

2023–24 Annual Report

Volume 1 – Performance and activities



Acknowledgement of Country

The Department of Communities and Justice pays respect to the Traditional Custodians throughout NSW.

We listen and learn from the knowledge, strength and resilience of Aboriginal communities. We extend our respects to all Elders past and present, and to Stolen Generations Survivors and their descendants.

We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We recognise the important role that families and communities play in providing children with a sense of safety, belonging and resilience.

We extend this acknowledgement to all Aboriginal and Torres Strait Islander peoples that are employed by the Department of Communities and Justice and recognise the unique and vital contributions they provide in keeping mob safe.



Letter to the Ministers

The Hon. Jihad Dib

Minister for Emergency Services,
Minister for Youth Justice
Parliament House
Sydney NSW 2000

The Hon. Michael Daley

Attorney General
Parliament House
Sydney NSW 2000

The Hon. Anoulack Chanthivong

Minister for Corrections
Parliament House
Sydney NSW 2000

The Hon. Jodie Harrison

Minister for Seniors,
Minister for the Prevention of Domestic Violence
and Sexual Assault
Parliament House
Sydney NSW 2000

The Hon. Kate Washington

Minister for Family and Communities,
Minister for Disability Inclusion
Parliament House
Sydney NSW 2000

The Hon. Rose Jackson

Minister for Housing,
Minister for Homelessness
Parliament House
Sydney NSW 2000

The Hon. David Harris

Minister for Veterans
Parliament House
Sydney NSW 2000

Dear Ministers,

I am pleased to submit the Department of Communities and Justice 2023–24 Annual Report for your presentation to the NSW Parliament.

The annual report has been prepared in accordance with the *Government Sector Finance Act 2018* and NSW Treasury Policy and Guidelines – Annual Reporting Requirements TPG23–10.

This report includes the operations and performance of the department, together with the audited financial statements for the period 1 July 2023 to 30 June 2024.

After the report is presented to Parliament, it will be available for public access on the Department of Communities and Justice website at dcj.nsw.gov.au

Yours sincerely,



Michael Tidball

Secretary

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About this report

The Department of Communities and Justice Annual Report details the operations and financial performance of the Department for 2023–24 in accordance with the requirements of the provisions of the *Government Sector Finance Act 2018* and the NSW Treasury Policy and Guidelines – Annual Reporting Requirements TPG23–10.

This report, **Volume 1: Performance and activities report** is one of two volumes of the Department of Communities and Justice Annual Report. Volume 1 is a comprehensive account of our operations, achievements, and performance for the year.

Volume 2: Audited financial statements is published separately and contains Department of Communities and Justice consolidated financial statements, including:

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

After they are presented to NSW Parliament, both volumes of this report will be available for public access on the Department of Communities and Justice website at dcj.nsw.gov.au.

Secretary's message



It's my pleasure to introduce the 2023–24 Annual Report for the NSW Department of Communities and Justice.

The Department of Communities and Justice (DCJ) is a diverse organisation but one with a shared purpose – to create safe, just, inclusive, and resilient communities through the services and supports we provide.

Finding innovative and coordinated ways of working together to deliver client centred outcomes was at the heart of our work in 2023–24.

Homes NSW was established in February to lead better outcomes for social and affordable housing and help reduce the rate of homelessness across NSW. We delivered over 700 new homes for social housing across NSW and introduced a new maintenance contract and in-house call centre.

This year, we embarked on landmark reforms to the NSW child protection and youth justice systems, including the establishment of a new division to lead our coordinated approach.

Our focus is the safety and wellbeing of children and young people, ensuring they are cared for in environments that allow them to thrive. Our efforts to stop using Alternative Care Arrangements saw a 56 per cent reduction over an eight-month period.

We continued expanding our partnerships with Aboriginal Community Controlled Organisations this year, including for child protection, housing and youth justice services. These partnerships are essential in supporting self-determination and decision-making by Aboriginal people for their communities.

The disability reform roadmap for NSW was developed to provide a coordinated approach in response to the Disability Royal Commission and the National Disability Insurance Review. This roadmap puts people with disability at the centre of decision-making and enhances our commitment to accessibility and inclusion.

Women's safety and preventing domestic, family and sexual violence in NSW remained a key focus for the department, which included delivering a major uplift in funding.

The Women's Safety Commissioner launched her inaugural strategic plan to strengthen the response and coordination across all government agencies to deliver improved women's safety outcomes.

We led the implementation of the new criminal offence for coercive control in NSW. Our efforts in engaging over 70 stakeholders ensured NSW was ready for the new legislation. This included training key workforces and delivering impactful awareness campaigns for the community.

The Specialist Domestic and Family Violence List launched in five local courts across NSW. The List aims to provide a more victim-centred and trauma-informed approach to domestic and family violence matters.

This year we established a Taskforce to respond to the Special Commission of Inquiry into offending by a former Correctional Officer. The Taskforce initiated ongoing cultural and organisational change in Corrective Services NSW to ensure the safety of inmates and corrections staff, and to enable a culture of integrity, transparency and accountability at all levels.

Corrective Services NSW also initiated the transition of Junee Correctional Centre management into public hands for the first time. This transition will allow the site's operations to align with the broader prison network which will boost opportunities for inmate education, training and employment while maintaining a commitment to supporting local initiatives and community projects.

Innovation and better ways of working have underpinned our work.

We led the implementation of a single enterprise resource planning systems to 45,000 employees from more than 45 NSW Government agencies this year. This innovative approach has simplified our human resources and finance activities so we can focus on our clients and serve our communities better.

These highlight only some of the incredible things DCJ staff and communities have achieved together. I look forward to seeing this momentum carried forward into 2024–25 as we continue to implement critical reform initiatives.

The 2023–24 Annual Report reflects our commitment to deliver better outcomes for the people of NSW, not accept the status quo and continually find innovative solutions.

We will remain steadfast in our work to empower communities, break the cycle of disadvantage, and change lives for the better.



Michael Tidball

Secretary



Overview



1.1 Who we are and what we do

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio. At DCJ, we are driven to create a community that is safe, just, inclusive, and resilient through the services we deliver. This includes, operating an effective legal system, increasing access to social and affordable housing, protecting children and families, addressing domestic violence, reducing reoffending, and promoting community harmony and social cohesion.

We collaborate with the community, our non-government partners and other agencies to improve outcomes for the following people:

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

We understand that our frontline services are the backbone of our operations. We are committed to supporting them to remain engaged and connected across directorates. This ensures that we can provide holistic support to our clients and maintain a sustainable workforce to meet the demand.



1.2 Our values

There are five core values that we live by every day. These underpin our purpose and mission, and drive our approach to delivering services for the NSW community.



1.3 Our structure

DCJ is the lead Department within the Communities and Justice Portfolio.

To achieve our purpose of creating a safe, just, resilient and inclusive NSW, and continue to deliver against our service delivery areas, our operations are structured under nine divisions.



1.3.1 Other entities

In 2023–24, the following entities were a part of the Communities and Justice Portfolio and are reported on in the DCJ Annual Report:

Entity	Description	Content included in the 2023–24 DCJ Annual Report
John Williams Memorial Charitable Trust	A trust which provides respite care and accommodation for children with disability.	Financial statements only
NSW Land and Housing Corporation	A statutory corporation, governed by the <i>Housing Act 2001</i> , which aims to actively grow and manage the supply of the right types of housing, at the right time, in the right areas, for people in need.	Performance and activity commentary and financial statements <i>New in 2023–24</i>
Aboriginal Housing Office	A statutory body established under the <i>Aboriginal Housing Act 1998 (NSW)</i> to ensure that Aboriginal and Torres Strait Islander people have access to affordable, quality housing.	Limited performance and activity commentary. Financial statements are published in the respective entity's Annual Report. <i>New in 2023–24</i>
Teacher Housing Authority of NSW	A statutory corporation constituted under the <i>Teacher Housing Authority Act 1975</i> , which supports rural and remote communities in New South Wales by providing and maintaining a quality housing service for teachers and the NSW Police Force.	Limited performance and activity commentary. Financial statements are published in the respective entity's Annual Report. <i>New in 2023–24</i>

1.3.2 Portfolio structure

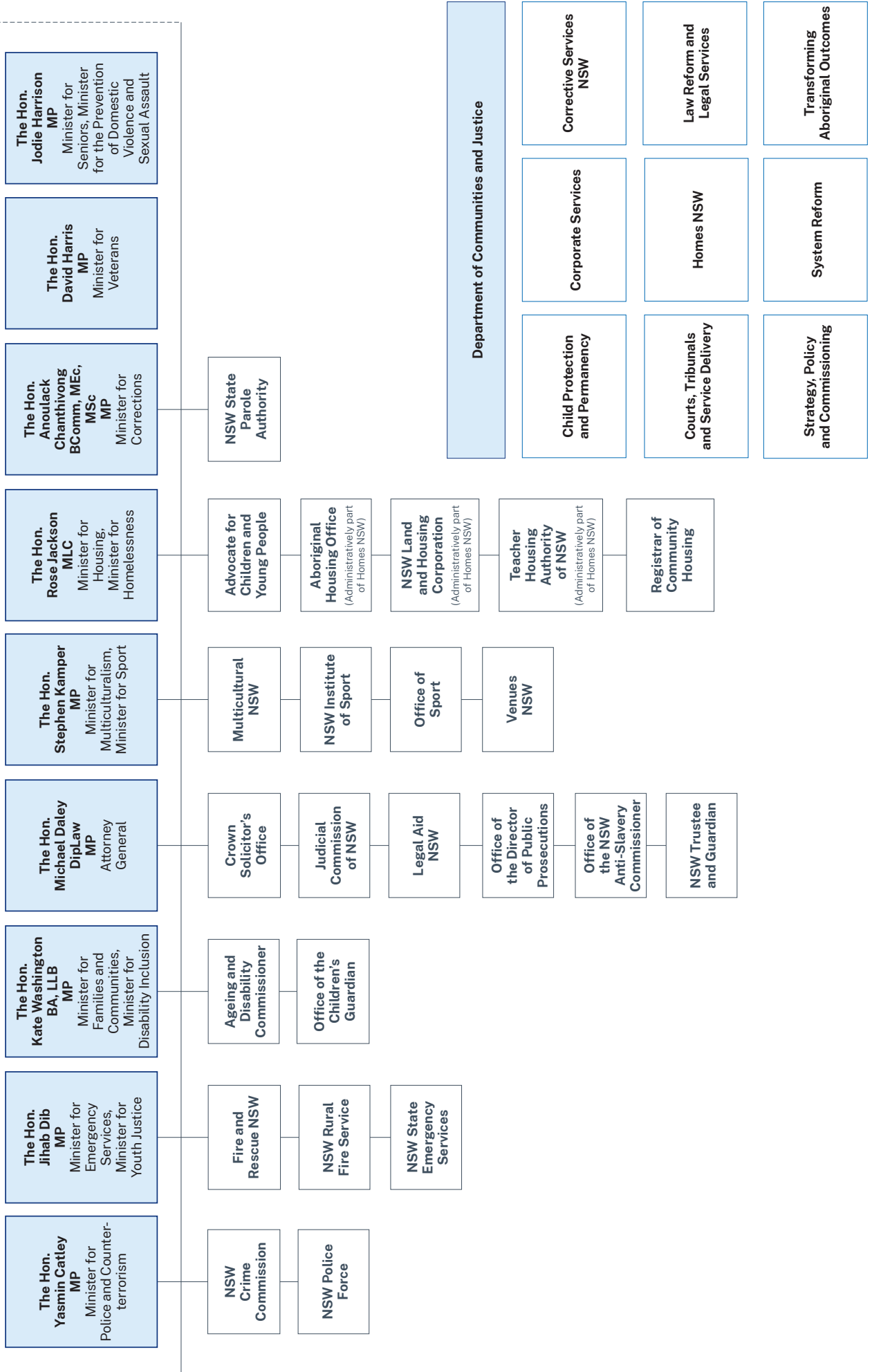
Throughout 2023–24, there were a number of changes to the structure of the Communities and Justice Portfolio in response to Administrative Arrangements¹. These changes included the transfer of the following agencies from the Planning Portfolio to the Communities and Justice Portfolio (effective 1 February 2024):

- NSW Land and Housing Corporation (LAHC)
- Aboriginal Housing Office (AHO)
- Teacher Housing Authority of NSW (THA).

Within the Communities and Justice Portfolio, there are over 30 agencies, including DCJ. The Portfolio, and the responsible Ministers, were structured as reflected in the following organisational chart as at 30 June 2024.

¹ Schedule 2 of the *Amendment of Administrative Arrangements (58th Parliament) Order 2023*—commencing 1 February 2024

Communities and Justice Portfolio Ministers



1.4 Our Governance framework

1.4.1 Members of our Executive Leadership Team

The DCJ Executive Leadership Team (ELT) is the principal decision-making body of DCJ.

Regular ELT meetings are held throughout the year which are chaired by the Secretary. They also hold Special ELT Meetings focused on Aboriginal Service Delivery, that include Aboriginal leaders across DCJ.

Our Executive Leadership Team comprised of the following members as at 30 June 2024:



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



Catherine D'Elia
Deputy Secretary
Corporate Services
BA (Intl Rel), M.Ed



Simone Czech
Deputy Secretary
Child Protection and
Permanency
*BA (Psych),
MA (Public Admin)*



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



Anne Campbell
Deputy Secretary
Strategy, Policy
and Commissioning
*BA, BSW,
MA (Public Admin)*



Chris D'Aeth
A/Deputy Secretary
Courts, Tribunals and
Service Delivery
LLB, MBA, GAICD



Leon Taylor
A/Commissioner
Corrective Services NSW
*B.Build (Hon),
EMBA (CPM)*



Bianca Jarrett
Executive Director
Transforming Aboriginal
Outcomes
BA (Comms)



Rebecca Pinkstone
Chief Executive Officer
Homes NSW
*BA Social Science (Hons),
MA (Public Admin), AICD*



Paul O'Reilly
Deputy Secretary
System Reform
*BA (Psych),
Grad Cert
(Political Economy)*

1.4.2 Our subcommittees

Our subcommittees support the ELT by:

- overseeing governance and performance across DCJ; and
- making decisions and providing advice on their behalf for non-contentious and lower risk matters specific to their respective Terms of Reference.

The support provided by the subcommittees enables the ELT to focus on matters of key strategic significance and higher risk.

Key subcommittees in 2023–24 include:

- **Data and Evidence Leadership Group**
Enables DCJ to be a data mature organisation by delivering the information that is needed to make data driven decisions. They ensure DCJ has appropriate data systems, data holdings, analytics, reporting products and workforce capability.
- **Service Delivery Subcommittee**
Drives and governs the ELT's priority of 'customer centric DCJ' and the DCJ Common Clients Transformation Strategy, now known as One Mob One Job.
- **People and Engagement Subcommittee**
Oversees a transparent, cohesive and coordinated approach to DCJ's efforts to attract, develop, engage and retain its people with a focus on staff engagement and building organisational culture.
- **Technology and Asset Investments Subcommittee**
Supports the ELT with delegated decision making on matters relating to DCJ's capital investment and information, communication and technology planning, and program expenditure.

1.4.3 Other governance frameworks

There are other governance and compliance frameworks which are adhered to, some of which are discussed in detail in [Part 4: Management and Accountability](#).



Strategy



2.1 Our service delivery areas

Our strategic priorities are defined by our eight service delivery areas. The service delivery areas guide our decision-making and enable us to focus on the work we do to achieve the best outcome for the people of NSW.

The people of NSW are at the centre of what we aim to achieve. We strive to support everyone's right to access justice, provide help for families, and strengthen the promotion of early intervention and inclusion, with benefits for the whole community.

 <p>Improving Outcomes for Aboriginal People</p>	 <p>Accessing Justice and Legal Services</p>	 <p>Homes NSW: Growing Social and Affordable Housing</p>	 <p>Responding to Homelessness</p>
 <p>Reduce Adult Reoffending</p>	 <p>Supporting Young Offenders</p>	 <p>Supporting Children and Families</p>	 <p>Thriving and Inclusive Communities</p>

2.1.1 Improving Outcomes for Aboriginal People and Communities

Partnership with Aboriginal communities must be at the heart of every reform. We will be working over the next 12 months with our Aboriginal partners including AbSec and the Aboriginal Legal Service (NSW/ACT) Limited on ways to continue building partnership with community and embed sustainable and enduring change.

The following reform principles inform our approach to working in equal and shared partnership with Aboriginal people.



Placing the voices, experiences, priorities and aspirations of Aboriginal families and their communities at the centre: Ensuring that Aboriginal people, families and communities are at the centre of everything we do.

This includes keeping Aboriginal families and communities at the centre of our operations, planning, collecting and sharing of information, and the design of policies and service delivery.



Sharing authority and decision-making with Aboriginal people and communities: Sharing control over decisions is key to self-determination.

We continue to pursue opportunities to develop and strengthen formal, and informal structures that support the sharing of power so that Aboriginal people have full involvement with the decisions that affect them.



Aboriginal culture informs every part of how we work: Connection to family, community, culture and Country is the foundation for wellbeing and identity.

We will support the needs and aspirations of Aboriginal families and communities through strengths-based approaches that embrace and affirm cultural connections, values, beliefs and practices in all its diversity.

2.1.2 Accessing Justice and Legal Services

We are committed to delivering high-quality, people-centred courts, tribunals, and client services that meet the needs of our diverse community. Our services facilitate access to justice and dispute resolution and support the judiciary in a safe and secure environment.

We are dedicated to supporting the Communities and Justice Portfolio Ministers, and the broader government sector in driving legal and policy changes that will bring positive outcomes for the people of NSW.

Domestic Violence Reform

We are committed to combatting domestic and family violence and providing support to victims through a range of programs, services and policies.

A number of changes have been introduced to Parliament including, new bail laws that respond to domestic violence risk factors, the creation of two new aggravated offences for certain breaches of apprehended domestic violence orders (ADVOs) with increased penalties, the creation of an entirely new civil protection order that targets serious domestic violence offenders called the *Serious Domestic Abuse Prevention Order*, and amendment of the definition of 'stalking' in the *Crimes (Domestic and Personal Violence) Act 2007* to explicitly include the monitoring and tracking of a person's activities.

These changes will be subject to statutory reviews that are undertaken 12 months following final commencement.

2.1.3 Homes NSW: Growing Social and Affordable Housing

We are committed to our vision of supporting NSW to deliver quality homes and providing services that change lives and end homelessness. We will work to increase the supply of social and affordable housing, which includes direct delivery of public housing and partnerships with community housing and Aboriginal community housing partners.

The 2024–25 NSW budget announced its largest ever investment in social housing in the state's history. The Building Homes for NSW program aims to build 8,400 new social homes over four years and to replace 2,200 outdated dwellings that no longer meet tenants' needs. Under the Key Worker Housing program, we will continue to provide more affordable accommodation options for key workers such as teachers and police, with a particular focus on regional areas.

We are committed to the upgrade of 30,000 properties and will support further maintenance reforms including the Maintenance Hub. The Maintenance Hub will deliver a better customer service experience for public housing tenants and ensure the works are delivered at a high standard.

2.1.4 Responding to Homelessness

We deliver a range of services, programs and initiatives to support people who are homeless, or at risk of becoming homeless, across NSW. This includes young people, families, single men and women, with or without children, including those escaping domestic and family violence.

