entity

The Registry of Births, Deaths and Marriages, as a reporting entity, comprises all the operating activities under the control of the Registry. It is a commercial entity of the Attorney General's Department and is included in the consolidated financial statements of the Department.

(b) Basis of Accounting

The Registry's financial statements are a general purpose financial report which has been prepared in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), Urgent Issues Group (UIG) Consensus Views, the requirements of the Public Finance and Audit Act, 1983, and its Regulations, and the Treasurer's Directions.

Where there are inconsistencies between the above requirements, the legislative provisions have prevailed.

In the absence of a specific Accounting Standard, other authoritative pronouncement of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AASB "Accounting Policies" is considered.

The financial statements are prepared in accordance with the historical cost convention. All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency. The accounting policies adopted are consistent with those of the previous year.

The Registry has received a direction from NSW Treasury under Section 45E of the Public Finance and Audit Act to require the Registry's financial statements to be prepared in accordance with the statutory body requirements as outlined in the Act and Regulation.

(c) Employee Benefits and Other Provisions

(i) Wages and Salaries, Annual Leave, Sick Leave and On-Costs

Liabilities for salaries and wages (including non-monetary benefits) annual leave and vesting sick leave are recognised and measured in respect of employee's services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Long Service Leave and Superannuation

The Registry became a commercial entity as of 30 June 1992. The Crown Entity assumed all Long Service Leave and Superannuation liabilities prior to this time. As of 30 June 1992 the Registry assumed the ongoing liabilities. The Registry contributes to the NSW Treasury's Long

Service Leave pool, and to the three superannuation schemes run by the Pillar Administration (refer to Note 10).

The Treasury "pool" account administers the Long Service Leave Provision for agencies and commercial activities whose liabilities were previously assumed by the Crown Entity due to their being part of the Budget Sector. Contributions made to Treasury are included in Salaries and Related Expenses. In accordance with AASB 1028 "Employee Benefits" and Treasury Circular 03/08 the total long service leave liability which included on-costs at balance date was recognised as a provision (Note 10). The amount of on-costs was expensed because the Treasury "Pool" account does not assume on-costs. The balance was recognised as "Receivables - long service leave" (Note 6).

(d) Insurance

The Registry's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self-insurance for Government agencies. Treasury Managed Fund normally calculates hindsight premiums each year. However, in regard to workers compensation the final hindsight adjustment for the 1997/1998 fund year and an interim adjustment for the 1999/2000 fund year were not calculated until 2003/2004. As a result, the 1998/1999 final and 2000/2001 interim hindsight calculations will be paid in 2004/2005.

The basis for calculating the hindsight premium is undergoing review, and it is expected that the problems experienced will be rectified for future payments.

(e) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Registry. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable, willing seller in an arm's length transaction.

(f) Plant and Equipment

Plant and equipment costing \$3,000 and above, are individually capitalised. This capitalisation is extended to items which are purchased as a group (e.g. computer network components, items of building fit-out).

(g) Depreciation of Non-Current Physical Assets

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the entity.

Additional component assets to an existing asset are recognised and depreciated over the remaining useful life of that existing asset.

The depreciation rates used for each class of assets are as follows: -

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

• Buildings	2.86%
• Air conditioning	6.67%
• Furniture and fittings	10%
• Plant and equipment	20%
• Leasehold improvements	10%
• Computer equipment	25%
• Software	25%
• Software – Special Projects	10%
• Voice Communications	20%

calculated using a percentage of 57% applied to the net profit after provision for the Tax Equivalent payment.

(h) Financial Instruments

Financial instruments give rise to positions that are both a financial asset of one entity and a financial liability (or equity instrument) of another entity. For the Registry these include cash, receivables, payables, dividends and Treasurer's advance.

In accordance with AAS 33 "Presentation and Disclosure of Financial Instruments", information is disclosed in Note 13, in respect of the credit risk and interest rate risk of financial instruments. All such amounts are carried in the accounts at net fair value unless otherwise stated. The specific accounting policy in respect of each class of such financial instrument is stated hereunder.

Classes of instruments recorded at cost comprise: -

- cash
- receivables
- accounts payable
- provision for dividends payable
- Treasurer's Advance

All financial instruments including revenue, expenses or other cash flows arising from instruments are recognised on an accrual basis.

(i) Income Tax Equivalent Regime

The Registry came under the Tax Equivalent Regime as from the beginning of the 2003/04 financial year. As a consequence an income tax equivalent of 30% of its surplus for the year is paid to the NSW Office of State Revenue. This tax equivalent payment is made in the month following the end of each quarter, with amounts owing at the end of each quarter being shown in the accounts as a current provision for payment. Note 15 shows the calculation of the amount owing at 30 June, 2004.

(j) Dividend/Contribution to Consolidated Fund

The NSW Government in its role as the sole owner of the Registry is entitled to a risk-related reward by way of a return on equity. This reward takes the form of a cash dividend. The determining power for the payment of dividends resides with the Treasurer under the Public Finance and Audit Act.

The dividend payable is calculated as a percentage of net profit after any adjustment for the individually significant item shown in Note 4. This is in accordance with TPP 02-3 "Financial Distribution Policy for Government Business", issued by NSW Treasury in June 2002.

In previous years this had been calculated using a percentage of 70% of net profit after any adjustment for the significant item. With the introduction of the Tax Equivalent Regime (TER) this year the dividend is

(k) Revenue Recognition

SALES REVENUE

Sales revenue comprises revenue earned from the provision of services to clients and other entities. Sales revenue from clients is recognised upon receipt of application for certificates and other services. Sales revenue from other entities is recognised when the fee in respect of services provided is receivable.

INTEREST INCOME

Interest income is recognised as it accrues.

OTHER REVENUE

Other revenue comprises income received from non-core activities and is recognised when the fee in respect of these activities is receivable.

(l) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- The amount of GST incurred by the agency as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense; and
- Receivables and payables are stated with the amount of GST included.

(m) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a major component of an asset, in which case the costs are capitalised and depreciated.

(n) Receivables

Trade debtors are required to settle within thirty days. Bad debts are written off in the period they are identified. The Registry considers that the carrying amounts of trade and other debtors approximate their net fair value. An estimate for doubtful debts is made when collection of the full amount is no longer probable.

(o) Payables

Accounts payable including accruals not yet billed are recognised when the Registry becomes obliged to make future payments as a result of a purchase of goods or services. Accounts payables are generally settled within agreed payment terms ranging from seven to thirty days. The Registry considers the carrying amounts of trade and other accounts payable approximate their net fair value. The Registry includes accrued salaries under Payables in accordance with current accounting standards.

(p) Borrowing Costs and Interest Bearing Liabilities

Borrowing costs are recognised as expenses in the period in which they are incurred. All loans are valued at current capital value.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

(q) T. Corp Hour-Glass Investment Facilities

The Registry has investments in T. Corp's Hour-Glass Investment facilities. The Registry's investments are represented by a number of units in managed investments within the facilities. T Corp closed its Cash Plus Facility during July 2003 and transferred the balance to the Cash Facility. Each facility had different investment horizons and comprised a mix of asset classes appropriate to that investment horizon. T.Corp appoints and monitors fund managers and establishes and monitors the application of appropriate investment guidelines.

	2004 \$000	2003 \$000
The Registry's investments are:		
Cash Facility	3,473	1,013
Cash Plus Facility	0	888
	<u>3,473</u>	<u>1,901</u>

These investments are generally able to be redeemed within five business days notice. The value of the investments held could decrease as well as increase depending upon market conditions. The value that best represents the maximum credit risk exposure is the net fair value.

(r) Adopting AASB 1047 Disclosure

- i) Explanation of how the transition to AIFRS is being managed

The Registry as a controlled entity of the NSW Attorney General's Department will apply the Australian Equivalents to International Financial Reporting Standards (AIFRS) from the reporting period beginning 1 July 2005.

The Department is managing the transition to the new standards by allocating internal resources to analyse the Pending Standards and Urgent Issues Group Abstracts to identify key areas regarding policies, procedures, systems and financial impacts affected by the transition.

As a result the Department has taken the following steps to manage the transition to the new standards:

- A Working Party was established in April 2004 to oversight the transition, comprising all senior finance officers and chaired by the Director, Financial Services;
- The Working Party has held preliminary meetings to review the Pending Standards and Treasury Analysis papers to identify any potential impacts; and
- An Implementation Strategy has been prepared to address any initial reporting requirements and compliance issues from NSW Treasury.

Several meetings are planned during 2004 to further review and assess the following phases of the Implementation Strategy:

- any AIFRS impact on the 2005 opening balance sheet;
- any further submissions from NSW Treasury;
- any issues arising from the 2004 year end process;
- any changes impacting upon monthly reporting and staff training; and
- the draft 2005 opening balance sheets before submission to NSW Treasury by 15 December 2004.

Further meetings in early 2005 will review and confirm the final 2005 opening balance sheets under AIFRS for submission to NSW Treasury by 31 March 2005.

Instructions for the 2005 year end treatment will be issued in March/April 2005 and will include AIFRS impact issues. Pro-forma financial statements will be prepared as at 30 April 2005, showing the 2004 comparatives restated under AIFRS, for audit review.

NSW Treasury is assisting the Department to manage the transition by developing policies, including mandates of options; presenting seminars; providing a website with up-to-date information on any new developments; and establishing an IAS Agency Reference panel to facilitate a collaborative approach to manage the change.

- ii) Key Differences in Accounting Policies

The Registry has identified a number of significant differences in accounting policies that will arise from adopting AIFRS. Some differences arise because AIFRS requirements are different from existing AASB requirements. Other differences could arise from options in AIFRS. To ensure consistency at the whole of government level, NSW Treasury has advised the Registry of options it is likely to mandate, and will confirm these during 2004-05. This disclosure reflects these likely mandates.

The Registry's accounting policies may also be affected by a proposed standard designed to harmonise accounting standards with Government Finance Statistics (GFS). This standard is likely to change the impact of AIFRS and significantly affect the presentation of the income statement. However, the impact is uncertain, because it depends on when this standard is finalised and whether it can be adopted in 2005-06.

Based on current information, the following key differences in accounting policies are expected to arise from adopting AIFRS:

- **AASB 1 First-time Adoption of Australian Equivalents to International Financial Reporting Standards** requires retrospective application of the new AIFRS from 1 July 2004, with limited exemptions. Similarly, **AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors** requires voluntary changes in accounting policy and correction of errors to be accounted for retrospectively by restating comparatives and adjusting the opening balance of accumulated funds. This differs from current Australian requirements, because such changes must be recognised in the current period through profit or loss, unless a new standard mandates otherwise.
- **AASB 110 Events after the balance sheet date** states that only dividends "declared" or appropriately "authorised" before the reporting date can be recognised. This is more restrictive than the current approach which is based on "valid expectations". However, this change is not expected to impact on dividend recognition as the signing of the Statement of Corporate Intent / Statement of Business Intent before the reporting date to which it relates, "authorises" the dividend and any change in the amount of the dividend after the reporting date constitutes an "adjusting event after the reporting date".

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

However, the amount of the dividend may be affected by other AIFRS, such as **AASB 139** *Financial Instrument Recognition and Measurement* and **AASB 119** *Employee Benefits* (refer below) as these standards may impact on retained earnings (on first adoption) and the amount and volatility of profit/loss.

- **AASB 112** *Income Taxes* requires a balance sheet approach where the entity must identify differences between the accounting and tax value of assets and liabilities. The previous approach was to account for tax by adjusting accounting profit for temporary and permanent differences to derive taxable income. The AASB 112 approach may alter the quantum of tax assets and liabilities recognised.

In addition, the income tax expense and deferred tax assets and liabilities may be affected by other AIFRS to the extent that they impact on the balance sheet and profit or loss.

- **AASB 116** *Property, Plant and Equipment* requires the cost and fair value of property, plant and equipment to be increased to include restoration costs, where restoration provisions are recognised under AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*.
- Major inspection costs must be capitalised and this will require the fair value and depreciation of the related asset to be re-allocated.
- **AASB 119** *Employee Benefits* requires the defined benefit obligation to be discounted using the government bond rate as at each reporting date rather than the long-term expected rate of return on plan assets. Where the unfunded superannuation liability is not assumed by the Crown, this will increase the amount and the future volatility of the unfunded superannuation liability and the volatility of the employee benefit expense.
- **AASB 136** *Impairment of Assets* requires an entity to assess at each reporting date whether there is any indication that an asset (or cash generating unit) is impaired and if such indication exists, the entity must estimate the recoverable amount. However, the effect of this Standard on the Registry should be minimal because all the substantive principles in **AASB 136** are already incorporated in Treasury's policy *Valuation of Physical Non-Current Assets at Fair Value*.
- **AASB 138** *Intangibles* requires that all research costs must be expensed and restricts capitalisation of development costs. Some previously recognised internally generated intangible assets may need to be derecognised. Further, intangibles assets can only be revalued where there is an active market, which is unlikely to occur. As a result, it is likely that any revaluation increments will need to be derecognised and intangible assets recognised at cost.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

2. REVENUE

	2004	2003
	\$000	\$000
(a) Revenue from ordinary activities		
Rendering of services		
Birth certificates	8,697	7,878
Death certificates	1,958	2,016
Marriage certificates	2,601	1,587
Change of name certificates	1,779	1,284
Marriage services	669	599
Genealogical fees	888	814
Searches	156	151
Local Court revenue	565	1,064
Other	832	844
	18,145	16,237
(b) Revenue from outside ordinary activities		
Interest income	159	94
Other	103	152
	262	246

3. EXPENDITURE

	2004	2003
	\$000	\$000
(a) Employee related expenses		
Salaries and wages (including recreation leave)	6,515	5,673
Superannuation entitlements (refer Notes 4 & 10)	421	1,294
Payroll & fringe benefits tax	438	488
Long service leave	292	294
Workers compensation insurance	52	54
	7,718	7,803
(b) Other operating expenses		
Advertising & Publicity	161	120
Auditor's remuneration - audit of the financial report	32	31
Audit - Internal	34	72
Bank charges	109	115
Bad Debts	2	1
Electricity	95	62
Fees	1,451	1,438
Consultancy	79	162
Fees- Agency Staff	1,977	1,240
General Expenses	17	24
Insurance	14	8
Interpreters and Translators	23	9
Lease/Hire of Equipment	226	230
Loss on disposal of assets	0	198
Motor Vehicle running cost	16	11
Postage	516	485
Printing	205	272
Publications	7	11
Rates & charges	109	103
Removal costs	0	1
Rental	65	53
Staff expenses & training	119	96
Stores	264	383
Telephone	687	467
Travel	19	39
	6,227	5,631

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

3. EXPENDITURE (CONT.)

	2004	2003
	\$000	\$000
(c) Depreciation:		
Buildings	121	116
Furniture & Fittings	283	302
Plant & Equipment	78	77
Computer Equipment	109	660
Software	905	1,342
Voice Communications	102	56
Air Conditioning	25	26
Leasehold Improvements	19	8
	1,642	2,587

4. INDIVIDUALLY SIGNIFICANT ITEMS

This comprises a charge to employee related expenses in 2003/2004 of \$0.097 million (\$0.960 million in 2002/2003) reflecting a reduction in the net superannuation reserves of the Registry. This results from an assessment issued by the Pillar Administration that the Registry had total prepaid superannuation contributions of \$0.899 million as at 30th June 2004 (\$0.996 million as at 30th June 2003) (refer Note 6).

5. CURRENT ASSETS – CASH ASSETS

	2004	2003
	\$000	\$000
Cash at bank and on hand	322	361
Deposits – T. Corp Hour-Glass Investment Facilities		
T. Corp Cash Facility	3,473	1,013
T. Corp Cash Plus Facility	0	888
	3,795	2,262

For the purposes of the Statement of Cash Flows, cash includes cash at bank, investments in the T. Corp Hour-Glass Investment facilities and cash on hand. Cash at the end of the June, 2004 as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows: -

Cash Assets (per Statement of Financial Position)	3,795	2,262
Closing cash and cash equivalents (per Statement of Cash Flows)	3,795	2,262

6. CURRENT/NON-CURRENT ASSETS - RECEIVABLES

	2004	2003
	\$000	\$000
Current		
Trade debtors	301	122
Other debtors		
Interest receivable	11	19
Prepayments	52	69
Long service leave	175	130
Other	244	208
	783	548
Non-Current		
Other debtors		
Prepayment of superannuation (refer Note 10)	899	996
Long service leave	1,373	1,313
	2,272	2,309

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

7. NON - CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT

2004	Land	Bldgs	Computer Equip't	Furniture & Fittings	Plant & Equip't	Lease-hold Impr.	Software	Software Major Projects	Voice Comm 'cations	Air Cond.	Capital W.I.P.	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000

At Fair Value

Balance 1 July 2003	1,750	4,233	3,975	2,804	449	181	3,689	0	307	366	625	18,379
Additions	0	62	16	89	20	18	198	0	0	10	1,255	1,668
Transfers	0	0	0	0		0	706	506	0	0	(1,212)	0
Disposals	0	0	26	0	0	0	0	0	0	0	0	26
Balance 30 June 2004	1,750	4,295	3,965	2,893	469	199	4,593	506	307	376	668	20,021

Accumulated Depreciation

Balance 1 July 2003	0	177	3,808	436	179	1	2,661	0	82	35	0	7,379
Depreciation for year	0	121	109	283	78	19	905	0	103	24	0	1,642
Write-back Disposal	0	0	26	0	0	0	0	0	0	0	0	26
Balance 30 June 2004	0	298	3,891	719	257	20	3,566	0	185	59	0	8,995

Written Down Value

At 30 June 2004	1,750	3,997	74	2,174	212	179	1,027	506	122	317	668	11,026
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2003	Land	Bldgs	Computer Equip't	Furniture & Fittings	Plant & Equip't	Lease-hold Impr.	Software	Software Major Projects	Voice Comm 'cations	Air Cond.	Capital W.I.P.	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000

At Fair Value

Balance 1 July 2002	1,750	4,197	4,241	2,940	522	122	3,357	0	296	377	0	17,802
Additions	0	36	36	104	48	181	342	0	11	36	625	1,419
Transfers	0	0	0	0	0	0	0	0	0	0	0	0
Disposals	0	0	302	240	121	122	10	0	0	47	0	842
Balance 30 June 2003	1,750	4,233	3,975	2,804	449	181	3,689	0	307	366	625	18,379

Accumulated Depreciation

Balance 1 July 2002	0	55	3,445	282	214	54	1,329	0	27	30	0	5,436
Depreciation for year	0	116	660	302	77	8	1,342	0	55	27	0	2,587
Write-back Disposal	0	(6)	297	148	112	61	10	0	0	22	0	644
Balance 30 June 2003	0	177	3,808	436	179	1	2,661	0	82	35	0	7,379

Written Down Value

At 30 June 2003	1,750	4,056	167	2,368	270	180	1,028	0	225	331	625	11,000
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The project costs of constructing much of the registry's electronic database, generally referred to as the Back-capture database, were treated as Software in the Fixed Assets Register. This asset has now been fully written out, although the database is still being used. In all other aspects the Registry believes that the written down value of its assets as summarised above, presents a true and fair value as at 30 June 2004.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

8. CURRENT LIABILITIES - PAYABLES

	2004 \$000	2003 \$000
Accrued salaries, wages and on-costs	0	149
Creditors	577	288
Other	46	1
	<u>623</u>	<u>438</u>

9. CURRENT / NON-CURRENT LIABILITIES - INTEREST BEARING LIABILITIES

	2004 \$000	2003 \$000
Unsecured		
Treasury advances repayable	<u>3,600</u>	<u>4,050</u>
	3,600	4,050

The Registry had an advance of \$4.5 million from NSW Treasury. Interest has been calculated based on the T. Corp six year bond rate. The interest rate for the term is 5.88%. The Registry expects to repay Treasury Advances as follows:

	2004 \$000	2003 \$000
Repayment of Borrowings		
Not later than one year	1,200	450
Later than one year and not later than five years	2,400	3,600
More than five years	0	0
Total borrowings at face value	<u>3,600</u>	<u>4,050</u>
Represented by:		
Current Liability	1,200	450
Non-Current Liability	<u>2,400</u>	<u>3,600</u>
	3,600	4,050

The Registry can repay all or part of the principal earlier than the maturity date, on the 15th of any month during its term. A condition under Section 8A of the PAFA Act states that the Registry cannot sell, lease or sub-lease 35 Regent Street Chippendale during the term of the Treasury Advance, without the Treasurer's prior permission.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

10. CURRENT / NON-CURRENT LIABILITIES - PROVISIONS

	2004 \$000	2003 \$000
Current		
Employee Benefits and related on-costs		
Recreation Leave	658	648
Long service leave	202	149
	<u>860</u>	<u>797</u>
Other provisions		
Tax Equivalent Provision	369	0
Dividends - Amount owed to NSW Treasury	867	0
	<u>1,236</u>	<u>0</u>
Total current provisions	<u>2,096</u>	<u>797</u>
Non-Current		
Employee Benefits		
Long service leave	1,580	1,511
	<u>1,580</u>	<u>1,511</u>
Total non-current provisions	<u>1,580</u>	<u>1,511</u>
Total Provisions	<u>3,676</u>	<u>2,308</u>

Superannuation liabilities.

The Registry is responsible for superannuation contributions. An amount of \$0.324 million (\$0.261 million in 2002/03) was charged to the expense account within employee related expenses and represents the contributions paid by the Registry to the superannuation schemes during 2003/04. (Refer Note 3(a) and 4).

The status of the superannuation reserves at 30 June 2004 is given below:

	SASS (i) \$000	SANCS (ii) \$000	SSS (iii) \$000	2004 TOTAL \$000	2003 TOTAL \$000
Reserve Account Balance	1,702	886	6,903	9,491	8,225
Less: Actuarial Gross Past Service Liability	<u>1,731</u>	<u>842</u>	<u>6,019</u>	<u>8,592</u>	<u>7,229</u>
Superannuation Assets	<u>(29)</u>	<u>44</u>	<u>884</u>	<u>899</u>	<u>996</u>

- (i) SASS State Authorities Superannuation Scheme
(ii) SANCS State Authorities Non - Contributory Superannuation Scheme
(iii) SSS State Superannuation Scheme

The liability for the various schemes is based on an assessment by the William M Mercer actuary for the defined benefit schemes administered by Pillar Administration for the financial year ending 30 June 2004.

Payments are made to Pillar Administration to reduce the superannuation liability. These payments are held in Investment Reserve Accounts.

Any unfunded superannuation liability is recognised as a liability in the Statement of Financial Position. Amounts representing prepaid superannuation contributions are recognised as an asset (refer Note 6).

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

The economic assumptions used are based on information provided by the Superannuation Administration Corporation and are as follows:

	2003/04 % pa	2004/05 % pa	2005/06 % pa
Investment Return	7.0	7.0	7.0
Salary Growth Rate	4.0	4.0	4.0
Consumer Price Index	2.5	2.5	2.5

The movement in the provision for dividend is as follows:

	2004 \$000	2003 \$000
Balance at the beginning of the financial year	0	1,806
Increase in provision for the year	867	0
Dividends paid	0	(1,806)
Balance at the end of the financial year	867	0

The balance to Treasury of the provision for dividend is payable to Treasury in accordance with Note 1 (j).

11. CHANGES IN EQUITY

	2004 \$000	2003 \$000
Surplus/(Deficit) for year before Tax Equivalents	2,173	(269)
less Tax Equivalents for year	(652)	0
Net changes in equity recognised in the Statement of Financial Performance	1,521	(269)
Provision for Dividend	(867)	0
Retained Earnings	654	(269)
Balance at the beginning of the financial year	9,323	9,592
Balance at the end of the financial year	9,977	9,323

12. RECONCILIATION OF NET CASH PROVIDED BY OPERATING ACTIVITIES TO OPERATING RESULT

	2004 \$000	2003 \$000
Operating Result	2,173	(269)
Depreciation	1,642	2,587
Net loss on disposal of non-current assets	0	198
(Increase)/Decrease in movement of non-current assets	(105)	0
Increase/(Decrease) in provisions	(151)	696
Increase/(Decrease) in creditors	185	(94)
(Increase)/Decrease in prepayments	17	(38)
(Increase)/Decrease in receivables	(215)	707
Net cash provided by operating activities	3,546	3,787

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

13. FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instrument will fluctuate due to changes in market interest rates. The Registry's exposure to interest rate risks and the effective interest rates of financial assets and liabilities, both recognised and unrecognised at the balance date, is as follows:

2004	Fixed interest rate maturing in:-					Total carrying amount as per the statement of financial position \$000	Effective interest rate %
	Floating interest rate \$000	1 year or less \$000	Over 1 to 5 years \$000	More than 5 years \$000	Non- interest bearing \$000		
Financial Assets							
Cash	314	0	0	0	8	322	4.25
T. Corp Hour-Glass Investment facilities:							
Cash Facility Trust	3,473	0	0	0	0	3,473	5.53
Cash Plus Facility Trust	0	0	0	0	0		
	3,473	0	0	0	0	3,473	
Total Cash Assets	3,787	0	0	0	8	3,795	
Receivables	0	0	0	0	556	556	
Total financial assets	3,787	0	0	0	564	4,351	
Financial Liabilities							
Payables	0	0	0	0	623	623	
Dividends payable	0	867	0	0	0	867	
Treasurer's advance	0	1,200	2,400	0	0	3,600	5.88
Total financial liabilities	0	2,067	2,400	0	623	5,090	

2003	Fixed interest rate maturing in:-					Total carrying amount as per the statement of financial position \$000	Effective interest rate %
	Floating interest rate \$000	1 year or less \$000	Over 1 to 5 years \$000	More than 5 years \$000	Non- interest bearing \$000		
Financial Assets							
Cash	353	0	0	0	8	361	3.75
T. Corp Hour-Glass Investment facilities:							
Cash Facility Trust	1,013	0	0	0	0	1,013	4.22
Cash Plus Facility Trust	888	0	0	0	0	888	4.71
	1,901	0	0	0	0	1,901	
Total Cash Assets	2,254	0	0	0	8	2,262	
Receivables	0	0	0	0	349	349	
Total financial assets	2,254	0	0	0	357	2,611	
Financial Liabilities							
Payables	0	0	0	0	289	289	
Dividends payable	0	0	0	0	0	0	
Treasurer's advance	0	450	3,600	0	0	4,050	5.88
Total financial liabilities	0	450	3,600	0	289	4,339	

Effective interest rate is shown on an annualised basis.