We strive to deliver solutions that help break cycles of homelessness and aid in reducing homelessness. The Specialist Homelessness Services (SHS) program provides a range of support from crisis accommodation, through to case management and support to sustain tenancies.

Work begins this year to prepare for recommissioning of the SHS program by June 2026 which aligns with the commitment to begin transformation of the system towards the whole-of-government Homelessness Strategy.

Supporting Women and Crisis Refuges

There are 97 women's crisis refuges currently operating in NSW. Refuges provide a crucial service in assisting women and children who have experienced domestic and family violence to recover from the abuse and rebuild their lives in safety.

2.1.5 Reduce Adult Reoffending

We have a clear vision for delivering a world-class correctional service that makes the community safer and enables people to change their lives for the better. To meet this vision, we have created a multifaceted plan that includes robust and innovative strategies.

Our plan is built on the following framework:

- **Closing the Gap:** Reducing the overrepresentation of Aboriginal and Torres Strait Islander peoples in custody
- **OneTeam:** Working together as one team, including increased community participation, to reduce reoffending
- **Reduce Unnatural Deaths:** Reducing the number of unnatural deaths in custody towards zero
- **Enhanced Case Management:** Providing offenders with end-to-end case management to support them to break their cycle of reoffending and successfully reintegrate back into the community
- **Supporting Staff:** Developing a capable, professional, respectful and safe workforce that reflects the community it serves.

2.1.6 Supporting Young Offenders

Our Youth Justice NSW division works with young people either involved with, or at risk of being involved with the criminal justice system.

We are reorganising the strategic priorities around Closing the Gap reforms so that young people who come into contact with the justice system receive a service that sets them up for a different life trajectory.

A priority focus for us is achieving Closing the Gap Target 11, whereby we aim to reduce the number of Aboriginal and Torres Strait Islander young people in detention by 30 per cent by 2031.

An integral part of this is working in partnership with Aboriginal Community Controlled Organisations (ACCOs) and other government agencies, to develop strategies and programs that support young people to break the cycle of offending and affect lasting change.

2.1.7 Supporting Children and Families

Children are at the heart of what we do. We see children in the context of their families, communities and cultures. We work to build safety around them and to sustain their wellbeing. We partner with other government agencies and our non-government partners to provide holistic supports to families in their time of need. By making active efforts to deliver the right support, we can help more families stay safely together.

We protect vulnerable children who need protection by responding to their safety and wellbeing needs in a timely manner. Permanency sits at the core of our work with vulnerable children. We achieve permanency for children by understanding their cultural, relational, legal and physical permanency needs. Through our permanency work:

- more families are kept together
- children are in care for a shorter time
- children have their needs met and recover better from trauma
- children's cultural permanency needs are met.

Our frontline workers are key to our work with families in need and vulnerable children. We will continue to support our frontline workers with high quality practice tools, access to continuing education, and practice supervision.

The NSW Women's Safety Commissioner provides leadership, oversight and strategic advice across the whole-of-government to strengthen responses to domestic, family and sexual violence. The Commissioner also promotes awareness-raising, education and public engagement to deliver improved women's safety outcomes, while also amplifying the voice of victim-survivors to ensure their perspectives inform government policies and decision-making.

2.1.8 Thriving and Inclusive Communities

We are focused on delivering high quality services that are inclusive of people with disability and consider the linguistic, religious and cultural diversity of the people in contact with our services. This means our services will be fully accessible and culturally responsive to meet the needs of individuals with disability and our diverse communities, from established communities to new and emerging groups.

We are focused on embedding:

- **disability inclusion** within core business operations through the DCJ Disability Inclusion Action Plan 2020–2024, and affirm the principles set out in the *Disability Inclusion Act 2014*.
- **multicultural planning** within core business operations through the DCJ Multicultural Plan, and affirm the principles set out in the *Multicultural NSW Act 2000*.

The current DCJ Multicultural Plan will be reviewed and revised in 2024–25.

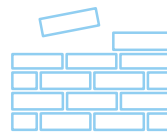
2.2 Our future financial outlook

As part of the 2024–25 Budget, there are a number of critical areas where we aim to enhance our service delivery and improve outcomes for vulnerable people and communities in NSW. Some of DCJ’s key budget achievements which will shape our operations over the next few years are detailed below.



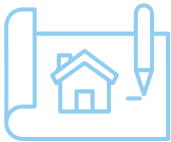
\$13.5 billion

Budgeted for DCJ’s expenses in 2024–25.



\$1.3 billion

Budgeted for DCJ’s capital expenses in 2024–25.



\$5.1 billion

For DCJ and LAHC to build 8,400 social homes, including priority homes for victim-survivors of domestic and family violence.



\$241 million

For DCJ to support domestic, family and sexual violence victim survivors and expand programs that reduce violence against women and children.



\$224 million

For supporting and addressing the escalating costs of out-of-home care for children.



\$86.9 million

For DCJ to improve community safety and prevent young people from becoming entrenched in the criminal justice system.



\$80.4 million

For DCJ to reshape Corrective Services infrastructure to better fit current population demand numbers.



\$80 million

For DCJ to address a number of enterprise-wide programs based on asset condition assessment at the highest utilised sites.

2.3 Our key enterprise strategies and plans

There are a number of key strategies and plans which allow us to deliver our purpose to help create a safe, just, resilient and inclusive NSW, and underpin our ability to achieve against our service delivery areas.

These range from improving diversity and representation in our workforce, to improving our ability to deliver valuable, timely services to the people of NSW.

2.3.1 Our People

We believe the diversity and equity in our workplaces are essential to our service delivery and how we better serve our communities. We are committed to building a workforce that truly reflects the rich diversity of the people and communities we support.

To embed and support this diversity, we are committed to creating respectful, safe and equitable workplaces. We will continue to build upon our existing people and workforce strategies, supported by strategies, such as:

- DCJ Inclusion Strategy (see [Part 4.1.2 Workforce Diversity](#))
- DCJ Aboriginal Employment Strategy (see [Part 3.1 Improving outcomes for Aboriginal people and communities](#))
- DCJ Disability Inclusion Action Plan (see [Part 4.3.6 Disability Inclusion Action Plan](#))
- DCJ Multicultural Plan (see [Part 4.3.8 Multicultural Policies and Service Program](#)).

We will continue to take meaningful actions to drive change and identify opportunities for ongoing improvement. Our focus remains on developing inclusive leadership capabilities, embracing the cultural and linguistic diversity of our Aboriginal and culturally and linguistically diverse (CALD) staff, growing support for carers, and embedding flexibility and equitable access for our employees.

2.3.2 Our Asset management

We will continue to improve the leadership and governance of our asset portfolio. As an organisation, DCJ has one of the largest and most complex in the state, valued at \$10 billion.

Our goal is to ensure that every decision maximises positive outcomes. We are moving towards a proactive asset management strategy focused on a planned lifecycle approach. This strategy will help us optimise costs, manage risks and performance, enhance decision-making and maximise value from our assets, more effectively.

2.3.3 Our IT Environment

We are committed to supporting and enabling our service delivery by providing reliable, stable and secure IT services, and through the introduction and management of technological infrastructure and digital services.

We will continue to implement improvements in the DCJ Enterprise technology and digital landscape. These improvements will offer efficiencies for our workforce, such as:

- A refresh of Audio-Visual Link (AVL) technology end points.
- Expansion of wi-fi connectivity and improvements to network infrastructure to improve speed and increase resilience whilst maintaining appropriate cyber protections.
- Expansion of our data and analytics capabilities to improve the quality and timeliness of bringing together data from a range of sources. This enables our client service teams to have a holistic view of customers, supporting evidence-based decision-making, policy formation, and intervention strategies while maintaining strict data privacy and security.
- Mitigating risks with supported integration and connectivity platforms for sharing data between critical systems.
- Enhancements to identity management portals to improve staff user experience, reduce administration and increase security across the department.
- The introduction of responsible and ethical Artificial Intelligence capability, in line with NSW Government policy.

We aspire to build further efficiencies and streamline our ability to deliver services via technology and digital capability, to improve our service delivery for the people of NSW and achieve a world class public service.

2.3.4 The National Agreement on Closing the Gap

Under the National Agreement on Closing the Gap (the National Agreement) the NSW Government has committed to undertaking transformational reform in partnership with Aboriginal and Torres Strait Islander people. This transformation of the way we work is premised on the knowledge that better life outcomes are achieved when Aboriginal and Torres Strait Islander people lead the design and delivery of services for their communities.

The Priority Reforms outlined in the National Agreement are the key to closing the gap. These are the prerequisite structural changes that need to be made to our systems, processes, and ways of working with Aboriginal and Torres Strait Islander people, organisations and communities. The NSW Government has committed to implementing five Priority Reform areas in the Agreement:

- **Priority Reform 1 – Formal Partnerships and Shared Decision-Making:** governments share decision-making authority to accelerate policy and place-based progress on Closing the Gap through formal partnership arrangements.
- **Priority Reform 2 – Building the Community-Controlled Sector:** there is a strong and sustainable Aboriginal and Torres Strait Islander community-controlled sector delivering high quality services.
- **Priority Reform 3 – Transforming Government Organisations:** all governments are accountable for Closing the Gap and are culturally safe and responsive to the needs of Aboriginal and Torres Strait Islander people, including through the services they fund.
- **Priority Reform 4 – Shared Access to Data and Information at a Regional Level:** Aboriginal and Torres Strait Islander people have access to, and the capability to use, locally-relevant data and information to monitor the implementation of efforts to close the gap, set their priorities and drive their own development.
- **Priority Reform 5 – Employment, business growth, and economic prosperity (NSW-specific).**

The National Agreement also includes **socio-economic outcome areas**, which relate to the social and/or economic areas of life identified as being important to the wellbeing of Aboriginal and Torres Strait Islander people. The National Agreement currently includes 17 socio-economic outcome areas, five of which are led by DCJ.

DCJ led socio-economic outcomes

	Socio-economic outcome 9 Housing	By 2031, increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 per cent .
	Socio-economic outcome 10 Criminal justice	By 2031, reduce the rate of Aboriginal and Torres Strait Islander adults held in incarceration by at least 15 per cent .
	Socio-economic outcome 11 Youth justice	By 2031, reduce the rate of Aboriginal and Torres Strait Islander young people in detention by 30 per cent .
	Socio-economic outcome 12 Child protection	By 2031, reduce the rate of overrepresentation of Aboriginal and Torres Strait Islander children (0–17 years old) in out-of-home care by 45 per cent .
	Socio-economic outcome 13 Family safety	By 2031, reduce the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children by at least 50 per cent , as progress towards zero.

For detailed progress updates against these Closing the Gap targets, please refer to [Part 3.1 Improving outcomes for Aboriginal people and communities](#).

Aboriginal overrepresentation in our service systems remains the most pressing concern for us. We have a clear vision for change and are implementing a program of work to drive the operational improvements needed to fulfil the promise of Closing the Gap.

2.3.5 One Mob One Job

The DCJ Common Clients Transformation Strategy, now known as One Mob One Job, is delivering a new whole-of-department approach to working with families entrenched in our systems. Our goal is to work more effectively together across our systems to improve life outcomes and keep all families safe and strong.

The approach aims to amplify the voices of Aboriginal people and communities in recognition that Aboriginal families are significantly overrepresented across our services. We will develop and test new approaches in five footprint locations across NSW before implementing changes across all service systems.

Work has commenced at two sites. This year, approaches have been co-designed with internal staff and leaders in the Southwest Sydney and Orange communities. Community yarns and connections have also started in these sites, including with Elders and ACCOs. Southwest Sydney is the most progressed site, where new approaches to working with families and community to break the cycle of inter-generational disadvantage are being developed for testing.

2.3.6 Election Commitments

As part of the 2023 Election, the NSW Government made a commitment to deliver a number of government priorities. These are referred to as election commitments.

The achievement of our purpose, strategy and service delivery is informed by our plans to deliver these election commitments.

Throughout 2023–24, we have worked with a wide range of stakeholders, including Ministers and non-government organisations, to deliver the following 10 election commitments:

<p>1. Create Homes NSW</p> 	<p>2. Domestic Violence Victim-Survivors: Waive Rentstart Bond Loan Eligibility</p> 
<p>3. Amend Anti-Discrimination Act to make religious vilification unlawful</p> 	<p>4. Coroners Act statutory review</p> 
<p>5. Establish a multicultural Domestic and Family Violence Centre</p> 	<p>6. Retail worker protections</p> 
<p>7. Additional funding for NSW Council of Social Services</p> 	<p>8. Regional Growth Initiatives – Queanbeyan respite care</p> 
<p>9. Ban LGBTQ+ conversion practices in NSW</p> 	<p>10. Grace’s Place funding</p> 

2.4 NSW Government Performance and Wellbeing Framework

NSW Treasury is leading the development of a whole-of-government Performance and Wellbeing Framework (the Framework). The Framework will allow the Government to benchmark its delivery of services and track the overall quality of life of the people of NSW. This framework will be incorporated in the DCJ 2024–25 Annual Report (see 2.4.2 Next steps below).

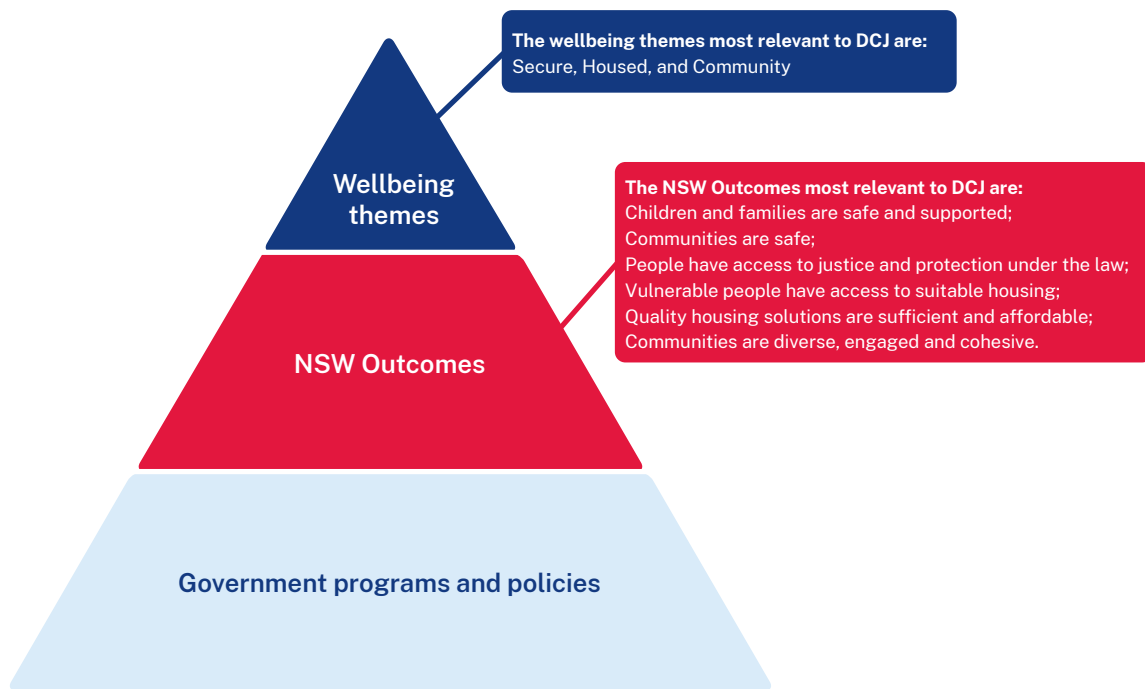
The Framework will include consideration of a broader range of performance and wellbeing indicators, in addition to traditional measures, so we can improve our understanding of the impacts of policy and resourcing decisions.

Once implemented the Framework will:

- articulate how government performance influences outcomes
- strengthen performance reporting to improve accountability and transparency
- improve the quality of data insights that inform government decision-making
- encourage cross-agency collaboration and strategic planning to deliver improved outcomes for our State.

2.4.1 The Framework

The Framework is built on two tiers, wellbeing themes and NSW Outcomes. The wellbeing themes and NSW Outcomes most relevant to us are detailed below.



The Framework, NSW Outcomes and relevant indicators are under further development.

2.4.2 Next steps

The NSW Government will introduce the Framework in the 2025–26 Budget. However, as part of the 2024–25 Budget, Treasury released a consultation paper to receive input from the NSW public on the Framework and possible indicators.

For more detail on the Framework, please refer to NSW Treasury’s [2024–25 Performance and Wellbeing – Consultation Paper](#).

We will continue to work with NSW Treasury to finalise the indicators that DCJ will measure. We aim to include these in the 2024–25 DCJ Annual Report.

Operations and Performance

3

Chapter 3: Operations and Performance, provides details of the valuable work we have done over the last year to achieve our purpose and improve the lives of the people of NSW.

This chapter provides a summary of our key performance metrics and achievements by service delivery area, including the impact of this work on our clients, and the vulnerable people and communities in need of support in NSW.

3.1 Improving Outcomes for Aboriginal People and Communities

We are guided by the commitments all governments have made in the National Agreement on Closing the Gap (the National Agreement). We aim to significantly transform our system to deliver better outcomes for Aboriginal people, families and communities.

The National Agreement provides a clear strategy for reform. The Priority Reforms (see [Part 2.3.4 The National Agreement on Closing the Gap](#)) form the foundation of our strategic approach to delivering structural reform across our service systems. We are building, strengthening and embedding processes and structures which prioritise Aboriginal-led knowledge, solutions and service delivery in everyday practice.



3.1.1 Closing the Gap commitments and measures

Outcome indicators	Target	Progress in 2023–24
Target 9: By 2031, increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 per cent.	88 per cent	As of December 2021, data for NSW indicated that 87.5 per cent of Aboriginal and Torres Strait Islander people were living in appropriately sized (not overcrowded) housing. This was an increase (improvement) from 85.9 per cent in 2016 (the baseline year). <i>*Latest available data as at 30 June 2024.</i>
Target 10: By 2031, reduce the rate of Aboriginal and Torres Strait Islander adults held in incarceration by at least 15 per cent.	1,589 per 100,000	As of June 2024, there were 4,039 Aboriginal adults in custody, an increase of 343 inmates (9.3 per cent) from the previous year. This rise is solely due to more Aboriginal people being remanded. The number of Aboriginal remandees in NSW reached a record high of 1,891, a 29 per cent increase (425 individuals) since June 2023. The Target 10 program of work includes strategies to address these issues, focusing on five areas: prevention and diversion from arrest; reducing avoidable remand and increasing compliance with bail; community-based sentencing and safe completion of sentences; completion of orders and reduced breaches; reducing returns to prison.
Target 11: By 2031, reduce the rate of Aboriginal and Torres Strait Islander young people in detention by 30 per cent.	15.7 per 10,000	In June 2024, the Aboriginal youth detention population reached its highest level since 2019, with 145 young people in detention. This marks a 45 per cent increase (45 more individuals) since June 2023. The Target 11 program of work is also focused on addressing the drivers of contact with the justice system to reduce the number of young Aboriginal people in detention.
Target 12: By 2031, reduce the rate of overrepresentation of Aboriginal and Torres Strait Islander children (0–17 years old) in out-of-home care by 45 per cent.	33.1 per 1,000 at June 2031	Although NSW is tracking in the right direction, the rate of Aboriginal children and young people in out-of-home care (OOHC) is not falling fast enough to meet the target by 2031. As at 30 June 2024, the rate of Aboriginal children in OOHC per 1,000 population was 53.0 ¹ , a decline of 2.7 from the previous year. Target 12 remains challenging despite the trend of incremental improvement in performance since the baseline year. New strategies continue to be implemented under the Target 12 program of work and through the Ministerial Aboriginal Partnership Group across child protection and OOHC to better support Aboriginal children and young people and their families and communities, and to prevent children from escalating through our systems.