(b) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract/or financial position failing to discharge a financial obligation thereunder. The Registry's maximum exposure to credit risk is represented by the carrying amounts of the financial assets included in the statement of financial position.

The Registry does not have any significant exposure to any individual debtor or creditor.

(c) Net Fair Value

The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximates their carrying value.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

14 COMMITMENTS FOR EXPENDITURE

	2004 \$000	2003 \$00
(a) Capital Commitments		
Aggregate capital expenditure contracted for at balance date and not provided for:		
Not later than one year	34	275
Later than one year but not later than 5 years	0	0
Later than 5 years	0	0
	<u>34</u>	<u>275</u>
Includes GST Receivable of: -	3	25
(b) Other Expenditure Commitments		
Aggregate other expenditure contracted for at balance date and not provided for:		
Not later than one year	90	161
Later than one year but not later than 5 years	0	0
Later than 5 years	0	0
	<u>90</u>	<u>161</u>
Includes GST Receivable of: -	8	15
(c) Operating Lease Commitments		
Future non-cancellable operating lease rentals not provided for and payable:		
Not later than one year	322	326
Later than one year but not later than 5 years	212	468
Later than 5 years	0	0
	<u>534</u>	<u>794</u>
Includes GST Receivable of: -	49	72

These operating lease commitments are not recognised in the financial statements as liabilities. They relate to premises leased at Tudor Street, Hamilton and Kembla Street, Wollongong. It also includes photocopiers and computer equipment which are now leased, items which in previous years had been purchased as Capital items.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

15. TAX EQUIVALENT REGIME (T.E.R.)

The Registry came under the Tax Equivalent Regime with effect from 1st July, 2003. Under this regime the Registry is liable to pay the equivalent of the companies tax rate (30%) on its operating surplus each year to the NSW Government through the Office of State Revenue. Similar to Commonwealth Income Taxes this "Tax" is calculated on each quarter's operating results and paid in the following month. At the end of each quarter, any unpaid amounts are shown in the accounts as provisions. The Registry's position calculated as at 30 June, 2004 is shown below.

Calculation of T.E.R. shown in statements.	2004	2003
	\$000	\$00
Operating surplus before T.E.R. to 30 June	2,173	(269)
T.E.R. due on this amount @ 30%	652	N/A
Plus balance T.E.R. due at 1 July	0	0
Sub-Total	652	0
Less T.E.R. payments made during year	283	0
Provision for T.E.R. as at 30 June	369	N/A

16. UNCLAIMED MONEYS

All moneys unclaimed are forwarded to the Treasury for credit of the Consolidated Fund and are available for refund from that account. No unclaimed moneys have been held in the accounts of the Registry.

17. CONTINGENT LIABILITIES

The Registry has no contingent liabilities as at 30 June, 2004.

END OF AUDITED FINANCIAL STATEMENTS

LEGAL PRACTITIONERS ADMISSION BOARD

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2004

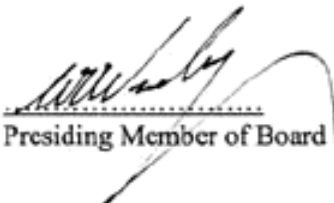
STATEMENT BY MEMBERS OF THE BOARD

Pursuant to Section 41 C of the Public Finance and Audit Act, 1983 and in accordance with a resolution of the members of the Legal Practitioners Admission Board, we declare on behalf of the Board that in our opinion:

1. The accompanying financial report exhibits a true and fair view of the financial position of the Legal Practitioners Admission Board as at 30 June 2004 and transactions for the year then ended.
2. The financial report has been prepared in accordance with the provisions of the Public Finance and Audit Act, 1983 the Public Finance and Audit (General) Regulation 2000 and the Treasurer's directions.

Further we are not aware of any circumstances which would render any particulars included in the financial report to be misleading or inaccurate.

Dated : 12 October 2004


.....
Presiding Member of Board


.....
Board Member



INDEPENDENT AUDIT REPORT

LEGAL PRACTITIONERS ADMISSION BOARD

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Legal Practitioners Admission Board:

- (a) presents fairly the Board's financial position as at 30 June 2004 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with section 41B of the *Public Finance and Audit Act 1983* (the Act).

My opinion should be read in conjunction with the rest of this report.

The Board's Role

The financial report is the responsibility of the members of the Board of the Legal Practitioners Admission Board. It consists of the statement of financial position, the statement of financial performance, the statement of cash flows and the accompanying notes.

The Auditor's Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides reasonable assurance to Members of the New South Wales Parliament that the financial report is free of material misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Board in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does not guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that Board members had not fulfilled their reporting obligations.

My opinion does not provide assurance:

- about the future viability of the Legal Practitioners Admission Board,
- that it has carried out its activities effectively, efficiently and economically, or
- about the effectiveness of its internal controls.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

A'oyetunji CPA
Assistant director of Audit

SYDNEY
14 October 2004

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2004

	Notes	2004 \$	2003 \$
Revenue			
Revenue from ordinary activities			
Registration fees		115,920	115,320
Examination fees		386,780	356,590
Admission fees		681,800	643,650
Academic Exemption		63,840	66,780
Other		166,620	158,061
Revenue from outside ordinary activities			
Interest		155,274	113,003
Total Revenue		1,570,234	1,453,404
Expenditure			
Employee related expenses	8	588,477	573,347
Superannuation	11	25,648	140,743
Fees for services rendered	9	222,453	188,986
Other operating expenses	10	344,673	317,055
Depreciation	5	7,355	8,696
Total Expenditure		1,188,606	1,228,827
Surplus for the year		381,628	224,577
Total Revenue, Expenses and Valuation Adjustments recognised directly in Equity		0	0
Total changes in Equity other than those resulting from transactions with owners as owners		381,628	224,577
<i>The above statement should be read in conjunction with the accompanying notes which form an integral part of these accounts</i>			

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2004

	Notes	2004 \$	2003 \$
ASSETS			
Current Assets			
Cash assets	2	524,244	1,210,188
Other financial assets	3	2,272,225	2,151,228
Receivables	4	132,202	139,596
Total Current Assets		<u>2,928,671</u>	<u>3,501,012</u>
Non-Current Assets			
Plant & Equipment	5	16,039	23,394
Receivables	4, 11	169,061	120,895
Total Non-Current Assets		<u>185,100</u>	<u>144,289</u>
Total Assets		<u>3,113,771</u>	<u>3,645,301</u>
LIABILITIES			
Current Liabilities			
Provisions	7	69,991	70,417
Payables	6	408,089	1,333,519
Total Current Liabilities		<u>478,080</u>	<u>1,403,936</u>
Non-Current Liabilities			
Provisions	7	138,603	125,905
Total Non-Current Liabilities		<u>138,603</u>	<u>125,905</u>
Total Liabilities		<u>616,683</u>	<u>1,529,841</u>
Net Assets		<u>2,497,088</u>	<u>2,115,460</u>
EQUITY			
Retained Earnings	12	2,497,088	2,115,460
Total Equity		<u>2,497,088</u>	<u>2,115,460</u>

The above statement should be read in conjunction with the accompanying notes which form an integral part of these accounts

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2004

	Notes	2004 Inflows (Outflows) \$	2003 Inflows (Outflows) \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee & other related expense		(705,659)	(637,390)
Fees for services rendered		(211,206)	(200,550)
Other expenses		(399,942)	(248,748)
Student Tuition Fees		(1,762,955)	(822,460)
Other		(226,379)	(214,419)
Total Payments		(3,306,141)	(2,123,567)
Receipts			
Registration fees		115,920	115,320
Admission fees		681,800	643,650
Examination fees		395,845	370,975
Academic Exemption		63,840	66,780
Other fees		167,136	159,392
Interest Received		163,995	107,473
Student Tuition Fees		941,525	933,555
Other		211,133	208,792
Total Receipts		2,741,194	2,605,937
Net cash (used in)/ provided by operating activities	13	(564,947)	482,370
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of investments		-	-
Purchase of investments		(120,997)	(337,655)
Purchase of plant & equipment		-	(15,889)
Net cash (used in) investing activities		(120,997)	(353,544)
NET (DECREASE)/INCREASE IN CASH HELD		(685,944)	128,826
Cash at the beginning of the year		1,210,188	1,081,362
CASH AT THE END OF THE YEAR	2	524,244	1,210,188

The above statement should be read in conjunction with the accompanying notes which form an integral part of these accounts

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004**

**1 SUMMARY OF SIGNIFICANT
ACCOUNTING POLICIES**

a) The Reporting Entity

The Legal Practitioners Admission Board was formed on 1 July 1994 and its role involves the examination of Students-at-Law, the approval of properly qualified persons for Admission as Legal Practitioners and the approval of properly qualified persons for Appointment as Public Notaries.

The Legal Practitioners Admission Board replaced the Barristers and Solicitors Admission Boards. The Board, which is constituted under s. 9 of the Legal Profession Reform Act 1993, took over all of the assets and liabilities of the Barristers and Solicitors Admission Boards as at 1 July 1994.

(b) Accrual Accounting Basis

The Board's financial statements are a general purpose financial report which has been prepared on an accruals basis and in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), Urgent Issues Group (UIG) Consensus Views and the requirements of the Public Finance and Audit Act and Regulations. The Statement of Financial Performance and Statement of Financial Position have been prepared on a full accrual accounting basis. The Statement of Cash Flows has been prepared on a cash basis using the "direct" method.

The Financial Report is prepared in accordance with the historical cost convention. All amounts are rounded to the nearest dollar and are expressed in Australian currency.

(c) Receivables

Receivables are recognised and carried at the original invoice amounts less a provision for any doubtful debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred. The credit risk is the carrying amount (net of any provision for doubtful debts). No interest is earned on trade debtors. The carrying amount approximates net fair value.

(d) Other Financial Assets

All other financial assets held by the Board are short-term investments, which are invested for periods of up to one year. Investments are stated at cost, which approximates net fair value.

(e) Plant & Equipment

In accordance with the Attorney General's Department's policy, items purchased with a value of \$3,000 or more are classified as plant & equipment and have been capitalised.

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Board. The Board has two classes of depreciable assets: Computer Equipment and Office Equipment. The depreciation rates applicable to each of these are 33.3% for Computer Equipment, and 20% for Office Equipment.

(f) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a

component of an asset, in which case the costs are capitalised and depreciated.

g) Payables

These liabilities are recognised for amounts due to be paid in the future for goods and services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following that in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment.

(h) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- The amount of GST incurred by the agency as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or part of an item of expenses; and
- Receivables and payables are stated with the amount of GST included.

(i) Employee Entitlements

- Wages and Salaries, Annual Leave, Sick Leave and On-Costs

Liabilities for wages and salaries, annual leave and vesting sick leave are recognised and measured at their nominal amounts using remuneration rates that the Board expects to pay at balance date in respect of employees' services up to that date.

Unused non-vesting sick leave does not give rise to a liability, as it is not considered probable that sick leave taken in the future will be greater than the entitlements accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee entitlements to which they relate have been recognised.

- Long service leave is measured on the basis of present value as permitted in AASB 1028. The Government Actuary has performed present value calculations and from these calculations, simple factors have been derived to increase the LSL liability and related on-costs to approximate present value calculations. The Board has non-current liabilities of LSL and includes a number of long service leave related on-costs.

(j) Revenue Recognition

SALES REVENUE

Sales Revenue comprises revenue earned from the provision of services to clients and other entities. Sales revenue to clients is generally recognised upon receipt of applications for admission as a legal practitioner, registration of students at law and other services. Sales revenue for examinations is recognised when the examinations commence.

INTEREST INCOME

Interest income is recognised as it accrues.

ASSET SALES

The profit or loss on disposal of assets is brought into account at the date an unconditional contract of sale is signed.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

OTHER REVENUE

Other revenue comprises income received from non-core activities and is recognised when the fee in respect of these activities is receivable.

(k) Adopting AASB 1047 Disclosure

The Board will apply the Australian Equivalents to International Financial Reporting Standards (AIFRS) from the reporting period beginning 1 July 2005.

Explanation of how the transition to AIFRS is being managed.

The Board is managing the transition to the new standards by perusing the Pending Standards and Urgent Issues Group Abstracts to identify key areas regarding policies, procedures, systems and financial impacts affected by the transition.

As a result, the Board is taking advice from the Attorney General's Department, which has established a Working Party to manage the transition to the new standards. The Working Party has held preliminary meetings to review the Pending Standards and Treasury Analysis papers to identify any potential impacts and developed an Implementation Strategy to address any initial reporting requirements and compliance issues from NSW Treasury.

The Working Party will advise the Board on relevant action to be taken with regard to the following phases of the Implementation Strategy:

- a) any AIFRS impact on the 2005 opening balance sheet;
- b) any further submissions from NSW Treasury;
- c) any issues arising from the 2004 year end process;
- d) any changes impacting upon monthly reporting and staff training; and
- e) the draft 2005 opening balance sheets before submission to NSW Treasury by 5 December 2004.

In early 2005, the Board will review and confirm the final 2005 opening balance sheets under AIFRS for submission to NSW Treasury by 31 March 2005.

Instructions for 2005 year end treatment will be issued in March/April 2005 and include AIFRS impact issues. Pro-forma financial statements will be prepared as at 30 April 2005 with 2004 comparatives re-stated under AIFRS, for audit review.

Key Differences in Accounting Policies

The Board understands that a number of significant differences in accounting policies will arise from adopting AIFRS. Some differences arise because AIFRS requirements are different from existing AASB requirements. Other differences could arise from options in AIFRS. NSW Treasury has advised that there are options it is likely to mandate, and will confirm these during 2004/2005.

The Board's accounting policies may also be affected by a proposed standard designed to co-ordinate accounting standards with Government Finance Statistics (GFS). This standard may affect the presentation of the income statement. However, the impact is uncertain, because it depends on when this standard is finalised and whether it is adopted in 2005/2006.

Based on current information, the following key differences in accounting policies are expected to arise from adopting AIFRS:

- a) **AASB 1** *First-time Adoption of Australian Equivalents to International Financial Reporting Standards* requires retrospective application of the new AIFRS from 1 July 2004, with limited exceptions. Similarly, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* requires voluntary changes in accounting policy and correction of errors to be accounted for retrospectively by restating comparatives and adjusting the opening balance of accumulated funds. This differs from current Australian requirements, because such changes must be recognised in the current period through profit and loss, unless a new standard mandates otherwise.
- b) **AASB 116** *Property, Plant and Equipment* requires the cost and fair value of property, plant and equipment to be increased to include restoration costs, where restoration provisions are recognised under AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*. Major inspection costs must be capitalised and this will require the fair value and depreciation of the related asset to be re-allocated.
- c) **AASB 119** *Employee Benefits* requires the defined benefit obligation to be discounted using the government bond rate as at each reporting date rather than the long-term expected rate of return on plan assets. Where the unfunded superannuation liability is not assumed by the Crown, this will increase the amount and the future volatility of the unfunded superannuation liability and the volatility of the employee benefit expense.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

2. CASH ASSETS

For the purposes of the Statement of Cash Flows, cash includes cash at bank and cash on hand. Cash at the end of the reporting period as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

	2004	2003
	\$	\$
Cash at bank	523,744	167,596
Cash on hand	500	500
Cash Management Account	0	1,042,092
Closing Cash	524,244	1,210,188

The above balance includes an amount of \$112,125 (refer Note 6), which represents the balance of Tuition Fees due to the University of Sydney in respect of the April 2004 enrolment of May 2004 to September 2004 session. The Board retained interest on these funds.

3. OTHER FINANCIAL ASSETS

	2004	2003
	\$	\$
Term Deposit-NSW Treasury Corporation	821,663	768,982
Term Deposit-NSW Treasury Corporation	1,450,562	1,382,246
Total	2,272,225	2,151,228

4. CURRENT/NON-CURRENT ASSETS - RECEIVABLES

	2004	2003
	\$	\$
Current		
Prepayments	1,477	3,634
Debtors	20,304	40,272
GST Receivables	110,421	95,690
Total	132,202	139,596
Non-Current		
Prepayment of superannuation (refer Note 11)	169,061	120,895

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

5. PLANT & EQUIPMENT

2004	Computer Equipment \$	Office Equipment \$	Total \$
Fair Value			
Balance at 1 July 2003	31,263	38,559	69,822
Additions	0	0	0
Disposals	(950)	0	(950)
Balance at 30 June 2004	30,313	38,559	68,872
Accumulated Depreciation			
Balance at 1 July 2003	27,949	18,479	46,428
Depreciation for the year	2,360	4,995	7,355
Writeback on Disposals	(950)	0	(950)
Balance at 30 June 2004	29,359	23,474	52,833
Written Down Value At 30 June 2004	954	15,085	16,039

2003	Computer Equipment \$	Office Equipment \$	Total \$
Fair Value			
Balance at 1 July 2002	32,958	31,574	64,532
Additions	0	15,889	15,889
Disposals	(1,695)	(8,904)	(10,599)
Balance at 30 June 2003	31,263	38,559	69,822
Accumulated Depreciation			
Balance at 1 July 2002	25,673	22,658	48,331
Depreciation for the year	3,971	4,725	8,696
Writeback on Disposals	(1,695)	(8,904)	(10,599)
Balance at 30 June 2003	27,949	18,479	46,428
Written Down Value At 30 June 2003	3,314	20,080	23,394

6. PAYABLES

	2004 \$	2003 \$
Tuition Fees (a) (Refer Note 2)	112,125	933,555
Examination fees (b)	204,400	195,335
Prizes (c)	3,130	2,980
Sundry Accruals	42,772	100,348
Accrued Employee & Related Expenses (d)	45,662	101,301
Total	408,089	1,333,519

- a. The tuition fees are payable to the University of Sydney, being the balance of fees paid to the Board by students who enrolled for the May 2004 to September 2004 session. The Board accumulates fees on behalf of the University and transfers those fees during the term to which they relate.
- b. Examination fees received by the Board for the May 2004 to September 2004 session are not recognised as income until the conclusion of examinations in September 2004.
- c. The funds for prizes have been established by donations.
- d. All payroll and related expenses, with the exception of payments to some casual examination staff and other temporary staff employed by the Board, are initially paid by the New South Wales Attorney General's Department, which then seeks reimbursement from the Board.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

7. PROVISIONS

The movement in the provision for employee recreation leave and long service leave is as follows:

	2004 \$	2003 \$
Current Liability		
Recreation Leave Balance 1 July	70,417	49,686
Increase/(Decrease) in provision	(426)	20,731
Balance 30 June	69,991	70,417
Non-Current Liability		
Long Service Leave Balance 1 July	125,905	113,867
Increase in provision	7,272	1,208
On cost	5,426	10,830
Balance 30 June	138,603	125,905
Total Liabilities	208,594	196,322

8. EMPLOYEE RELATED EXPENDITURE

	2004 \$	2003 \$
Salaries and salaries related	498,189	479,316
Recreation Leave	37,552	48,543
Payroll Tax & FBT	42,434	41,241
Worker's Compensation Insurance	3,030	3,615
Long Service Leave	7,272	632
Total	588,477	573,347

9. FEES FOR SERVICES RENDERED

	2004 \$	2003 \$
Computer Services	680	479
Examination Related Expenses	125,488	114,798
Attorney General's Dept. - Administration Fees	21,784	21,784
Legal Services	13,778	10,423
Miscellaneous Fees	6,195	4,459
Consultants/Contractors	54,528	37,043
Total	222,453	188,986

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

10. OTHER EXPENSES

	2004 \$	2003 \$
Audit of Financial Statements	16,900	13,200
Lease - Office Premises	89,435	87,258
Lease - Computer Equipment	7,095	7,095
Rental - Examination Venues	47,141	35,652
Printing	58,640	46,444
Postage & Freight	38,148	34,081
Telephone	16,075	18,781
Computer Related Expenses	1,824	1,733
Records Storage Cost	20,080	18,279
Maintenance Contracts	5,444	765
Miscellaneous	43,755	51,219
Minor Equipment	136	2,548
Total	344,673	317,055

11. SUPERANNUATION

An amount of \$25,648 was charged to superannuation expenses in the Statement of Financial Performance. In the previous year, the Board had a superannuation expense of \$140,743. Movement in superannuation expense is given below:

	2004 \$	2003 \$
Superannuation Expense	73,815	58,504
Superannuation Liabilities Adjustments	(48,167)	82,239
	25,648	140,743

The status of the superannuation reserves is given below:

	SASS (a) \$	SANCS (b) \$	SSS (c) \$	2004 TOTAL \$	2003 TOTAL \$
Accrued Liability	(215,509)	(74,439)	(374,026)	(663,974)	(586,649)
Estimated Reserve Account closing balance as at 30 June 2004	259,314	93,414	480,307	833,035	707,544
Prepaid Contributions	43,805	18,975	106,281	169,061	120,895

- (a) SASS State Authorities Superannuation Scheme
(b) SANCS State Authorities Non-Contributory Superannuation Scheme
(c) SSS State Superannuation Scheme

The calculation of SSS, SASS and SANCS liabilities is based on the requirements of AAS25. The financial assumptions that have been applied for the calculations for 2004 and thereafter are Rate of Investment return 7.0%pa, Rate of salary increase 4.0%pa and Rate of increase in CPI 2.5%pa.

Assumptions with regard to rates of mortality, resignation, retirement and other demographics are those used for the 2003 triennial valuation. The assessment is based on membership data as at 31 March 2004.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

12. CHANGES IN EQUITY

	2004	2003
	\$	\$
Retained Earnings		
Balance at the beginning of the financial year	2,115,460	1,890,883
Total changes in equity recognised in the Statement of Financial Performance	381,628	224,577
Balance at the end of the financial year	2,497,088	2,115,460

13. NOTES TO THE STATEMENT OF CASH FLOWS

Reconciliation of Net Cash provided by Operating Activities to surplus for the year;

	2004	2003
	\$	\$
Surplus for the year	381,628	224,577
Depreciation	7,355	8,696
(Increase)/Decrease in Prepayments	(46,009)	84,970
(Increase)/Decrease in Receivables	5,237	(21,539)
Increase/(Decrease) in Provisions	12,272	32,769
Increase/(Decrease) in Payables	(925,430)	152,897
Net cash provided by operating activities	(564,947)	482,370

14. FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instrument will fluctuate due to changes in market interest rates. The Board's exposure to interest rate risks and the effective interest rates of financial assets and liabilities, both recognized and unrecognized at the balance date are as follows:

2004	Floating interest rate \$	1 year or less \$	Over 1 to 5 years \$	More than 5 years \$	Non- interest bearing \$	Total carrying amount as per the statement of financial position \$	Effective interest rate %
Financial Assets							
Cash at bank and on hand	523,744	0	0	0	500	524,244	5.23
Investments	2,272,225	0	0	0	0	2,272,225	5.42
Total Cash	2,795,969	0	0	0	500	2,796,469	
Receivables	0	0	0	0	130,725	130,725	
Total financial assets	2,795,969	0	0	0	131,225	2,927,194	
Financial Liabilities							
Payables	0	0	0	0	362,427	362,427	
Total financial liabilities	0	0	0	0	362,427	362,427	

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

14. FINANCIAL INSTRUMENTS CONT.

2003	Floating interest rate \$	1 year or less \$	Over 1 to 5 years \$	More than 5 years \$	Non- interest bearing \$	Total carrying amount as per the statement of financial position \$	Effective interest rate %
Financial Assets							
Cash at bank and on hand	1,209,688	0	0	0	500	1,210,188	2.47
Investments	2,151,228	0	0	0	0	2,151,228	4.74
Total Cash	3,360,916	0	0	0	500	3,361,416	
Receivables	0	0	0	0	135,962	135,962	
Total financial assets	3,360,916	0	0	0	136,462	3,497,378	
Financial Liabilities							
Payables	0	0	0	0	1,232,218	1,232,218	
Total financial liabilities	0	0	0	0	1,232,218	1,232,218	

(a) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract/or financial position failing to discharge a financial obligation thereunder. The Department's maximum exposure to credit risk is represented by the carrying amounts of the financial assets included in the statement of financial position.

(b) Net Fair Value

The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximates their carrying value

15. COMMITMENTS FOR EXPENDITURE

The Board has the following commitments:

Aggregate non-cancellable office premises lease expenditure contracted for at balance date but not provided for in the accounts: Lease commitments are based on current rental rates and outgoings and include GST. The existing lease will expire on 30 September 2004.

	2004 \$	2003 \$
Operating Lease Commitments		
Not later than one year	76,229	100,842
Later than one year and not later than 5 years	0	25,210
Later than 5 years	0	0
Total	76,229	126,052

There is a lease contract for 36 months in respect of 12 new personal computers, resulting in the following commitments:

	2004 \$	2003 \$
Not later than one year	3,902	7,804
Later than one year and not later than 5 years	0	3,902
Later than 5 years	0	0
Total	3,902	11,706

Board has also authorised a consultant at \$660 per week including GST to support Student Record System from July 04 – Dec04.

Operating Lease Commitments and other commitments above includes input tax credit of \$8,845 (\$12,523 in 2002/2003) that is expected to be recoverable from the Australian Taxation Office.

Board has no other significant commitments.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2004

16. CONTINGENT LIABILITIES

The Board is unaware of any matters, which may lead to any significant contingent liability.

17. AFTER BALANCE DATE EVENTS

The Board is negotiating to purchase its own office premises to be occupied on expiration of the current office accommodation lease.

END OF AUDITED FINANCIAL STATEMENTS

appendices

APPENDIX 1 ACCOUNTS PAYMENT PERFORMANCE

Year ended 30 June 2004

Quarter	Total Accounts Paid on Time			Total Amount Paid \$000s
	Target %	Actual %	Current \$000s	
September 2003	100.00	99.52	90,406	90,841
December 2003	100.00	98.65	76,801	77,851
March 2004	100.00	98.91	73,944	74,758
June 2004	100.00	99.44	102,242	102,814
Aggregate	100.00	99.17	343,393	346,264

The geographical spread and decentralised nature of the Department may cause delay in the payment of accounts. However, the Department has implemented strategies to minimise processing delays and improve payment performance. Electronic funds transfer is used to pay a majority of suppliers and assist in payment performance.

The principal monitoring mechanism used by management to highlight issues and improve payment performance is the review of Business Centre Quarterly Payment Performance Reports. Business centres have also received clear instructions regarding the treatment of suppliers' invoices in dispute and dealing with suppliers on short credit terms.

There were no instances of penalty interest for late payment during the year ended 30 June 2004.

Accounts Payable Ledger Ageing Report

Quarter	Current \$000	Less than 30 days overdue \$000	Between 30 and 60 days overdue \$000	Between 60 and 90 days overdue \$000	More than 90 days overdue \$000
September 2003	1,351	2	0	14	(1)
December 2003	475	4	(1)	13	(1)
March 2004	1,292	(2)	0	10	(3)
June 2004	213	8	2	3	16

APPENDIX 2 CODE OF CONDUCT AND ETHICS

Having reviewed the Department's 1997 version of the Code of Conduct, it is now titled Code of Conduct and Ethics. It reflects community and departmental expectations of ethical conduct and behaviours of staff and service providers to the Department.

We printed the revised Code of Conduct and Ethics in December 2001 and distributed individual copies to all employees. It's also provided to all new employees. Ethical training is a compulsory feature of the Department's induction program.

APPENDIX 3 COMPLAINTS HANDLING

The Department attempts to resolve complaints received at a local level. Where this is not possible, we refer the matters to the Community Relations Division or mediation at a Community Justice Centre. Where a complaint is serious, we consider recourse to external review to be appropriate.

Complaints concerning courts and tribunals

The NSW Judicial Commission considers complaints concerning the conduct of judicial officers. Complaints should be made in writing to the Judicial Commission of NSW at GPO Box 3634, Sydney NSW 1044.

We deal with complaints about the behaviour of an individual officer, for example, allegations of rudeness, inadequate assistance or a lack of sensitivity.

Client feedback

We welcome direct stakeholder feedback on the way in which we provides our services. In addition a number of the Department's business centres conduct client surveys to determine the level of client satisfaction. Response to surveys informs us about areas where we can make further changes aimed at improving satisfaction levels.

The Community Relations Division conducts random surveys of clients who received written replies to their representations. The November 2003 correspondence survey shows a 35.2 per cent response rate with 78.1 per cent of clients surveyed indicating that the information provided was easily understood and 29.4 per cent indicating that they gained a better understanding of the Department. These figures compare favourably with the results from the November 2002 survey.

APPENDIX 4 CONSULTANTS

Details of business centre, consultant and project	Consultancy category	Forecast project cost	Expenditure 1.07.03 - 30.06.04
CRIME PREVENTION DIVISION			
1. Australian Institute of Criminology			
AIC model policy and program management process for crime prevention	Management	\$54,500.00	\$54,500.00
2. Urbis			
Evaluation of the Youth Insearch Foundation	Management	\$35,370.00	\$63,936.36
3. University of NSW			
Evaluation of Drug Summit Initiative – Youth Drug Court Program	Management	\$370,601.00	\$47,725.46
CRIMINAL LAW REVIEW DIVISION			
4. The Honourable Gordon Samuels AC CVO QC			
Review of Gun Court	Legal	\$43,400.00	\$43,400.00
LEGAL SERVICES COMMISSIONER, OFFICE OF THE			
5. RJF Watson			
Establishment of policy and methodology for audit of incorporated legal practices	Management	\$70,000.00	\$59,697.27
LEGISLATION & POLICY DIVISION			
6. Acumen Alliance			
Review of trustee company returns	Management	\$38,181.82	\$38,181.82
MANAGEMENT SERVICES DIVISION			
7. Walter Turnbull			
Shared corporate services feasibility study	Management	\$103,450.02	\$103,450.02
PROFESSIONAL STANDARDS COUNCIL			
8. KPMG			
Professional Indemnity Insurance Standards Review project	Management	\$40,000.00	\$40,000.00
9. Field Learning Pty Ltd			
Continuing professional development in soft skills	Management	\$37,092.00	\$42,150.00
SHERIFF, OFFICE OF THE			
10. AMTAC Professional Services			
Independent strategy of court security NSW	Management	\$37,909.09	\$37,909.09

Summary Table

Total expenditure for the reporting period of 1 July 2003 to 30 June 2004 for the engagement of consultancies over \$30,000.		\$530,950.02
Categorised expenditure for the reporting period of 1 July 2003 to 30 June 2004 for the engagement of consultants under \$30,000	Finance and Accounting/tax	\$7,944.10
	Information Technology	\$13,291.15
	Legal	\$47,523.41
	Management	\$506,174.81
	Organisational review	\$22,167.00
	Training	\$37,936.37
Total expenditure for the reporting period of 1 July 2003 to 30 June 2004 for the engagement of consultants under \$30,000 (representing 86 consultancies)		\$635,036.84
TOTAL		\$1,165,986.86

APPENDIX 5 COURT AND TRIBUNAL STATISTICS

Administrative Decisions Tribunal

Total for all Divisions, including Appeal Panel	1999-00	2000-01	2001-02	2002-03	2003-04
Matters Registered	612	719	756	839	1001
Matters Disposed	639	674	701	884	901
Pending as at 30 June	374	419	474	429	532

Dust Diseases Tribunal

	1999-00	2000-01	2001-02	2002-03	2003-04
Matters Registered	256	454	499	520	430
Matters Disposed	222	348	391	435	462
Matters on hand at 30 June	419	525	633	715	683

District Court

Criminal Jurisdiction

	1999-00	2000-01	2001-02	2002-03	2003-04
Trials Registered	2,258	2,073	2,351	2,220	2,434
Trials Disposed	2,896	2,545	2,370	2,191	2,242
Trials on Hand	1,502	1,030	1,011	1,040	1,232
Sentence Matters Registered	1,102	1,368	1,556	1,439	1,481
Sentence Matters Disposed	1,135	1,318	1,482	1,375	1,435
Sentence Matters on Hand	308	358	432	496	542
Appeals ¹ Lodged	6,334	5,119	5,463	5,691	5,847
Appeals ¹ Disposed	7,039	5,444	5,379	5,534	5,881
Appeals ¹ on Hand	1,158	833	917	1,074	1,040

¹Appeals can be against the guilty verdict or against the severity of the sentence.

Civil Jurisdiction²

	1999-00	2000-01	2001-02	2002-03	2003-04
Statements of Claim	14,726	17,410	19,089	8,719	7,807
Disposals	13,022	12,954	15,966	16,401	10,154
Pending	15,620	20,281	23,115	15,433	8,668 ³

² Figures are adjusted on the basis of regular stock takes, hence inputs and outputs will not necessarily balance with pending figures. In 2003 a system error, which had inflated the pending caseload, was identified

³ At the end of 2003, residual jurisdiction matters from the former Compensation Court were included into the pending caseload. Also a system error, which had inflated the pending figure, was identified and a manual stock take of all matters on hand resulted in a significant adjustment.

Industrial Relations Commission

	1999-00	2000-01	2001-02	2002-03	2003-04
Total Cases Filed	6,792	7,653	8,079	7,216	7,753
Total Cases Finalised	6,870	7,492	7,791	7,192	7,451
Cases on Hand (as at 30 June)	3,724	3,885	4,173	4,197	4,499

Land and Environment Court

	1999-00	2000-01	2001-02	2002-03	2003-04
Classes 1, 2 & 3					
Registrations	1,635	1,317	1,444	1,393	1578
Finalisations	1,719	1,630	1,440	1,382	1639
Matters pending at 30 June	-	-	839	842	781
Classes 4, 5, 6 & 7					
Registrations	194	364	455	447	365
Finalisations	256	357	420	453	422
Matters pending at 30 June	-	-	281	271	210

Local Court⁴

	1999-00	2000-01	2001-02	2002-03	2003-04
Local Court General Matters^{5,6}					
New Matters	244,988	257,020	246,989	232,578	240,288
Finalised Matters	244,300	243,967	232,442	228,913	239,503
Matters on Hand (30 June)	27,423	39,235	41,389	28,765	29,161
Children's Court (Criminal)					
New Matters	18,545	18,024	17,270	19,505	18,235
Finalised Matters	20,059	16,355	15,830	19,284	18,454
Children's Court (Care)					
New Matters	3,236	3,272	3,143	3,256	2,736
Finalised Matters	3,027	3,018	2,480	2,646	2,314
TOTAL, Children's Court Matters					
New Matters	21,781	21,296	20,413	22,761	20,971
Finalised Matters	23,086	19,373	18,310	21,930	20,768
Matters on Hand (30 June)	3,573	5,850	5,049	2,891	2,888
Family Law Matters					
New Matters	10,631	9,975	10,221	10,247	9,332
Finalised Matters	10,644	9,961	10,151	10,182	9,137
Matters on Hand (30 June)	1,088	1,132	1,281	1,332	1,493
Civil Claim, Small Claims⁷					
New Matters	7,202	10,904	12,674	11,962	9,889
Finalised Matters	5,547	5,770	9,067	10,180	9,403
Matters on Hand (30 June)	5,673	10,509	13,624	14,275	3,559
Civil Claim, General Division⁷					
New Matters	4,729	3,776	4,719	4,695	3,843
Finalised Matters	4,473	3,944	4,066	4,253	3,305
Matters on Hand (30 June)	2,584	2,384	2,993	3,498	1,851
TOTAL, Civil Claims Matters⁷					
New Matters	11,931	14,680	17,393	16,657	13,732
Finalised Matters	10,020	9,714	13,133	14,433	12,708
Matters on Hand (30 June)	8,255	12,893	16,617	17,773	5,410
Statement of Claims	175,390	170,681	161,175	162,142	142,521
LOCAL COURTS, ALL MATTERS					
New Matters	289,331	302,971	295,016	282,243	284,323
Finalised Matters	288,050	283,015	274,036	275,458	282,116
Matters on Hand (30 June)	40,339	59,110	64,336	50,761	38,952
Median waiting time	14	14	12	12	11
APPREHENDED VIOLENCE					
Applications issued					
Personal Violence	14,021	14,043	13,601	13,641	12,296
Domestic Violence	22,392	33,295	31,698	32,864	31,314
Total	36,413	47,338	45,299	46,505	43,610
Final Orders Made					
Personal Violence	7,402	6,726	6,441	6,942	6,240
Domestic Violence	16,322	18,105	17,509	18,901	18,157
Chamber Interview Service					
	149,125	149,448	148,793	148,672	138,919

⁴ The Local Court figures for pending cases will not always reconcile with associated filing and disposal figures due to limitations of the reporting systems.
⁵ Local Court General matters include matters not necessarily counted in other agencies statistics such as committal proceedings, warrants, breach of bond, appeals against RTA decisions, and applications for apprehended violence orders.
⁶ There has been an adjustment in the counting basis for ease of comparison with other jurisdictions for 2002/03 onwards. This has reduced the number of general matters by approximately 30,000.
⁷ A system error, which had inflated the civil pending caseload, was identified during 2003-04. A subsequent stocktake of the pending civil caseload resulted in a significant adjustment to the figures.

Supreme Court⁸

COMMON LAW DIVISION

	1999-00	2000-01	2001-02	2002-03	2003-04
Criminal list					
New matters	113	131	123	115	131
Disposals ⁹	152	147	143	88	129
Matters on hand (as at 30 June)	121	99	83	86	89
Civil list¹⁰					
New matters	3,910	4,836	4,500	3,842	4,393
Disposals ¹¹	4,432 ¹²	4,937	5,405	4,191	4,365
Matters on hand (as at 30 June) ¹³	3,053	4,895	3,846	3,613	3,380

⁸ The Supreme Court figures for pending cases will not always reconcile with associated filing and disposal figures due to limitations of the caseload reporting systems. For example, the pending caseload figures include cases that have been re-opened after judgment.

⁹ For 2001-02, the disposals figure represents disposals to plea, verdict or other finalisation; in previous years, it represents disposals to sentence or other finalisation.

¹⁰ Prior to 2000-01 the figures do not include "related issues" cases where the files were held at regional registries.

¹¹ Prior to 2000-01 this figure does not include matters disposed of by default judgment.

¹² Includes the large initial cull (pursuant to Part 32A of the Supreme Court Rules) of inactive proceedings. The Registry now culls inactive cases regularly.

¹³ For 1999-00 this figure does not include matters progressing to disposal by default judgment.

EQUITY DIVISION

	1999-00	2000-01	2001-02	2002-03	2003-04
Equity Lists¹⁴					
New matters	4,535	4,779	5,515	5,761	6,142
Disposals ¹⁵	2,918	4,941	5,726	5,662	6,005
Matters on hand (as at 30 June)	3,698	3,477	3,271	3,386	3,835
Probate List (non-contentious matters)					
Applications filed	19,424	20,962	20,833	22,152	22,408
Waiting times ¹⁶	2 days	2 days	1-2 days	1-2 days	2 days

¹⁴ Excludes non-contentious probate matters.

¹⁵ For 1999-00 the figure does not include disposals by judges and masters in Equity List, corporations and contentious probate cases.

¹⁶ If an application complies with all requirements when first presented, the Court will make the grant of probate within this time.

COURT OF CRIMINAL APPEAL

	1999-00	2000-01	2001-02	2002-03 ¹⁷	2003-04
Appeals lodged	902	879	931	333	573
Appeals disposed	827	940	989	745	562
Matters on hand (as at 30 June)	773	712	654	242	273

¹⁷ On 1 July 2002 new criminal appeal procedures came into effect. Appeals must now be filed when the grounds of appeal are settled, not before. This has greatly reduced the number of appeals that are disposed by abandonment or withdrawal.

COURT OF APPEAL¹⁸

	1999-00	2000-01	2001-02	2002-03	2003-04
New matters	659	512	699	737	764
Disposals	714	543	819	669	721
Matters on hand (as at 30 June)	567	421	420	485	529

¹⁸ From 2000-2001 the figures exclude "holding appeals" that did not progress to a formal appeal. For 1999-00 and 2000-01, the figures exclude applications for leave to appeal that were refused.

Note: The information in this appendix has been updated for all years when more accurate information has become available.

APPENDIX 6 DISABILITY STRATEGIC PLAN 2003-05

In January 2003 the Attorney General's Department launched its third Disability Strategic Plan (DSP), building on the foundations of its first two DSPs. Below are highlights of the plan's first year of implementation.

1. Services and Programs

To provide and adapt services and programs to ensure people with disabilities do not experience discrimination as users of departmental services, as service providers or as staff, and meet and support their particular needs for services and support.

Targets

- The Disability Advisory Council (DAC) is satisfied with the Department's progress in implementing the DSP.
- Programs and services for people with disabilities are improved through the Flexible Service Delivery (FSD) program.
- Key aspects of the DSP are included in business centre plans and performance agreements.

Achievements

- The DAC met quarterly and has provided the Department with strategic advice on the implementation of the DSP.
- The DSP coordinator and Director General submitted periodic updates on the DSP implementation to the DAC and internal steering committee.
- During the third year of the FSD training program roll out, eight service delivery sites the Office of the Legal Services Commissioner, Registry of Births Deaths and Marriages, Dust Diseases Tribunal, Legal Practitioners' Admissions Board, Attorney General's libraries, Office of the Public Guardian, Crown Solicitor's Office and Information Technology Services participated at a cost of \$142,000.
- Several of the above business centres hosted FSD community consultations to examine how to make their core business more accessible.
- Six local action plans have been or are nearing completion based on community feedback.
- Implemented many actions to increase access to our services, such as topic specific consultations, physical access improvements at a local level, infrared systems in court and accessible website advice on services available.
- Monitored business centres' disability strategies within their business plans.

2. Access to the Justice system

To adopt practices within the justice system which ensure people with disabilities are treated equally by the law and have equal access to legal services.

Targets

- Coordinate and integrate disability issues across justice agencies (see Justice Portfolio: Disability Action Plan).
- Continue advancing the legislative policy development process to implement the Law Reform Commission's Report # 80.
- Promote a range of legal and departmental practice improvements that assist people with disabilities.
- Continue preparing legislation to promote non-discriminatory practice and non-discriminatory language.
- Develop a way for people with disabilities to formally notify the Department's services and programs when they require reasonable adjustments to enable access to our services.
- Remove all direct and indirect discriminatory practices in relation to people with disabilities who are called to jury service are removed.

Achievements

- Secured agreement from Criminal Justice CEOs on a Justice sector - disability action plan.
- Prepared recommendations for the Attorney General on issues relating to people with intellectual disabilities raised by the LRC Report # 80:
- Issues relating to Mental Health (Criminal Procedure) Act 1990 (NSW) and the Mental Health Act 1990 (NSW).
- Provided advice to the Judicial Commission of NSW on the development of a disability resource kit for judicial officers.
- Hosted community-wide roundtable on capacity assessment looking at issues for people who have difficulty making decisions. Over 100 community and professionals attended what is the beginning of a policy development process.
- Included issues of juveniles with disabilities in young adult conferencing pilot and cabinet minute.
- Reflected current disability language in revised uniform civil court rules.
- Conducted FSD training to Crown Solicitor's Office staff to ensure advice prepared is non-discriminatory.
- Provided information sessions on disability awareness issues and court provisions required by people with disabilities to National Judicial College of Australia participants and students of Newcastle Law School.
- Continue delivering courtroom evidence via real-time captioning and synthesised speech for deaf witness.
- The Law Reform Commission completed a discussion paper reviewing the legislative status of people who are deaf or blind as jurors and began consultations.

3. Access to buildings and facilities

To provide and adapt buildings, facilities and services to ensure people with disabilities do not experience discrimination as either users of departmental services, as service providers or as staff, and meet and acknowledge their particular needs for services and support.

Targets

- Ensure that facilities comply with AS1428 part 2 and the Disability Discrimination Act (Commonwealth) 1992 (DDA).
- Expend a dedicated capital budget of at least \$250,000 per annum on the Access Improvement program.
- Address business continuity plans issues for people with disabilities by the end of 2003.
- Address the access to all computer application and interface requirements of people with disabilities, both staff and clients.
- Provide at least one accessible court building where a person with a mobility impairment can serve as a juror within each jury district.

Achievements

- Complied with AS1428 part 2 and the DDA for all asset management access improvements. The Department requires approval in the event that a project cannot comply with these provisions.
- Expended \$270,000 on the access improvement program to improve compliance with AS1428.2. Courthouses included Ballina, Manly, Mullumbimby, Ryde, Taree, Lismore, Woy Woy, Bourke, Cobar, Cootamundra, Glebe Coroner's, Moruya and Bombala.
- Spent \$1 million on access provisions for the Chief Secretary's building on mainly lifts and accessible toilets.
- Continued work to review and update emergency procedures with local court registrars and sheriff's offices.
- Offered two web author training sessions that focused on website access.
- Conducted a tailored FSD training session to senior management of information technology services.
- Provided advice and referrals of computer-based accessibility experts to Courtlink management regarding the need to integrate independent access.
- Developed plans to improve accessibility for jurors at Albury Courthouse. Construction scheduled for 2004-05.

4. Communications

To provide effective means of communicating information about all departmental services and activities for people with disabilities, and to enable them to communicate effectively before the courts and in departmental programs, using appropriate communications practice, media and technologies.

Targets

- Ensure that ACCESSlink is available and up-to-date.
- Provide public education and information about our services to the disability community and legal circles.
- Ensure that departmental staff are able to provide information in alternative formats and assistive hearing equipment as required.
- Ensure the Department's internet, intranet and e-commerce services are provided in accessible formats and comply with W3C and HREOC guidelines by June 2003.
- Ensure completion of courtroom acoustic audits and a plan for remediation by December 2004.
- Ensure departmental staff are able to access specialist advice in order to obtain adaptive technology to meet client needs.
- Monitor where possible hearing assistance equipment requests and successful usage.

Achievements

- Updated the Department's ACCESSlink and promoted it through an induction program and in other training courses.
- Updated advice on how to prepare mainstream information in accessible and alternative formats in the Department Style Guide and intranet site – ACCESSlink.
- Produced multimedia video for people with cognitive disabilities about going to court.
- Continued to review internet and intranet sites for W3C access compliance and offered two workshops that focused on accessible website design within the Department.
- Updated ACCESSlink to include troubleshooting advice for TTY difficulties and on other adaptive technology.
- Developed a disability unit intranet website which centralised advice for staff and managers and employees with disabilities.

5. Employment and careers

To develop policies and practices that meet the Department's responsibilities as an EEO employer, comply with the requirements of the Anti-Discrimination Act 1977 (NSW), and the Disability Discrimination Act (Commonwealth) 1992 and actively encourage employment, career opportunities and career progression for people with disabilities.

Targets

- Remove discriminatory practices from job requirements, employment conditions, human resource policies and practices.
- Increase percentage of staff with disabilities (as defined by the Office of the Director of Equal Opportunity in Public Employment guidelines) who use reasonable adjustment to 4%.
- Ensure there is an overall increase in motivation of staff with disabilities as measured by a departmental employee survey.

Achievements

- Removed discriminatory requirements as employment policies and practices were reviewed and position descriptions were developed and evaluated.
- Monitored the right to dignity at work program and its impact on staff with disabilities.
- For participation rates of people with disabilities who use reasonable adjustments, refer to Appendix 11 page 150.
- Monitored staff reasonable adjustment requirements.

6. Staff training

To ensure staff of the Attorney General's Department are adequately trained to provide effective and non-discriminatory services and employment options for people with disabilities.

Targets

- Ensure that 75% of staff have participated in a disability awareness training course by the end of 2004.
- Develop a specific training course for managers and supervisors to explore the management of staff with disabilities by January 2005.
- Ensure that all client service courses include practical components from the flexible service delivery training program.
- Ensure that the percentage of people with disabilities participating in training courses increases by 10%.
- Ensure that people with disabilities have access to participate in generally offered courses.

Achievements

- Provided six disability awareness training days for staff as part of the annual training program.
- Trained over 80% of all staff in disability awareness issues.
- Ensured that training in the DSP and FSD is mandatory for all new staff as part of the induction program.
- Ensured that all client service courses incorporate awareness of ACCESSlink and serving clients with a disability.
- Trained recruitment and selection panels in aspects of disability awareness and reasonable adjustment.
- Ensured that online nominations for training invite participants to advise if they have any disability related requirements.
- Identified 5.7% of all training participants as having a disability.

7. Consultation and participation

To provide an open, consultative environment in the Department to ensure that people with disabilities are consulted on all matters relating to their interests and have the opportunity to participate in key decision-making forums within the Department.

Targets

- Ensure that the DAC remains satisfied with the consultation process used to ascertain views of the Council, disability community, clients and staff on issues affecting people with disabilities.
- Ensure that every business centre has mechanisms in place to consult with people with disabilities.
- Ensure the Department's complaints procedures are accessible to people with disabilities.

Achievements

- See Item 1: Access to Services and Programs.
- Five business centres hosted community consultations during their participation in FSD.
- Made advice available on ACCESSlink on how to consult with people with disabilities.

8. Best practice management

To adopt management practices and provide sufficient resources (money, people, skills and facilities) within the Department that reflect or establish best practice in meeting the responsibilities of government agencies generally, and of our own organisation in particular, in meeting the needs and protecting the rights of people.

Targets

- Include key aspects of the DSP in business centres' business plans and performance agreements.
- Rigorously manage the implementation of the disability strategic plan and review it annually by the internal steering committee.
- Have the Attorney General's Department used as a reference point by other government agencies.

Achievements

- Assessed business centre plans during the business planning process to sight disability awareness strategies.
- Maintained the profile of disability issues in the Department by ensuring bimonthly coverage in the newsletter, AGENDA and in Infolink, the Department's intranet.
- The internal steering committee conducted bi-annual reviews of the DSP implementation.
- Provided advice and assistance to the National Judicial College of Australia, Police NSW, Office of the Director of Public Prosecutions, Department of Juvenile Justice, NSW Legal Aid Commission, NSW Corrective Services, NSW Judicial Commission, NSW Housing, NSW Department of Ageing Disability and Home Care and other government departments on implementing disability awareness staff training programs and disability initiatives including action plans.

APPENDIX 7 DISPOSAL OF PROPERTY

The Department has finalised the sale of vacant land at Wagga Wagga for \$300,000 plus GST. As we did not receive any bids at auction, the sale was by private treaty. Settlement took place in July 2004.

We have finalised the sale of a residence at Gunnedah for \$72,000, which was also by private treaty as the reserve price was not reached at auction. Settlement took place in July 2004.