¹ The Australian Bureau of Statistics (ABS) recently updated the Aboriginal population estimates (July 2024 release) with the revised population for 2024 being 17 per cent higher than the 2021 release. The rate of Aboriginal children in OOHC per 1,000 population, the baseline, and the target will be revised once the Closing the Gap (CtG) website makes an update to reflect the July 2024 ABS population release.

Outcome indicators	Target	Progress in 2023–24
<p>Target 13: By 2031, reduce the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children by at least 50 per cent, as progress towards zero.</p>	<p>5 per cent</p>	<p>In the 12 months to 30 June 2024, the number of Aboriginal women and child victims of domestic violence related assault was 5,768. Of this total, 76.9 per cent are Aboriginal women and 23.1 per cent are Aboriginal children. The number of Aboriginal women and child victims in 12 months to June 2024 is higher than the previous year by 8.3 per cent and 12.3 per cent, respectively.</p> <p>Work is continuing on a dedicated NSW Aboriginal Domestic Family and Sexual Violence Plan to support NSW's commitments under the <i>National Plan to End Violence Against Women and their Children 2022–2032</i>, as well as the delivery of Target 13. The work program will include a range of initiatives to prevent and respond to family, domestic and sexual violence and is being built around key action areas of self determination, early intervention and prevention, and recovery and healing.</p>

3.1.2 Strategic priority 1: Aboriginal people have a say in all decisions that affect them

Better outcomes are achieved when Aboriginal people and communities have a voice in the decisions that affect them. We are progressing partnerships, and supporting processes and structures so that we embed shared and meaningful decision-making in a sustained way.

2023–24 Achievements towards meeting this strategic priority

- The expansion of the **Circle Sentencing Program** from 12 to 20 Local Courts in high-priority locations is now complete. The program is an alternative sentencing option for Aboriginal offenders. It promotes the sharing of responsibility between the community and the criminal justice system to address the causes of offending and to actively involve the community in identifying solutions and appropriate sentencing.
- We have commissioned the Aboriginal Legal Service (ALS) to lead the development of the **Aboriginal Justice Partnership**. This is the foundational initiative to help us meet Closing the Gap commitments across the NSW justice system. It represents a new, equal, and genuine partnership between Aboriginal communities and the NSW Government to improve justice outcomes, and family and community safety.
- Together with AbSec, we supported the establishment of a **Ministerial Aboriginal Partnership Group** (MAP Group), which held its first meeting in February 2024, to drive the reform of the Aboriginal child safety and wellbeing system. The Minister and the Group will share decision-making on reform priorities. MAP Group arose from a landmark Aboriginal Child Safety and Wellbeing Reform Forum held in August 2023.
- In February 2024, we announced that we will establish a formal partnership with AbSec and the ALS to review and re-design the policies, frameworks, tools and approaches used by DCJ in statutory child protection assessment and decision-making. The partnership will enable Aboriginal organisations and communities to partner in the design of assessment solutions that support Aboriginal family and community-led decision-making on the safety, welfare and wellbeing of Aboriginal children and their families.
- We actively support Local Decision-Making (LDM) across the state to empower Aboriginal communities to partner with NSW Government and lead decision-making and delivery of services in their communities. Our partnerships with the Aboriginal Regional Alliances are focused on understanding the specific needs of Aboriginal communities within each region. An example is the shared governance and delivery model under the Murdi Paaki Regional Aboriginal Housing Leadership Assembly (RAHLA). RAHLA has developed localised Aboriginal-led solutions for housing and homelessness services within Far Western NSW communities.

3.1.3 Strategic priority 2: Aboriginal organisations are partners in providing the solutions for their communities

We aim to improve outcomes for Aboriginal communities when services are place-based and created and delivered by community. We are working to improve procurement processes and maximise opportunities for Aboriginal organisations to provide services to their communities.

2023–24 Achievements towards meeting this strategic priority

- We have engaged Aboriginal Community Controlled Organisations (ACCOs) to deliver the **Core and Cluster Program** and the **Aboriginal Homelessness Sector Growth Project**. In addition to providing funding for service delivery, one-off grants valued at up to \$90,000 each were made available to eligible ACCOs for self-determined service establishment, workforce development needs and capacity building.
- We are redesigning the **Family Preservation** service system in NSW to improve the outcomes and experience for families. The *Aboriginal Family Preservation* framework has been developed with AbSec, in partnership with Aboriginal families, community and ACCO service providers. It presents the very first state-wide opportunity for ACCOs to take the lead in developing models that are community-led, self-determined, and culturally safe.
- The **What's Your Plan 2.0 pilot** is a joint initiative with the Department of Customer Service Behavioural Insights Unit, where we aim to reduce domestic violence reoffending within Aboriginal communities. The pilot commenced in Tamworth in November 2023 and now includes a partnership with NSW Health's Education Centre Against Violence through their Strong Aboriginal Men's Program.

- We completed the re-commissioning of **Youth on Track** in December 2023. Six out of nine ACCO providers were successful in the tender. We are supporting ACCOs as they lead the co-design process with community and stakeholders so that the program is flexible and responsive to the needs of the community and supports self determination.
- We are continuing to partner with ALS and other Aboriginal stakeholders to develop a dedicated **NSW Aboriginal Domestic, Family and Sexual Violence Plan**. The Plan will support outcomes under Closing the Gap Target 13 to reduce the rate of all forms of family violence and abuse against Aboriginal women and children. Consultations were conducted to April 2024 to ensure the lived experience of Aboriginal victim-survivors and communities guides the Plan's development and implementation.
- We have made over \$36 million of grant payments to Aboriginal Community Housing Providers (ACHPs) and Aboriginal Organisations to fund a range of activities. Funding was also provided to Aboriginal Community Housing Industry Association NSW to support their role as a peak body for the Aboriginal community housing sector.
- Together with ACHPs, we developed solutions to provide improved rental management practice, improved rental return and provide tenants access to their lease information, rent and maintenance via a mobile app.

3.1.4 Strategic priority 3: Aboriginal staff and clients feel safe when working or interacting with DCJ

It is everyone's responsibility to ensure the cultural safety of the people we work with. To create a culturally safe environment, we are embedding the core principles of cultural respect, family empowerment, self-determination, inclusivity and anti-racism in our ways of working.

2023–24 Achievements towards meeting this strategic priority

- We established an **Anti-Racism unit** in September 2023 to lead the implementation of the DCJ Anti-Racism Strategy. The Strategy outlines key actions to address racism in the workplace and create culturally safe workplaces. The Unit supports Aboriginal and culturally diverse employees who experience interpersonal or systemic racism in the workplace, and employees who have witnessed racism and want to make a report.
- All areas of DCJ have developed implementation plans to support the **DCJ Aboriginal Employment Strategy**, which include actions and initiatives aligned with the Strategy's key focus areas. We are reviewing progress against the Strategy and continue to support progress to ensure plans remain on track.
- Eight **domestic and family violence and sexual violence positions** have been established in partnership with existing ACCOs, including Aboriginal Child and Family Centres and Aboriginal Medical Services. The positions provide timely, holistic, culturally responsive, trauma informed support to individuals and families who experience domestic and family violence and abuse.
- **Safeguarding Decision-Making for Aboriginal Children Panels** have been implemented to provide greater oversight and consistency in decision-making for Aboriginal children and young people where there are concerns for their safety. The Panels have a strong representation and participation of Aboriginal staff from DCJ. The Panels include ACCOs, and other agencies involved in providing case management and support to the children and families.
- The first **Aboriginal Community Controlled Mechanism (ACCM)** commenced in the Illawarra community in March 2024, following a soft launch in August 2023. AbSec was contracted to deliver the Strong Families, Our Way initiative to establish and support a strong and sustainable network of ACCMs across NSW. This ensures local services and practices are culturally appropriate and meet the needs of Aboriginal children and families.
- We have updated **Identified Welfare Support Officer position descriptions** for staff who elect to work directly with Aboriginal people and communities in evacuation centres, to ensure we can provide culturally informed advice and support during disasters. We aim to engage with NSW Aboriginal Affairs and local Aboriginal community organisations to observe evacuation training exercises and provide input to improve service provision to Aboriginal persons displaced by an emergency event.

3.1.5 Strategic priority 4: Aboriginal people have access to the same information as DCJ to help them make their own decisions, and understand ours

Aboriginal people and communities expect us to be transparent and accountable for our performance in meeting the commitments we have made to them. This includes reforming the data ecosystem within DCJ to respond to the principles of Indigenous Data Sovereignty and Indigenous Data Governance through partnering with Aboriginal people.

2023–24 Achievements towards meeting this strategic priority

- To improve Aboriginal people’s access to justice data in NSW and to accelerate progress towards Indigenous Data Governance, the NSW Bureau of Crime Statistics and Research (BOCSAR) and the ALS have co-established a 12 person Aboriginal Governance group to oversee data and research in justice. The governance group meets quarterly and aims to:
 - Increase and enhance engagement and partnership between Aboriginal communities and government concerning justice data
 - Increase the capability of BOCSAR, the ALS and Aboriginal communities to engage in the governance of data relating to Aboriginal people
 - Ensure Aboriginal people and priorities influence data collection, use, and dissemination of justice data
 - Ensure Aboriginal people have information on what justice data the government holds and how they can access it.
- In November 2023, the Ngaramanala; Aboriginal Knowledge Program **completed Recommendation 1 of the Family is Culture Report** to hold a roundtable with Aboriginal community and stakeholders to discuss the meaning and application of Indigenous Data Sovereignty and Indigenous Data Governance. This created a space for shared learnings from Aboriginal data active communities undertaking the Indigenous Data Sovereignty, to understand aspirations of communities, and the assets and resources being used to support the development and implementation of an Indigenous Data Sovereignty and Indigenous Data Governance policy.
- As part of its commitment under Closing the Gap the NSW Government established the **NSW Data Connector Service** to improve shared access to government-held data by Aboriginal communities. DCJ participates in this partnership and has actioned more than 40 requests for DCJ-held data or information from Aboriginal communities or organisations since establishment. The data and information requested to date by Aboriginal communities has been for the purpose of advocacy, monitoring, evaluation, and allocation of funding. These requests are helping DCJ and other government agencies to better understand the data priorities of Aboriginal communities in NSW.
- We are continuing to work on **information sharing processes** to enable Aboriginal-led oversight and monitoring of the Aboriginal child and family service system, including through ACCMs and Safeguarding Decision-Making Panels for Case Management.
- An **Aboriginal Governance Panel** for the Pathways of Care Longitudinal Study (POCLS) was established in March 2023. The Panel has attended the POCLS governance meetings including the Scientific Working Group and the Advisory Group. The Panel played a key role in the design of survey questions and methodology on aftercare, reviewed and advised on research reports and evidence-to-action publications, and provided advice to the commissioned Aboriginal-led or partnered research projects.

3.1.6 Strategic priority 5: DCJ builds on the strengths, aspirations and resilience of Aboriginal people, families and communities so they do not become involved in our systems

We recognise that cultural strength and connection are key determinants of Aboriginal wellbeing and self-determination. By enabling access to Aboriginal-led supports and services, we can support the protective strength of culture and help prevent entry into our systems.

2023–24 Achievements towards meeting this strategic priority

- Work continues to upgrade the existing nine **Aboriginal Child and Family Centres** and to support an increase in the number of Centres to 15 state-wide. These centres provide culturally safe and holistic services for Aboriginal families. These services include early childhood education and care, access to a range of child and maternal health services as well as family support, playgroups, and adult education opportunities for families with Aboriginal children aged up to 8 years of age. The Aboriginal Child and Family Centres expansion is one of the major initiatives under the Brighter Beginnings project.
- On 15 November 2023, changes under the *Children and Young Persons (Care and Protection) Amendment (Family is Culture) Act 2022* commenced, which introduced the **principle of Active Efforts** in our work with children, young people and their families. Caseworkers are required to make Active Efforts to prevent children from entering care, and for children who have been removed, to restore them to their parents, or place them with family, kin or community if restoration is not possible. Casework practice resources have been developed to support the reform.
- Under the DCJ **Justice Reinvestment Grant Program**, three-year proposals led by Aboriginal and/or Torres Strait Islander Community Controlled Organisations were prioritised, with a focus on developing local solutions to curb the high rates of adults and young people in contact with the police, courts and prison. This grant funding has been allocated from June 2023 until June 2027 to Just Reinvest NSW Mount Druitt, Jana Ngalee Local Aboriginal Land Council, Toomelah Local Aboriginal Land Council and Wahluu Health Aboriginal Corporation Bathurst. Additionally, we support Just Reinvest NSW to lead Justice Reinvestment initiatives in the Kempsey and Nowra communities.
- We are undertaking work to improve access to **cultural strengthening programs** to promote connection to cultures and practices in custody. We continue the rollout of Yarning Circles across correctional centres, and the expansion of the Aboriginal Community Mentor Program, which creates connections with local Aboriginal communities and allows Aboriginal people in prison to be mentored by Elders.

3.2 Accessing Justice and Legal Services

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

3.2.1 Initiatives to support Aboriginal clients and communities

Youth Koori Court

The Youth Koori Court, which forms part of the Children's Court, is a deferred sentencing option that aims to better engage Aboriginal and Torres Strait Islander young people in the court process. The Youth Koori Court has been available to eligible young people in the Parramatta Children's Court since February 2015 and Surry Hills Children's Court since February 2019.

The court has been expanded to Dubbo since March 2023. A ceremonial sitting was held in Dubbo in July 2023 to mark the commencement of the Youth Koori Court in Dubbo and to thank the community for their support.

The Youth Koori Court process is designed to provide a more culturally relevant court process. It aims to connect young people to support services in their community that can address the issues that may be impacting their involvement in the criminal justice system.

An Action and Support Plan is developed with the input of the young person, Aboriginal caseworkers and Aboriginal and Torres Strait Islander Elders and respected people. The plan might include actions to improve cultural and family connections or to address homelessness, mental health or drug and alcohol issues, unemployment or disengagement from education.

The implementation of the Action and Support Plan is monitored by the Youth Koori Court over a period of months and the young person is required to come back to court several times.

At the end of the process the judicial officer will sentence the young person, taking into consideration the steps the young person has taken to follow their Action and Support Plan and address their risk factors.

The Youth Koori Court's panel of Elders and respected Aboriginal community members play an integral role in the Youth Koori Court. The Children's Court has continued to engage with Community Panel Members this year to improve cultural knowledge through yarn ups with judicial officers and cultural sharing sessions with staff.

During 2023–24, the Youth Koori Court:

- had 38 young people referred
- admitted 35 young people
- had 10 young people graduate.

Walama List

Walama List is a pilot sentencing procedure available for eligible Aboriginal and Torres Strait Islander persons with matters before the NSW District Court. The Walama List aims to reduce reoffending, increase community safety and reduce the overrepresentation of Aboriginal people in the justice system.

The process involves Elders and Respected persons providing advice, and cultural expertise to the Walama List Judge. A therapeutic and holistic approach is taken with offenders to address their offending behaviour. There are currently 50 participants in the program, with 30 participants having graduated from the program since its commencement in February 2022.

3.2.2 Supporting our programs

District Court

The District Court has returned to full operational capacity, with no restrictions. As a result of the Audio-Visual Link technology installed during COVID-19, the Court continues at times to hear list matters or readiness hearings online but has returned to face-to-face hearings for all other matters.

From 1 July 2023, legislation commenced to expand the Child Sexual Offence Evidence Program across NSW to all District Courts.

In the 12 months to June 2024, the District Court finalised 75.1 per cent of appearances within 12 months, and 92.7 per cent within 24 months.

First Female Chief Judge

In April 2024, the first female Chief Judge of the District Court, the Hon. Justice Sarah Huggett, was sworn in following the retirement of the Hon. Justice Price AO.

Local Court

The 12 months to June 2024 have seen the expansion of Local Court programs including Circle Sentencing, the Magistrates Early Referral into Treatment (MERIT) program, Justice Advocacy Service and the Statewide Community and Court Liaison Service to new locations.

In 2023–24, the Local Court launched the Specialist Family Violence List, which aims to provide a more victim-centred and trauma-informed approach to the management of proceedings involving apprehended violence orders and/or domestic violence charges, in eight locations:

- Sydney Downing Centre from 9 October 2023
- Blacktown from 11 October 2023
- Newcastle from 24 October 2023
- Gunnedah from 7 February 2024
- Moree from 19 February 2024
- Narrabri from 26 March 2024
- Bankstown and Liverpool from 17 June 2024.

In the 12 months to June 2024, the Local Court finalised 79.3 per cent of appearances within six months, and 94.3 per cent within 12 months.

Victims Services

Victims Services provides access to counselling and financial assistance for victims of violent crime in NSW under the Victims Support Scheme. Victims Services promotes the Charter of Victims Rights and delivers related programs.

For further information about the Victims Support Scheme, refer to [Part 4.2.4 Report of the Commissioner of Victims Rights](#) of this volume.

NSW Civil and Administrative Tribunal

The NSW Civil and Administrative Tribunal (NCAT) deals with a range of matters, including:

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

NCAT is focused on being accessible and responsive to the needs of all its users and aims to resolve real issues in proceedings justly, quickly and with as little formality as possible.

During 2023–24, 71,223 applications were lodged across all NCAT divisions. Lodgements and finalisations in NCAT matters resulted in an overall clearance ratio of 99.2 per cent. NCAT has seen growth again in the Guardianship Division, which has resulted in a significant increase of 5.3 per cent, noting the Division's sixth consecutive year of increase in application lodgements.

3.2.3 Our other achievements

Asset management and major capital works

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

In 2023–24, DCJ assisted in the following **capital works achievements**:

- DCJ Service Centre, Inner West (Ashfield)
- DCJ Service Centre, Dubbo
- Namoi House in Walgett
- Sydney Drug Court expansion
- Courthouse Rooftop Solar upgrades
- Casino Courthouse flood recovery project
- Port Macquarie Courthouse Expansion
- Minister's Stonework Program
- Biometrics Security System
- Electronic Security System improvements in Correctional Centres.

DCJ Service Centres

The development of the Inner West Service Centre in Ashfield is the first consolidated frontline delivery service for DCJ and combines Community Services, Housing and Youth Justice services into one location in Ashfield, and Community Corrections in Burwood.

Our new Service Centre site in Dubbo accommodates 110 staff in an agile workplace design, and provides a consolidated location for Youth Justice, Community Services and Homes NSW staff.

These Service Centres have brought our service delivery together to increase accessibility for the people of NSW, while also creating operational savings.

Expansion of specialist courts

Expansion of the Sydney Drug Court

The Drug Court program is a joint justice and health intervention aimed at reducing drug dependency and reducing offending. It allows for intensive, community-based rehabilitation of eligible, drug dependent offenders who would otherwise be sentenced to full-time imprisonment.

The program is proven to not only be more effective at reducing crime, but the intensive rehabilitation costs less than sending people to prison and assists participants with housing, income stability, education, employment, relationship, and parenting supports.

The expansion of the NSW Drug Court is one of the key recommendations of The Special Commission of Inquiry into the Drug, Ice in 2020.