We are working towards further rationalising our residential portfolio and aim to achieve sales in Moree, Griffith and Inverell over the next 12 to 24 months.

APPENDIX 8 EMPLOYEE WAGE MOVEMENTS

Crown Employees (Public Service - Salaries January 2002) Award

The Crown Employees (Public Service Salaries January 2002) Award was made in the Industrial Relations Commission of NSW on 6 December 2001. The award expired on 30 June 2004.

The award provided for increases of five per cent in salaries for classifications that are listed in Schedule A of the Award from the first pay period from 1 July 2003. Classifications of employees covered in schedule A include:

- Clerks
- Clerical Officers
- Court Officers
- Departmental Professional Officers
- Legal Officers
- Sound Reporters
- Sheriff's Officers
- Librarians
- Senior Officers
- Tipstaves

Treasury funded two per cent of the five per cent increase, the balance of which was dependent upon savings generated from workplace reform. Staff and the unions were consulted on the workplace reforms.

APPENDIX 9 ENTERPRISE INDUSTRIAL RELATIONS

Union representation

The Department's staff are represented by the Public Service Association of NSW (PSA). The Department no longer has an ongoing connection with the Australian Medical Salaried Officers' Federation (NSW) as a result of the closure of the Compensation Court of NSW.

The Peak Consultative Committee (PCC) comprises the Department's Director General and Director Corporate Human Resources and representatives of the PSA. The PCC meets every two months.

Matters impacting on individual business centres are dealt with through local consultative committees. If these committees are unable to resolve the matter then the PCC will be asked to assist.

Crown Employees (Public Sector - Salaries January 2002) Award

The Department has continued to progress five key sector-wide priorities identified in the Memorandum of Understanding entered into in March 2000 between the NSW Government, the PSA and other public sector unions:

- Improved Service Delivery
- Review the legislative and employment framework
- Advance NSW as a digital state
- Continue corporate services reform efficiencies
- Provide modern structures and pay systems.

The Department will continue to progress the initiatives already commenced and reported upon in previous years, which are:

- Use of productivity and other measures
- Active performance management across the Department
- Implementation of strategies to reduce workers' compensation costs.

Flexible Working Hours

A review of the Flexible Working Hours pilot was undertaken. The review established that no clear benefit has been identified for the Department. The Department reverted to the award conditions 7 October 2003 (Clause 20 of the Crown Employees (Public Sector Conditions of Employment Award) 2002).

The Department is continuing to negotiate with the PSA under Clause 10 of the Crown Employees (Public Sector Conditions of Employment Award) 2002 to establish a new flexible working hours arrangement for staff covered by the provisions of that award.

The following classifications are not covered by flexible working hours arrangements under the Award:

- Sheriff's Officers
- Court Reporters
- Ministerial Office Staff; Ministerial Appointees
- Parramatta Extended Registry Staff
- Office of the Protective Commissioner and Public Guardian staff and casual employees.

Sheriff's Officers and Office of the Protective Commissioner and Public Guardian staff have their own separate flexible working hour's agreement in place.

APPENDIX 10 EQUAL EMPLOYMENT OPPORTUNITY AND STAFF NUMBERS

Trends in the representation of EEO groups¹

EEO group	Benchmark or target	% of total staff ²			
		2001	2002	2003	2004
Women	50%	64	64	64	65
Aboriginal &/or Torres Strait Islander	2%	1.9	2.5	2.3	2.7
People whose first language was not English	19%	16.7	16.6	16	15.7
People with a disability	12%	7.2	7.4	7	6.5
People with a disability requiring work adjustments	7%	2.5	2.7	2.6	2.4

Trends in the distribution of EEO Groups¹

EEO group	Benchmark or target	Distribution Index ³			
		2001	2002	2003	2004
Women	100	N/A	N/A	93	96
Aboriginal and/or Torres Strait Islander	100	N/A	N/A	85	89
People whose first language was not English	100	N/A	N/A	95	95
People with a disability	100	N/A	N/A	99	100
People with a disability requiring work adjustments	100	N/A	N/A	103	100

Notes

¹ Staff numbers as at 30 June.

² Excludes casual staff and ministerial staff.

³ A distribution index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO 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 EEO group is less concentrated at lower salary levels.

N/A Distribution index not available.

APPENDIX 11 ETHNIC AFFAIRS PRIORITY STATEMENT

Through Our Commitment to the Community and the Ethnic Affairs Priority Statement, the Department continues to strive to increase satisfaction among our clients and ensure access to services.

To achieve these goals, we have implemented a range of initiatives during 2003-04 designed to enhance services for people from culturally and linguistically diverse communities (CALD) at both the corporate and local level.

Many of our services have developed website-based information pages this year about their services including the availability of interpreter services for hearings and information. Examples include the Land and Environment Court and Industrial Relations Commission.

The Registry of Births Deaths and Marriages has commissioned community language-based signage for their office.

Our Corporate Development and Training Unit offers a range of training programs for departmental staff in cross cultural communication skills, working with interpreters, and understanding racism. Over 372 staff participated in these courses this year.

Ethnic communities continue to participate on departmental committees and in consultation processes, including the:

- Victims of Crime Inter-agency Group, which is attended by the Community Relations Commission
- Office of the Public Guardian and Office of the Protective Commissioner meeting with the Chinese, Russian, Greek, Bosnian, Macedonian and Serbian communities
- Disability Advisory Council, which is attended by the Multicultural Disability Advocacy Association.

In 2003-04 the Violence Against Women Specialist Unit developed the following initiatives to create a more inclusive service for culturally and linguistically diverse (CALD) communities:

- The Safe Families Kit was distributed statewide. Designed to be implemented in a multilingual setting, the kit is a pictorial resource developed in western Sydney and provides information on domestic violence and the law for recently arrived immigrants.
- Diverse Women Against Violence and Abuse. This Central Coast project developed a multilingual poster and card with information for women from CALD backgrounds. The project also included the development of a flipchart for service providers on working with women from CALD backgrounds.
- Divinity Through Family Harmony. This forum was held for Pacific Islander communities in western and south western Sydney. We invited key religious and community leaders to the forum to develop strategies to raise community awareness of the issue. We will follow up the identified strategies during 2004-05.
- The Tamil Family Harmony Project. This western Sydney project works with the Tamil community to develop resources and events such as community radio programs, leaflets, women and family picnics to raise awareness of domestic violence within the Tamil community.
- Not Just Ramps and Multilingual Posters. Aimed at generalist service providers, this western Sydney project provided information and training on issues for CALD women and women with a disability who have experienced domestic violence.

- From Beauty Queens To Domestic Violence. This Illawarra project investigated the unique way in which Filipino women's groups provide support to Filipino women who have experienced domestic violence. This project culminated in a paper being presented to the NSW Health Diversity in Health 2003 conference.

The Department's Crime Prevention Division (CPD) is involved in a number of community initiatives, including:

- the development of a number of fact sheets for CALD communities about crime and crime prevention for south western Sydney. The fact sheets will be produced in 2004
- the Muslim Women's Association for the Muslim Women's Support project aims to:
 - build the capacity of Muslim women and young people to deal with racial and religious discrimination and violence
 - improve access of the target group to agencies such as the NSW Anti-Discrimination Board, NSW Police, migrant resources centres and Muslim service providers
 - build the capacity of support agencies to respond to Muslim women who have experienced race and/or religious based violence and discrimination.

The needs of Community Justice Centres' customers were addressed through several initiatives, such as:

- 40 mediators attending a cross communications skills course and receiving training in how to work with interpreters
- selecting mediators to reflect the demographics of the communities that the centre serves, for example, within the Bankstown mediator panel, there are over 14 community languages spoken
- providing interpreters, if required
- making available information in 20 languages in Community Justice Centre pamphlets and on the website.

Victims Services offers a range of assistance to clients from diverse cultural backgrounds, including:

- making available telephone interpreter assistance for victims of violent crime in 19 languages
- translating Victims Services Charter of Victims Rights into 23 community languages
- paying for the cost of an interpreter for approved counselling sessions. Of the 355 counsellors approved to provide counselling services, 66 are able to provide this service in 36 languages other than English
- providing interpreters at restitution and appeal hearings, if requested
- coordinating a strategy to increase the awareness of victims of crime from non-English speaking backgrounds about their services and entitlements
- holding a series of information forums with two migrant resource centres and presenting a victims' services information session at a NSW Police workshop for officers who work with CALD communities.

In 2003-04 the Anti-Discrimination Board (ADB):

- redesigned its information sheet on discrimination and ensured it is available in 24 languages. This fact sheet is now more easily accessible to the community on its website and can be easily printed from home or community computers
- uses telephone interpreters and in-house Community Language Allowance Scheme (CLAS) approved interpreters to meet the language needs of clients

- continued to meet with and present to community groups. In meeting this integrated activity, staff attended community meetings and information fair days to provide advice and distribute appropriate fact sheets. An example of this work was when the ADB liaised with and presented to outworkers within the garment industry to inform them of their rights and responsibilities, and also presented to a skilled migrant network on discrimination in the workplace
- conducted its training sessions and ensured the engagement of appropriate interpreters and delivered information using plain English.

The Offices of the Protective Commissioner and the Public Guardian:

- hosted community education and consultation sessions with people from culturally and linguistically diverse groups
- provided interpreter services when required for their clients and OPC has increased the number of staff who receive the CLAS allowance from two to 14, covering 12 community languages.

LawAccess NSW:

- provides a translating and interpreter service for customers whose first language is not English. Customers can speak to LawAccess NSW through an interpreter by calling 131 450 and asking the interpreter to contact LawAccess NSW. Some documents are also available on its website in languages other than English
- provides a client survey which has identified that 20 per cent of their clients were born overseas, including people from 46 different nationalities. While 14 per cent of their clients speak a language other than English at home, only one per cent indicated they would prefer to communicate with LawAccess through an interpreter and 92 per cent of their clients were highly satisfied with their services. This satisfaction level was similar between people who were born in Australia, overseas and indigenous peoples
- staff attended a cross-cultural communication training course and a two hour refresher course on how to work with telephone interpreters more effectively.

Local Courts provides:

- 35 courthouse outreach services at 51 external locations. Outreach services cater to meet the needs of isolated communities, but also people from non-English speaking backgrounds – especially refugees – who may be reluctant to approach a court for assistance because of negative experiences or perceptions
- a memorandum of understanding with the Community Relations Commission of NSW to ensure that the following categories of clients from a non-English background have access to interpreter services on a fee exempt basis, including:
 - all criminal defendants (adult and juvenile)
 - parents and guardians of young people for both criminal and care matters
 - all defence witnesses
 - all applicants for apprehended violence orders
 - all Chamber Magistrate interviews (except for civil matters).

For other categories of matters (driver's licence appeals, personal violence, family law) Local Courts meet the cost of interpreter provision.

The Department has:

- continued its work with the Community Relations Commission and the University of Western Sydney to implement the Interpreters and the Law program, which aims to improve the skills of interpreters who wish to work in the NSW courts and tribunals. About 346 specialist interpreters, speaking 53 community languages, including Auslan (Australian Sign Language), are now available to work in NSW Courts and Tribunals
- supported a joint Community Relations Commission and NSW Police initiative which allows the police to make direct interpreter bookings for a client who requires a court appearance. These arrangements ensure that defendants do not have to spend additional time in custody due to the lack of an interpreter at their first appearance date.

The Sheriff's Office:

- requires all 250 sheriff's officers to attend a two-hour module this year on cross cultural communication skills as part of their new Sheriff's Mandatory Annual Refresher Training program
- Jury Service program has initiated several strategies for people from culturally and linguistically diverse people who may be called for jury service so they can consider their own suitability for jury service. It also pays a meal allowance for those with culturally specific dietary requirements.

APPENDIX 12 FREEDOM OF INFORMATION

The Department received 23 freedom of information (FOI) applications during the year, 19 of which were finalised at the time of writing. We brought four applications forward from the last reporting period and withdrew one.

We did not make any decisions to refuse access in entirety to documents received in the personal category. On three occasions we used exemptions under the Act to refuse in entirety requests for access to non-personal documents.

Issues from FOI requirements

We receive many requests for access to documents that fall outside the framework of the legislation or that are otherwise misdirected. In these cases the applicant was provided with an appropriate referral with an explanation of the FOI process and when necessary, the relevant portions of the Act were explained.

The previously reported trend has continued where a considerable amount of time is spent by departmental officers answering FOI inquiries by members of the public who hold a view that the Department is responsible for the FOI Act.

The June 2003 Statement of Affairs and the June 2003 Summary of Affairs is available on the Department's website (www.lawlink.nsw.gov.au) or by contacting the Community Relations Division.

Freedom of Information Statistics

Section A: Numbers of new FOI requests

Information relating to numbers of new FOI requests received, those processed and those incomplete from the previous period.

FOI Requests	Personal		Other		Total	
	02-03	03-04	02-03	03-04	02-03	03-04
A1 New (including transferred in)	11	8	6	11	17	19
A2 Brought forward	1	4	0	0	1	4
A3 Total to be processed	12	12	6	11	18	23
A4 Completed	7	11	6	7	10	18
A5 Transferred out	1	0	0	0	1	0
A6 Withdrawn	0	0	0	1	0	1
A7 Total processed	11	11	6	8	18	19
A8 Unfinished	4	1	0	3	4	4

Section B: What happened to completed requests?

Results of FOI Requests	Personal		Other		Total	
	02-03	03-04	02-03	03-04	02-03	03-04
B1 Granted in full	2	3	1	1	3	4
B2 Granted in part	4	8	1	3	5	11
B3 Refused	4	0	4	3	8	3
B4 Deferred	2	0	1	0	3	0
B5 Completed	12	11	7	7	19	18

Section C: Ministerial Certificates

Number issued during the period.

Ministerial Certificates	02-03	03-04
C1 Ministerial Certificates Issued	0	0

Section D: Formal consultations

Number of requests requiring formal consultations (issued) and total number of formal consultations for the period.

Formal Consultations	No. of requests requiring consultations (issued)		Total number of formal consultations	
	02-03	03-04	02-03	03-04
D1 No. of requests requiring formal consultations	2	3	2	3

Section E: Amendment of personal records

Number of requests for amendment processed during the period.

Result of amendment	Total	
	02-03	03-04
Request		
E1 Result of amendment – agreed	0	0
E2 Result of amendment – refused	0	0

Section F: Notation of personal records

Number of requests for notation processed during the period.

Notation of personal records	Total	
	02-03	03-04
F1 No. of requests for notation	0	0

Section G: FOI requests granted in part or refused

Basis of disallowing access – Number of times each reason cited in relation to completed requests that were granted in part or refused.

Basis of disallowing or restricting access	Personal		Other		Total	
	02-03	03-04	02-03	03-04	02-03	03-04
G1 section 19 – application incomplete, wrongly directed	2	4	0	5	2	9
G2 Section 22 – deposit not paid	0	0	0	0	0	0
G3 Section 25(1)(a1) – diversion of resources	0	0	0	0	0	0
G4 Section 25(1)(a) – exempt	2	3	0	7	2	10
G5 Section 25(1)(b)(c)(d) – otherwise available	0	0	0	2	0	2
G6 Section 28(1)(b) – documents not held	3	1	2	1	5	2
G7 Section 24(2) – deemed refused, over 21 days	0	0	0	0	0	0
G8 Section 31(4) – released to Medical Practitioner	0	0	0	0	0	0
G9 Totals	7	8	2	15	9	23

Section H: Costs and fees of requests processed

Costs	Assessed Costs		FOI fees received	
	02-03	03-04	02-03	03-04
H1 All completed requests	\$1530.00	\$ 8530.00	\$225.00	\$800

Section I: Discounts allowed

Numbers of FOI requests processed during the period where discounts were allowed.

Type of discount allowed	Personal		Other	
	02-03	03-04	02-03	03-04
I1 Public Interest	0	0	0	0
I2 Financial hardship – pensioner/child	2	3	0	0
I3 Financial hardship – non-profit organisation	0	0	0	0
I4 Totals	2	3	0	0
I5 Significant correction of personal records	0	0	0	0

Section J: Days to process

Number of completed requests by calendar days (elapsed time) taken to process.

Elapsed time	Personal		Other	
	02-03	03-04	02-03	03-04
J1 0–21 days	8	0	3	0
J2 22–35 days	2	11	5	0
J3 Over 35 days	1	0	0	7
J4 Totals	11	11	6	7

Section K: Processing time

Number of completed requests by hours taken to process.

Processing hours	Personal		Other	
	02-03	03-04	02-03	03-04
K1 0–10 hours	8	0	4	0
K2 11–20 hours	2	3	2	2
K3 21–40 hours	0	8	0	2
K4 Over 40 hours	0	0	0	3
K5 Totals	11	11	6	7

Section L: Reviews and Appeals

Number finalised during the period

Reviews and Appeals	Total	
	02-03	03-04
L1 Number of internal reviews finalised	1	3
L2 Number of Ombudsman reviews finalised	1	0
L3 Number of ADT appeals finalised	0	3

Details of Internal Results

In relation to internal reviews finalised during the period.

Bases of internal review	Personal				Other			
	Upheld		Varied		Upheld		Varied	
	02-03	03-04	02-03	03-04	02-03	03-04	02-03	03-04
L4 Access/Amendment refused	1	2	0	0	0	1	0	3
L5 Deferred	0	0	0	0	0	0	0	0
L6 Exempt matter	0	0	0	0	0	0	0	1
L7 Unreasonable charges	0	0	0	0	0	0	0	0
L8 Charge unreasonable incurred	0	0	0	0	0	0	0	0
L9 Withdrawn	0	0	0	0	0	0	0	0
L10 Totals	1	0	0	0	0	1	0	4

APPENDIX 13 FUNDS GRANTED

Victims Services

Mission Australia Victim Support Service

Amount of grant: \$188,000 plus GST

Sydney City Mission (now known as Mission Australia) successfully tendered for funding to establish a victim support service in 1992 that offers:

- a 24-hour victims' support line in conjunction with the Victims of Crime Bureau – a telephone service to provide victims with information, support and referral
- face-to-face counselling
- community education
- networking with groups who have special needs.

Victims of Crime Assistance League – Hunter (VOCAL)

Amount of grant: \$115,769 plus GST

The VOCAL (Hunter) service offers:

- information and support for victims of crime and victims of road trauma within the Hunter region
- support groups for victims
- court preparation and support to assist victims of crime prepare for court and to accompany victims when attending court
- community education to raise awareness of victims' needs and supports.

Mission Australia – Families and friends of missing persons telephone information, referral and support service

Amount of grant \$83,663 plus GST

The grant provides for a telephone information, referral and support service to families and friends of missing persons. The service operated 365 days per year, 9.00 am to midnight.

Mental Health Association NSW – Mental Health Information Project

Amount of grant \$14,029 plus GST

The grant provides for the development of a website focused on the mental health issues facing families and friends of missing persons.

A booklet containing relevant information from the site was published and distributed for those families and friends of missing persons without internet access.

Crime Prevention Division

Safer Communities Development Fund

Expenditure from the Safer Communities Development Fund (SCDF) budget for 2003-04 was \$1,623,924. The fund supports the Safer Communities Development program, established in response to Parts 3 and 4 of the Children (Protection and Parental Responsibility) Act 1997. All grants awarded from the SCDF are for non-recurrent costs.

There are three categories of grants available under the SCDF:

Operational area grants – available to local councils that have had an operational area established in the local government area (LGA) under part 3 of the Act. Funding is available to support local crime prevention initiatives that reduce the likelihood of young people being in public places in circumstances that place them at risk.

Safer community compact grants – available to local councils that have had local crime prevention plans endorsed as a safer community compact. The council can apply for funding to implement strategies from the endorsed plan.

Specific project grants – advertised when available and are open to community-based agencies. Specific project grants are developed by the Crime Prevention Division. They can be advertised as a general theme, around which applicants develop a project, for example, Aboriginal youth crime prevention grants; gay, lesbian, bisexual and transgender grants; or project specifications and outlines that are designed to guide the development of the application.

In addition to these categories, there is funding of joint projects with other government departments, which are generally one-off contributions towards community-based projects that have crime prevention as one of the main outcomes.

The funding process

Councils that have developed a local crime prevention plan can seek the Attorney General's endorsement as a Safer Community Compact, which enables councils to access the Safer Communities Development Fund.

The process of seeking endorsement of a local plan as a Safer Community Compact is different to the process of applying for an operational area.

The Attorney General receives advice from the Ministers for Police and Community Services before endorsing a Safer Community Compact. Once endorsed, it is gazetted and advertised in local newspapers.

When we receive an application for the Safer Communities Development Fund, a panel assesses it, together with at least two community representatives. Once approved by the Director General, grants from the fund are subject to a funding and performance agreement between the service provider and the Department.

Operational area grants

Ballina Street Beat

Ballina Youth Service

Amount of grant: 50,000

The Ballina Youth Service established the Street Beat Project to act as an advocacy, referral and crisis intervention service for young people. The additional funding this year has enabled the service to continue operating five nights a week.

Miyay Birray – Moree Streetbeat

Amount of grant: \$50,000

Miyay Birray established the Moree Streetbeat program in 1999, which aims to provide specialist youth workers and youth transport on the streets of Moree. This is the second year of funding and has enabled the service to operate seven nights a week.

Safer Community Compact grants

Coffs Harbour Safer Community Compact

Coffs Harbour City Council

Amount of grant: \$50,508

This is the second year of funding for Coffs Harbour City Council. The Coffs Harbour Crime Prevention Committee supports the development of the Coffs Harbour Crime Prevention plan which focuses on domestic violence, youth development, along with alcohol and other drug-related issues.

**Armidale Dumaresq Safer Community Compact
Armidale Dumaresq City Council**

Amount of grant: \$50,000

This is the third year of funding for the Armidale Dumaresq Crime Prevention plan. Funds support a project designed to establish a Community Cottage into the two social housing estates where the highest incidence of domestic violence is occurring.

**Fairfield Safer Community Compact
Fairfield City Council**

Amount of grant: \$30,000

This is the second year of funding the Fairfield Crime Prevention plan. This project seeks to reduce violence between young people and violence towards older people by building capacity of young people to have healthy relationships by providing a series of inter-active workshops that increase the participant's knowledge and understanding of healthy relationships and enhance interpersonal skills.

**Albury Safer Community Compact
Albury City Council**

Amount of grant: \$49,963

This is the third year of funding for the Albury City Council's crime prevention plan. The grant will support five projects under the Albury Safer Community Compact that incorporate a diverse range of crime prevention initiatives including early intervention and childhood and parenting support, young people and facilities, young people and motivation, counselling and support and business and environmental design issues.

**Orange Safer Community Compact
Orange City Council**

Amount of grant: \$42,600

This is the fourth year of funding for the Orange Crime Prevention plan. Key initiatives addressed will include enhancement of youth recreational projects and the training of women to conduct safety audits near hotels.

**Hastings Safer Community Compact
Hastings City Council**

Amount of grant: \$50,088

This grant will fund four projects within the Hastings Safer Community Compact. Funding will be used by Hastings City Council to employ a crime prevention officer, a secondary supply of alcohol program, a safer times project and evaluation of these projects.

**Manly Safer Community Compact
Manly City Council**

Amount of grant: 50,170

This is the third year of funding for the Manly Crime Prevention plan, which focuses on anti-social behaviour and alcohol-related crime. The Council has used the grant to introduce an integrated late night transport strategy and to assist in developing an alcohol accord for the LGA.

**Lake Macquarie Safer Community Compact
Lake Macquarie Shire Council**

Amount of grant: \$43,000

This is the second year of funding for the Lake Macquarie Shire Council's Crime Prevention plan. Council sought funding for 'The Van' project which aims to engage young people between 10 to 25 years in recreational activities with other peers and local police officers to deter crime and increase public safety. However, the broad target group is 12 to 18 years.

**Penrith Safer Community Compact
Penrith City Council**

Amount of grant: \$20,000

This is the second year of funding for the Penrith Valley Community Safety plan. Strategies focus on personal safety, anti-social behaviour and fear of crime. Funding will be used for the Cranebrook Town Centre: Sharing the Public Domain Project which will employ a specialist youth worker to meet with young people, identify their needs and issues and make recommendations to stakeholders who are implementing a strategic plan for the town centre.

**Canterbury Safer Community Compact
Canterbury City Council**

Amount of grant: \$49,080

Funding will be used to support three projects: Prevention of Sexual Assault cards, Your Choice program and an alternative arts program.

Bega Valley Council

Amount of grant: \$49,000

Funding will employ a crime prevention officer to address priority issues identified in the current Bega Valley Shire Safer Community Compact by building on and enhancing projects previously funded through the Safer Communities Development Fund.

Byron Shire Council

Amount of grant: \$45,000

Funding awarded will be used to support the operation of the 'Street Cruise' youth support program on Friday nights from 9.00 pm to 2.00 am, which will be operated by Byron Youth Services. The workers will be available to provide support and information to young people, assist with potentially volatile situations, and provide referral to other organisations.

Wollongong City Council

Amount of grant: \$49,000

The grant will support funding for five projects: 'Safer Times: Making licensed premises safer for women'; 'Bundaleer Women's project' targeting fear of crime among the housing estate's women residents; the 'Sex Worker project' targeting sex workers in Port Kembla; Public Behaviour in the Public Domain project and the Community Safety Week.

Hurstville City Council

Amount of grant: \$49,140

Funding will be used by Hurstville City Council to fund two projects. These are a sex-based harassment awareness program which involves training sessions for all school principals and key PDHPE and welfare personnel to ensure that the program is successfully implemented throughout the region. The other is the 'Walk The Talk Youth Outreach Project' which aims to engage young people in the management and use of public spaces and develop improved relationships between young people and police, local businesses and key community groups (particularly the aged).