The Sydney Drug Court Expansion was implemented in two phases to meet demand and ensure service readiness. Increasing to full-time operations will enable the Sydney Drug Court to support up to 160 participants annually, up from 40 participants (when sitting one day per week).

In August 2023, the Government announced phase one of the expansion program under which Sydney Drug Court sittings increased from one to up to three days a week. In addition, residents of the Georges River, Bayside, Waverley, Woollahra and City of Randwick local government areas (LGAs) became eligible to be referred to the Drug Court.

In May 2024, under phase two, the Drug Court now has the capacity to operate on a full-time basis and residents of Burwood, Canada Bay, Hunters Hill, the Inner West, Lane Cove, Mosman, Ryde, Strathfield, North Sydney and Willoughby LGAs will be eligible to take part in the program.

The Winha-nga-nha List

Winha-nga-nha (pronounced Wi-nun-ga-na) is a word from the Wiradjuri language meaning to ‘know, think and remember.’

The Winha-nga-nha List (the List) is a dedicated court process for care and protection proceedings involving Aboriginal and Torres Strait Islander families at Dubbo Children’s Court.

The List commenced in September 2023 following a co-design process with Aboriginal community representatives and key stakeholders in response to Recommendation 125 of the Family is Culture Review Report.

The List is less formal than other care and protection proceedings with more time allocated to listen, talk and think about what is important for the children.

This new court process aims to better engage Aboriginal and Torres Strait Islander families in court proceedings about their children. Families are welcome to invite extended family, Aboriginal Elders, respected community members or other support people to attend court with them. Aboriginal court staff provide a point of contact for families coming to the Children’s Court.

Domestic, Family and Sexual Violence court matters

Court appointed questioners

Amendments were made to the *Criminal Procedure Act 1986* in 2021; prohibiting self-represented defendants from directly questioning complainants in domestic violence proceedings, or related apprehended violence order proceedings. Since these amendments, defendant’s questions have been relayed in-person by a court appointed questioner. Where in-person is not possible, the court appointed questioner can appear remotely to the court room via audio-visual link.

We continue to work with DCJ Justice of the Peace Services (JPs) to promote this role to Justices of the Peace, and to increase the number of JPs available in the pool, particularly at court locations that routinely invoke the court appointed questioner provision.

From January 2024, the NSW Justices Association assumed responsibility for training of JPs. On completion of training, and other onboarding requirements, JPs can be allocated to attend in person to perform the court appointed questioner role across NSW.

As at 30 June 2024, there are 91 JPs in the pool, available to attend in person at 85 court locations.

Expansion of the Child Sexual Offences Evidence Program

The Child Sexual Offences Evidence Program (CSOEP) is a specific program to enable children who are complainants or prosecution witnesses to have their evidence pre-recorded, with the recording later played in court. The aim of the CSOEP is to reduce the stress and trauma experienced by children in giving evidence and to enable them to give their best evidence.

A witness intermediary is also available to assist with the child’s communication needs at the police interview and at court during the pre-recorded evidence hearing. Witness intermediaries have tertiary qualifications in speech pathology, social work, psychology, teaching or occupational therapy.

In February 2023, the NSW Government announced that the CSOEP would expand to all District Court locations in NSW.

In January 2024 the Chief Judge of the District Court, the Honourable Justice Price AO published *District Court Criminal Practice Note 28* outlining the process for all District Court locations in NSW and three new District Court Judges have been appointed to assist with the additional CSOEP caseload.

3.3 Homes NSW: Growing Social and Affordable Housing

Homes NSW was established as a division of DCJ on 1 February 2024. The creation brings together 3,500 staff from DCJ's housing and homelessness services, NSW Land and Housing Corporation, the Aboriginal Housing Office, Teacher and Police Housing and Disaster Welfare all under one roof, aiming to make the system more efficient and accessible.

Homes NSW is dedicated to providing access to suitable, safe and secure social, affordable, and key worker housing, responding to homelessness, and facilitating disaster relief in NSW.

We collaborate across government agencies, the community housing sectors, private industry and local communities to address the housing crisis through shared, cohesive purpose. We strive for excellence in architecture, design and service delivery, and work to achieve this through best practice and innovation.

3.3.1 Increasing the supply of social and affordable housing

We provide assistance to people who are unable to access or maintain appropriate housing in the private rental market. Our focus is on growing the supply of social and affordable housing to support people experiencing housing stress and homelessness.

Increased costs of living, rental affordability issues, and natural disasters across NSW, have increased demand for social and low-cost housing. We are acting on a number of fronts to address the housing and rental crisis.

We work to increase supply of social and affordable housing, including through direct delivery of public and Aboriginal housing in partnership with community housing and Aboriginal community housing partners.

Homes NSW housing delivery

715
new social
homes built

Home NSW completed 715 new social homes out of its target of 750 new social homes during 2023–24.

The highlight of these was 262 homes in Stage 1 of the Macquarie Park redevelopment. We also delivered 37 homes in Peakhurst, 61 homes in Westmead and 30 homes in West Ryde.

(Homes NSW, June 2024)

NSW has invested \$610 million from the Commonwealth Social Housing Accelerator Payment to rapidly fund 1,500 new or upgraded social homes so more people have safe and secure housing. The focus in 2023–24 was returning over 300 uninhabitable homes to use.

Regional housing delivery

Of the 715 social homes completed, 80 were delivered in regional communities including 20 at Griffith, 11 at Moruya and 14 in Parkes. Another 35 regional social homes have been delivered in Cowra, Armidale, Orange, Young, Lavington, Tolland and East Maitland.

We delivered 71 new homes for teachers and police, including 59 as part of the Key Worker Housing Program, across 33 remote and regional communities from Cobar, Delegate, Deniliquin, Enngonia, Finley, Goodooga, Narrandera, Moree, Moulamein, Parkes to West Wyalong, and 328 homes had heating and cooling upgrades.

Modern Methods of Construction

As part of the Essential Housing Package announced in the 2023–24 Budget, the NSW Government is investing in a Modern Methods of Construction (MMC) program. The program aims to demonstrate how MMC can be used to deliver high quality and permanent social homes faster through research and development, and implementation of a series of demonstration projects.

The MMC Taskforce, launched in November 2023, was established to help drive, shape, and demonstrate the use and potential for off-site manufacturing in NSW Government housing projects.

We have also formed a partnership with the Building 4.0 Cooperate Research Centre, an industry-led research initiative funded by the Australian Government. This partnership will aim to design and deliver a research and development program to prove-up new ways to build homes and include a series of prototypes.




Homes NSW will deliver a minimum of 20 homes as part of the demonstration projects by 2025, spanning small homes, teacher homes and homes to support the Northern Rivers flood recovery.

Social and Affordable Housing Fund

The NSW Government has invested over \$1 billion in the Social and Affordable Housing Fund (SAHF), administered by the Treasurer under the *Social and Affordable Housing Fund NSW Act 2016*. This funding is invested to generate returns which are applied to SAHF contract payment obligations.

DCJ has contracted eight registered community housing providers (CHPs) to deliver access to well-located, quality homes. CHPs also deliver support services to residents to improve health, wellbeing and economic outcomes.

2023–24 Achievements in the SAHF space include:

 <p>Of the 3,486 expected homes to be delivered, 3,363 have been completed across NSW. The remaining 123 homes are under construction, to be delivered by the end of 2024.</p>	 <p>Of the homes that have been delivered 1,174 are located in Regional NSW and 2,189 in metropolitan locations.</p>	 <p>4,639 residents live in social homes delivered through Social and Affordable Housing Fund contracts.</p>
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Community Housing Innovation Fund

The Community Housing Innovation Fund provides grant funding which supports mainstream community housing providers and ACHPs to deliver more social and affordable housing. The Fund leverages a co-contribution funding model, matching NSW Government funding with additional financial and non-financial resources from providers.

This partnership approach is unlocking development and acquisition opportunities, adding to the strong pipeline of new housing being delivered to support vulnerable people, and building the sustainability of the sector by supporting portfolio growth.

We are committed to the delivery of 1,121 new homes, including 948 social and 173 affordable homes.

In 2023–24, 211 properties have been delivered across 12 LGAs.

Community Housing Leasing Program

The Community Housing Leasing Program (CHLP) provides funding to CHPs to headlease properties from the private rental market for use as social housing and transitional housing for people leaving homelessness.

In 2023–24, \$98.9 million was provided to registered CHPs to headlease 5,940 private market rental properties as social homes. A further \$10.5 million was allocated to support the delivery of this quota in areas where rental market fluctuations impacted program stability.

An additional \$5.5 million was provided for 266 transitional housing properties. This housing is used to support people experiencing homelessness move to greater housing stability after a period of crisis housing.

Additional funding was provided to deliver 197 headlease properties in partnership with SHS. These properties support several homelessness programs, including Homeless Youth Assistance Program, Premier's Youth Initiative, Domestic Violence Response Enhancement and Northern Youth Project.

Together Home Program

The Together Home Program was established to move long-term rough sleepers into safe and secure homes during the COVID-19 pandemic.

The program is being delivered across NSW by 18 CHPs that provide in-house or sub-contract support services. Support providers work to coordinate and strengthen relationships between the various services involved in a person's support plan, including disability supports.

The goal of Together Home is to support people experiencing homelessness to move into long-term stable housing, while improving their overall personal wellbeing through wrap-around support services. Together Home has assisted over 1,100 people across NSW to move from street-sleeping into accommodation.

As at 30 June 2024, there were 552 active program participants in secure housing and 589 (inclusive of the 552) people linked to wrap-around support, and 824 clients exited the program.

The National Rental Affordability Scheme

The National Rental Affordability Scheme is an Australian Government affordable housing initiative, delivered in partnership with state and territory governments. The program is reaching its conclusion, with the last 19 incentives expected to be delivered by 31 December 2024.

The initiative has successfully increased the supply of affordable housing to people in very low to moderate-income households, delivering rental housing with rents 20 to 25 per cent lower than market rates for a period of up to 10 years.

As at 30 June 2024, 6,526 social homes have been delivered with National Rental Affordability Scheme incentives, including 1,531 studio and boarding house rooms, 3,455 apartments, 1,070 townhouses and 470 houses in both regional and Sydney metropolitan areas.

3.4 Responding to Homelessness

Through our Homes NSW Division, we provide direct assistance, in the form of temporary accommodation to support people in immediate crisis. In addition, we are responsible for managing the policy setting and procurement of homelessness services state-wide.

Our Homes NSW division supports a range of programs and initiatives to prevent and reduce homelessness. These include, Housing First approaches, crisis and transitional accommodation, assertive outreach, sustaining at risk tenancies, risk screening and supports in schools, and building new social housing. We want to build on these approaches and look at new and innovative ways to address homelessness and rebuild the state's social housing system. We are developing strategic policies that will set a new way forward.

3.4.1 Specialist Homelessness Services

The SHS program is the primary NSW Government response to homelessness. Non-government organisations are funded to deliver a range of services to support people who are experiencing homelessness or at risk of becoming homeless. The people supported by these services – such as outreach, case management, transitional and crisis accommodation – include young people, families, single men, and single women, with or without children.

On 29 May 2023, the NSW Government announced that current contracts for SHS and the Homeless Youth Assistance Program, which were due to expire in 2024, would be extended for two years to 30 June 2026.

Supporting Aboriginal Community Controlled Organisations homelessness service delivery

We are committed to increasing the number of ACCOs delivering SHS to better reflect the proportion of Aboriginal people accessing homelessness services across NSW.

Prior to 2023, there were eight lead and two subcontracted ACCOs delivering SHS. Commissioning of ACCOs under the Aboriginal Homelessness Sector Growth Project resulted in an additional four contracted ACCOs delivering SHS, with further funding committed to establishing new services in Southern NSW, Western Sydney and New England. The New England contract includes a Joint Working Arrangement with two additional ACCOs. This brought the total number of ACCOs currently delivering SHS in NSW to 16 organisations.

In addition, to increasing the number of ACCOs delivering SHS, the Aboriginal Homelessness Sector Growth Project contracts have increased service capacity by 44 per cent with combined targets of 875 additional Aboriginal clients per annum.

3.4.2 Homelessness responses for priority clients

Through Homes NSW, we have continued to lead the *No Exits from Government Services into Homelessness: a Framework for Multi-agency Action (2020)*. This cross-agency commitment to prevent people from exiting government services into homelessness focused on improving transition planning and exits for:

1. Young people leaving statutory care
2. People leaving social housing following a failed tenancy
3. People released from adult correctional facilities
4. Young people leaving youth justice centres
5. People leaving health facilities

We delivered a number of homelessness services, programs and initiatives aimed at breaking the cycles of homelessness by balancing prevention and early intervention with crisis responses, as detailed below.

Link2Home

Link2home is the state-wide homelessness information and referral telephone service. It is available 24 hours a day, seven days a week, every day of the year. Clients can call Link2home for information, assessment or referral to homelessness services and support in NSW.

Sustaining Tenancies in Social Housing Program

Sustaining Tenancies in Social Housing is a homelessness prevention and early intervention program providing person and family-centred wrap-around support to people living in social housing at risk of losing their tenancy.

The program commenced in 2019 and runs in 11 sites across three metropolitan and three regional locations. In 2023–24, Homes NSW has engaged 687 people through the program to help them keep their social housing tenancy.

Reintegration Housing Support Program

The Reintegration Housing Support Program supports people leaving custody, who are at risk of homelessness, to secure and sustain long-term housing. The program delivers wrap-around psychosocial support to connect people to in-reach services prior to release and immediately following release, improving wellbeing, sustaining long-term housing solutions, and reducing recidivism.

Reintegration Housing Support Program commenced in July 2021 and is delivered in three metropolitan and three regional locations across the state. During 2023–24 the program supported more than 138 people leaving custody who are at risk of homelessness to secure long-term housing. An additional 21 people have been supported into other types of accommodation.

Universal Screening and Supports

The Universal Screening and Supports initiative is a prevention and early intervention program for young people. Universal Screening and Supports uses a screening tool that is administered to all consenting Year 7 to Year 12 students within participating schools.

The tool identifies young people who may be at risk of homelessness, mental health difficulties and school disengagement. Students can also be referred to the program by the school, other support providers, or may be self-referred.

The lead support agency for each area provides students and their families holistic support to reduce the risk of homelessness and address any underlying or associated issues. Support is delivered in collaboration with other local services, referred to as the Communities of Schools and Services model.

The program commenced in 2019 and as of January 2024 is currently running in Albury. The external evaluation completed in 2023 found the program to provide value in reducing experiences of youth homelessness.

Homeless Youth Assistance Program

The Homeless Youth Assistance Program (HYAP) is the NSW Government's primary response for unaccompanied children, aged 12 to 15 years old, who are at risk of or experiencing homelessness. There are 19 Homeless Youth Assistance Program services, delivered by 17 providers, across NSW.

In 2023–24, in collaboration with HYAP providers, we have been working to reconfigure the program's delivery and ensure the new service elements can be reported in the Client Information Management System. The reconfiguration implementation phase ran until 30 June 2024, with a new HYAP model fully implemented from 1 July 2024.

The NSW districts delivering the new model include: Central Coast, Far West, Illawarra Shoalhaven, Mid North Coast, Murrumbidgee, South Western Sydney, Nepean Blue Mountains, Southern NSW, Western NSW and Western Sydney. The reconfiguration aims to ensure the program also effectively meets the needs of unaccompanied children aged 12 to 15 years who have been through the child protection system.

Reducing Rough Sleeping

During 2023–24, we assisted 29,799 unique households with Temporary Accommodation. Over this same period, assertive outreach services housed over 430 people, who were sleeping rough, into long-term accommodation.

The 2024 NSW street count, which is the NSW Government's fourth annual street count, was completed between 1 February and 1 March 2024. Here, over 300 local organisations were either consulted and/or partnered with us to complete street counts in 400 towns and suburbs across 76 LGAs in NSW. The organisations we partnered or consulted with included SHS, local councils and CHPs, as well as Aboriginal organisations, local community groups, and NSW Police.

During the street counts, 2,037 people were counted sleeping rough, which is a 26 per cent increase from the 2023 street counts. This makes it the third year in a row where the number of people sleeping rough has increased.

In 2023–24, Homes NSW assertive outreach services undertook over 2,900 assertive outreach patrols in 69 LGAs and had over 5,500 engagements with people sleeping rough. The teams assisted more than 430 formerly sleeping rough into long-term accommodation.

Supporting people with mental health needs

The *Housing and Mental Health Agreement 2022* is a formal agreement between NSW Health and DCJ, which was co-signed by the secretaries of each agency. The Agreement commits all levels of DCJ and NSW Health to working together. As part of the Agreement, these agencies are also committed to engaging key stakeholders to ensure people with mental health conditions have timely access to safe, secure, and appropriate housing. This includes having mental health supports in place, when needed, to sustain housing and play a lead role in their recovery.

Further, the Mental Health-Housing In-Reach Service pilot was established in July 2022 to support people who are rough sleeping, or at risk of rough sleeping, to transition from mental health units into long-term stable accommodation. The Mental Health-Housing In-Reach Service pilot is a partnership between:

- non-government organisations, delivering psychosocial supports
- Local Health Districts (LHDs), delivering clinical supports
- Homes NSW, providing housing support and solutions.

In 2023–24, the program supported over 144 people in the Central Coast, Sydney, and South-Eastern Sydney LHDs.

3.4.3 Supporting people to navigate the private rental market

In collaboration with our community housing provider partners, we continue to support people who are unable to access social housing to enter the private rental market.

During 2023–24, we provided 16,808 households with general Private Rental Assistance, an increase of 8.8 per cent from 2022–23 (15,842 households). The types of assistance provided under this funding group include:

- **Rentstart Bond Loan** is an interest-free loan, to assist eligible clients pay a rental bond for a tenancy under the *Residential Tenancies Act 2010*. Homes NSW will provide a Rentstart Bond Loan for up to 100 per cent of the bond. 8,628 clients were assisted with the Rentstart Bond Loan in 2023–24.
- **Rental Arrears (assistance)** can help eligible tenants in the private rental market, who have fallen behind in rent payments due to hardship and are at risk of losing their tenancy.
- The **Private Rental Brokerage** and **Tenancy Facilitation** services provide practical support for people in accessing the private rental market.
- **Rent Choice** is a form of private rental assistance that helps clients, who have capacity to sustain a private rental tenancy, access safe and affordable housing in the private rental market. It provides a time limited private rental subsidy for up to 36 months and facilitates access to support services, including training and employment opportunities, to build capacity for independent living. Homes NSW has a range of different Rent Choice products, which target specific client cohorts (including clients fleeing domestic and family violence, youth, and veterans). Homes NSW dedicated \$43.4 million to assist 6,007 clients in 2023–24 under Rent Choice initiatives.
- Homes NSW provided \$18.4 million to assist eligible clients with rental support in private tenancy arrangements under the **Private Rental Subsidy** scheme.

Family Assist

Family Assist is a program that provides financial assistance for families, identified as needing access to safe and affordable private rental accommodation. The program aims to provide housing stability to support restoration or preservation for children who are in, or at risk of entering the OOH system.

Financial assistance is provided as a rental subsidy for up to five years and brokerage can be provided to assist clients with household items or in accessing training and employment.

This pilot program is offered within Sydney, South East Sydney and in Western NSW where it aims to assist Aboriginal families.

3.4.4 Supporting strong local communities

Homes NSW supports a number of community programs to build community connections and strengthen local communities.