Liverpool City Council

Amount of grant: \$50,000

The grant will support the Streetwork project which is a public space crime prevention initiative targeted at young people, with the aim of reducing the level of anti-social behaviour and vandalism within the Liverpool local government area (LGA).

Marrickville City Council

Amount of grant: \$41,700

Funding will help implement this program, the aim of which is to reduce the recidivism rate within the Marrickville LGA by

implementing a mentoring program that focuses on supporting ex-offenders during their transition back into the community.

Junee Shire Council

Amount of grant: \$50,000

Funding will support 'The Junee Youth ALIVE' initiative which adopts a social and developmental crime prevention approach to encourage young people and children to develop individual and community protective factors in order to prevent future involvement in crime, anti-social behaviours and importantly self-harming behaviours such as drug and alcohol abuse.

Lismore Shire Council

Amount of grant: \$47,720

Funding was granted for two projects:

1. the Neighbourhood Improvement project in Goonellabah whereby a forum of local service providers has been formed to develop and implement strategies to address the current issues and alleviate crime and other anti-social behaviours in Goonellabah
2. the 'Kids and DV Club', an early intervention project for children who have lived with domestic violence. Primarily, it offers therapeutic support groups for children aged 8 to 12.

Manly Council

Amount of grant: \$50,170

The council sought and had funding approved for three projects:

1. the Stop Crime at the Beach project which aims to entertain and educate the public around issues of sun and surf safety as well as protection of personal belongings at the beach.
2. Manly's late night 'Pumpkin Bus' service which allows an extension of the already successful late night summer bus or 'Pumpkin Bus' and the crime prevention co-ordinator position which is currently funded on a 70/30 basis with council. This grant will further reduce the funding to a 50/50 split.

Maitland Council

Amount of grant: \$46,080

Funding was sought for three successful projects:

1. the Coachstop Recreation Diversion program encourages recreational pursuits by providing family season passes to Maitland swimming pool for identified at risk families
2. the late night loop bus provides a bus service with a driver and security guard between licensed venues and the suburbs of Maitland on weekend nights in November 2003 through to 3 January 2004
3. Human resources/project management for a coordinator for project management of 39 identified strategies in the Maitland crime prevention plan.

Aboriginal youth grants

Burabi Aboriginal Corporation

Amount of grant: \$21,662

'Getting it Together' is a 13 week hip hop and DJ performance training program designed to engage young people in the Ballina area amongst young Aboriginal people. The funding will be used to purchase musical performance and recording equipment to use for this and future programs

Hebersham Aboriginal Youth Service

Amount of grant: \$30,000

The Aboriginal driver licensing program is based on discussions and consultation with local community members. It is aimed at ages between 16 and 25 within the Aboriginal community.

Tolland Aboriginal Corporation

Amount of grant: \$29,959

The Making Tracks project aims to re-engage Aboriginal young people (under 18 years) with learning by participating in a structured two hour per week for 20 weeks educational program that focuses on cultural identity.

Broken Hill & District Family Support Services

Amount of grant: \$30,000

Funding will be used to maintain the go-kart program 'Outback Skidmarks', which helps Broken Hill Aboriginal youth to 'take the right track'. The funds will be used to maintain the current co-ordinator on a casual basis over the next 12 months.

Kamilaroi Aboriginal Legal Services

Amount of grant: \$29,880

This New Horizons for Young Aboriginal Women project, aimed at ages from 11 to 18, is to reduce or prevent anti-social behaviour by engaging them in a range of activities including camps, sporting tournaments, seminars and learn to drive programs. The program also aims to address issues including self respect and confidence, peer pressure, drug and alcohol issues, general well being and values.

Yaegl Aboriginal Land Council

Amount of grant: \$20,000

Funding is for a sustainability grant to continue the work undertaken with a previous CPD grant 'Youth at Risk'. The project engages young Aboriginal people in practical work experience and training on Ulugundahi Island. The participants take part in accredited training in horticulture, land restoration and conservation. Skills gained will increase employability and the confidence to work as part of a team.

Sound Sight @ Bourke

Amount of grant: \$29,672

Funding was granted for the project 'Learning Through Music' which focuses on creating and performing music using computers as a way to re-engage young people in education. There are three modules: learning module – music, song writing, recording; cultural and social awareness module – story telling, visiting Aboriginal sights, local language; and a performance module – planning and management of performance events.

Homebase Youth Service

Amount of grant: \$10,000

Funding was provided for equipment for recreational activities at Koothra House (youth project) which will assist the Aboriginal youth worker in reducing the likelihood of Aboriginal youth continuing at risk.

South Eastern Aboriginal Legal Service

Amount of grant: \$20,318

Funding for the project 'Breaking the Cycle – Strengthening Young Aboriginal Families' is to provide intensive support to young indigenous parents who are in contact with the juvenile justice system or 'at risk' of entering the system. This will be achieved by enabling participation in a series of local culture camps.

Streetwise Communications

Amount of grant: \$20,952

Funding is for the production of a resource titled 'Keeping Safe and Sexual Violence' that is targeted at young Aboriginal women on the subject of personal safety and the reporting of sexual violence crimes. The resources have already been completed and the funding is solely to produce and distribute the resource.

Mallee Family Care

Amount of grant: \$30,000

We provided funding to enable six three day workshops, titled 'Re-connect - Arts in Action'. Facilitated by a local Aboriginal dance company and some numeracy and literacy training, the workshops involve training on lighting, set design.

Specific purpose grants

Muslim Women's Association

Amount of grant: \$80,000

Funding of this project will allow Muslim and/or Arabic women to address the increase in race and/or religious based violence experienced by Muslim women and their families and secondly, and reduce the risk of anti-social and unlawful behaviours stemming from discrimination, marginalisation and experience of violence.

Mission Australia, Dubbo - Leadership and cultural development

Amount of grant: \$60,000

Funds will be used to employ a part-time project coordinator, support camps and activities, and cover related administration costs. In addition to providing a coordination role the program coordinator will attend the camps and provide input to the development of the program in Bourke.

Gamilaraay Bagandi youth training program

Amount of grant: \$10,000

Additional funding to assist with the purchase of farm equipment

Joint projects

Aboriginal driver education program

ACE North Coast

Amount of grant: \$38,500

This two year joint project addressed high levels of offending associated with unlicensed drivers in the Lismore area, particularly within Aboriginal communities. The Department funded ACE North Coast (Adult Community Education) to support development of a comprehensive driver education program to assist Aboriginal people in the Lismore area gain a full Class C (car) licence.

Gay, lesbian, bisexual and transgender (GLBT) strategic responses to violence grants

One of them – One of us!

Streetwise Communications

Amount of grant: \$39,934

This grant is to fund the final (third) stage of this project. Streetwise have used the funding for the development of an appropriate and credible educational resource that presents positive messages and discredits myths and stereotypes about GLBT people. Stage three will assist in the production of this resource to address the problem of bullying in schools and hate related violence directed at GLBT people within the community.

Addressing homophobia in education settings roundtables series II

Anti-homophobia interagency, ACON lesbian and gay anti-violence project (auspicing body)

Amount of grant: \$17,780

Building on the success of three 'roundtable' forums conducted last year, this project will support another series of forums, including a one day conference. Speakers present expert information and participants discuss issues and develop practical strategies. By addressing the issues of gender construction and strategies to establish safe and supportive environments in a range of educational settings, the project aims to build the capacity of educators and others working with young people to create safer educational environments.

The effects of homophobia on Arabic speaking gay men and lesbians

ACON lesbian and gay anti-violence project

Amount of grant: \$20,000

This funding is to support the conduct of community consultations within the Arabic speaking community and establish directions for a community-based awareness raising campaign in relation to homophobia.

Early intervention at primary school – Preventing discrimination and bullying, learn to include, the gay and lesbian counselling service (auspicing body)

Amount of grant: \$33,225

This funding is to produce a resource, using a community development framework working with two primary schools to challenge gender and sexuality stereotypes and prevent discrimination and bullying in schools. This project also funds a teaching aid, promotional campaign and evaluation.

Beat graffiti grants scheme

Airds High School

Aerosol Art in the Heart of Airds

Amount of grant: \$2,450

The project will seek to develop the artistic skills and teamwork of students through activities such as excursions to aerosol art sites, graffiti education workshops and a design competition leading to mural creation.

Albion Park High School

Tessellating Pastimes

Amount of grant: \$1,430

Years 7 to 10 students, who are considered at-risk of graffiti offences, will design and execute six panels for permanent display. Designs will be based on students' pastime and sporting activities.

Alexandria Park Community School

Alexandria Park Artstart program

Amount of grant: \$14,400

The program is a whole-school approach to prevent graffiti vandalism and establishing community pride through visual art skills development and personal expression. Activities include student surveys, community partnerships, mural art workshops and painting.

Arcadia Vale Public School
A Better Way with Art

Amount of grant: \$1,820

The funding covers a local Aboriginal artist to run student workshops for the design and execution of a library mural. Workshops will include the promotion of community pride amongst participants and project supporters.

Banksia Road Public School
Beautiful Community Walls

Amount of grant: \$2,500

The funding is for an Aboriginal mural to be designed and painted by students under the guidance of a local Indigenous artist. The community building project will also involve representatives from the ASSP Committee and Bankstown TAFE.

Bega High School
Beat Graffiti project

Amount of grant: \$1,984

A Country Energy electrical substation that has been defaced with graffiti will be mural-painted with a youth theme. By engaging at-risk youth to take part in the project, it is expected that community ownership and pride will be fostered.

Blacktown City Council
Electric Art

Amount of grant: \$2,600

The pilot project will seek designs by local community artists for the painting of graffitied traffic signal boxes in the CBD. Cultural design styles may be of hip hop, historical and Aboriginal themes.

Blue Mountains City Council
Legal Aerosol Opportunities

Amount of grant: \$15,000

Council will develop mentoring opportunities for young aerosol artists by setting up legal graffiti sites across the City of Blue Mountains. As well as celebrating youth culture, the sites will prevent illegal graffiti.

Burwood Council
Streetbox Art

Amount of grant: \$7,700

Young people interested in arts and cultural pursuits will be engaged from schools and youth organisations to participate in the design and creation of artistic pieces on selected utility boxes (RTA, Integral) and bus shelters.

Callaghan College – Waratah Technology Campus
WOW - Wipe Out Walls

Amount of grant: \$2,485

The school student council will hold a graffiti art and mural design competition. Successful design entries will feature in heavily-graffitied school toilet blocks.

Campbelltown Youth Services (Minto YC)
Changing Perception of Graffiti to Art

Amount of grant: \$9,937

The project will seek to educate young people (high school students, out-of-school, unemployed) on the virtues of legal art through activities such as discussion forums, excursions and arts workshops leading to mural creation.

Chifley Public School
The Path to Knowledge

Amount of grant: \$2,214

The project will restore and clearseal three existing murals that have served to decrease the incidence of graffiti. Quadrangle improvements are also planned with the entire school participating.

Cook School
Art for Life

Amount of grant: \$2,200

This project employs a holistic approach to meeting the needs of at-risk students by using activities such as crime prevention workshops by PCYC and Council's youth officer, investigation of other art styles, arts career information and skilling days, and the design of art pieces in a variety of media for display.

Cooma-Monaro Shire Council auspicing Monaro
Regional Interagency
Creative COOMA

Amount of grant: \$13,600

Young people will be trained and mentored in art design and mural production while developing relevant skills for negotiation, budgeting or costing and community interaction.

Cowra Shire Council
Bridging the Graffiti Gap

Amount of grant: \$2,500

Two centre pylons of Cowra Bridge will be decorated with ceramic tiles. Young people and community members will provide design ideas. The project seeks to develop artistic skills, improve appearance of the pylons and reduce maintenance costs.

Dubbo Senior College
If Walls Could Talk

Amount of grant: \$2,500

With this grant, at-risk students will undergo a five-day workshop to plan and paint a mural in a highly visible area in the school grounds. The project seeks to prevent graffiti occurrences in the school and promote pride and ownership of the school by students.

Fairfield City Council
BadArt

Amount of grant: \$5,788

A legal wall in the youth area of the Bonnyrigg Town Centre Park will be designed and installed to reduce and prevent the incidence of illegal graffiti. Local youth will be engaged in the design and painting of a mural on the seating wall. Project partners include Fairfield Community Centre, youth networks, Bonnyrigg community forum and high school.

Glendale Technology High School
Youth Culture Young Artists

Amount of grant: \$2,000

An Aboriginal artist will run workshops with students for the painting of Indigenous theme murals on school walls and totem poles will be erected on a bush tucker garden.

Gosford City Council
Contents under Pressure

Amount of grant: \$15,000

Intended to be part of a comprehensive graffiti management plan for the Gosford LGA, the project will focus on art skills development for young people through to providing employment prospects, including an employment toolkit for young and emerging artists.

**Lake Macquarie Youth Network Inc
(Woodrising Youth Centre)
Paint What You Love...**

Amount of grant: \$13,285

Community artists will work with youth in photographing legal and illegal graffiti and discussing with the community their views about illegal graffiti. This feedback will then be used to identify and secure permission to paint local landmarks.

**Lawrence Hargrave School
Graffiti Awareness program**

Amount of grant: \$2,500

Project seeks to reduce the frequency and severity of illegal graffiti and vandalism in this special needs school. The educational program will include workshops, seminars with the local community and hands on participation in mural creation in the school grounds.

**Leichhardt Municipal Council
Leichhardt Street Piece project**

Amount of grant: \$7,682

Council will record and archive street 'pieces' (aerosol art masterpieces) in the LGA for web inclusion. The project will also feature a school display, IT workshops, the creation of two murals and the formation of a youth advisory steering group.

**Marrickville Council
Walls, Boards & Rollerdoors**

Amount of grant: \$15,000

Building on the success of Council's 1999 project, a series of interrelated activities will be conducted. They include Aboriginal and multi-cultural arts expression workshops, aerosol art mentoring by skilled artists, website development, community education, and other community strengthening activities.

**Mitchell High School
Building Bridges**

Amount of grant: \$1,900

Students will create murals in and around school to deter graffiti and foster pride. Partnerships with ASSPA and bridges will further help address reconciliation and drug/alcohol awareness issues.

**Mosman Municipal Council
War of Art**

Amount of grant: \$14,500

Council will produce a safe future career resource for artists and youth workers who work with young people at-risk of engaging in illegal graffiti. Other project activities include the production of a local video resource for youth services in the North Sydney region, an awareness video and two regional spray safe days.

**Narooma High School
Water is our Future**

Amount of grant: \$2,483

Students will paint a water theme mural at the Apex Park toilet block in a popular beach. The project will also promote water conservation and pollution prevention.

**New School of Arts neighbourhood house auspicing
links to learning program
Go hard or go home**

Amount of grant: \$4,900

Young people will undergo an exploration of youth culture in cyberspace. Some activities include the development of mural designs for Telstra payphones, airbrush tutorials and the development of personal art portfolios.

**North St Mary's Neighbourhood Centre Inc auspicing
Nepean Interyouth Services
Legal GAP**

Amount of grant: \$6,000

Arts-skilling workshops, including discussions on graffiti history and visits to local graffiti hot spots, will be conducted among 16 to 18 year old participants to promote a positive image of young people in the community. The project will culminate with the painting of a mural at the PCYC building by Penrith PCYC staff, volunteers and participants.

**Nowra Youth Services Inc.
Expression Succession**

Amount of grant: \$7,700

The grant helps to develop a list of local young artists for employment as tutors who will mentor young people in designing artworks for display at a new youth facility, a youth service bus and bus shelters.

**Outback Arts Inc
Paddock Bashin'**

Amount of grant: \$15,000

To redress young people's involvement in petty and serious crimes (identified in Coonamble's crime prevention plan), public displays of percussion will be used as vehicle for young people to express their frustrations whilst building important skills in community development.

**Parramatta City Council
Graff-ted**

Amount of grant: \$13,000

Council has successfully reduced illegal graffiti activity through a series of mural projects. The project will explore new avenues for expression by conducting workshops on graphic and font design culminating in the application of graffiti style designs onto clothing.

**Shopfront Theatre for Young People
Graff Transmission 2004**

Amount of grant: \$12,000

The project is an eight month program for young graffiti artists that will include consultation and needs assessment, skills development and mentoring, mural production and the staging of a live show.

**Singleton Council
Power Through Paint**

Amount of grant: \$13,650

The grant is for a program for young and ATSI people delivering planning, design and production of murals exhibiting community pride.

**South Penrith Youth & Neighbourhood Services Inc
(Penrith ATSI Neighbourhood Workers project)
Cranebrook ATSI Youth Cultural Pride program**

Amount of grant: \$2,420

The funding provides for an out-of-school hours cultural arts skills development program for ATSI youth in Cranebrook to be held at the neighbourhood centre.

**Southern Region Community College Inc
ArtLink**

Amount of grant: \$2,500

This project will seek to provide legitimate opportunities for creative expression through computer and mural art workshops involving young indigenous and non-indigenous people.

**TAFE NSW Hunter Institute
To Reach & Connect**

Amount of grant: \$2,500

Students will complete a reconciliation mural which will be presented to Maitland Council for NAIDOC week following a five week cultural program.

**Whitebridge High School
School Mural project**

Amount of grant: \$2,010

The project involves painting the walls adjoining the main play area of the school. The design will be themed around local environment and interests of school population and developed in consultation with a visiting artist from the Aboriginal community. Students, visual arts staff and the community will take part in painting.

**Wollongong City Council auspicing Bellambi
Neighbourhood Centre
Mosaic and Mural project**

Amount of grant: \$13,910

The project will seek to reduce vandalism and create a more cohesive community in the Bellambi Housing Estate by training up local young people in the design and production of mural paintings, mosaic/painted totems, and tiled mosaics. The pilot will include the Department of Housing to assist them in re-designing living environments.

**Wollongong City Council
Streetscape - Urban Art**

Amount of grant: \$15,000

As an extension of the RTArt project that was completed in December 2003, the project aims to improve visual amenity by providing opportunities for anyone interested in the community to design and paint utilities assets such as RTA traffic signal boxes and Integral Energy substations under the supervision of Council and asset owners.

**Wollongong City Council Youth Services
School's Graffiti project**

Amount of grant: \$2,500

A project worker funded by Premier's Department will be employed to design and implement a six-month program to encourage young people to take ownership of and transform a graffitied area. This collaboration is also envisioned to develop a positive relationship between business owners, young people and the police.

**Woollahra Municipal Council
Holdsworth St Reserve Mural**

Amount of grant: \$13,864

The project involves the development of an 85 square metre mural using mixed media (mosaic, acrylic and aerosol) by Council, high school students and community organisations. The 35-metre long mural will be themed around local social history and will include local features, such as a quarry, pub, market gardens, historic images, etc.

**Youth Off the Streets Limited
Paint your story**

Amount of grant: \$7,500

Workshops will be conducted to teach young people how to paint on canvass using different media. Graffitied sites will then be identified and owners approached for permission and support for the use of these sites as canvasses. The project will not only allow legal expression of art but also promote positive interaction between young people and the wider community.

Indigenous justice strategy grants

The Department funded 13 community patrol programs under the indigenous justice strategy during 2003-04. Community patrols involve the coordination of volunteers to pick up people at risk from public places and transport them home or to some other safe place.

The programs funded were:

Brewarrina Northern Star Aboriginal Corporation – \$28,000
Kempsey Shire Council – \$25,594
Junbung Elders – Casino – \$28,000
Maari Ma Aboriginal Corporation – Wilcannia – \$28,000
Mungindi Kids Aboriginal Corporation – \$23,815
Bowraville Local Aboriginal Land Council – \$24,700
Itha Mari Ltd – \$28,000
Carwoola Elders Group – Campbelltown – \$25,784
Armidale Foot Patrol – \$19,961
Forster Local Aboriginal Land Council – \$28,000
Koori Streetbeat \$56,000
Redfern Streetbeat – (Co-ordinator) \$20,000
Bourke Aboriginal Community Program – \$20,000

APPENDIX 14 GUARANTEE OF SERVICE

Information on the Department's service guarantee is available on our website at www.lawlink.nsw.gov.au

APPENDIX 15 LEAVE LIABILITIES

Leave Liabilities as at 30 June 2004:

Recreation leave: \$24,365,640

Long service leave: \$107,523,319

APPENDIX 16 LEGISLATIVE CHANGES

Legislation assented to between 1 July 2003 and 30 June 2004, as follows:

Bail Amendment (Firearms and Property Offences) Act 2003
Bail Amendment (Terrorism) Act 2004
Bail Amendment Act 2003
Commonwealth Powers (De Facto Relationships) Act 2003
Coptic Orthodox Church (NSW) Property Trust Amendment Act 2003
Coroners Amendment Act 2003
Court Legislation Miscellaneous Amendment Act 2003
Crimes (Sentencing Procedure) Amendment (Victim Impact Statements) Act 2004:
Crimes Legislation Amendment Act 2004
Crimes Legislation Further Amendment Act
Crimes (Sentencing Procedure) Amendment (Victim Impact Statements) Act 2004:
Criminal Procedure Amendment (Sexual Offence Evidence) Act 2003
Evidence (Audio and Audio Visual Links) Amendment Act 2003
Evidence Legislation Amendment (Accused Child Detainees) Act 2003
Legal Profession Amendment (Advertising) Act 2003
Partnership Amendment (Venture Capital Funds) Act 2004
Royal Blind Society (Corporate Conversion) Act 2003
The Synod of Eastern Australia Property Amendment Act 2004

APPENDIX 17 LEGISLATION ALLOCATED TO THE ATTORNEY GENERAL

- Administration of Justice Act 1924 No 42
Administration (Validating) Act 1900 No 38
Administrative Decisions Tribunal Act 1997 No 76
Anglican Church of Australia (Bodies Corporate) Act 1938 No 15
Animals Act 1977 No 25
Anti-Discrimination Act 1977 No 48 (except part, Premier)
Antiochian Orthodox Church Property Trust Act 1993 No 20
Application of Laws (Coastal Sea) Act 1980 No 146
Arbitration (Civil Actions) Act 1983 No 43
Attachment of Wages Limitation Act 1957 No 28
Australian Mutual Provident Society Act 1988 No 47
Australian Mutual Provident Society (Demutualisation and Reconstruction) Act 1997 No 56
Bail Act 1978 No 161
Benevolent Society (Reconstitution) Act 1998 No 153
Births, Deaths and Marriages Registration Act 1995 No 62
Burns Philp Trustee Company Limited Act 1990 No 82
Charitable Trusts Act 1993 No 10
Children (Criminal Proceedings) Act 1987 No 55
Children (Protection and Parental Responsibility) Act 1997 No 78
Children's Court Act 1987 No 53
Choice of Law (Limitation Periods) Act 1993 No 94
Churches of Christ in New South Wales Incorporation Act 1947 No 2
Churches of Christ, Scientist, Incorporation Act 1962 No 21
Civil Liability Act 2002 No 22
Classification (Publications, Films and Computer Games) Enforcement Act 1995 No 63
Commercial Arbitration Act 1984 No 160
Common Carriers Act 1902 No 48
Commonwealth Bank (Interpretation) Act 1953 No 29
Commonwealth Places (Administration of Laws) Act 1970 No 80
Commonwealth Powers (Defacto Relationships) Act 2003 No 49
Commonwealth Powers (Family Law—Children) Act 1986 No 182
Community Justice Centres Act 1983 No 127
Community Protection Act 1994 No 77
Companies (Acquisition of Shares) (Application of Laws) Act 1981 No 62
Companies (Acquisition of Shares) (New South Wales) Code
Companies (Administration) Act 1981 No 64
Companies and Securities (Interpretation and Miscellaneous Provisions) (Application of Laws) Act 1981 No 63
Companies and Securities (Interpretation and Miscellaneous Provisions) (New South Wales) Code
Companies (Application of Laws) Act 1981 No 122
Companies (New South Wales) Code
Compensation Court Repeal Act 2002 No 23
Compensation to Relatives Act 1897 No 31
Confiscation of Proceeds of Crime Act 1989 No 90
Constitutional Powers (Coastal Waters) Act 1979 No 138
Contractors Debts Act 1997 No 110
Co-operative Schemes (Administrative Actions) Act 2001 No 45
Coptic Orthodox Church (NSW) Property Trust Act 1990 No 67
Coroners Act 1980 No 27
Corporations (Administrative Actions) Act 2001 No 33
Corporations (Ancillary Provisions) Act 2001 No 32
Corporations (Commonwealth Powers) Act 2001 No 1
Corporations (New South Wales) Act 1990 No 83
Costs in Criminal Cases Act 1967 No 13
Council of Law Reporting Act 1969 No 59
Crimes Act 1900 No 40
Crimes at Sea Act 1998 No 173
Crimes (Forensic Procedures) Act 2000 No 59
Crimes (Local Courts Appeal and Review) Act 2001 No 120
Crimes Prevention Act 1916 No 80
Crimes (Sentencing Procedure) Act 1999 No 92
Criminal Appeal Act 1912 No 16
Criminal Procedure Act 1986 No 209
Criminal Records Act 1991 No 8
Crown Advocate Act 1979 No 59
Crown Proceedings Act 1988 No 70
Crown Prosecutors Act 1986 No 208
Damage by Aircraft Act 1952 No 46
Damages (Infants and Persons of Unsound Mind) Act 1929 No 25
Defamation Act 1974 No 18
Director of Public Prosecutions Act 1986 No 207
Discharged Servicemen's Badges Act 1964 No 49
District Court Act 1973 No 9
Domicile Act 1979 No 118
Dormant Funds Act 1942 No 25
Drug Court Act 1998 No 150
Drug Misuse and Trafficking Act 1985 No 226 (except part, Minister for Police, and Minister for Health)
Dust Diseases Tribunal Act 1989 No 63
Electronic Transactions Act 2000 No 8
Employees Liability Act 1991 No 4
Evidence Act 1995 No 25
Evidence (Audio and Audio Visual Links) Act 1998 No 105
Evidence (Children) Act 1997 No 143
Evidence (Consequential and Other Provisions) Act 1995 No 27, Schedule 2
Evidence on Commission Act 1995 No 26
Factors (Mercantile Agents) Act 1923 No 2
Family Provision Act 1982 No 160
Federal Courts (State Jurisdiction) Act 1999 No 22
Felons (Civil Proceedings) Act 1981 No 84
Financial Transaction Reports Act 1992 No 99
Fines Act 1996 No 99, Part 2, Division 1 and 2, section 120 (in so far as it relates to registrars of the courts and the Sheriff) and Section 123 (remainder, Treasurer)
Foreign Judgments Act 1973 No 39
Forfeiture Act 1995 No 65
Frustrated Contracts Act 1978 No 105
Futures Industry (Application of Laws) Act 1986 No 66
Futures Industry (New South Wales) Code
Greek Orthodox Archdiocese of Australia Consolidated Trust Act 1994 No 65
Habitual Criminals Act 1957 No 19
Holy Apostolic Catholic Assyrian Church of the East Property Trust Act 1992 No 10
Imperial Acts Application Act 1969 No 30
Inclosed Lands Protection Act 1901 No 33
Industrial Relations Act 1996 No 17, sections 147, 148 (except in relation to the appointment of Commissioners), 149, 150, 151, 152, 153, 154, 156 (3), 157 (3), 159 (2), 164 (2), 168, 180, 185 (2) (d) and (e), 196, 197, 207, 208, 381, 382, 383, 407 (in relation to provisions administered by the Attorney General), Schedule 2 (in relation to provisions administered by the Attorney General), and Schedule 4 (in relation to provisions administered by the Attorney General), (remainder, Minister for Industrial Relations)