Tenant Participation and Community Engagement program

Tenant Participation and Community Engagement is a state-wide program delivered in partnership with Mission Australia, to provide people who live in Homes NSW properties with access to information and advice, and more opportunities to be actively involved in processes and decisions about improving social housing tenancies and communities.

In 2023–24, 125 tenant group meetings were held across the state, with 417 social housing tenants in attendance. Additionally, 510 tenants attended local information sessions and received targeted information from local service providers and organisations.

Community Greening

The Homes NSW Community Greening program is delivered in partnership with the Botanic Gardens of Sydney. It supports social housing tenants and communities across NSW to create and maintain community gardens and beautify green spaces. The program improves the health, wellbeing and social connections of social housing tenants and achieves positive outcomes by tackling isolation, improving social cohesion, and increasing food security.

In 2023–24, 9,471 social housing tenants and local communities participated in greening activities. There were 853 visits to gardening communities and 993 training and education sessions delivered (online and face-to-face). During the year, 46 new gardens were created, including 28 in metro, Central Coast and Wollongong, 17 regional and one in a remote location. Since 2000, 785 gardens have been supported.

The program has been extended to 2024–25, with a focus over the next year to continue to build and refine the program, including its reach to Aboriginal communities and working closer with the Community Housing sector on place-making strategies.

Youth Development Scholarships program

Our Youth Development Scholarships program is delivered with the assistance of the Department of Education. The program assists young people living in social housing and in OOH, who are enrolled in education or training, to complete their studies by offering \$1,000 to help with school expenses and secondary support services.

The program focuses on high school students in Years 10, 11 and 12 or equivalent at TAFE. Students who are successful in getting a scholarship can receive continued funding if they remain in education (including tertiary studies) and living in social housing.

More than 7,610 students have been supported by these scholarships since they were established in 2017, including 4,758 new students. In the 2024 academic year, 1,456 students will be awarded a scholarship, which can be spent on items to support their educational needs such as laptops, uniforms, textbooks and study furniture.

The Youth Development Scholarships team is working to create pathways to employment for graduates by connecting with the Opportunity Pathways Program to build job application skills and exploring employment opportunities with Housing Portfolio through our maintenance contracts.

3.5 Reduce Adult Reoffending

Reducing reoffending has become increasingly important for us, given the growing number of offenders leaving prison. We work to provide a world class correctional service that supports adults in custody, both in correctional centres and in the community. This enables them to change their lives for the better by reducing the risk of reoffending and helps keep the community safer.

A small group of persistent offenders, many of whom have multiple and complex needs, are responsible for most serious crimes in NSW. These offenders are the focus of a refreshed strategy aimed at breaking the cycle of reoffending and offending more broadly.

We are doing a lot of work to provide effective rehabilitation to reduce the rate of reoffending in NSW. This includes other agencies supporting people who have exited prison and vulnerable people in our community, and we are committed to ensuring better reoffending behaviour outcomes for those released from prison.

3.5.1 Initiatives to support Aboriginal and Torres Strait Islander people and communities

We continue to implement and deliver programs to meet the unique needs of Aboriginal and/or Torres Strait Islander people, and work towards Closing the Gap Targets. Cultural strengthening programs and a focus on creating culturally safe environments are key elements of CSNSW's approach. These programs include art, music, dance, language programs and expanded employment pathways.

During the year, we continued working on building and maintaining positive relationships with ACCOs and local Elders to ensure service delivery is holistic, culturally informed, and person-centred.

There are a number of CSNSW programs for Aboriginal men and women, including:



St Heliers Correctional Centre at Muswellbrook has continued to expand the range of Aboriginal cultural programs, traineeships and education programs available to Aboriginal and Torres Strait Islander people in custody. This includes the Gundi Pathway program which assists Aboriginal men with reintegration through offender participation in real-world construction work that has a community focus.



Balund-a (Tabulam) is a residential diversionary program for Aboriginal men. It provides criminogenic interventions, cultural connections, and employment seeking assistance.



The Never Going Back Program provides eligible Aboriginal men with the opportunity to reconnect to community, engage with Aboriginal mentors and culture, and create pathways towards employment. The program is a collaboration between CSNSW and the Tribal Warrior Aboriginal Corporation and is currently based at Mary Wade Correctional Centre.



The Girrawaa Program, hosted by Bathurst Correctional Centre, encourages Aboriginal and Torres Strait Islander people in custody to develop artistic skills and build careers as successful artists upon release.



The Dubai Gunyah Program supports Aboriginal women exiting custody who are at risk of homelessness with medium-term housing. Partnering with the Aboriginal Housing Office, Tharawal Aboriginal Corporation and Marrin Weejali Aboriginal Corporation, the program includes mentoring, job seeking and wrap-around services to assist with transition into stable long-term accommodation.



Yarning Circles are being built in correctional centres across NSW to provide a culturally safe space for Aboriginal people in custody and staff to use for cultural programs, education, and special events. The local Aboriginal community is involved in the planning process at each location and these Yarning Circles can be used by people in custody and community Elders.

People in custody obtain valuable vocational training while constructing the circles. Since the project began, 44 Yarning Circles have been completed across the State, with another eight locations identified for the additional Yarning Circles in 2024–25.



The CSNSW Aboriginal Community Mentors Program encourages Aboriginal people in custody to participate in education and programs offered by CSNSW. This initiative creates connections and relationships with local Aboriginal communities and provides opportunities for Aboriginal people in custody to be mentored by Elders.

Improving performance in Community Corrections for Aboriginal people and communities

The Aboriginal Community Connection Unit (ACCU) aims to improve outcomes for Aboriginal offenders supervised in the community by making sure there are effective governance and accessible support mechanisms in place.

The ACCU provides strategic leadership and cultural guidance to Community Corrections staff, fostering partnerships with local Aboriginal communities to support the rehabilitation and reintegration of Aboriginal people in the custody or supervision of CSNSW.

The Aboriginal Reporting Centre in Redfern is an initiative of Community Corrections, which seeks to enhance compliance with supervised orders and reduce returns to custody and breaches of orders by Aboriginal people, by providing a culturally safe and more accessible space to report for interviews.

Circle Sentencing expansion

Circle Sentencing is an alternative sentencing court for adult Aboriginal and Torres Strait Islander people who have either plead guilty or have been found guilty of an offence in the Local Court. This program allows input from the victim and offender, and directly involves Aboriginal people in the sentencing process. Circle Sentencing also promotes the sharing of responsibility between the community and the criminal justice system to address the causes of offending and to actively involve the community in identifying solutions and appropriate sentencing.

Other aims of Circle Sentencing are to:

- increase the confidence of Aboriginal communities in the sentencing process
- reduce barriers between Aboriginal communities and the courts
- provide effective support to victims of offences by Aboriginal offenders
- allow for greater participation of Aboriginal offenders and their victims in the sentencing process
- increase Aboriginal offenders' awareness of the consequences of their offences on their victims and the Aboriginal communities to which they belong
- reduce recidivism in Aboriginal communities.

Community Corrections is dedicated to supporting Circle Sentencing and ensures proceedings in various locations are attended by members of the Aboriginal Justice Group Panel such as, Aboriginal Community Engagement and Cultural Officers, and Community Corrections Officers. Their attendance is crucial in assisting and supporting the sentencing court and the parties involved.

We successfully completed the expansion of the Circle Sentencing Program from 12 to 20 Local Courts in high-priority locations. In addition to these sites, Circle Sentencing was also expanded in February 2024, to Narooma and Moruya Local Courts.

The expansion to more locations has continued to increase access to more Aboriginal participants. From January to December 2023, 120 matters proceeded to Circle Sentencing (doubling from 2022).

CSNSW Aboriginal Strategy 2023–27

We are dedicated to reducing the overrepresentation of Aboriginal and Torres Strait Islander individuals in custody and on community orders. Our redesigned CSNSW Aboriginal Strategy focuses on critical issues and vulnerabilities that affect Aboriginal people disproportionately. The strategy's primary areas of focus integrate cultural values such as **Knowing, Being, and Doing**, and include various initiatives to support the emotional, cultural, and wellbeing requirements of Aboriginal communities.

Co-designing a Place-Based Model of Care

As part of our continued commitment to reducing the rate of Aboriginal and Torres Strait Islander adults held in incarceration by 2031 (Closing the Gap Target 10), we are undertaking the co-design of a new place-based model of care for Aboriginal and Torres Strait Islander women and men in custody.

The co-design will be developed with ACCOs, Aboriginal people with lived experience of CSNSW, and Aboriginal communities. Focus will be on Aboriginal worldviews, recovery and healing, culture, and understanding of factors that contribute to incarceration.

3.5.2 Breaking the cycle of reoffending

We continue to make headway towards our reoffending targets. However, our work remains challenging due to a range of complex factors that affect many inmate experiences, and other external factors, such as police activity, resourcing and arrest rates.

Our progress on the reducing reoffending target is measured by the proportion of adult offenders released from custody who have a new proven personal, property or serious drug offence in the 12 months following release.

29.5
per cent

The annual average reoffending rate for adults released from custody in the 12 months to March 2023, who also have a new proven personal, property or serious drug offence within 12 months of exit is **29.5 per cent**. This equates to 2,334 of the 7,912 persons released from custody during this 12-month period.

(BOCSAR, June 2024)

We have had a number of achievements in addressing reoffending during 2023–24, including:

- Delivering a range of services and programs to higher-risk people, including those serving shorter sentences, to support their reintegration into the community and give them a better chance to not reoffend.
- Delivering a supportive prison environment, enhancing constructive interactions between inmates and staff, and promoting positive change and engagement.
- Delivering dedicated training to staff working in prisons as part of creating a positive rehabilitative environment and culture within correctional centres.
- Supporting the operations and increase in content for digital tablets rolled out to the majority of offenders in custody.
- Supporting women in custody through initiatives which support women and their children, including a new diversionary program, and the Co-locating Child Protection initiative that helps address complex child support issues.
- Supporting people exiting custody into post release employment, in partnership with industry and employers.

During 2023–24, we delivered an average of 143.7 hours of treatment to higher-risk offenders exiting prison. Interventions included offender behaviour change programs targeting criminogenic need, reintegration services, parenting and wellbeing programs, and education.

The average program hours delivered to higher-risk Aboriginal and Torres Strait Islander offenders was 129.3 hours in 2023–24.

Improving supports for people with complex needs

We continue to support people with complex needs to reduce their risk of reoffending through targeted programs and continuity of care. We are focused on women who are parents, and people exiting prison who have a serious mental illness.

In 2023–24, we continued working in partnership with NSW Health under the Coordinated and Continuous Model of Care to provide integrated services for people with serious mental illness. As of 4 June 2024, 24 participants left custody with detailed multi-agency service linkage plans, with 83 per cent released to supervision by Community Corrections.

We continue to focus on supporting women who are parents in custody with matters relating to their children, and complex child/parenting issues, through the Child Protection Co-Located Case Worker initiative. Since commencing on 1 June 2020, the initiative has received over 1,693 referrals.

Supporting rehabilitation

In 2023–24, we focused on creating a supportive prison environment to enhance rehabilitation and successful reintegration on release, while reducing reoffending. We promoted constructive interactions between staff and people in custody, notably through the Five Minute Intervention (FMI) program. Since May 2020, 76 per cent of prison staff have been trained in this evidence-based approach, which leverages everyday interactions to positively support rehabilitation.

Transforming prisoner rehabilitation through digital technology

Throughout 2023–24, we continued the rollout of digital tablets across our correctional centres, with over 11,325 inmates in 27 state-operated centres now having access to digital technology in their cells. An additional 1,190 tablets are available at the privately operated Clarence Correctional Centre.

These tablets enabled inmates to access programs, educational material, approved websites, including Aboriginal Health Services, Alcohol Drug Information Service, and the Justice Health and Forensic Mental Health Network. They are also used to provide resources and guidance from the Australian Electoral Commission for the 2023 Voice Referendum, promoting participation.

Importantly, the tablets facilitate improved communication with family, as inmates can make phone calls until 10pm in their cell.

We are also leveraging digital technology to support offenders that CSNSW manages in the community. Our online behaviour change programs address various offending behaviours, including domestic and family violence, and serious and repeat drink driving.

An inmate Learning Management System is under development which will enable inmates access to manage their own learning, education and support services journey. Access to additional learning opportunities will further support pathways to training, education and addressing offending behaviour.

Women's Diversion Pathway Program

The Women's Diversion Pathway Program uses provisions of the *Crimes (Administration of Sentences) Act 1999* to divert eligible and suitable women with dependent children and pregnant women away from the custodial environment. Participants must meet strict eligibility and suitability criteria to join, with the program being delivered by CSNSW in partnership with community organisations.

Here, eligible mothers in prison have the opportunity to serve the remainder of their custodial sentence in the community on external leave.

The Women's Diversion Pathway helps mothers reintegrate and reunite with their children and families sooner, as well as providing access to a range of community-based services.

We have made significant traction on the program, with 13 mothers being engaged in the pilot program since August 2021. As a result, ten children remained in their mothers' care, while another 29 were reconnected with their mothers earlier than expected.

Mothers and Children's Program

The Mothers and Children's Program, at Emu Plains Correctional Complex, was closed after the temporary closure of the complex due to flooding in July 2022. Where suitable and eligible, women in the program were placed in the Corrective Services Women's Diversionary Program, or the Parramatta Transitional Centre with their children. We deliver a number of female specific programs and interventions for women offenders as well as programs targeted on improving outcomes for Aboriginal women and women in custody who are parents.

Countering Terrorism and Violent Extremism

CSNSW contributed to initiatives aimed at countering terrorism and violent extremism in 2023–24, including:

- Ongoing operation of the Pathway to Assessment and Treatment for High Security inmates (PATHS) model in the High Risk Management Correctional Centre. PATHS provides individualised intervention and tailored management options for violent extremist and other institutionally violent inmates.
- Ongoing operation of the Proactive Integrated Support Model and the Proactive Assessment and Intervention Service, which provide state-wide individual interventions to offenders and their families. The aim is to build resilience to radicalisation through diversion, disengagement and desistance.
- Development of a forward work plan under the Commonwealth High Risk Rehabilitation and Reintegration Program to enhance existing services through tailored training and resources, as well as to establish strategies to support evidence-based practice and research development.
- Ongoing implementation of the NSW post-sentence detention and supervision scheme for offenders at risk of engaging in terrorist activity, under the *Terrorism (High Risk Offenders) Act 2017* (NSW). Ongoing support of the Commonwealth's post-sentence scheme for terrorist offenders under the *Criminal Code Act 1995* (Cth).

3.5.3 Training Corrective Services NSW Staff

Specialised Training

In 2023–24, we continued to provide specialised training aligned with nationally recognised qualifications through face-to-face, online and virtual methods. We are dedicated to ensuring we meet operational and mandatory professional development requirements, including:

- 311 Correctional Officer recruits completing entry-level primary training
- 184 Community Corrections Officer recruits completing entry level primary training
- 32 Services and Programs Officers completing entry-level primary training
- 13 Case Management Officers completing entry-level primary training
- Over 28,493 online short courses were completed in 2023–24.

The Corrective Services Brush Farm Academy is an enterprise registered training organisation and plays a fundamental role in ensuring our training meets best practice standards, enhances our professional capabilities, and works to drive our commitment to supporting staff in the workplace.

3.5.4 Special Commission of Inquiry into Offending by Former Corrections Officer Wayne Astill at Dillwynia Correctional Centre

The Report of the Special Commission of Inquiry into Offending by Former Corrections Officer Wayne Astill at Dillwynia Correctional Centre was publicly released on 6 March 2024. We are leading the response to the Report and have taken steps to implement a number of changes in 2023–24, including:

- the appointment of a standalone Governor for Dillwynia Correctional Centre
- installation of additional CCTV cameras in high priority locations at Dillwynia Correctional Centre
- establishing a Sexual Misconduct Reporting Line for inmates
- provision of specialist trauma counsellors for victims of Wayne Astill's offending.

A three-tiered governance structure has also been established to ensure appropriate oversight of the development and implementation of the Government response.

3.6 Supporting Young Offenders

In 2023–24, we continued our commitment to supporting young people who have come into contact, or are at risk of coming into contact with, the criminal justice system. We are focused on supervising and supporting young people, both in custody or on a community supervision order, through initiatives that aim to promote successful reintegration into the community and empower young people to make better choices in their lives.

Our Youth Justice NSW division provides services that help support young people and their families, including early intervention, diversion, bail assistance and rehabilitation programs.

We care for young people, aged between 10 and 18 years old, in Youth Justice Centres. There are six centres across the State, where young people in custody stay. These centres provide health, educational, cultural, and spiritual services. They also provide individual case management, counselling, training for jobs and living skills.

By providing the necessary interventions and supports, we aim to help young people make better choices in their lives.

3.6.1 Initiatives to support Aboriginal clients and communities

Youth on Track

In 2023–24, Youth Justice NSW re-commissioned the Youth on Track early intervention program. The re-commissioning process emphasised Youth Justice NSW's commitment to embedding the principles of the Closing the Gap priority reforms in our practice by increasing investment in ACCOs for the delivery of Aboriginal services for Aboriginal young people and their families.

Across Youth on Track sites, between 60 to 85 per cent of young people accessing the program are Aboriginal. This highlights how essential it is that the program is designed and delivered in a way that is Aboriginal-led, is culturally appropriate and safe, and supports the self determination of young people and their families. Following a place-based tender process, six of the nine successful service providers are ACCOs. Increasing investment in ACCOs empowers Aboriginal communities to oversee and decide how services are provided.

Youth Justice NSW is continuing to support these ACCOs as they lead the co-design process with the community to establish the service centred around culture. This includes establishing referral pathways that allow community referrals, as well as holistic and strengths-based assessment processes.

Throughout 2023–24, 168 young people engaged in Youth on Track. The proportion of Aboriginal young people receiving a service ranged between 63-71 per cent across sites.

3.6.2 Supporting young offenders

Youth Justice NSW provides supervision and care for young people through 34 Youth Justice Community Offices and six Youth Justice Centres. In addition, Youth Justice Conferences are administered for young people that are referred by police or the courts.

Staff engage proactively with young people to foster positive relationships and ensure a safe environment.

Evidence-based assessments and interventions are used in both community and custodial settings to address issues that influence offending behaviour, and are tailored to meet each young person's specific needs.

Closing the Gap for Aboriginal Young People

Concerningly, the level of Aboriginal overrepresentation in Youth Justice services continues to increase, and will likely intensify due to recent changes to bail legislation. Youth Justice are strongly focused on achieving the Closing the Gap – Target 11, to reduce the proportion of Aboriginal and Torres Strait Islander children in detention by 30 per cent by 2031.

Achieving this target, which in real terms means reducing the number of Aboriginal children in custody to less than 90 on an average day, requires Youth Justice to undergo a fundamental transformation. This includes appointing more Aboriginal people in senior leadership roles, systematically addressing instances of racism, empowering Aboriginal communities in decision-making processes, and increasing investment in ACCOs.

These changes are part of Youth Justice NSW's efforts to embed the principles of the Closing the Gap Priority Reforms across our operations to the quality of our services, enhance outcomes for our clients, and ultimately strengthen community safety.

Youth Justice Throughcare Model

Youth Justice NSW is focused on delivering services to young people with an emphasis on rehabilitative and restorative outcomes, in therapeutic and trauma-informed environments.

Young people in contact with Police or the Courts can be referred to a range of early intervention and diversion programs, funded by Youth Justice and delivered by non-government and Aboriginal Community Controlled organisations.

Young people in custody are supported through dedicated staffing roles and programs including: a clinic run by medical staff from the Justice Health and Forensic Mental Health Network, Education Training Units staffed by Department of Education teachers, an Enhanced Support Unit and two High Risk Units. During 2023–24, we continued to support young offenders through a range of programs across NSW.

Youth Justice Conferencing

A Youth Justice Conference is a meeting that brings young offenders, their families, and supporters face-to-face with victims and police to discuss the crime and how people have been impacted by the offence. Other people such as respected community members may also be invited to participate. Together, they focus on repairing the harm caused by the offending behaviour and restoring relationships within the family and broader community.

91.0
per cent

In 2023–24 1,392 referrals were made to Youth Justice Conferencing, with 951 outcome plans agreed to and 91 per cent completed.

Youth Justice Conferencing has proven successful, with 62 per cent of young people who participated in a Youth Justice Conference in the 12 months to 31 March 2023, having had no further contact with the justice system within the following 12 months.

(DCJ, June 2024)

We measure our progress against the goal of reducing reoffending amongst young people through the following indicator: *Percentage of young people each year who reoffend within 12 months of participation in a Youth Justice Conference or completion of a custodial order or after being sentenced to a supervision order.* Of those in contact with Youth Justice NSW in the 12 months ending 31 March 2023, there were 797 young people who reoffended within the following 12 months. More specifically:

- 23.1 per cent of young people released from sentenced custody,
- 48.5 per cent of young people who had received a supervised community order, and
- 62.4 per cent of young people who had a finalised Youth Justice Conference in the 12 months ending 31 March 2023 had no further contact with the justice system within the following 12 months.

A Place to Go

A Place to Go uses a young (10–17 years old) person's contact with police and/or the court as an opportunity to intervene early by linking them with appropriate supports and services. This includes community supports and services, court liaison staff, cross-agency panels and dedicated transitional accommodation. The transitional accommodation provides therapeutic and trauma-informed accommodation for young people who are unable to return home. It also provides aftercare support for up to 12 weeks to help maintain stable long-term housing.

Our achievements in 2023–24 include:

- 60 young people received assertive outreach wrap-around supports
- young people were supported on 832 occasions by the Court Liaison Officer at the Parramatta Children's Court.

Bail and Accommodations Support Services (BASS)

We continue to work closely with the Children's Court and NSW Police ensuring young people receive the support needed when coming into contact with the criminal justice system. BASS contributes to reducing short-term remand by finding accommodation for young people unable to return home and who would otherwise be refused bail for accommodation reasons.

In January 2023, Youth Justice updated its bail policy to allow caseworkers to provide direct support to young people who do not receive a bail supervision order from the court.

Our achievements in 2023–24 included:

- BASS expanded its service footprint in establishing partnerships with a total of 14 accommodation providers across NSW. In 2022–23 there were seven service providers contracted to BASS. Mid North Coast and New England are two additional areas which now have a BASS provider supporting young people referred from Youth Justice.
- A total of 151 young people were accommodated in short-term placements in 2023–24 up from 135 placements in 2022–23.
- These placements include young people diverted from police custody into an accommodation option in the community and young people granted bail by a magistrate subject to appropriate accommodation being secured for them.

Reducing children on remand (Short-Term Remand Program)

The Short-Term Remand Program seeks to reduce the number of children and young people experiencing avoidable short-term remand through improved systems, supports, and diversionary and justice responses. The program includes several police-led initiatives to reduce avoidable short-term remand and increase diversion where appropriate. Young people and their families can also access a range of supports including, casework, cultural support, mentoring, youth hubs and crisis accommodation. The program is currently operating in the South Sydney Police Area Command and Riverina Police District.

Our achievements in 2023–24 included:

- 300 young people engaged in the program, including five young people accessing fee-for-service accommodation in South Sydney.
- An additional (on average) 31 young people attended Tribal Warrior Friday Night Lights each Friday night, with 619 occasions of service over the year.

3.7 Supporting Children and Families

We support the safety and wellbeing of vulnerable children, young people and families. We are committed to the work we do that supports the initiatives to protect our most vulnerable children, increase permanency for children in out-of-home care, and to end domestic, family and sexual violence.

We are committed to improving outcomes for children and families, by focusing on better prevention and early intervention. This will enable a more effective and sustainable child protection and domestic and family violence system.

3.7.1 Supporting Aboriginal children and families

One of our core priorities is reducing the overrepresentation of Aboriginal children and families in the child protection system. We work with the Aboriginal community-controlled sector, peak organisations and Aboriginal communities to identify gaps, and develop and implement initiatives to improve outcomes for Aboriginal families. This work supports Closing the Gap Target 12, which seeks to reduce the rate of overrepresentation of Aboriginal and Torres Strait Islander children in OOHC by 45 per cent by 2031.

We continued increasing the number of Aboriginal service providers and sought to reduce the overrepresentation of Aboriginal children in OOHC care by increasing support for Aboriginal families, communities and organisations for better preservation and restoration outcomes.

Building the Aboriginal Community-Controlled Sector

Service delivery by the Aboriginal Community-Controlled sector continues to grow and aids in progressing priority reforms under Closing the Gap. It is considered a key pathway to supporting greater Aboriginal self-determination and economic development.

This growth in ACCOs reflects targeted strategies across several programs to increase service offerings delivered by ACCOs, including SHS, early intervention, preservation, permanency support, as well as initiatives arising from Closing the Gap.

Aboriginal Out-of-Home Care transition project

The NSW Government has committed to transferring the case management of Aboriginal children from Non-Government Organisation (NGO) Permanency Support Program (PSP) providers to ACCOs.

From 1 July 2022 through to 30 June 2024, a total of 292 children have had their case management transitioned to an ACCO, including 225 transitioned from DCJ and 67 from NGO providers.

An Aboriginal OOHC Transition project team was established in October 2023, in response to the low number of NGO to ACCO transitions, focusing on reviewing risks, blockages and supporting the development of sector wide strategies to promote increased transitions. Since then, the team has:

- collaborated to improve oversight through state-wide data monitoring, remediation and reporting mechanisms
- revised the governance to enhance collaboration efforts
- developed, in consultation with service providers, tailored strategic communication materials to help inform carers, children, caseworkers and service providers about the project.

Reducing the number of Aboriginal children in High-Cost Emergency Arrangements

In November 2023, the High-Cost Emergency Arrangement (HCEA) Strategy Unit was established as a single point of entry for children and young people requiring emergency placements. A key focus of the HCEA Strategy Unit is driving down the number of Aboriginal children and young people in all types of emergency accommodation arrangements. We are working closely with ACCOs to ensure that, wherever possible, children are placed with Aboriginal carers, relatives or kin.

3.7.2 Keeping people safe from domestic, family and sexual violence

We have continued to deliver our commitment to keep people safe from domestic, family and sexual violence. Alongside other government agencies, we are working to improve support for domestic and family violence victim-survivors and expand programs that reduce the rate of violence against women and children. Some of our key programs are outlined below.

NSW Domestic and Family Violence Plan 2022–2027 and NSW Sexual Violence Plan 2022–2027

In December 2022, the NSW Government released the *NSW Domestic and Family Violence Plan 2022–2027* and the *NSW Sexual Violence Plan 2022–2027*. These Plans set out the NSW Government's strategic direction and action to prevent and respond to domestic, family and sexual violence across NSW.

This work includes the projects we initiated under the Responses Matter program in June 2024. Responses Matter is a new one-off, time-limited funding initiative that will work with specialised sexual violence delivery partners to strengthen non-specialist service responses to disclosures of sexual violence.

We will achieve this by increasing the broader workforce's capabilities, knowledge, and confidence in providing trauma-informed responses to disclosures of sexual violence, and our projects will be running from July 2024 to June 2025.

Responses Matter will focus on services that support victim-survivors from four priority cohorts: Aboriginal communities, culturally diverse women and communities, people with disability, and LGBTQIA+ people.

The Office of the Women's Safety Commissioner provides oversight, leadership and advice to improve women's safety in NSW, including whole-of-government responses to domestic, family and sexual violence, as well as reporting relating to the *NSW Domestic and Family Violence Plan 2022–2027*, the *NSW Sexual Violence Plan 2022–2027* and the *National Plan to End Violence against Women and Children 2022–2032*.

Reduce family violence and abuse against Aboriginal and Torres Strait Islander women and children

Under Closing the Gap Target 13, we have committed to reduce all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children by at least 50 per cent, as progress towards zero by 2031. The program of work is prioritising co-designed community-led responses, and a strong focus on self-determination, prevention, early intervention, healing, and recovery benefitting Aboriginal families, including men who use violence.

We are continuing work to develop a **NSW Aboriginal Domestic Family and Sexual Violence Plan** to help us meet these commitments. The Plan will act as a framework, resource and practice guide for ACCOs, and government and other non-government sectors. The development of the Plan is an opportunity to embed a focus on culturally sound, trauma informed practice across the broader domestic, family and sexual violence sector that centres the needs of Aboriginal victims, their families and communities. The Plan aims to enable Aboriginal community self-determination, embed action and practice against Closing the Gap focus areas, and support workforce uplift in responding to Aboriginal communities experiencing domestic and family violence. The Plan also aligns with national and state plans to address domestic and family violence, including the *National Aboriginal and Torres Strait Islander First Nations Action Plan 2023–2027*, *NSW Domestic and Family Violence Plan*, *NSW Sexual Violence Plan 2022–2027*, and forthcoming *NSW Primary Prevention Strategy* and *NSW Domestic, Family and Sexual Violence Workforce Strategy*.

All initiatives under the work program centre on innovative service delivery models to implement key government reforms to address service gaps. The work program also aims to support improved responses from non-government providers and ACCOs, including through enhancing frontline sector capability, and building an evidence base of what works for Aboriginal communities.

Work is also underway on the following projects:

- Co-development and implementation of an **Aboriginal Domestic and Family Violence Court Support Program Pilot** which will operate alongside the Chief Magistrate's Office Domestic and Family Violence Specialised Court List in Moree and Gunnedah.
- Co-development of an **Aboriginal Family Healing Model** to provide a holistic program of care recovery through ACCOs.

- Creation of **identified domestic and family violence positions** aligning with the NSW Health Aboriginal Family Wellbeing and Violence Prevention Strategy. This is a cross government initiative with Prevention and Response to Violence, Abuse and Neglect (PARVAN) in NSW Health.
- Co-design of an **Aboriginal Community and NSW Police Domestic and Family Violence shared response model** in Grafton NSW to enhance the quality of care and response to domestic and family violence.
- Co-design of a social-reinvestment project in the Toomelah Aboriginal community through the provisions of **safe-houses and safe-spaces** and community education, training and development to support responses to domestic and family violence. This is an interagency project being undertaken with Regional NSW.

Appointment of the NSW Women's Safety Commissioner

In October 2023, Dr Hannah Tonkin became the inaugural stand-alone NSW Women's Safety Commissioner, and the Office of the Women's Safety Commissioner was established within DCJ. Dr Tonkin had previously held the dual role of Women's Safety Commissioner and Executive Director, Women, Family and Community Safety from February 2023.

The NSW Women's Safety Commissioner provides leadership, oversight and strategic advice across the whole of NSW Government to strengthen responses to domestic, family and sexual violence. The Commissioner also promotes awareness-raising, education and public engagement to deliver improved women's safety outcomes, while also amplifying the voice of victim-survivors to ensure their perspectives inform government policies and decision-making.

Expansion of Safer Pathway

Safer Pathway is NSW's flagship program that coordinates a collaborative, multi-agency response to victim-survivors of domestic and family violence across NSW. Within Safer Pathway, relevant government and non-government agencies work together to identify people experiencing domestic and family violence, and to offer them support to increase their safety and assist their recovery.

Safer Pathway is delivered by a state-wide network of support services, including the Women's Domestic Violence Court Advocacy Services (WDVCAS) for female victim-survivors, and Local Support Services (LSS) for male victim-survivors. These services provide victim-survivors with information, threat assessment, safety planning, and referrals. These services also provide case management support for victim-survivors with more intensive, longer-term needs. Each year, there are more than 150,000 referrals into the program.

There has been significant progress made on a number of projects to expand and enhance Safer Pathway. In November 2023, Legal Aid NSW delivered a new client and case management system, Domestic and Family Violence Connect, for the WDVCASs. In the same month, we launched a suite of enhancements to the Central Referral Point (CRP) and since then, led a project to enhance the Domestic and Family Violence Connect system and onboard the LSS providers so that all Safer Pathway referrals are actioned in a single, purpose-built online system.

We are also working to build a better understanding of the population groups with unmet need for domestic and family violence supports so that we can equitably improve access to Safer Pathway. This work will inform opportunities to create new referral pathways to domestic and family violence supports that meet victim-survivors where they are at and is tailored to their needs.

Staying Home Leaving Violence

Our Staying Home Leaving Violence (SHLV) program provides trauma-informed, intensive case management to address the barriers that prevent a victim-survivor from leaving a violent relationship. SHLV supports women and children victim-survivors to address the threat of homelessness, financial insecurity, and personal and family safety by ensuring they can remain safely in their own home or a home of their choice after leaving a violent relationship.

SHLV has extended service delivery from 33 locations to 91 LGAs across NSW, delivered by 32 service providers.

In 2023–24, SHLV provided support to over 6,900 clients, including 5,262 adults and 1,562 children who have experienced domestic and family violence to date.

We are leading work to review and improve the cultural safety of the SHLV program for Aboriginal Communities across NSW.

We have partnered with the Murdi Paaki Regional Assembly to codesign and pilot a local, on country, SHLV service model in Western NSW. This has been informed by a comprehensive literature review, interviews with Murdi Paaki Regional Assembly and Community Working Party members and community to better understand and respond to family violence in Aboriginal Communities.

In addition, Inside Policy, an Aboriginal owned consultancy has recently reviewed and independently analysed the SHLV service model in relation to how it is delivered to Aboriginal women and children, across urban, regional and remote NSW.

Integrated Domestic and Family Violence Services

We are proud to be part of the Integrated Domestic and Family Violence Services program. The Integrated Domestic and Family Violence Services program is a multi-agency, integrated and coordinated response to domestic and family violence for families in high-risk target groups and in targeted communities.

Core to the response is an integrated whole of family case management approach, which can involve working with a victim-survivor, children and perpetrator.

The program model prioritises service integration and collaboration, bringing together relevant government agencies and non-government organisations to address the complex issues associated with violence against women. The program works with both victim-survivors who have left a relationship and those who remain, focusing on maximising safety for this group of women and their children.

In 2023–24, the Integrated Domestic and Family Violence Services program was available at 11 locations across NSW and supported 1,473 people across 11 sites.

Domestic and Family Violence Victim Support Case Management Services

On 6 May 2024, the NSW Government announced it will provide \$48 million to roll out the SHLV program state-wide and to expand the Integrated Domestic and Family Violence Services program as part of an emergency package for \$245.6 million over four years.

This funding will look to enhance support for domestic, family and sexual violence victim-survivors and expand programs that reduce the rate of violence against women and children.

DCJ is also undertaking work to analyse coverage and nature of specialist domestic and family violence case management services and map this against need across NSW to build a better understanding of the domestic and family violence services landscape and inform future program recommissioning.

NSW Sexual Violence Project Fund

In July 2023, we commissioned 14 projects focused on sexual violence early intervention or response strategies for high priority groups, distributing over \$10 million in grant funding under the NSW Sexual Violence Project Fund. These projects are delivered by non-government organisation partners and will run from July 2023 to June 2025.

Explore, Question, Understand, Investigate, Practice, Succeed (EQUIPS) Program

The EQUIPS Program is a suite of behaviour change programs delivered by CSNSW which aims to help offenders understand the events, behaviours and decisions that led to their offence. The Program comprises five programs:

- Foundation
- Domestic and Family Violence
- Aggression
- Addiction
- Maintenance.

Domestic and family violence offenders may be eligible to participate in all EQUIPS programs. The EQUIPS Domestic and Family Violence program is facilitated in custody and the community. Participants make plans that assist with developing healthy relationships and learn strategies for recognising and managing abusive and violent behaviours. During 2023–24, 302 inmates in custody and 695 offenders in the community completed the EQUIPS Domestic and Family Violence program.

In 2023–24, a project to develop program content and resources that recognise and engage with diverse users of violence based on an updated literature review was completed. This means Aboriginal, LGBTQIA+, CALD and Cognitively Impaired perpetrators of violence will receive EQUIPS Domestic and Family Violence program content better aligned to their needs. A number of program resources have been translated into six different languages to provide further support to CALD offenders.

In 2023–24, the NSW Government committed \$2.1 million to ensure staff are trained in the new domestic and family violence program content and there is an increase in number of participants and completers.

Consent Reforms

The *Crimes Legislation Amendment (Sexual Consent Reforms) Act 2021* commenced on 1 June 2022. It introduced a new subdivision in the *Crimes Act 1900* that governs consent and a new subdivision in the *Criminal Procedure Act 1986* that contains jury directions to address common misconceptions about consent and sexual offending.

The operation of the reforms is being monitored by DCJ, prior to the report on training on the consent reforms by justice agencies. The report must be tabled in Parliament by 2 December 2024, and a statutory review on the operation of the reforms will commence after June 2025.

Further, the NSW Government is considering the findings of two reports published by the NSW Bureau of Crime Statistics and Research in 2023:

- *Experience of Complainants of Adult Sexual Offences in the District Court of NSW: A Trial Transcript Analysis*, which involved a review of 75 sexual offence trials finalised in the District Court of NSW between 2014 and 2020 and made four suggestions for reform.
- *Exploring justice system experiences of complainants in sexual offence matters: An interview study*, which involved interviews with 34 victim-survivors and consultation with 118 informant organisations and made 14 recommendations for reform.

Statewide Expansion of the Child Sexual Offence Evidence Program

The Child Sexual Offence Evidence Program aims to reduce the stress and trauma experienced by children and young people who are complainants and prosecution witnesses in sexual offence cases. The Program makes the criminal justice process easier for children by pre-recording their evidence and providing witness intermediaries to assist them during police interview and at court.

The *Criminal Procedure Amendment (Child Sexual Offence Evidence) Act 2023* commenced on 29 January 2024. It expands the availability of pre-recorded evidence hearings and witness intermediaries to child complainants and child prosecution witnesses in sexual offence matters heard at any District Court location.

Coercive Control

The *Crimes Legislation Amendment (Coercive Control) Act 2022* (the Coercive Control Act), passed in November 2022, introduced a new offence of coercive control in current and former intimate partner relationships. This legislation applies when an adult engages in a ‘course of conduct’ of abusive behaviour that is intended to coerce or control the other person. The offence commenced on 1 July 2024.

The Coercive Control Act also provides a definition of ‘domestic abuse’ for the *Crimes (Domestic and Personal Violence) Act 2007*, which commenced on 1 February 2024.

The Implementation and Evaluation Taskforce (required under the Coercive Control Act) has met 12 times. The Taskforce has overseen the implementation of a work plan which included training and education about coercive control and the legislation across criminal justice agencies, and the launch of four community awareness campaigns. The Taskforce has been advised by 10 sector-specific Reference Groups which held 54 meetings in total since February 2023.

The Taskforce was required to report to the Attorney General every six months until the coercive control offence commenced, and annually thereafter. The Taskforce’s reports were tabled in Parliament on 21 June 2023, 19 December 2023 and 18 June 2024.