- Inebriates Act 1912 No 24
- Infants' Custody and Settlements Act 1899 No 39
- Inheritance Act of 1901 No 19
- Insurance Act 1902 No 49
- Insurance (Application of Laws) Act 1986 No 13
- Intoxicated Persons Act 1979 No 67
- Judges' Pensions Act 1953 No 41
- Judgment Creditors' Remedies Act 1901 No 8
- Judicial Office (Papua New Guinea) Act 1979 No 177
- Judicial Officers Act 1986 No 100
- Jurisdiction of Courts (Cross-vesting) Act 1987 No 125
- Jurisdiction of Courts (Foreign Land) Act 1989 No 190
- Jury Act 1977 No 18
- Justices of the Peace Act 2002 No 27
- Land and Environment Court Act 1979 No 204
- Law and Justice Foundation Act 2000 No 97
- Law Courts Limited Act 1977 No 10
- Law Enforcement (Powers and Responsibilities) Act 2002 No 103
- Law Reform Commission Act 1967 No 39
- Law Reform (Law and Equity) Act 1972 No 28
- Law Reform (Marital Consortium) Act 1984 No 38
- Law Reform (Miscellaneous Provisions) Act 1944 No 28
- Law Reform (Miscellaneous Provisions) Act 1946 No 33
- Law Reform (Miscellaneous Provisions) Act 1965 No 32
- Law Reform (Vicarious Liability) Act 1983 No 38
- Legal Aid Commission Act 1979 No 78
- Legal Profession Act 1987 No 109
- Lie Detectors Act 1983 No 62
- Limitation Act 1969 No 31
- Liquor Act 1982 No 147, Part 2
(remainder, Minister for Gaming and Racing)
- Listening Devices Act 1984 No 69
- Local Courts Act 1982 No 164
- Local Courts (Civil Claims) Act 1970 No 11
- Lutheran Church of Australia (New South Wales District)
Property Trust Act 1982 No 101
- Maintenance, Champerty and Barratry Abolition Act 1993 No 88
- Maintenance Orders (Facilities for Enforcement) Act 1923 No 4
- Marketable Securities Act 1970 No 72
- Married Persons (Equality of Status) Act 1996 No 96
- Matrimonial Causes Act 1899 No 14
- Mental Health (Criminal Procedure) Act 1990 No 10
- Methodist Church of Samoa in Australia
Property Trust Act 1998 No 96
- Mining Act 1992 No 29, section 293
(remainder, Minister for Mineral Resources)
- Minors (Property and Contracts) Act 1970 No 60
- Moratorium Act 1932 No 57
- Notice of Action and Other Privileges Abolition Act 1977 No 19
- Oaths Act 1900 No 20
- Parliamentary Papers (Supplementary Provisions) Act 1975 No 49
- Partnership Act 1892 55 Vic No 12
- Piracy Punishment Act 1902 No 69
- Police Powers (Drug Detection Dogs) Act 2001 No 115
- Police Powers (Drug Premises) Act 2001 No 30
- Police Powers (Internally Concealed Drugs) Act 2001 No 31
- Police (Special Provisions) Act 1901 No 5
(except part, Minister for Police)
- Presbyterian Church of Australia Act 1971 No 42
- Pre-Trial Diversion of Offenders Act 1985 No 153
- Printing and Newspapers Act 1973 No 46
- Privacy and Personal Information Protection Act 1998 No 133
- Professional Standards Act 1994 No 81
- Property (Relationships) Act 1984 No 147
- Protected Estates Act 1983 No 179
- Public Defenders Act 1995 No 28
- Public Notaries Act 1997 No 98
- Public Trustee Act 1913 No 19
- Recovery of Imposts Act 1963 No 21
- Reorganised Church of Jesus Christ of Latter Day Saints Trust
Property Act 1959 No 13
- Restraints of Trade Act 1976 No 67
- Restricted Premises Act 1943 No 6
- Roman Catholic Church Communities' Lands Act 1942 No 23
- Roman Catholic Church Trust Property Act 1936 No 24
- Royal Blind Society (Corporate Conversion) Act 2003 No 64
- Royal Institute for Deaf and Blind Children Act 1998 No 6
- Russian Orthodox Church (NSW) Property Trust Act 1991 No 91
- Sale of Goods Act 1923 No 1
- Sale of Goods (Vienna Convention) Act 1986 No 119
- Scout Association of Australia (New South Wales Branch)
Incorporation Act 1928 No 26
- Sea-Carriage Documents Act 1997 No 92
- Search Warrants Act 1985 No 37
- Securities Industry (Application of Laws) Act 1981 No 61
- Sheriff Act 1900 No 16
- Solicitor General Act 1969 No 80
- Standard Time Act 1987 No 149
- Status of Children Act 1996 No 76
- Stewards' Foundation of Christian Brethren Act 1989 No 172
- Suitors' Fund Act 1951 No 3
- Summary Offences Act 1988 No 25
- Sunday (Service of Process) Act 1984 No 45
- Supreme Court Act 1970 No 52
- Telecommunications (Interception)
(New South Wales) Act 1987 No 290
- Terrorism (Commonwealth Powers) Act 2002 No 114
- Terrorism (Police Powers) Act 2002 No 115
- Testator's Family Maintenance and Guardianship
of Infants Act 1916 No 41
- Trustee Act 1925 No 14
- Trustee Companies Act 1964 No 6
- Trustees Delegation of Powers Act 1915 No 31
- Unauthorised Documents Act 1922 No 6
- Uncollected Goods Act 1995 No 68
- Uniting Church in Australia Act 1977 No 47
- Victims Rights Act 1996 No 114
- Victims Support and Rehabilitation Act 1996 No 115
- Voluntary Workers (Soldiers' Holdings) Amendment Act 1974
No 27, sections 4 to 9 (remainder, Minister for Natural
Resources, and Minister Assisting the Minister for Natural
Resources (Lands))
- Westpac Banking Corporation (Transfer of Incorporation)
Act 2000 No 71
- Wills, Probate and Administration Act 1898 No 13
(except parts, Treasurer)
- Witnesses Examination Act 1900 No 34
- Workplace Video Surveillance Act 1998 No 52
- Young Offenders Act 1997 No 54 (except parts,
Minister for Juvenile Justice)

APPENDIX 18 **NSW GOVERNMENT ACTION PLAN** **FOR WOMEN**

The Department is committed to the principles of equity, access, rights and participation that are reflected in our policies, programs and services that aim to improve outcomes for women.

Integrated into departmental operations, the NSW Government action plan for women's primary objective is to reduce violence against women. The Department has implemented a number of strategies over the past year that form part of the NSW Government's commitment to overcome some of the barriers that prevent women from participating fully in all aspects of society.

The Department also works in partnership with other government agencies to promote workplaces that are equitable, safe and responsive to all aspects of women's lives.

Reducing violence against women

The Violence Against Women Specialist Unit (the Unit), which is part of the NSW Strategy to Reduce Violence Against Women, was established in 1997 to provide a coordinated approach to address the needs of women experiencing violence. The Unit is jointly funded by the Attorney General's Department, Department of Health, NSW Police, the Department of Community Services, and the Department of Housing, in partnership with the Department for Women and the Department for Education and Training.

The Unit develops strategic policy responses to issues of violence against women and supports strategies and programs aimed at the prevention of violence. It manages 18 regional violence prevention specialists who work to enhance linkages between government and non-government agencies, facilitate community strengthening, education and training. The Unit also provides executive support to the NSW Council on violence against women.

<p>Goals</p> <p><i>Responses to the issue of violence against women occur within a whole-of-government framework.</i></p>	<p>Goals</p> <p><i>Policy development and implementation occur in a coordinated manner across central, regional and local levels.</i></p>
<p>Outcomes</p> <p>Articulation of violence against women as a key issue for government.</p> <hr/> <p>Strategies</p> <p>Inform regional and local directions through central level coordination from the State Management Group.</p> <p>Develop regional and local priorities in partnership with regional reference groups.</p> <p>Continue involvement in Partnerships Against Domestic Violence (PADV) (Commonwealth).</p>	<p>Outcomes</p> <p>Relevant departments, agencies and stakeholders meet on a regular basis, regarding policy development and implementation at a local, regional and central level.</p> <hr/> <p>Strategies</p> <p>Oversee a strategic, integrated and cross-agency approach to planning and delivery of services responding to violence against women.</p> <p>The Unit has convened a multi agency steering group to work on implementing the Domestic Violence Court intervention model which was announced by the Government as an election commitment.</p>
<p>Achievements</p> <p>State Management Group, chaired by the Director General, met four times.</p> <p>Established a senior officers group to assist the work of the State Management Group.</p> <p>The Chairperson of the NSW Council on Violence Against Women continues to work with the Unit to investigate new ways of providing community input into the strategy. Identified key policy issues by regional reference groups and developed three year regional activity plans with the Unit focusing on four key priority areas.</p> <p>Appointed an additional regional violence prevention specialist to work with communities in the Lower Far West region (Broken Hill, Wilcannia, Menindee, Balranald and Dareton).</p> <p>Manager of the Violence Against Women Specialist Unit is a member of the PADV Taskforce and attended the regular meetings. Completed two projects, including the evaluation of the pilot 24-hour on-call domestic violence service (Dubbo Integrated Response project), and the promotion and maintenance of the Domestic Violence Interagency Guidelines and website.</p> <p>Continued to implement community education and awareness activities. The Unit's major focus was the development of date rape education resources including a website aimed at young people, lesson plans for high schools and an educational tool and resources. These resources will be launched in 2004-05.</p>	<p>Achievements</p> <p>Engaged with strategy partners and other agencies to promote coordinated responses to policy issues.</p> <p>Other departments have asked the Unit throughout the year to provide comment and advice on the development of their policies relating to violence against women.</p> <p>The regional reference groups continue to provide a forum that facilitates cross-agency information, planning and networking.</p> <p>In some regions specialists participated in cross government human services planning forums.</p> <p>Finalise locations for the DVCIM in the coming year and begin implementation in one location.</p>

<p>Goals</p> <p><i>Strategies aimed at preventing violence against women are developed and implemented.</i></p>	<p>Goals</p> <p><i>Improve access to appropriate health, welfare and legal services for all women who experience violence.</i></p>
<p>Outcomes</p> <p>Increase community understanding of the nature and extent of violence against women.</p> <p>Challenge community attitudes that allow violence against women to occur.</p>	<p>Outcomes</p> <p>Provided quality services that reflect the diverse needs of women who experience violence.</p>
<p>Strategies</p> <p>Identify causes of violence against women and strategies to prevent it occurring.</p> <p>Undertake a community education campaign aimed at raising awareness amongst young men about violence against women.</p> <p>Implement the election commitment to pilot an education program for perpetrators of domestic violence. Ensure projects are informed by current research.</p> <p>Develop a prevention framework to address violence against women.</p>	<p>Strategies</p> <p>Improve access by ensuring regular consultation with the community.</p> <p>Review the implementation of recommendations of the Heroines of Fortitude: Experiences of Women in Courts as Victims of Sexual Assault.</p> <p>Investigate the progress of implementation of the Quarter Way to Equal Report: Barriers to NESB Women's Access to the Legal System.</p> <p>Develop and implement a project to enhance services to Aboriginal women.</p>
<p>Achievements</p> <p>Regional violence prevention specialists delivered community education events and developed educational materials.</p> <p>These included implementing education packages on healthy relationships aimed at young people including Kinks and Bends on the Central Coast and Love Bites on the mid north coast and Arm in Arm in western Sydney and Wentworth; revising and reprinting 'Women, Violence and the Law' pamphlets that provide information on domestic violence, sexual assault and legal rights and 'Hey Sister Girl', a resource aimed at young Aboriginal women providing information on family violence.</p> <p>Completed and evaluated the pilot education program for perpetrators of domestic violence. The model involved men being mandated to attend a 16-week program following a criminal charge. Simultaneously provided a women's support component to women partners and children of the men attending the program.</p> <p>Completed the final evaluation report in 2003-04.</p>	<p>Achievements</p> <p>Held regional consultations and forums to facilitate communication between agencies and women from culturally and linguistically diverse backgrounds, women who have a disability, older women, lesbians, and women from Aboriginal and Torres Strait Islander communities.</p> <p>Undertook projects in the 18 regions, which promoted the awareness of different groups of women of the services and systems that are available to assist.</p> <p>In 2001, the Unit commissioned a consultant to investigate the progress of implementation of the recommendations of the Heroines of Fortitude Report. Agencies are now reporting six monthly on their progress. Also formulated legislative changes to address outstanding recommendations.</p> <p>Continued the investigation into the implementation of the recommendations from Quarter Way to Equal Report.</p> <p>A working party, comprising membership of the initial Quarter Way to Equal Report has met during the year and the progress reports were sought from agencies and a final report is now being collated.</p> <p>Developed a project to enhance access to services for Aboriginal women experiencing violence which will be implemented in Bega and Wellington.</p> <p>RVPS continue to work with Aboriginal Women to improve their access and services and their capacity to take action to end violence in their families.</p>

APPENDIX 19 OCCUPATIONAL HEALTH AND SAFETY

Workers compensation claims 2003-04

Injury Group	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Abdominal			1					1					2
Leg	4	7	5	3	4	4	2	2	8	3	3	6	51
Back	2		4	1	2	3		1	5			4	22
Chest			3		1	2	1	1				1	9
Arm	7	9	6	5	4	5	2	8	3	4	3	8	64
Head	1	2	1	1					1			2	8
Hip					1								1
Neck, shoulder	1	1	1	4	4	6	2		4	2	2	3	30
Other unspecified	1			3	3			3	1	1		4	16
Psychological	3	2	1	4	2	1		5	5	3	4	1	31
Total	19	21	22	21	21	21	7	21	27	13	12	29	234

APPENDIX 20 OVERSEAS TRAVEL

Name and Position	City/country visited	Purpose of trip	Duration of visit	Estimated total AGD travel cost	Funds sourced	Private travel
Dr Paul Niall , Chief Medical Officer (Compensation Court of NSW)	Netherlands & UK	Attend the 8th International Congress on Noise as a Public Health Program (ICBEN) and the 11th British Academic Conference in Otolaryngology and ENT Expo (BACO)	25/6/03-8/7/03	\$16,494	Compensation Court Budget	No
Ms Claire Vernon , Director (Victims Services)	South Africa	Attend the XIth International Symposium on Victimology	12/7/03-18/7/03	\$5,692	Victims Compensation Fund	No
Mr Steve Mark , Commissioner (LSC)	San Francisco, USA	Attend the American Bar Association (ABA) Annual Meeting and the Association of Professional Responsibility Lawyers (APRL) Annual Meeting	3/8/03-14/8/03	\$10,500		No
Judge Milson (Drug Court of NSW)	USA	To visit various Drug Courts and Prisons in the United States	10/8/03-28/8/03	\$16,156	Office of the Legal Services Commissioner Budget	No
Magistrate John Bailey & Magistrate John McIntosh	Malawi, Africa	Attend the Commonwealth Magistrates' and Judges' Association Triennial Conference	24/8/03-29/8/03	Nil	Drug Court of NSW Chief Magistrates Office	No
Dr Gwenda Schreiber , Director (Children's Court Clinic)	Warsaw, Poland	Present a paper at the ISPCAN European Conference on Child Abuse and Neglect	28/8/03-31/8/03	\$1,720	Accommodation & Conference costs to be met by Children's Court Clinic	Yes
Justice R O Blanch , Chief Judge (District Court)	Beijing, China	Lead a delegation to China hosted by the Beijing People's High Court	30/8/03-13/9/03	\$4,600	District Court of NSW	Yes
Mr Peter Zahra , Senior Public Defender (Public Defenders Office)	San Francisco, USA	Attend the 2003 Conference of the International Bar Association (IBA)	14/9/03-18/9/03	\$7,743	Funds to be met by the IBA & Public Defenders Office	No
Justice Michael Adams , Chairperson (NSW LRC)	USA	Discuss the developments in sentencing law in NSW with academic staff and also lecture students at Yale University	5/10/03-21/10/03	\$6,000	NSW LRC Budget	No
Ms Lesley Ashwood , Snr Workplace Relations Consultant (ADB)	Singapore & Hong Kong	Conduct training on Harassment & Discrimination Prevention for UBS	20/10/03-24/10/03 1/12/03-5/12/03	\$0	All expenses to be met by UBS	No

Name and Position	City/country visited	Purpose of trip	Duration of visit	Estimated total AGD travel cost	Funds sourced	Private travel
Mr Laurie Glanfield , Director General	Vanuatu	AusAID Legal Sector Strengthening Project	2/11/03-7/11/03 4/4/04-9/4/04	\$0	AusAID	No
Professor Michael Tilbury , Commissioner (NSW LRC)	Kentucky & Chicago, USA	Attend a forum on the law of remedies at Brandeis School of Law & discuss approaches to uniform law reform with the National Conference of Commissioners on Uniform State Laws	6/11/03-14/11/03	\$5,000	NSW LRC Budget	No
Dr Don Weatherburn (BOCSAR)	Paris, France	Attend the American Society of Criminology Conference	10/5/04-16/5/04	\$8,846	BOCSAR Budget	No
Judge O'Meally & Tipstave Nick Ainsworth (District Court)	Lithuania	Taking evidence in the case of PC McKenna V Klinger Pty Ltd	17/5/04-25/5/04	\$0	Funds to be met by defendant	No
Judge Graham & Associate Kristina Wakefield (District Court)	Fiji	Taking evidence in the case of Khan V Demiglio	7/6/04-11/6/04	\$0	Funds to be met by parties to the civil action	No
Ms Michelle Brazel , Director (LMS)	Vanuatu	Vanuatu Legal Sector Strengthening Program	28/3/04-9/4/04	\$0	AusAID	No
Naomi Ubrhien , Administration Manager	Vanuatu	Vanuatu Legal Sector Strengthening Program	19/10/03-8/11/03 3/8/03-20/8/03	\$0	AusAID	No
Nick Sanderson-Gough , Administration Manager	Vanuatu	Vanuatu Legal Sector Strengthening Program	19/10/03-8/11/03 14/3/04-2/4/04	\$0	AusAID	No
Brad Row , Solicitor (CSO)	Vanuatu	Vanuatu Legal Sector Strengthening Program	13/9/03-19/12/03	\$0	AusAID	No
Judy Keena , Trainer (CD&T)	Vanuatu	Vanuatu Legal Sector Strengthening Program	20/9/03-26/9/03	\$0	AusAID	No
Judge J J Spiegelman , Chief Justice (Supreme Court)	Beijing/Shanghai	Human Rights and Equal Opportunity Commission China - Australia Technical Co-operation Program - Judicial Training Activity	8/11/03-19/11/03	\$10,000	Supreme Court Budget	No
Justice Beazley (Supreme Court)	Uganda	6th Conference of Association of Women Judges	3/5/04-16/5/04	\$10,000	Supreme Court Budget	No
Justice Young (Supreme Court)	Prague	Academy of Trust Lawyers Conference	23/05/04	\$10,000	Supreme Court Budget	No
Justice Howie (Supreme Court)	The Hague	17th International Conference for Reform of the Criminal Law	21/8/03-28/8/03	\$10,000	Supreme Court Budget	No
Justice Kirby (Supreme Court)	Rome	Pan Europe Asia Legal Conference	18/9/03-24/9/03	\$10,000	Supreme Court Budget	No
Justice Sperling (Supreme Court)	London	Expert Evidence Conference	16/1/04-20/1/04	\$10,000	Supreme Court Budget	No
Justice Hodgson (Supreme Court)	Sweden	21st World Congress - International Association for Philosophy of Law and Social Philosophy	12/8/03-18/8/03	\$10,000	Supreme Court Budget	No
Justice Mason (Supreme Court)	London	Cambridge Lectures	14/7/03-22/7/03	\$10,000	Supreme Court Budget	No
Justice Adams (Supreme Court)	The Hague	17th International Conference for Reform of the Criminal Law	21/8/03-28/8/03	\$10,000	Supreme Court Budget	No
Justice Greg James (Supreme Court)	The Hague	17th International Conference for Reform of the Criminal Law	21/8/03-28/8/03	\$10,000	Supreme Court Budget	No
Justice Hamilton (Supreme Court)	Malawi, Africa	Attend the Commonwealth Magistrates' and Judges' Association Triennial Conference	24/8/03-29/8/03	\$10,000	Supreme Court Budget	No
Justice Hamilton (Supreme Court)	Kansas City USA	International Law Conference	28/10/03-30/10/03	\$10,000	Supreme Court Budget	No
Justice Santow (Supreme Court)	New York	International Law Conference	24/10/03	\$10,000	Supreme Court Budget	No

APPENDIX 21 NEW PUBLICATIONS

Aboriginal Justice Advisory Council

- Caught, Hook, Line and Sinkers: Incorporating Aboriginal fishing rights into the NSW Fisheries Management Act
- Circle Sentencing in NSW: A review and evaluation
- Speak Out, Speak Strong: Aboriginal women in custody
- Aboriginal People and Driving Licence Offences – stage 1

Anti-Discrimination Board

- Intellectual - Unfair treatment what to do
- Equal Time newsletter
- In-house training brochure for employers and service providers
- Seminar program training calendar
- Strategies fact sheet - How to deal with discrimination unfair treatment or harassment
- Services for employers brochure
- Annual report 2002-03
- Discrimination complaint form
- Advisory service magnet
- Employers advisory service magnet
- General order form (Pubs)

Administrative Decisions Tribunal

- Administrative Decisions Tribunal annual report 2002-03
- PN 13: All divisions – Publication, anonymisation and suppression
- PN 14 All divisions: Expert evidence and reports
- PN 15: All divisions: Incapacitated persons: Appointing a representative
- PN 16: Mediation

NSW Bureau of Crime Statistics and Research

- NSW Criminal Courts Statistics 2002
- NSW Recorded Crime Statistics 2003
- NSW Recorded Crime Statistics 2003: Regional analysis of crime trends
- Contact with the NSW Court and Prison Systems: The influence of age, indigenous status and gender
- The Effectiveness of Methadone Maintenance Treatment in Controlling Crime: An aggregate-level analysis
- Evaluating Police Operations: A process and outcome evaluation of operation vendas
- The Impact of Heroin Dependence on Long-term Robbery Trends
- The Impact of Increased Drink-driving Penalties on Recidivism Rates in NSW
- The Impact of the Australian Heroin Drought on Robbery in NSW
- The Impact in 'Other Offences' and 'Other Offences Against the Person'
- Liquor Licensing Enforcement Activity in NSW
- The NSW Criminal Justice System Simulation Model: Further developments
- Public Perceptions of Crime Trends in New South Wales and Western Australia
- Sentencing Drink-drivers: The use of dismissals and conditional discharges
- Sentencing High-Range PCA Drink-drivers in NSW

Criminal Law Review Division

- Diversion of the cognitively impaired or mentally ill defendant: summary disposal of criminal offences under s 32 Mental Health (Criminal Procedure) Act 1990
- Standard Non-Parole Sentencing and Guideline Judgments: Where to from here?
- The Consolidation of Law Enforcement Powers

Crime Prevention Division

- Evaluation of the Lismore MERIT Pilot program – final report
- MERIT 2002 annual report, NSW Attorney General's Department
- Evaluation of the NSW Youth Drug Court Pilot program
- You shouldn't have to hide to be safe: A report on homophobic hostilities and violence against gay men and lesbians in NSW (executive summary)