Housing for women and children escaping domestic and family violence

The Core and Cluster Program commenced in 2022 and is an innovative model that allows for independent living and privacy, while also providing access to supports.

Under the Core and Cluster model, self-contained accommodation for women and children escaping domestic and family violence is located next to a 'core'. This core provides access to services such as counselling, legal assistance, education and employment support. The sites may contain meeting rooms, audio-visual equipment for court appearances, communal kitchens, and playgrounds.

We employ a range of different delivery approaches including use of government and non-government owned land, and working with CHPs, SHS and other organisations to deliver the refuges.

Accommodation and supports delivered through the Core and Cluster refuges will substantially increase the existing network of NSW Government funded refuges throughout the state. It is estimated that new refuges will support more than an additional 2,900 women and children each year. The new Core and Cluster refuges are being located in areas of known high unmet demand, with a focus on regional and rural areas.

Core and Cluster funding is being allocated through three tranches to expand the number of women's refuges across NSW. Procurement for Tranches 1 and 2 have been completed, resulting in 39 projects being awarded funding. Of the 39 funded projects under Tranches 1 and 2, seven refuges commenced service delivery by 2023–24. The remaining refuges will progressively become operational up until June 2026.

Of the 39 Core and Cluster funded projects:

- 26 are located in regional and rural parts of NSW to boost support to parts of the State in greatest need
- five are led by ACCOs.

Support for accompanied children and young people escaping domestic and family violence

The Accompanied Children's Support Service (ACSS) commenced in 2022–23. This 3.5-year pilot program provides specialist supports for up to 800 accompanied children and young people in homelessness services who have or are experiencing domestic and family violence, per annum. The program provides a multi-disciplinary, holistic approach to case management for children and young people.

The ACSS is being piloted in two sites, one metropolitan service in the Western Sydney DCJ District, Blacktown Domestic Violence Service Management, and one regional service in the Western DCJ District, Orana Support Services.

We have commissioned the University of NSW to complete a multi-year implementation, economic and outcomes evaluation of ACSS over the pilot period.

Specialist Workers for Children and Young People

The Specialist Workers for Children and Young People (SWCYP) program aims to break the cycle of disadvantage and improve client outcomes for children and young people who are experiencing or at risk of homelessness and who have been impacted by Domestic and Family Violence. The SWCYP program supports the employment of specialist workers in priority women's refuges. These workers:

- Identify children and young people who require specialist support
- Provide direct services to identified children and young people that are trauma informed, family centred and culturally appropriate
- Support identified children and young people to access mainstream and specialist services and ensure they are connected with education/training, community, culture, family and country.

The University of NSW completed an evaluation of the SWCYP program that found the program is achieving positive outcomes and recommends the continuation and potential expansion of the program to other women's refuges.

In May 2024, under a NSW Government domestic and family violence emergency package, the SWCYP program received further funding to continue service delivery for the existing 21 services to 2026, and expand to an additional 10 services.

3.7.3 Keeping families together where possible

All children deserve a safe and stable home. We want to support families with the services they need so that children and young people can stay safely at home or return home after a break.

We continue to aim to keep at-risk families together, where possible. In 2022–23, this meant providing more than \$150 million each year for 4,500 contracted places for families within family preservation services. This delivered services to children and young people through a range of evidence-informed family preservation programs.

Family Preservation is a voluntary program that strengthens the ability of parents to respond to their children's needs and to create a safe and nurturing home.

We fund a range of Family Preservation services across NSW. These services aim to provide a range of supports to promote parenting skills, family functioning and child development. They also provide therapeutic supports to address the trauma often experienced by children and young people in contact with the child protection system.

We are [recommissioning Family Preservation](#) services through a partnership approach to improve service quality and consistency, and improve the wellbeing and safety outcomes of children, young people and families.

The family preservation programs we operated in 2023–24 are:

- Family Preservation (formerly Brighter Futures (including SafeCare) and Youth Hope)
- Intensive Family Preservation (IFP)
- Intensive Family Based Services (IFBS)
- Resilient Families (RF)
- Multisystemic Therapy for Child Abuse and Neglect (MST- CAN®)
- Functional Family Therapy – Child Welfare (FFT-CW®)
- Permanency Support Program – Family Preservation (PSP-FP)
- Nabu.

Family Preservation

Family preservation services are typically available to families who are in contact with the statutory child protection system, where children have been reported as at risk of significant harm.

During 2023-24, we released the Redesigning Family Preservation in NSW Discussion Paper. The Discussion Paper sets out our proposals that will enable Family Preservation services to be more responsive to family needs, and more effective at supporting families to achieve outcomes. We received 66 submissions from ACCO service providers, non-ACCO service providers, DCJ central office, DCJ districts, peak bodies, other government departments, and other organisations. Responses to the Discussion Paper have been analysed and are informing the next steps for recommissioning.

Each program has specific eligibility criteria to best meet the needs of the children, young people and families.

We are partnering with Police and NSW Health as part of the Joint Child Protection Response Program to keep at-risk families together where possible. We continue to lead education and briefings for multidisciplinary partners at Local Management Group meetings about Active Efforts legislation, emphasising the government's commitment to child safety at home.

Commencement of Active Efforts provisions

In November 2022, the NSW Government passed the *Children and Young Persons (Care and Protection) Amendment (Family is Culture) Bill 2022*, which introduced changes to the *Children and Young Persons (Care & Protection) Act 1998* and other legislation. These changes seek to make the child protection system more equitable, accountable and responsive for all children, families and communities. They include new Active Efforts provisions, which commenced into law on 15 November 2023. This includes:

- Requirements for practitioners to make active efforts to prevent children and young people from entering care, to restore children to family or place, or if that is not possible, place them with family, kin or community.
- Requirements for evidence to be provided to the Children's Court of the active efforts made before bringing a care application, including what alternatives to a care order were considered and why they were not considered appropriate.
- Additional requirements for care plans for Aboriginal and Torres Strait Islander children and young people. This includes that they be accompanied by a cultural plan developed in consultation with family, kin and relevant Aboriginal organisations and entities for the child or young person.
- Additional requirements for permanency plans for Aboriginal and Torres Strait Islander children, including showing evidence of compliance with the Aboriginal and Torres Strait Islander Child Placement Principle.
- Active efforts include, but are not limited to:
 - engaging extended family and support networks earlier
 - using family-led decision-making to guide assessments, case planning, and care and restoration decisions
 - supporting families to access early, independent legal advice and support
 - connecting families with relevant services and supporting their engagement
 - using alternative options to removal, including Parent Responsibility Contracts, Parent Capacity Orders, Temporary Care Arrangements and Alternative Dispute Resolution, when it is safe to do so
 - ensuring children in care are supported to maintain connection to family and culture.
- The Minister for Families and Communities is required to table an annual report to the NSW Parliament on the implementation and impact of Active Efforts for five years.

3.7.4 Providing children with safe and permanent homes

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

Achievements to support the wellbeing of children and young people in OOHC and to provide them with greater permanency throughout 2023–24 include:

- the establishment of the HCEA Strategy Unit has significantly driven down the number of children in HCEAs by working to prevent entries and finding better placements for children
- we invested over \$1 billion into the Permanency Support Program (PSP) to help meet the growing demand for children in OOHC
- increased focus and progress on the transition of Aboriginal children in OOHC to the case management of ACCOs to support culturally safe care and support for these children
- increasing the system capacity of Intensive Therapeutic Care (ITC) to better align with placement demand
- expansion of ITC is enabling eligible children and young people with high and complex needs to experience the benefits of therapeutic residential care
- continue to enhance practice guidance in relation to permanency options such as restoration, guardianship and adoptions.

For children who remain in foster care, we are improving the support available to foster carers to increase placement stability and wellbeing.

3.7.5 Investing in carers

We will expand our foster care recruitment program to include short-term and long-term care, in addition to emergency foster care. This is in response to ongoing concerns about the ability of the OOHC service system to meet the demand for home-based care and the subsequent over-reliance on HCEAs.

Current emergency foster care recruitment functions will be expanded to centralise the enquiry, probity, assessment and carer support functions of the foster care recruitment process, from end-to-end. By centralising these functions, we anticipate a more efficient recruitment, assessment and approval process.

Our ability to support authorised DCJ foster and kinship carers will be increased, through both operational, and policy and structural supports, which includes:

- Recruiting and deploying additional carer support resources across all DCJ districts.
- Increasing access to and availability of psychologist and therapeutic supports for authorised DCJ foster and kinship carers.
- Increasing access to and referral of authorised DCJ foster and kinship carers to localised and specialised carer support networks and responsive training activities.

We will undertake a workforce capability enhancement program that supports the delivery of this work. The workforce capability enhancement program will include the provision of contemporary policy and mandate updates, practice guides and training opportunities for casework practitioners.

Carer recruitment, support and training

Carer Support Program

Recruiting sufficient numbers of foster carers is a common challenge across NSW, as well as nationally, and internationally. We recommenced emergency foster care recruitment across all districts from 1 July 2022 which included targeted and other social media recruitment campaigns.

Between 1 July 2022 and 4 April 2024, we achieved a pool of 188 emergency foster carer households state-wide, and 652 children and young people stayed with these foster carer households.

We continued to improve the carer authorisation process, to allow more enquirers to stay engaged and motivated to provide care.

We understand that the rising cost of living is affecting carers and are committed to reviewing and refining the support offered to carers and addressing the financial cost of caring as a potential barrier to retaining carers and attracting new carers.

We are continuing to work with our sector partners to address systemic barriers that may be contributing to carer underutilisation.

DCJ Psychological and Specialist Services and the DCJ LINKS Trauma Healing Service

To enhance placement stability and prevent placement breakdown, DCJ Psychological and Specialist Services offer a range of specialist, evidence-based services for children, young people and their careers, including counselling for children and young people which addresses their past trauma, therapeutic My Life Story work, positive behaviour support, skills training and support for parents and carers.

Our LINKS Trauma Healing Service is an evidence-based service for carers, and children and young people residing in OOHC, who have experienced trauma and placement instability. These specialist, multidisciplinary teams aim to improve the behaviour and emotional functioning of children and young people in OOHC, enhance carer-child relationships and thereby prevent future placement breakdown.

Emergency Foster Care Recruitment

DCJ has enhanced the emergency foster care authorisation process to provide a better customer service experience that retains applicant motivation to provide care and enables DCJ district staff to focus on eligible applicants only.

The Enquiry Form and Application Form have been streamlined through digitisation, reordering questions, and reducing duplication. A new Information Sheet and Process Overview enables enquirers to make informed decisions upfront, understand the process and to plan for next steps.

DCJ is progressing towards full centralisation of the early administrative components of the authorisation process. This means timely responses to enquiries, eligibility screening calls and mandatory background checks are undertaken by a central team, allowing DCJ district staff to focus on relationship-focussed work during the training and carer assessment phases.

Emergency Foster Carer Support and Retention Strategy

In 2023–24, following significant collaboration with DCJ Emergency Foster Carers, district and internal stakeholders, the DCJ Emergency Foster Carer Support and Retention Strategy has been finalised. This strategy sets out expectations for DCJ support across three key stages of the carer journey to retain their motivation to provide care and generate word of mouth promotion of fostering with DCJ.

Emergency Foster Carer Psychologist

The Emergency Foster Carer Psychologist delivers a suite of services to our Emergency Foster Carers, caseworkers, children and young people to support placement stability and prevent placement breakdown. These services include:

1. Healing from Trauma training
2. Caseworker consultations
3. Strengths and Difficulties Questionnaire (SDQ)
4. Ongoing Carer support
5. Carer Drop-ins, which have recently expanded to include offering support to relative/kinship and longer term foster carers.

Young people transitioning from care

The Your Choice Your Future initiative was introduced on 1 February 2023. Since this time, almost 2,000 care leavers have benefitted from this targeted financial support. The Independent Living Allowance is paid directly to care leavers to help with costs for accommodation and other essential needs, and Staying on Allowance is paid directly to carers who continue to care for young people when they turn 18.

This year we expanded the Specialist Aftercare Program to reach more care leavers across NSW with complex needs who require additional support and introduced mentoring into this program.

We are working to improve the scale and quality of transition or ‘leaving care’ planning for young people leaving statutory care at age 18. This includes strengthening practice and processes and providing opportunities for young people such as helping them obtain a driver’s licence, access TAFE and university pathways, Smart and Skilled fee-free courses, targeted mentoring, and employment opportunities such as the Service NSW traineeships.

A total of eight young people were awarded care leaver university scholarships with Western Sydney University (five) and Charles Sturt University (three), supporting young people to achieve their goals. Six students have graduated since inception, and 22 are currently studying.

Collaboration with Revenue NSW has enabled targeted approaches to helping young people in care and care leavers to prevent and address fines, reducing the risk of financial hardship.

Youth Initiative (formerly Premier’s Youth Initiative)

Youth Initiative targets young people leaving OOHC who are likely to be homeless or at risk of homelessness upon exit from care. It aims to divert this group from entering the homelessness service system through a combination of personal advice and education and employment mentoring. Some young people will also access Youth Initiative accommodation and transitional support.

The 2020 Youth Initiative Evaluation findings were positive and have guided the program’s continuation and the program has been extended to 30 June 2026.

Youth Initiative is being delivered in 10 locations – Hunter, Central Coast, Illawarra Shoalhaven, Southern NSW, Mid North Coast, Northern NSW, Nepean Blue Mountains, New England, South Western Sydney, and Western NSW.

3.8 Thriving and Inclusive Communities

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

The NSW Government aspires to achieve a world-class public service, aiming to implement best practice productivity and digital capability. It endeavours to raise awareness of veterans' employability post-service through the Veterans Employment Program and drive public sector diversity by 2025. This includes having 61.5 per cent of senior leadership roles held by women, increasing the number of Aboriginal people in senior leadership roles and ensuring 5.6 per cent of government sector roles are held by people with disability.

3.8.1 Employing more Aboriginal people in our organisation

We have continued to implement initiatives that encourage Aboriginal participants to achieve our objectives under the *DCJ Aboriginal Employment Strategy 2021–2025*.

As part of our Aboriginal Employment Strategy, we continued a number of diverse programs and developed targets. These programs and targets aim to increase the representation of Aboriginal people across all divisions, salary bands and work locations, improve their career development and retention, and build a culturally capable and inclusive workforce.

Our targets

We have an employment target of 7.5 per cent Aboriginal and/or Torres Strait Islander people in our workforce. We have achieved this, with representation now at 8.4 per cent, which is an improvement on the 8.1 per cent representation in 2022–23.

The work we have done as part of our Aboriginal Employment Strategy has resulted in us exceeding benchmarks set by the NSW Public Service Commission of 3 per cent representation at each salary band.

In 2023, DCJ's leadership team also added a stretch target to our leadership pipeline. This target is to have at least 8.1 per cent Aboriginal and/or Torres Strait Islander people representation in our clerk grade equivalent of 9/10 and 11/12 positions. With the work detailed in our Aboriginal Employment Strategy, we are already achieving this target.

Other employment initiatives

We administered a number of initiatives and programs to improve representation of Aboriginal and/or Torres Strait Islander people in our workforce, including:

- **Aboriginal School-based Traineeships**, which saw 23 school-based trainees onboarded in January to March 2024. These School-based Traineeships give students practical work experience and skills during Year 10 to Year 12. Each Graduate from this program will receive a nationally accredited qualification, and supported to explore available ongoing roles and/or further study.
- **Aboriginal Apprenticeships** have been offered to 22 people across January to April 2024.
- **Maliyan Student and Graduate Experience Program** is another program we continued to deliver. The program aims to provide Aboriginal law students and graduates with opportunities to begin their legal career within our Law Reform and Legal Services division. In 2023–24, one student undertook their legal cadetship, and two graduates commenced.
- **Yuranha Aboriginal Pre-employment Program** is a partnership program with Sydney TAFE which continued in 2024, commencing again in May. A localised group of students are blended with those enrolling via DCJ promotional pathways for a cohort of up to 25 participants to complete a Certificate IV in Community Services. Participants are supported by our Aboriginal employment team throughout the program to identify transferrable skills and acquire knowledge, which they can apply to a range of roles across DCJ's services.
- We launched the **'No Gammin' Koori Pathways Recruitment and Development Program** in our Courts, Tribunals and Service Delivery division in April 2024, with 11 employees completing their induction and working in registries across the state. Participants commence a Certificate III in Government at the Justice Academy in July 2024.

- Two of our Aboriginal staff members received an opportunity to **act in a Project Officer 7/8 position** for up to six months, allowing them to enhance their understanding of Project Management and further develop their career pathways, successfully repeating a pilot in 2023.
- We have continued our partnership with **TAFE NSW to deliver a Certificate III** in Business as part of an internal development program to upskill 17 Aboriginal employees in clerk grade 1/2 and 3/4 (or equivalent) roles.
- We also **partnered with TAFE NSW to deliver the second Diploma of Leadership and Management Program** to develop Aboriginal employees' management and leadership capabilities. In 2023–24, 45 Aboriginal employees in clerk grade 5/6 and 7/8 (or equivalent) roles are completing the program, and 44 employees have now enrolled for the 2024–25 cohort.
- **The Dyiramalaang (Leader) Talent Pipeline Development and Mentoring Program** continued in 2023–24, delivered in partnership with Department of Education. The program offers two way mentoring, career coaching and executive recruitment skills for grade 9/10 and 11/12 Aboriginal future leaders in both agencies, with 28 mentor/mentee pairs graduating in November. The program will be expanded to include more development and executive transition pathways across 2024–25.
- We were able to provide six Aboriginal employees the opportunity to attend the NSW Public Service Commission's **Aboriginal Career and Leadership Development Program**.
- A new **two-way Aboriginal Mentoring program, Yindyamarra**, was launched in March. This program spans across all salary levels and divisions for 30 pairs of participants (60 participants in total). The broad-based program is a two-way mentoring experience, which pairs Aboriginal employees with a mentor who is at least two salary bands higher.
- We delivered DCJ's three bespoke leadership programs; **Lead my Team** to 11 Aboriginal leaders and **Lead the Way** to 21 Aboriginal leaders, and **Inclusive Leadership Workshop** to 28 Aboriginal leaders. This means that a total of 60 Aboriginal leaders were supported and encouraged to focus on building critical leadership skills.

Further information around the diversity of our workforce, including Aboriginal and Torres Strait Islander people, is included in [Part 4.1 Our People](#).

3.8.2 Employing veterans in the NSW public sector

Veterans Employment Program

The Veterans Employment Program was created for the purpose of helping veterans find roles in the NSW public sector. It is one of the key priorities in the *NSW Veterans Strategy 2021–2024* and *Veterans Strategy Action Plan 2023–2024*.

The original target set in November 2018, was for the NSW Government to hire an additional 1,000 veterans by September 2023. In October 2022, the Veterans Employment Program announced 1,626 veterans employed in the NSW Public Sector since October 2018 and the NSW Government committed to a new target of 2,000 veterans to be employed in new roles to the end of 2026. In the 18-months to 30 March 2024, a further 773 veterans gained employment across the public sector.

In 2023–24, the following local councils also established a Local Government Veterans Employment Program:

- Narromine Shire Council
- Sydney City Council
- Clarence Valley Council
- Burwood Council
- Northern Beaches Council.