District Court

- District Court annual review 2003

Dust Diseases Tribunal

- Dust Diseases Tribunal annual review 2003

Land and Environment Court

- The Land and Environment Court of NSW annual review 2003

Law Courts Library

- Library rules. Revised edition 2004

Law Reform Commission

- Research report 11, Darling, please sign this form: a report on the practice of third party guarantees in New South Wales (October 2003)
- Report 103, Apprehended Violence Orders (October 2003)
- Issues paper 23, Community Justice Centres (October 2003)
- Issues paper 24, Minors' Consent to Medical Treatment (June 2004)
- Discussion Paper 46, Blind or Deaf Jurors (February 2004)

Local Courts

- Chief Magistrates annual review 2004

Legal Practitioners Admission Board

- Diploma in Law Course – Course information – summer 2003-04 session
- Diploma in Law Course – Course information – winter 2004 session

Legislation and Policy Division

- Report on the review of the Young Offenders Act 1997
- Report on the review of the Victims Support and Rehabilitation Act 1996 and the Victims Rights Act 1996

Office of the Protective Commissioner

- Corporate brochure - updated April 2004
- Estate information form - updated November 2003
- Fact sheet 11 - Facts on fees - updated October 2003
- Fact sheet 14 - Review of decisions by the Administrative Decisions Tribunal
- Have Your Say complaints brochure - updated June 2003

- OPC annual report 2002-03
- OPC annual report 2002-03 highlights brochure
- OPC newsletter for clients - February 2004, August 2004
- Planning and Investing with OPC
- PM handbook - updated Dec 2003
- Private management newsletters - July 2003, March 2004
- Service providers newsletters - November 2003

Office of the Public Guardian

- Client and stakeholder information booklet - for people with disabilities
- Client and stakeholder information booklet - for family members, key stakeholders and service providers
- Client survey report and summary
- Ongoing 'newsletter' to legal guardians (three editions)
- Annual report 2002-03
- Multicultural factsheets

Privacy NSW

- Privacy NSW annual report 2002-2003
- Privacy complaints: Making a privacy complaint in NSW
- Your Privacy: Protecting privacy in NSW
- The Information Protection Principles (IPPs) explained for members of the public
- The Information Protection Principles (IPPs) guidance for the public sector
- (Draft) statutory guidelines on management, training, research, and third party collection
- The Health Privacy Principles (HPPs) guidance for organizations
- The Health Privacy Principles (HPPs) explained for members of the public
- Local government records and the 'public interest' test
- Public registers and the internet
- Privacy and people with decision-making disabilities
- Community language privacy notice
- Checklist - Identifying privacy issues early
- Exemptions matrix
- How to prepare for the NSW Health Records and Information Privacy Act 2002
- Statutory guidelines on the management of health services - Health Records and Information Privacy Act 2002 (NSW)
- Statutory guidelines on notifying a person when you have collected health information about them from someone else - Health Records and Information Privacy Act 2002 (NSW)
- Statutory guidelines on research - Health Records and Information Privacy Act 2002 (NSW)
- Statutory guidelines on training - Health Records and Information Privacy Act 2002 (NSW)
- Need to Know - No's 1, 2, 3
- Privacy NSW newsletter - July 2003
- The tape recording of council meetings - May 2004
- Submission on the review of the Privacy and Personal Information Protection Act 1998 - June 2004
- Submission on the Australian Communications Authority discussion paper: Location Location Location: the future of location information to enhance the handling of emergency mobile phone calls - May 2004
- Submission to ministerial inquiry into the taxi industry - May 2004

- Submission on the Australian Government discussion paper on information privacy and employee records - April 2004
- Submission on the review of the Mental Health Act 1990, Discussion paper 1: Carers and information sharing - April 2004
- Submission on the proposed revision of the Passports Act 1938 (Commonwealth) - April 2004
- Submission on the review of the State Records Act - May 2004
- Submission to the Office of Fair Trading in relation to the Proposed Property, Stock and Business Agents Amendment (Tenancy Databases Regulation 2004) - February 2004
- Submission to the Ministerial Council on Consumer Affairs (MCCA) and the Standing Committee of Attorney General (SCAG) on the public issues paper Residential Tenancy Databases - January 2004
- Submission in response to an invitation to comment by the Director General, Attorney General's Department on the Workplace Video Surveillance Act review - October 2003

Professional Standards Council

- Annual Report 2003-04
- Newsletter: Issues 15 to 18
- Papers: A Framework for Compliance: under the Professional Standards Act (Dec 03); Soft-skills CPD: Foundation skills for good professional practice (Dec 03); Submission to Senate Economics Legislation Committee; NPSL Illustrated: A framework for the operation of a national system of Professional Standards Legislation (Jul 03).
- Articles: High Aims, Victorian Law Institute Journal (Nov 03), and Queensland Law Society Journal - Proctor (Mar 04).

Public Trustee

- Annual report 2002-03
- A guide for beneficiaries
- A guide for wills
- A guide for trust clients
- Financial services guide
- Privacy and Public Trustee NSW
- The Public Trustee's common fund portfolios
- New estate checklist
- Translated corporate brochure into nine languages
- PT Connect (bi-annual newsletter)
- ScriPT (bi-monthly newsletter)

Reporting Services Branch

- RSB information brochure

Supreme Court

- New South Wales Law Almanac 2004
- Annual review 2003

Victims Services

- Someone is missing
- Helping children cope with trauma
- Coping with witnessing a traumatic event
- Coping with sleeplessness
- Chairperson's report, Victims Compensation Tribunal 2002-03
- Victims Advisory Board, report on activities 2002-03

Violence Against Women Unit

- NSW Strategy to Reduce Violence Against Women information bulletin
- Bimonthly newsletters
- The Tamworth Domestic Violence Project. An evaluation of a different model of service provision to victims of domestic violence in a police setting.' (2003) Funded by PADV. NSW strategy to reduce violence against women achievements 2001-03
- Violence Excluded a Study into Exclusion Orders South East Sydney – report, final report 2004, Robyn Edwards. A four page summary document is also available.
- Surveying the Statistics - Sources and statistics on violence against women in the Wentworth region
- The NSW Police northern region domestic violence referral project evaluation report, 2004. Also available online under Resources
- Evaluation of the NSW pilot program for perpetrators of domestic violence
- Spiked drinks: Who's watching your drink now?
- Reclaim the train – safer travel for everyone postcards
- Safe Families Kit
- Koori love is...
- Do you want to stay at home?
- Women and violence booklets in Punjabi
- Domestic violence - A guide for medical practitioners
- Information for service providers supporting women from culturally diverse backgrounds experiencing domestic violence

APPENDIX 22

PRIVACY AND PERSONAL INFORMATION

The Department has managed its obligations under the Privacy and Personal Information Protection Act 1998 by ensuring awareness and compliance across the Department with the Privacy Management plan.

The plan provides guidance on the requirements of the Act for all officers dealing with personal information. It also provides strategies for compliance with the Act and identifies procedures that we can adopt to eliminate or reduce the risk of non-compliance. The plan was amended to incorporate the Department's obligations under the Health Records and Information Privacy 2002.

The plan allows for individual business centres to create and annex specific privacy management plans to address issues unique to each business centre. During 2003-04 the Anti-Discrimination Board created and forwarded to the Privacy Commissioner an individual privacy management plan to accompany the Department's overall plan.

The officer responsible for privacy compliance has conducted seminars for the information of staff covering a broad range of privacy issues including the Department's obligations as required by the Privacy and Personal Information Protection Act.

We undertook two internal reviews to examine the conduct of the agency during the period. Neither review established any breach of the privacy protection principles.

We responded to a request for information by the Privacy Commissioner on one occasion.

APPENDIX 23

RECYCLING PERFORMANCE

The Department developed the Waste Reduction and Purchasing Plan (WRAPP) in 1999 to support better management of paper-based waste, and focus on increasing the amount of paper and cardboard being recycled. The table below summarises the Department's performance in terms of the WRAPP reports submitted to Resource NSW in 2001 and 2003.

Performance indicator	WRAPP 2001	WRAPP 2003	CHANGE (%)
Waste sent to landfill (%)	48.5	28.25	-20.25%
No. of tonnes paper/ cardboard recycled in a 12-month period (kg)	53,040	240,000	+452%
Paper/cardboard waste being sent to landfill	N/A	11%	N/A
Recycled content paper purchased (% of total)	85%	93%	8%

As the table indicates, our recycling performance continues to improve. Over 100 sites now recycle paper and cardboard, with a further 15 sites recycling plastic, aluminium and glass. Sixty two per cent of staff now have access to a recycling service and have recycled over 800 tonnes of paper and cardboard since June 2001.

Our commitment to the environment continues in our procurement planning with goods containing recycled content being purchased where cost effective. Our major achievement in this area has been to increase the amount of recycled content copy paper we purchase, from 85 per cent of total copy paper purchased in 2001 to 93 per cent of total in 2003. This is despite the product costing fractionally more than virgin copy paper.

APPENDIX 24 RISK MANAGEMENT AND INSURANCE ACTIVITIES

Major insurance risks for the Department are the security of its staff, property and other assets, along with the risk of work related injuries that may result in workers compensation insurance claims.

Accordingly, the Department has full workers' compensation, motor vehicle accident, property, liability and miscellaneous insurance cover provided by the Treasury Managed Fund (TMF), which is managed by GIO General Limited.

The TMF is a government-wide self-insurance scheme that provides a systematic and coordinated approach to the practice of risk management. Under this scheme, we introduced benchmarking to gauge risk management performance with insurance premiums determined by a combination of benchmarks and the Department's claims experience.

In respect of workers' compensation for 2003-04, there was a significant funding shortfall (that is, the difference between the funded level and the deposit premium paid by the Department) due primarily to a reduction in the composite benchmark tariff rate, a deterioration in the Department's claims' performance, and fund-wide factors.

To reduce the number and value of workers' compensation insurance claims, we monitor the claims experience on an ongoing basis, with a focus on occupational health and safety (OH&S) performance.

However, the new provisional liability arrangements introduced by the NSW Government on 1 January 2002 has resulted in increased claims experience, particularly psychological injury and stress claims, which has consequently impacted on the Department's insurance premiums. The Department is introducing strategies to address particular problem areas and emerging trends that, over time, will reduce claims and costs.

There has been further improvement in the Department's motor vehicle claims performance, as evidenced by a reduction in the deposit premium for 2003-04 compared with the previous year. This continuing improvement has been the result of the introduction of a number of initiatives to improve the Department's claims performance.

Risk management policies and procedures are continually being reviewed, with the aim of enhancing the Department's risk management profile, thereby reducing future premiums.

APPENDIX 25 SENIOR EXECUTIVE SERVICE AND STATEMENTS OF PERFORMANCE

Andrieus, Rhonda Master of Laws
General Counsel (Treasury), Crown Solicitor's Office

Anet, Peter BA, LLB
Deputy Crown Solicitor

Baker, Julie BA
Assistant Director General, Community and Regulatory Services

Byles, Gary B.Soc.Sci. Graduate Australian Army Staff College
Sheriff

Cellich, Walter B. Comp.Sci.
Director, Information Technology

Curry, Gregory Master of Statistics. Executive MBA
Acting Registrar, Registry of Births, Deaths and Marriages

Cutbush, Paul
Director, Reporting Services Branch

Feneley, John LLB
Assistant Director General, Policy and Crime Prevention

Gabb, Ken LLB
Protective Commissioner and Public Guardian

Glanfield, Laurie AM BA, LLB (Hons)
Director General

Greenwood, Megan BA, MBA, Dip Law, Graduate Diploma in Legal Practice (LPAB)
Chief Executive Officer and Principal Registrar, Supreme Court

Grimson, Mick LLB (Hon)
Principal Courts Administrator (IRC) Industrial Registrar

Hennessy, Peter LLB (WA), BEc. (ANU)
Executive Director, Law Reform Commission

Kaban, Lida Graduate Diploma in Law (BAB)
Director, Community Relations Division

Knight, Ian BA, LLB
Crown Solicitor

Kerkyasharian, Stepan AM
President, Anti-Discrimination Board

Kuti, Andrew BEc, FCPA, ASIA
Director, Financial Services Branch

Le Breton, John BA (Social Services)
Director, Victims Services

McGrath, Timothy LLB
Assistant Director General, Court and Tribunal Services

McOnie, Denise BCom, LLB
Practice Manager, Crown Solicitor's Office

Mark, Steve LLB
Office of the Legal Services Commissioner

Orr, Mark Master of Health Services Management; Graduate Diploma (Special Education); BS (Hon) Psychology
Deputy Protective Commissioner and Director Client Services, Office of the Protective Commissioner and Public Guardian

Schreiber, Gwenda MSc (Psychology); PhD
Director, Children's Court Clinic

Smith, Craig Dip Law (BAB), Dip Crim (Syd)
Principal Courts Administrator, District Court and Dust Diseases Tribunal

Smith, Graeme B. App.Soc.Sci; LLB
Director, Office of the Public Guardian

Talbot, Michael BCom
Director, Local Courts

Tangney, Maureen BA, LLB
Director, Legislation and Policy

Thomas, Brendan MA
Director, Crime Prevention Division

Weatherburn, Don BA (Hons) (Psychology), PHD
Director, Bureau of Crime Statistics and Research

Laurie Glanfield

Director General

SES Level 7 (\$296,000 from 1.7.03 to 30.9.03 and \$309,900 from 1.10.03 to 30.6.04)

During 2003-04, the Director General led organisational, technological and cultural change within the Department to improve the way business units work together, in order to make services more readily accessible and better tailored to the needs of clients. Examples of these changes include:

- Courtlink, the multi-jurisdictional case management system, which we implemented in the Adoptions and Costs Assessment areas of the Supreme Court. Significant progress was also achieved towards implementation of Courtlink in the criminal jurisdictions of the Supreme Court, Court of Criminal Appeal, District Court Sydney and eight regional registries
- implementation of key initiatives under the Corporate Services Reform strategic framework, which is eliminating duplication and streamlining corporate services to enable the allocation of additional resources to core service provision
- the staging of a staff forum on innovation and creativity at seven regional and metropolitan locations, to promote and encourage a culture of innovation in service delivery.

The Director General also took an active role in increasing the level of inter-agency collaboration within the NSW justice sector and in progressing national initiatives by:

- chairing or participating in key inter-agency groups, including:
 - Criminal Justice Sector CEO's group
 - LawAccess Board
 - Human Services CEO's group
 - Chief Executive's Committee
 - Government Asset Management Committee
- progressing NSW responsibilities under the Standing Committee of Attorneys General, including:
 - an agreement to model provisions for consistent laws to facilitate a national legal profession
 - an agreement to the establishment of nationally-consistent professional standards legislation
 - the introduction of proportionate liability on a nationally-consistent basis.

The Director General ensured the Department gave priority to the development, implementation and evaluation of effective responses to Aboriginal justice issues. Achievements included:

- completing the Aboriginal Justice plan
- evaluating the Circle Sentencing Trial in Nowra, expansion of the trial to Dubbo, Walgett and Brewarrina and securing of funding to allow expansion of circle sentencing in 2004-05 to a total of nine sites together with a total of 18 community justice groups
- developing an offence targeting model, and the release of a report on driving licence offences and strategies to reduce them
- completing design and development applications for a residential centre near Griffith for young Aboriginal people at risk of contact with the criminal justice system.

The Director General has also promoted the development and implementation of strategic advice on crime prevention and the evaluation of crime prevention programs by:

- establishing a strategic policy unit which will take a proactive approach to policy development
- developing the NSW Crime Prevention plan, currently under consideration by Government
- implementing the Pathways to Prevention program: Redfern/Waterloo project, which operate in three schools
- evaluating the Youth Drug Court and its expansion to cover eastern and central Sydney
- developing legislation to support the implementation of the Compulsory Drug Treatment Centre and the Drug Court's role in the centre
- evaluating the Aboriginal Community Patrol program, which has now been established in 15 NSW locations.

Throughout 2003-04, the Director General ensured the effective and efficient use of the Department's resources, including compliance with Treasurer's Directions and Premier's Memoranda with respect to the use of credit cards.

Ian Knight

Crown Solicitor

SES Level 6 (\$247,100)

The Crown Solicitor is responsible for the legal work performed in the Crown Solicitor's Office (CSO) and heads the Government Law Practice Group.

The Crown Solicitor personally prepared or supervised numerous legal advisings, including advisings relating to the local government elections, the Public Accounts Committee, investigation of police misconduct, the Hon Malcolm Jones MLC, the health care system, execution of warrants at Parliament House, appropriation, various parliamentary inquiries, protected disclosures, terrorist acts, the State Arms and Emblems Act 2004 and council amalgamations. Solicitors in the CSO played significant roles in respect of major inquiries into the Waterfall rail accident, medical treatment at Campbelltown and Camden Hospitals and the medical research and compensation foundation (Trust for asbestosis compensation).

The Crown Solicitor chaired meetings of the Executive Committee of the CSO who also served as a member of the Business Innovation Council of the Attorney General's Department.

This financial year saw the successful implementation of the CSO's electronic records and documents management system (TRIM) and an RFQ for a new practice management system.

The Crown Solicitor chaired the CSO staff conference in December which focused on the business of the CSO.

The Crown Solicitor edited the CSO client newsletter which continues to be a resource for legal officers in the public sector and a significant marketing tool for the CSO.

The Crown Solicitor chaired seminars for clients during the year and are now attended by non-lawyers as well as public sector solicitors. The seminars provide an opportunity for networking as well as legal education within the public sector.

The Crown Solicitor attended the 2003 Annual Conference of Australasian Crown Solicitors in Melbourne.

The CSO's commercial operations were again very successful, a 100 per cent success rate in tenders for legal services and an increase of 26 per cent in revenue for untied legal work being achieved. The operating surplus for the year was \$3.7 million before a credit adjustment of \$1.1 million in the value of superannuation reserves. A dividend will be paid to Treasury.

Ken Gabb

Protective Commissioner and Public Guardian

SES Level 5 (\$195,000)

Both the Office of the Protective Commissioner (OPC) and Office of the Public Guardian (OPG) made steady progress during 2003-04.

In October 2003 OPC introduced a new fee structure, following a review of its funding and fee structure by the Independent Pricing and Regulatory Tribunal. Most clients will now pay two fees only – a management fee of 1.1 per cent of the value of an estate under management and an investment fee of 0.5 per cent of the value of investments in OPC's common fund. The new fee structure is fairer and more transparent than the one it replaces.

The new fees were accompanied by an injection of \$9 million of public funds to assist OPC to provide services to clients who cannot afford to pay for them. Public funding now represents a significant proportion of OPC's revenue, the amount of government support increasing by almost 90 per cent from last year's contribution of \$4.8 million.

This year saw the completion of the outsourcing of the management of OPC's client investment funds. OPC manages about \$1.2 billion of client investments in its common fund. Following an exhaustive tender process, OPC has chosen BNP Paribas to act as master custodian of the funds and State Street Global Advisors to manage the funds.

It is now more than 20 years since the enactment of the Protected Estates Act in 1983. During 2003-04 OPC reviewed the provisions of the Act in conjunction with a wide cross section of stakeholders. Although no need for wholesale change was identified a number of changes were suggested. Proposals for reform were referred to the Attorney General's Department for consideration in the year ahead.

In my statement of performance for 2002-03, I identified the management of clients' non-investment assets as an area where I considered OPC to be deficient. During 2003-04 the Client Asset Management Branch (CAMB) was expanded and more specialist positions added. As a result, CAMB has commenced the development of asset management plans for some clients and will expand this work during the coming year. I envisage asset management plans will incorporate the identification, recording, valuation, and insurance of major client assets and, where appropriate, provision for the repair, maintenance and replacement of those assets.

As part of its commitment to better management of clients' assets, OPC has also commenced a trial in two NSW locations of a property inspection and repair program in partnership with the LJ Hooker group of real estate agents. At the completion of the trial OPC will assess whether or not partnership with a private sector organisation can provide OPC clients with a cost effective property inspection and repair program.

OPC is also exploring with Telstra the potential for the electronic billing and payment of client telephone accounts. Each three months OPC processes several thousand telephone bills on behalf of its clients. The potential benefits that could flow to both Telstra and OPC from a more efficient billing method have led both organisations to investigate new procedures that may eventually lead to electronic billing and payment.

In conjunction with a speech pathologist from the Spastic Centre, OPC has developed a money management booklet for people with an intellectual disability. The booklet uses a simple story line and pictographic symbols to help clients participate more meaningfully in decisions about their money. A budget management sheet, which accompanies the booklet, can be used to develop a simple personal budget. The booklet has been well received within the disability sector with The Spastic

Centre, People with Disabilities Australia Inc. and the Department of Ageing, Disability and Home Care all endorsing its use.

During 2003-04 OPG introduced a strategy of seeking the early discharge of people under guardianship where informal networks were now in place and there was no longer a need for OPG to support and protect them. The strategy resulted in a significant increase in the rate of discharge from guardianship, with OPG client numbers falling from 1695 to 1540 by the completion of the strategy in January 2004. The strategy was in conformity with the principle of applying the least restrictive option with respect to people with a disability and also allowed OPG to remain focused on decision making for people most in need of its services. Since the completion of the project, however, client numbers have again increased in line with previous trends.

In response to its 2002-03 client survey, OPG revised its guardianship planning procedures to focus on improved participation of clients in decision making. Major changes to guardianship decision-making practices were introduced as a result of a new planning tool.

In March 2004 the Attorney General's Department and OPG convened a meeting of interested stakeholders to explore issues concerning the capacity to make decisions and the rights of those whose capacity is in question. Almost 100 people responded to the invitation, including representatives of peak disability, health and legal groups, as well as government agencies. The consultation provided an opportunity to bring people together to listen to what has been achieved in recent times, to identify key concerns and to discuss the challenges that are shared by service providers and others with an interest in the welfare of those with disabilities. OPG will use comments and suggestions recorded throughout the day to compile a report and recommendations to the Attorney General.

APPENDIX 26

STATUTORY APPOINTMENTS AND SIGNIFICANT COMMITTEES

Statutory appointments

Acting Anti-Discrimination Board President:

Laurie Glanfield,

Director General: 3 May to 14 September 2003

Acting Privacy Commissioner:

Maureen Tangney: 1 July to 2 August 2003,

Julie Baker: 3 August to 2 September 2003,

John Dickie: 3 September 2003 to 30 June 2004

Australian Criminology Research Council:

Laurie Glanfield (Chairperson)

Commissioner of Dormant Funds:

Peter Whitehead, Public Trustee

Operations Review of the Independent

Commission Against Corruption:

Laurie Glanfield

Public Purpose Fund: Laurie Glanfield (Trustee)

Significant committees

Aboriginal & Torres Strait Island Advisory Committee:

Narelle Hennessey, Anti-Discrimination Board

Aboriginal Affairs Plan Coordinating Committee:

John Feneley, Assistant Director General

Administrative Decisions Tribunal - Guardianship and Protected Estates List User Group:

Megan Thomas, LawAccess NSW

Anti-Graffiti Industry Group:

Daniel Noll, Criminal Law Review Division

APEC E-Commerce Steering Committee:

Development of Regional Privacy Guidelines:

Anna Johnston, Privacy NSW

Apprehended Violence Legal Issues

Co-ordinating Committee:

Katharine Jeffreys, Criminal Law Review Division

Audit Committee:

Julie Baker, Assistant Director General and

Michael Talbot, Local Courts

AUSTRAC Proof of Identity Steering Committee:

Trevor Stacey, Registry of Births, Deaths and Marriages

Australia and New Zealand Crime

Prevention Officers Forum:

Steven Drew, Crime Prevention Division

Australian Association of the Deaf Legal Committee:

Gillian Mahony, Crown Solicitor's Office

Australian Commercial Disputes Centre:

Laurie Glanfield (Deputy Chair)

Australian Court Administrators Group (ACAG):

Tim McGrath, Assistant Director General

Australian Federal Police and NSW Crime

Commission Taskforce Project Reflexive:

Trevor Stacey, Registry of Births, Deaths and Marriages

Australian Guardianship and Administration Committee:

Ken Gabb and Graeme Smith, Office of the Protective Commissioner and Public Guardian

Australian Institute of Judicial Administration:

Laurie Glanfield (Deputy President),

Megan Greenwood, Supreme Court of NSW

Australian Medical Council Clinical

Examinations Appeal Committee:

Stepan Kerkyasharian, Anti-Discrimination Board

Bail Act Review Working Group:

Nerissa Keay, Criminal Law Review Division

Bail Working Party: Daniel Noll, Criminal Law Review Division

Bar Association Legal Aid Committee:

Peter Zahra SC, Public Defenders

Bar Council: Chrissa Loukas, Public Defenders

Bureau on the National Crime Statistics Advisory Group:

Jackie Fitzgerald, Bureau of Crime Statistics and Research

Business Innovation Council: Julie Baker

Carnival Ltd: Stepan Kerkyasharian, Anti-Discrimination Board

CEOs e-Government Committee: Laurie Glanfield

Chief Magistrate's Strategic Review Committee:

Michael Talbot, Local Courts

Child Death Review Team: John Feneley

Child Death Review Team:

Stephen Olischlager, Local Courts

Child Protection Internet Taskforce:

Daniel Noll, Criminal Law Review Division

Child Sexual Assault Project Team:

Rebecca Rowsell and Maureen Tangney, Legislation and Policy

Child Sexual Assault Specialist Jurisdiction

Working Party:

Julie Harrison, Local Courts

Children's Court Advisory Committee:

Katherine McFarlane, Legislation and Policy

Children's Court Assistance Scheme

Advisory Committee:

Julie Harrison, Local Courts

Civil Procedure Rules Working Party:

Jennifer Atkinson, Legislation and Policy

Committee of State and Territory Copyright Officers:

Ben Atkinson, Legislation and Policy

Community Relations Commission of NSW:

Stepan Kerkyasharian, Anti-Discrimination Board

Community Solutions Working Party: John Feneley

Compulsory Drug Treatment

Correctional Centre Taskforce:

Lloyd Babb, Criminal Law Review Division

Consumer, Trader & Tenancy Tribunal

Consultative Forum:

Julie Carrington, LawAccess NSW

Co-operative Legal Service Delivery Working Party:

Julie Harrison, Local Courts

Council of Australian Registrars (COAR):

Trevor Stacey, Registry of Births, Deaths and Marriages

Council of Law Reporting: John Feneley and Tim McGrath

Counter Terrorism Laws Taskforce:

Daniel Noll, Criminal Law Review Division

Court Administrators Working Group (CAWG):

Tim McGrath

Court Users Group:

Susan Dixon, Land and Environment Court

CourtLink Steering Committee:

Megan Greenwood, Supreme Court of NSW

CourtLink Steering Committee: Tim McGrath**Criminal Case Processing Committee:**

Craig Smith, District Court

Criminal Justice CEOs Officers Committee:

Kay Leah, Legislation and Policy

Criminal Justice Support Network:

Julie Harrison, Local Courts

Criminal Justice System CEOs: Laurie Glanfield (Chair)**Criminal Law Committee:** Chrissa Loukas, Public Defenders**Criminal Procedure Form Rationalisation Working Party:**

Jennifer Atkinson, Legislation and Policy

Criminology Research Council:

Laurie Glanfield (Chair)

Criminology Research Council Sub-group on Juror Stress and Debriefing:

Tim McGrath

Cross Justice Agencies Video Conferencing Steering Committee:

Tim McGrath

Disability Advisory Council:

Laurie Glanfield (Chairperson) and Julia Haraksin, Coordinator Disability Strategic Plan

Disability Advisory Council: Michael Talbot, Local Courts**Disability Strategic Plan Internal Steering Committee:**

Julie Baker

Divisional Heads Committee:Cathy Szczygielski and Karen Wallace/
Vicki Sarfaty, Administrative Decisions Tribunal**Domestic Violence Court Assistance Program Advisory Committee:**

Julie Harrison, Local Courts

e-Briefs Steering Committee: Tim McGrath**Efficiency, Quality, Staffing Study, Office of Protective Commissioner:**

Peter Whitehead, Public Trustee

Electronic Health Records Steering Committee:

Natasha Mann, Privacy NSW

Equal Opportunity Committee of Bar Association:

Chrissa Loukas, Public Defenders

Equity and Diversity Alliance: Julie Baker**Executive Committee:**Cathy Szczygielski and Karen Wallace/
Vicki Sarfaty, Administrative Decisions Tribunal**Families and Friends of Missing Persons Inter-agency:**

Leonie Jacques, Families and Friends of Missing Persons Unit (FFMPU)

Findlay Review Working Group (Forensic Procedures):

Katharine Jeffreys, Criminal Law Review Division

Fine Enforcement Reference Group:

Pam Wilde, Legislation and Policy

Forensic Medicine and Pathology Authority Procurement Feasibility Plan Steering Committee:

Tim McGrath

Forensic Pathology Co-ordinating Committee:

Lloyd Babb, Criminal Law Review Division

Forensic Pathology Coordinating Committee:

Stephen Olischlager, Local Courts

Gay, Lesbian, Bisexual, Transgender Community Advisory Committee:

Steven Drew, Crime Prevention Division

Graffiti Strategy Task Force: Laurie Glanfield (Member)**Guardianship and Protected Estates:**Rosemary Davidson and Amanda Curtin,
Administrative Decisions Tribunal**Health Conciliation Registry:**

Elizabeth Wing, Anti-Discrimination Board

Human Service Agencies – Information Steering Project:

Participation of the Consent-based Regime Steering Committee: Anna Johnston, Privacy NSW

Independent Complaints Review Panel of the ABC:

Stepan Kerkyasharian, Anti-Discrimination Board

Indigenous Steering Committee, Indigenous Rights Unit of the National Children's & Youth Law Centre:

Nathan Tyson, Anti-Discrimination Board

Industrial Hemp Licensing Committee:

Michael Darmody, Criminal Law Review Division

Innocence Panel: Chrissa Loukas, Public Defenders**Interagency Aboriginal Affairs Justice Cluster:**

Kay McFarlane, Legislation and Policy

Inter-departmental Working Group on Recommendations arising from the Attorney General's Review of the Crimes (Forensic Procedures) Act 2000 (NSW):

Lorraine Rivlin, Privacy NSW

Judicial member of Administrative Decisions Tribunal:

Chrissa Loukas, Public Defenders

Jury Taskforce: Jennifer Atkinson, Legislation and Policy**Justice Agencies Cells Working Party:** Tim McGrath**Justice Agencies Chief Information Officers Committee:**

Walter Cellich, Information Technology

Law and Justice Foundation - Referral Forum:

Jane Pritchard, LawAccess NSW

Law Courts Library Operations Committee:

Megan Greenwood, Supreme Court of NSW

Law Courts Limited Board of Directors:Megan Greenwood, Supreme Court of NSW,
Tim McGrath, Andrew Kuti, Financial Services**Law Courts Limited Library Management Committee:**

Tim McGrath

Law Society Human Rights Committee:

Pam Wilde, Legislation and Policy

Law Society of NSW - Legal Technology Group:

Jane Pritchard, LawAccess NSW

Law Week Ltd: Laurie Glanfield (Director)**Law Week Planning Committee:**

Nicole Hoffman, Local Courts

Legal Aid Commission - Cooperative Legal Service Delivery Model - Steering Committee:

Lauren Finestone, LawAccess NSW

Legal Aid Review Committee:

Ian Linwood, David Norris, Peter Robinson, Julie Burton, Anina Johnson, John McDonnell, Donna Ward, Anthea Tomlin, Gillian Mahony, Amalia Stanizzo, Crown Solicitor's Office

Legal Information Access Centre – Board:

Megan Thomas, LawAccess NSW

Legal Practitioners Admission Board: John Feneley

Legal Technology Reference Group:

Anthea Tomlin, Assistant Crown Solicitor

LEPAR Implementation Committee:

Criminal Law Review Division

Library Review Management Advisory Committee:

Tim McGrath

Local Court Rule Committee:

Pam Wilde, Legislation and Policy

Local Court Rule Committees (civil and criminal):

Stephen Olischlager, Local Courts

Management Advisory Committee: Tim McGrath

Management Committee of the Institute of Criminology:

Andrew Haesler, Public Defenders

Mental Health Review Tribunal:

Margaret White, Anti-Discrimination Board

Mental Health Sentinel Event Review Committee:

Stephen Olischlager, Local Courts

Migration Heritage Advisory Board of the Powerhouse Museum:

Stepan Kerkyasharian, Anti-Discrimination Board

Ministerial Council of Corporations Officers Group:

Mathew Ronald, Legislation and Policy

National Uniform Succession Laws Committee:

Michael Tilbury, Peter Hennessy, Joseph Waugh, Law Reform Commission

National Justice College of Australia:

Laurie Glanfield (Member)

Ngalaya Aboriginal Lawyers Corporation:

Nathan Tyson, Anti-Discrimination Board

NSW Board of Studies:

Stepan Kerkyasharian, Anti-Discrimination Board

NSW Council on Violence Against Women:

Gaby Marcus, Violence Against Women Unit

NSW Crime Prevention Council:

Don Weatherburn, Bureau of Crime Statistics and Research

NSW Geographical Names Board:

Stepan Kerkyasharian, Anti-Discrimination Board

NSW Government Broadband Contract Management Committee:

Walter Cellich, Information Technology

NSW Government Broadband Evaluation Committee:

Henk Joustra, Information Technology

NSW Inter-Departmental Committee on Closed Circuit Television (CCTV):

Steven Drew (Chair), Crime Prevention Division

NSW Juvenile Crime Prevention Advisory Committee:

Dean Hart, Crime Prevention Division

NSW Law Society Criminal Law Committee:

Andrew Eckhold, Crown Solicitor's Office

NSW Network of Government Agencies:

Gay, Lesbian and Transgender Issues:
Steven Drew (Chair), Crime Prevention Division

NSW Partnerships Against Domestic Violence Taskforce:

Gaby Marcus, Violence Against Women Unit

Nurses and Midwives Board:

Ian Linwood, Assistant Crown Solicitor

Office of State Revenue, Hardship Review Board:

Pam Wilde, Legislation and Policy

OPG/OPC Advisory Council:

Ken Gabb and Graeme Smith, Office of the Protective Commissioner and Public Guardian

Oversight Committee for the Division

of Analytical Laboratories:

Anna Johnston, Privacy NSW

Pacific Island Partnership Implementation Committee:

Steven Drew, Crime Prevention Division

Parks and Gardens Conservation Committee of the National Trust:

Christa Ludlow, Senior Solicitor, Crown Solicitor's Office

Pathways to Prevention: Redfern/Waterloo

Steering Committee:

Steven Drew, Crime Prevention Division

Police and Ethnic communities Advisory Council of NSW:

Stepan Kerkyasharian, Anti-Discrimination Board

Post Adoption Resource Centre Advisory Committee:

Peter Hennessy, Law Reform Commission

Practice and Procedure Advisory Committee:

Nicole Hoffman, Local Courts

Premier's Expert Advisory Committee on Drugs:

Don Weatherburn, Bureau of Crime Statistics and Research

Pre-Trial Diversion of Offenders Board:

Carolyn Marsden, Legislation and Policy

Primary Connect State Steering Committee:

Steven Drew, Crime Prevention Division

Privacy Law Bulletin Editorial Board:

Siobhan Jenner, Privacy NSW

Probate Focus Group (Law Society NSW):

Peter Whitehead

Probate Users Group (Supreme Court): Peter Whitehead

Professional Advisory Panel:

John Le Breton, Victims Services and Marianne Curtis, Victims of Crime Bureau

Professional Discipline:

Rosemary Davidson and Amanda Curtin, Administrative Decisions Tribunal

Public Purpose Fund: Laurie Glanfield (Trustee)

Redfern Waterloo CEOs Group: Laurie Glanfield

Redfern Waterloo Partnership Project

Senior Officers Group:

Steven Drew, Crime Prevention Division

Regional Representative Aboriginal

Staff Reference Group:

Nathan Tyson, Anti-Discrimination Board

Rule Committee:

Cathy Szczygielski, Administrative Decisions Tribunal

Rule Subcommittee:

Rosemary Davidson and Amanda Curtin,
Administrative Decisions Tribunal

Rules Committee: Geoff Hiatt, Local Courts

SCAG CEOs Justice Sector XML Working Party:

Henk Joustra and Ingrid McAlpin, Information Technology

SCAG/APMC Joint Working Group on**Cross-Border Investigation Powers:**

Daniel Noll, Criminal Law Review Division

Search Warrants Working Party:

Daniel Noll, Criminal Law Review Division

Senior Officers Group on Child Protection:

Kay McFarlane, Legislation and Policy

Senior Officers Group: Peter Whitehead

Sentencing Council: Peter Zahra SC, Public Defenders

Sexuality Hate Crime Monitoring Committee:

Lloyd Babb, Criminal Law Review Division

Sexuality Related Hate Crime Monitoring Committee:

Jackie Braw, Crime Prevention Division

South Eastern Sydney Indigenous Interagency:

Narelle Hennessey, Anti-Discrimination Board

Standing Committee of Attorneys General:

Laurie Glanfield (Secretary), Fiona Cameron, Legislation and Policy (Officer), Paolo Buchberger, Crown Solicitor's Office (Officer)

Strategic Plan Review Committee:

Stephen Olischlager, Local Courts

Sydney Aboriginal Interagency Network (SAIN) Committee for Aboriginal people in the Sydney metropolitan area:

Paul Teerman, Land and Environment Court

Sydney Aboriginal Interagency Network:

Nathan Tyson, Anti-Discrimination Board

Sydney Indigenous Interagency:

Narelle Hennessey, Anti-Discrimination Board

Sydney University Law Scholl Advisory Board:

Laurie Glanfield (Member)

Technology Steering Committee: Tim McGrath

The Academic Exemptions Sub-Committee:

Monika Bhattacharya, Legal Practitioners Admission Board

The Curriculum Sub-Committee:

Martin Fitzgerald, Legal Practitioners Admission Board

The Drug Misuse and Trafficking Working Group:

Lloyd Babb, Criminal Law Review Division

The Examinations Committee:

Roger Wescombe, Legal Practitioners Admission Board

The Human Services CEO's Forum:

Senior Officers Group on Mental Health, Lloyd Babb, Criminal Law Review Division

The Inter-Departmental Committee on Mental Health (Criminal Procedure) Act:

Lloyd Babb, Criminal Law Review Division

The Legal Practitioners Admission Board:

Roger Wescombe, Legal Practitioners Admission Board

The Legal Qualifications Committee:

Roger Wescombe, Legal Practitioners Admission Board

The Monitoring Committee of the Medically Supervised Injecting Centre:

Lloyd Babb, Criminal Law Review Division

The Practical Training Exemptions Sub-Committee:

Monika Bhattacharya, Legal Practitioners Admission Board

The Quality Sub-Committee:

Martin Fitzgerald, Legal Practitioners Admission Board

Treasury Managed Fund Advisory Board (NSW Treasury):

Andrew Kuti, Director Financial Services

Trustee Corporations Association of Australia (National President of National Council):

Peter Whitehead

Uniform Civil Procedure Bill Committee:

Stephen Olischlager, Local Courts

Uniform Civil Procedure Rules Working Party:

Pam Wilde, Legislation and Policy

University of Sydney Institute of Criminology Advisory Committee:

Steven Drew, Crime Prevention Division

Vanuatu Legal Sector Strengthening Project:

Nick Sanderson-Gough, Land and Environment Court

Victims Advisory Board: John Le Breton, Victims Services

Victims of Crime Interagency Advisory Committee:

Julie Harrison, Local Courts

Victims of Crime Inter-Agency:

Lauren Finestone, LawAccess NSW

Victims of Crime Inter-agency:

Marianne Curtis, Victims of Crime Bureau, John Le Breton, Victims Services, Rowena Lawrie-Page, Aboriginal Justice Advisory Council and Rochelle Braaf, Crime Prevention Unit - Violence Against Women Specialist Unit

WorkCover IMT Board:

Trevor Stacey, Registry of Births, Deaths and Marriages

Working Group on Law Enforcement and Evidence for the Australian Law Reform Commission's Human Genetic Information Reference:

Andrew Haesler, Public Defenders

Working Group on the Aboriginal Justice Plan:

Maureen Tangney, Legislation and Policy

Working Party on Harmonising and Simplifying Civil Procedure Rules in New South Wales:

Tim McGrath

Youth Justice Advisory Council: John Feneley

CONTACT INFORMATION

Aboriginal Justice Advisory Council

Level 16
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8106
Fax: (02) 9228 8109
Acting Executive Officer: Rowena Lawrie

Administrative Decisions Tribunal

Level 15, St James Centre
111 Elizabeth Street
SYDNEY 2000
DX 1523 SYDNEY
Tel: (02) 9223 4677
or Freecall 1800 060 410
Fax: (02) 9233 3283
TTY: (02) 9235 2674
Email: adt@agd.nsw.gov.au
Registrars: Cathy Szczygielski/Karen Wallace

Anti-Discrimination Board

Level 17, Pacific Power Building
201 Elizabeth Street
SYDNEY 2000
Tel: (02) 9268 5555
Fax: (02) 9268 5500
TTY: (02) 9268 5522
President: Stepan Kerkyasharian

Asset Management Services

GPO Box 6
SYDNEY 2001
Tel: (02) 9228 8401
Fax: (02) 9228 8568
Director: Bill Brown

Attorney General's Department Law Libraries (formerly Library Services Division)

Level 6
Downing Centre
143–147 Liverpool Street
SYDNEY 2000
Tel: (02) 9287 7889
Fax: (02) 9297 7522
Director: Yvonne Brown

Bureau of Crime Statistics and Research

Level 8, St James Centre
111 Elizabeth Street
SYDNEY 2000
Tel: (02) 9231 9190
Fax: (02) 9231 9187
Email: bcsr@agd.nsw.gov.au
Director: Dr Don Weatherburn

Community Justice Centres

Level 8
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7455
Fax: (02) 9228 7456
Email: cjc_info@agd.nsw.gov.au
Website: www.cjc.nsw.gov.au
Director: Deborah Sharp

Community Relations Division

Level 9
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7484
Fax: (02) 9228 8608
TTY: (02) 9228 7676
Customer Feedback Freecall 1800 684 449
Email: director_crd@agd.nsw.gov.au
Director: Lida Kaban

Corporate Human Resources

Levels 7 & 14
Goodsell Building
8-12 Chifley Square
SYDNEY NSW 2000
Tel: (02) 9228 7516
Fax: (02) 9228 8407
TTY: (02) 9228 7790
Director: Julie Cook

Corporate Services (formerly Management Services)

Level 8
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8457
Fax: (02) 9228 7889
Director: Vacant

Crime Prevention Division

Level 19
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8307
Fax: (02) 9228 8559
Email: cpd_unit@agd.nsw.gov.au
Director: Brendan Thomas

Criminal Law Review Division

Level 20
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7258
Fax: (02) 9228 7128
Email: ag_clrd@agd.nsw.gov.au
Director: Lloyd Babb

Crown Solicitor's Office

Level 5
60–70 Elizabeth Street
SYDNEY 2000
DX 19 SYDNEY
Tel: (02) 9224 5000
Fax: (02) 9224 5011
Email: crownsol@agd.nsw.gov.au
Website: www.cso.nsw.gov.au
Crown Solicitor: Ian Knight

District Court

Executive Office Civil & Criminal Registries
Level 12, John Maddison Tower
86–90 Goulburn Street
SYDNEY 2000
Tel: (02) 9377 5699
Fax: (02) 9377 5873
TTY: (02) 9377 5268
Principal Courts Administrator:
Craig Smith

Dust Diseases Tribunal

Level 4
John Maddison Tower
88 Goulburn Street
SYDNEY 2000
Tel: (02) 9377 5440
Fax: (02) 9377 5433
Principal Courts Administrator:
Craig Smith

Financial Services

Level 18
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7523
Fax: (02) 9228 7964
Director: Andrew Kuti

Industrial Relations Commission of NSW

Level 1
50 Phillip Street
SYDNEY 2000
Tel: (02) 9258 0777
Fax: (02) 9258 0700
Industrial Registrar: Mick Grimson

Information Technology Services

Level 5
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7071
Fax: (02) 9228 8269
Director: Walter Cellich

Land and Environment Court of NSW

Windeyer Chambers
225 Macquarie Street
SYDNEY 2000
Tel: (02) 9228 8388
Fax: (02) 9235 3096
Email: lecourt@agd.nsw.gov.au
Registrar: Susan Dixon

LawAccess NSW

PO Box 620
Parramatta NSW 2124
General inquiries: 1300 888 529
Fax: (02) 8833 3101
TTY: 1300 889 529
Email: lawaccess@agd.nsw.gov.au
Website: www.lawaccess.nsw.gov.au
Director: Megan Thomas

Law Courts Library

Level 15
Law Courts Building
Queens Square
SYDNEY 2000
Tel: (02) 9230 8232
Fax: (02) 9233 7952
Librarian in charge: Lesley O'Loughlin

Law Reform Commission

Level 17 Goodsell Building
8-12 Chifley Square
SYDNEY
GPO Box 5199
SYDNEY 2001
DX 1227 SYDNEY
Telephone: (02) 9228 8230
Fax: (02) 9228 8225
E-mail: nsw_lrc@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/lrc
Executive Director: Mr Peter Hennessy

Legal Management Service

Level 18
Goodsell Building
8-12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8433
Fax: (02) 9228 7889
Acting Director: Michelle Brazel

Legal Practitioners Admission Board

Level 4
ADC House
99 Elizabeth Street
SYDNEY 2000
DX 602 SYDNEY
Tel: (02) 9392 0300
Fax: (02) 9392 0315
Email: ag_lpab@agd.nsw.gov.au
Executive Officer: Roger Wescombe

Legal Profession Advisory Council

Level 15
Goodsell Building
8-12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8347
Fax: (02) 9228 8066
Acting Executive Officer:
Aideen McGarrigle

Legal Representation Office

Level 6
ADC House
99 Elizabeth Street
SYDNEY 2000
Tel: (02) 9231 0811
Fax: (02) 9231 0814
Director: Annette Sinclair

Legislation and Policy Division

Level 20
Goodsell Building
8-12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7108
Fax: (02) 9228 8563
Email: lpd_enquiries@agd.nsw.gov.au
Director: Maureen Tangney

Local Courts (Director's Office)

Level 1, Downing Centre
143-147 Liverpool Street
SYDNEY 2000
Tel: (02) 9287 7420
Fax: (02) 9287 7900
Director: Michael Talbot

Office of the Legal Services Commissioner

Level 15
Goodsell Building
8-12 Chifley Square
SYDNEY 2000
Tel: (02) 9377 1800
Freecall: 1800 242 958
Fax: (02) 9377 1888
TTY: (02) 9377 1855
Email: olsc@agd.nsw.gov.au
Commissioner: Steve Mark

Office of the Protective Commissioner

Level 15
Piccadilly Tower
133 Castlereagh Street
SYDNEY 2000
DX 1335 SYDNEY
Tel: (02) 9265 3131
or 1300 360 466 (outside Sydney)
Fax: (02) 9261 4305
TTY: 1800 882 889
Email: opcmal@opc.nsw.gov.au
Protective Commissioner: Ken Gabb

Office of the Public Guardian

Level 15
Piccadilly Tower
133 Castlereagh Street
SYDNEY 2000
DX 1335 SYDNEY
Tel: (02) 9265 3131
or 1300 360 466 (outside Sydney)
Fax: (02) 9261 4305
TTY: 1800 882 889
Email: opcmal@opc.nsw.gov.au
Public Guardian: Ken Gabb

Gosford Office

Suite 3 40 Mann Street
Gosford NSW 2250
Tel 02 4320 4888
Fax 02 4320 4818

Blacktown Office

Level 2D 15-17 Kildare Road
Blacktown NSW 2148
Tel 02 9671 9800
Fax 9671 9804

Office of the Sheriff

Level 2
Downing Centre
143-147 Liverpool Street
SYDNEY 2000
Tel: (02) 9287 7263
Fax: (02) 9287 7260
Sheriff: Gary Byles

Organisational Performance Division (formerly Executive & Strategic Services)

Level 18
Goodsell Building
8-12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7280
Fax: (02) 9228 7829
Acting Director: Chris Banks

Privacy NSW

Level 17, 201 Elizabeth Street
Sydney NSW 2000
PO Box A123
SYDNEY SOUTH NSW 1235
Tel: (02) 9268 5588
Fax: (02) 9268 5501
Email: privacy_nsw@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/privacynsw
Acting Privacy Commissioner: John Dickie

Professional Standards Council

Level 15
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 8060 or 1300 555 772
Fax: (02) 9228 8066
Email: psc_excellence@agd.nsw.gov.au
Secretary: Bernie Marden

Public Defenders Office

Level 13
Carl Shannon Chambers
175 Liverpool Street
SYDNEY 2000
DX 11545 SYDNEY Downtown
Tel: (02) 9268 3111
Fax: (02) 9268 3168
Website: www.lawlink.nsw.gov.au/publicdefenders
Senior Public Defender: Peter Zahra SC

Public Trustee NSW

19 O'Connell Street
SYDNEY 2000
Tel: (02) 9240 0754
Fax: (02) 9231 4397
Public Trustee: Peter Whitehead

Registry of Births, Deaths and Marriages

35 Regent Street
Chippendale NSW 2008
PO Box 30
SYDNEY NSW 2001
Tel: 1300 655 236
Fax: (02) 9699 5120
TTY: (02) 9310 5700
Registrar: Greg Curry

Reporting Services Branch

Level 8
Goodsell Building
8–12 Chifley Square
Sydney 2000
Tel: (02) 9228 7001
Fax: (02) 9228 7249
Director: Paul Cutbush

Supreme Court of NSW

Law Courts Building
184 Phillip Street
SYDNEY 2000
Tel: (02) 9230 8111
Fax: (02) 9230 8628
TTY: (02) 9230 8011
Email: supreme_court@agd.nsw.gov.au
Chief Executive Officer and Principal Registrar:
Megan Greenwood

Victims Services

Levels 4, 5 & 6
299 Elizabeth Street
SYDNEY 2001
General inquiries: (02) 9374 3111
Freecall 1800 069 054
Fax: (02) 9374 3020
TTY: (02) 9374 3175
Email: vct@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/vs
Director: John Le Breton

Victims Advisory Board

General inquiries: (02) 9374 3009
Email: vab@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/voc

Victims Compensation Tribunal

General inquiries: (02) 9374 3111
Freecall: 1800 069 054
Fax: (02) 9374 3120
Email: vct@agd.nsw.gov.au

**Victims of Crime Bureau
(including Families and Friends
of Missing Persons Unit)**

General inquiries: (02) 9374 3005
Freecall: 1800 633 063
Fax: (02) 9374 3020
Email: vcb@agd.nsw.gov.au

**Victims Support Line (24 hours):
(02) 9374 3000**

Freecall: 1800 633 063
TTY: (02) 9374 3175

**Violence Against Women
Specialist Unit**

Level 19
Goodsell Building
8–12 Chifley Square
SYDNEY 2000
Tel: (02) 9228 7899
Fax: (02) 9228 8122
Manager: Gaby Marcus
Email: vaw_unit@agd.nsw.gov.au

Annual report costing

Total external costs \$27,733.10.
The report is available online
by selecting Publications at
www.lawlink.nsw.gov.au/agd