This is in addition to the local councils that operated Local Government Veterans Employment Programs in 2022–23. This included:

- Uralla Shire Council
- Wagga Wagga City Council
- Cessnock City Council
- Port Stephens Council
- Nambucca Valley Council
- Blue Mountains City Council
- City of Parramatta Council
- Queanbeyan-Palerang Regional Council
- Tweed Shire Council
- Lake Macquarie City Council
- City of Newcastle Council
- Campbelltown City Council
- Blacktown City Council.

Veterans Skills Program

The Veterans Skills program was launched in May 2021 and operated throughout 2023–24. The program provides veterans and their spouse or partner with access to heavily subsidised or fee-free training and is designed to get veterans and their spouse or partner job-ready, broaden their career opportunities and help transition to civilian life after service.

Around 360 registered training organisations offer courses throughout NSW.

The most popular full qualification courses offered through the program are Project Management, Business, and Training and Assessment. The most popular part qualification courses are Civil Construction, Machinery Operation, Agriculture and Horticulture, and Equipment Safe Operations courses.

Our partnership with TAFE NSW continues to grow and has been extended for a further four years. TAFE NSW collects important data to track how their Ranks to Recognition program is progressing. The Ranks to Recognition program assists veterans and their spouses or partners in transitioning to the civilian workforce, including customised career advice, career counselling, skills assessment, recognition of prior learning, and training gap analysis.

Almost half the veterans supported enrolled in Certificate IV level courses, followed by a quarter in Diploma level.

3.8.3 Supporting seniors to live active and inclusive lives

The Ageing Well in NSW Seniors Strategy 2021–2031

The *Seniors Strategy 2021–31* is being implemented through five, two-year action plans. The action plans are monitored by an interdepartmental committee of key NSW Government agencies who are responsible for delivering actions. Representatives from the NSW Ministerial Advisory Council on Ageing, Local Government NSW, Ageing Peaks, NSW Stolen Generations Organisations and non-government organisations are also part of the committee.

The second *Ageing Well in NSW: Action Plan 2023–2024* includes 95 actions with a focus on delivering opportunities and benefits to seniors in harder to reach communities. This includes Aboriginal and Torres Strait Islander people, people from diverse backgrounds, people living in rural, remote and regional areas and LGBTQIA+ communities. The plan aligns with the broader *Ageing Well in NSW Seniors Strategy* and builds upon the previous *Action Plan 2021–2022*. More information about the *Ageing Well in NSW: Action Plan 2023–2024* is available on the DCJ website.

The first *Action Plan 2021–2022* Report Card was released in February 2023 highlighting key initiatives and achievements to date and is available on the DCJ website.

We have started planning for the third *Action Plan 2025–2026* which will commence in the second half of 2024 and will be launched early 2025.

Connecting Seniors Grant Program

The Connecting Seniors Grant Program was launched in September 2023 and builds on the grants for ‘Reducing Social Isolation for Seniors’ which were delivered from 2021 to 2023. This initiative aims to build social connections, reduce isolation for older people and engage new people, particularly harder to reach older people.

This program is an action under **Priority Area 3: Participating in Inclusive Communities** in the *Ageing Well in NSW: Seniors Strategy 2021–2031*.

The Connecting Seniors Grant Program awarded grants to 27 organisations, providing older people with opportunities to build social connections and further respond to isolation. These grants were available to local government authorities and not-for-profit community organisations to create projects, programs and activities aimed at older people aged 65 years and over, or 50 years and over for Aboriginal people, who are socially isolated or at risk of isolation. More information can be found on the DCJ website.

Other initiatives to support seniors

NSW Seniors Festival

The 2024 NSW Seniors Festival took place from 11 to 24 March 2024 and included the NSW Premier's Gala Concerts and Seniors Expo, with the theme this year being ‘Reach Beyond’. The Festival featured over 90 exhibitors, giveaways, live entertainment and more. This is a huge expansion when compared to the 2023 Festival, where we had around 55 exhibitors, giveaways and live entertainment.

Each year the NSW Government provides funding for councils and organisations to run activities for people over 60 during the festival, as part of the NSW Seniors Festival Grants Program. In 2024, NSW Seniors Festival grants were awarded to 47 organisations across the state.

The Premier's Gala Concerts were held on 13 and 14 March 2024, and included performances from Damien Leith, Paulini, Darren Coggan, and Julie Lea Goodwin.

The NSW Seniors Card program

We continue to support the NSW Seniors Card program, which enables NSW permanent residents over the age of 60 to receive discounted products and services.

The program consists of two cards: the Seniors Card and Senior Savers Card, which aim to reduce the cost of living for card holders so they can live happy, healthy and more engaged lives within their communities.

The NSW Seniors Card program increased its membership base with more than 80,000 Seniors Card and Senior Savers Card new members and more than 500 new participating businesses added to the program in 2023–24.

3.8.4 Better outcomes for people with disability

During 2023–24, the overall percentage of employees with disability in DCJ was 6.3 per cent. For further information regarding the diversity of our workforce, including people with disability, see [Part 4.1 Our People](#).

Increasing the proportion of people with disability employed in the government sector

We have undertaken a number of initiatives this year to increase the proportion of people with disability employed, including the following.

- We have continued to participate in the Australian Disability Network (ADN) ‘**Stepping Into**’ Program, offering 11 intern placements again in 2023.
- We have maintained our **ADN Disability Confident Recruiter status**. This means that our recruitment and selection practices have been independently validated as accessible and inclusive for people with a disability. As part of this initiative, we continue to partner with Disability Employment Services providers to run targeted employment campaigns.

- We expanded the **DCJ Digital Workplace Adjustment Passport** in August 2023 to include all carers at DCJ. DCJ remains one of two NSW Government agencies to offer a Passport and has shared its collateral and advice with the rest of the sector to promote uptake. The Passport guides employees and managers to have open conversations, capture adjustment needs and ensure ongoing support.
- We launched a **pilot mentoring program framework** for 20 employees with disability in December 2023. The program develops the skills and capabilities of employees with disability at all non-executive grades (as mentees), as well as building the disability inclusion capabilities of their mentors through reverse/reciprocal mentoring and training.
- We delivered DCJ's four bespoke leadership programs; **Lead my Team** to 16 employees with disability, **Lead the Way** to 16 employees with disability, **Inclusive Leadership Workshop** to 28 employees with disability and **CSNSW Building Future Leaders** to 3 employees with disability. This means that a total of 63 employees with disability were supported and encouraged to focus on building critical leadership skills.
- We are completing several **NSW Disability Inclusion Action Plan (DIAP) 2020–2024** priorities that support access to meaningful employment. Further details about our DIAP achievements and strategies are detailed in [Part 4.3.6 Disability Inclusion Action Plan](#).
- We continue to promote the **DCJ Accessibility Hub and Accessible Digital Communications eLearning module** to improve the capabilities of employees and provide tools and resources that support digital accessibility and inclusion.
- We are continuing the work of the **DCJ Accessibility Community of Practice** from December 2022, which is a staff network connecting colleagues interested in accessibility. Through the community of practice, staff can share skills, collaborate, generate ideas, solve problems and support each other to deliver accessible communications at DCJ.
- We continue to promote the **Disability Inclusion Channel**. The Channel is a digital learning experience on DCJ's Learning Management System, designed to help individuals, leaders and teams improve their knowledge base, disability inclusion practices and behaviours.
- We support employees with carer's responsibilities through the **DCJ Carers' Network**. The network encourages participation in developing our policies, procedures and strategies. It also aims to promote a workplace culture that ensures equity of opportunity and freedom from discrimination.
- We finalised an **Accessible Technology Procurement Toolkit Project**, to support the accessible procurement of digital technology across DCJ.

Other initiatives to support people with disability

NSW Government Response to the Disability Royal Commission

DCJ led the development of the NSW Government Response to the Disability Royal Commission (DRC), released on 31 July 2024. Our response was developed in partnership with the Australian Government and other states and territories, and through close consultation with people with disability and the organisations that support them.

The response sets out a broad disability reform agenda for NSW, looking across both the DRC final report and National Disability Insurance Scheme (NDIS) Review. It also provides an initial implementation plan setting out the specific actions the NSW Government will take in the next year. DCJ will coordinate a series of stakeholder forums over 2024–25 to test reform ideas and listen to feedback. Implementing commitments made in the NSW Government response will form an important part of NSW's efforts to create disability inclusion.

Supporting the NSW Disability Council NSW

We provide secretariat support to the Disability Council NSW, which is a Council particularly interested in improving outcomes for people with disability in relation to accessible communities, employment, justice and rights, education, and housing and is committed to ensuring the voice of people with disability is heard. The Disability Council NSW advises the NSW Government and public authorities about disability policy and disability inclusion action planning.

Disability Council members are people with lived experience of disability and/or with expertise in disability. During 2023–24, the Council was involved in regular engagement with relevant Ministers, NSW Government senior executives and local councils to promote the importance of, and further embed, disability inclusion.

The Disability Advocacy Futures Program

The NSW Disability Advocacy Futures Program continues to fund 19 organisations across NSW to provide individual, representational and systemic advocacy with the aim of supporting people with disability to access NSW government services and supports. The NSW Disability Advocacy Futures Program was a recommendation of the NSW Ageing and Disability Commissioner's review of advocacy services.

The NSW Companion Card

The NSW Companion Card program is for people with significant and permanent disability who need a high level of care in the community. The Companion Card allows a cardholder's support person free entry into participating venues and events and is provided for life, free of charge, and is exempt from means testing.

The program aims to promote a person's right to fair ticketing and to make community access and participation more affordable, with cardholders and their companions having access to a range of organisations. This includes transport, sporting and entertainment providers throughout the state.

In 2023–24, 10,000 new NSW Companion Card holders and 100 new businesses were added to the program. There are now 60,000 NSW Companion Card holders across the state, with more than 1,100 affiliated businesses committed to promoting inclusion for people with disability.

National collaboration to support people with disability

In 2023–24, the NSW Government contributed \$3.8 billion to the NDIS. As an organisation, we are the lead agency for ensuring that the NDIS is well managed, sustainable and delivers the supports that NDIS participants in NSW need.

During the last year, there has been deep engagement with all jurisdictions, people with disability, their families and carers on considering and responding to the final report of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission), and the Independent Review of the NDIS (NDIS Review).

Both reviews provide a blueprint for significant reform to the disability ecosystem in its entirety.

As an initial response to the NDIS Review, National Cabinet agreed to design a new system of 'foundational supports' for people with disability with NSW leading work to define, develop and consult on the implementation of foundational supports.

In consultation with people with disability, their families and carers, we have developed an initial response to the Disability Royal Commission that includes an implementation plan that outlines the key initiatives and reforms the NSW Government will undertake in 2024–25.

This response has been informed by the voices and opinions of disability and sector stakeholders. In partnership with the Disability Council NSW, we held stakeholder forums on 23 October 2023, 1 February 2024 and 3 June 2024. Additionally, DCJ ran a submissions process in January and February 2024 to hear views about key issues and gaps in the Disability Royal Commission final report.

The NSW government remains committed to an accessible and inclusive ecosystem of supports for all people with disability.

National Disability Data Asset in NSW

The NSW Government led the development of a new national approach to sharing data in order to drive improved outcomes for people with disability through development of a National Disability Data Asset. The National Disability Data Asset safely, legally, and ethically combines Commonwealth, state, and territory data to better understand the experiences and outcomes of people with disability.

Our State has signed a Memorandum of Understanding with the Commonwealth Government to establish an enduring national asset. The National Disability Data Asset will enable a better understanding of how people with disability are supported and inform options for future improvements to disability services and mainstream services accessed by people with disability and how outcomes and policies can be improved beyond services and supports.

3.8.5 Supporting women across NSW

In 2023–24, 61.5 per cent of DCJ's senior leadership roles were held by women. We also achieved 70.4 per cent female representation in the senior leadership pipeline, which includes employees in the top two non-executive salary bands as defined by the NSW Public Service Commission.

Increasing the proportion of senior leadership roles held by women

We have undertaken a wide range of other initiatives this year to increase the representation of women in senior leadership roles at DCJ, including:

- Continuing to use behaviourally informed interventions designed to encourage unsuccessful female applicants to re-apply for senior executive roles and extended the interventions to succession pipeline roles (grades 9/10 and 11/12 or equivalent). This approach is also being developed in recently merged agencies such as Homes NSW.
- Continuing to implement candidate slate initiatives to monitor that a minimum of one woman is on every shortlist for senior leadership recruitments.
- Providing the opportunity for 57 women leaders to participate in sector programs. These programs include:
 - PSC Leadership Academy Executive Leadership Program (10 commenced)
 - ANZSOG Executive Fellows Program (1 commenced)
 - ANZSOG Towards Strategic Leadership (10 commenced)
 - Public Sector Management Program (35 commenced)
 - ANZSOG Executive Masters in Public Administration Program (1 commenced).
- Delivering DCJ's four bespoke leadership programs Lead my Team to 155 women, Lead the Way to 311 women, Inclusive Leadership Workshop to 268 women, and CSNSW Building Future Leaders to 15 women. This means that a total of 749 female leaders were supported and encouraged to focus on building critical leadership skills.
- Continuing to support managers in the ongoing implementation of the Better Ways of Working Flexible Work Framework across DCJ divisions, focusing on team-based flexible work. We are also continuing to pilot flexible working initiatives in frontline roles.
- Promoting a refreshed DCJ Parents Hub resource, including practical advice, case studies, tools and resources that support employees and managers to better navigate all aspects of parental leave including pre-leave preparation, finding the right supports and connection during leave and upon return from leave.
- Continuing to support key staff networks financially and strategically, including our Women in Communities and Justice Network, the Carers' Network and the Supporting Ageing Government Employees (SAGE) networks.
- Commenced development of DCJ's Gender Equality Action Plan, which will be a three-year action plan that aims to ensure women, men and gender diverse people have equitable access, treatment and opportunities for all within the DCJ workforce and the communities we serve. The DCJ Gender Equality Action Plan will audit a wide range of DCJ policies, programs and services and workforce data. The DCJ Gender Equality Action Plan will be finalised in mid-2025.
- Drafting and consulting on a new Sexual Harassment Prevention Framework. This builds on the revised Bullying and Harassment Policy, that was implemented in December 2023 which met the requirements of the NSW Public Service Commissioner's Direction to implement a sexual harassment prevention policy. The Prevention Framework progressed to consultation in June 2024.

3.8.6 Supporting LGBTQIA+ Communities

A ban on LGBTQ+ conversion practices

The *Conversion Practices Ban Act 2024* passed the NSW Parliament on 22 March 2024 and received assent on 3 April 2024. This Act bans practices directed to changing or suppressing the sexual orientation or gender identity of individuals, including by creating offences and a civil complaints scheme in relation to the practices.

This legislation gives effect to the NSW Government election commitment to ban 'LGBTQ+ conversion practices'. 'Conversion practices' refer to harmful practices that seek to change or suppress a person's identity and are founded on the misconception that LGBTQ+ people are broken, wrong or in need of fixing.

The legislation was developed through a working group, jointly led by DCJ and the Ministry of Health. Together, we led a confidential consultation with almost 150 organisations across a range of stakeholders including people with lived experience of conversion practices, LGBTQIA+ advocacy groups, faith community organisations including all major denominations, parental rights groups, the education sector including those representing religious educational institutions and legal, government and health stakeholders.

The legislation will come into force on 4 April 2025. This time will allow for critical implementation activities to occur, including training and education of relevant agencies, and for community awareness raising. We are continuing to support implementation of the reforms prior to their commencement.

Management and Accountability

4

4.1 Our People

4.1.1 Human resources

This section provides data on the number of staff employed by the Department of Communities and Justice (DCJ) as well as commentary on our personnel policies and practices, and movement in wages. As of 20 June 2024, the department had 25,643 highly skilled and dedicated staff.

For the purposes of annual reporting, data is based on human resources data for the Department in its entirety and is inclusive of related entities, including, Aboriginal Housing Office, NSW Land and Housing Corporation, and Teacher Housing Authority of NSW.

Workforce statistics

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

DCJ (department)	2021–22	2022–23	2023–24
Ongoing	20,298	21,369	22,544
Temporary	1,659	1,533	1,781
Senior Executives ¹	260	243	299
Casual	707	663	694
Others	254	274	325
Total	23,178	24,082	25,643

Source: Workforce Profile Report 2023–24

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

Table 2: Number of DCJ employees by ANZSCO group at workforce census period¹

Occupational group by headcount	2021–22	2022–23	2023–24
Managers	2,262	2,335	2,564
Professionals	5,829	5,856	6,888
Technicians and Trade Workers	677	694	772
Community and Personal Service Workers	8,277	8,663	8,516
Clerical and Administrative Workers	6,082	6,484	6,838
Sale Workers	8	9	19
Machinery Operators and Drivers	30	28	32
Labourers	13	13	14
Total	23,178	24,082	25,643

Source: Workforce Profile Report 2023–24

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

Senior Executive grades and remuneration

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

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

Public Service Senior Executive Band	2021–22			2022–23		2023–24	
	Female	Male	Unspecified ¹	Female	Male	Female	Male
1 (Director)	115	84	1	121	72	147	92
2 (Executive Director/Chief Executive)	33	17	0	26	14	33	17
3 (Deputy Secretary)	4	5	0	3	6	4	5
4 (Secretary)	0	1	0	0	1	0	1
Total	260			243		299	

Source: Workforce Profile Report 2023–24. This table includes all employees in substantive public service senior executive roles as at census date of 20 June 2024.

¹ The figures published in the DCJ 2022–23 Annual Report are correct totals, but the breakdown of male/female/unspecified categories is incorrectly listed under the financial years. The DCJ 2021–22 Annual Report provides accurate breakdowns and totals for these categories.

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

Public Service Senior Executive Band	2021–22	2022–23	2023–24	
	Average remuneration (\$)	Average remuneration (\$)	Average remuneration (\$)	Range (\$)
1 (Director)	236,521	247,544	247,690	201,350–287,200
2 (Executive Director/Chief Executive)	313,447	327,889	323,611	287,201–361,300
3 (Deputy Secretary)	431,857	454,825	446,409	361,301–509,250
4 (Secretary) ¹	614,000	623,300	623,300	>509,251

Source: Workforce Profile Report 2023–24.

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

Exceptional movement in wages, salaries and allowances

From the first pay period on or after 23 June 2023, DCJ staff received an increase to their salaries of 4 per cent.

For the reporting period of 2023–24, Senior Executives' monetary remuneration and the value of employment benefits paid represented approximately 3 per cent of DCJ's salary-related expenses, which is consistent with previous years.

4.1.2 Workforce diversity

Workforce statistics

Table 1: Workforce diversity statistics¹

Workforce diversity group	Benchmark/target (%)	2021–22 (%)	2022–23 (%)	2023–24 (%)
Trends in the representation of workforce diversity groups (% of total staff)²				
Women	50	61.2	61.5	61.7
Aboriginal and Torres Strait Islander people	3.3	8.2	8.1	8.4
People whose first language spoken as a child was not English	23.2	18.4	20.1	20.4
People with disabilities	5.6	5.9	6.1	6.3
People with disabilities requiring work-related adjustment	N/A	1.9	2.3	2.4
Trends in the distribution of workforce diversity groups (Distribution Index)³				
Women	100	105	106	104
Aboriginal and Torres Strait Islander people	100	97	97	97
People whose first language spoken as a child was not English	100	97	97	98
People with disabilities	100	99	101	100
People with disabilities requiring work-related adjustment	100	97	102	102

Source: NSW Public Service Commission Workforce Profile – Diversity Data 2021 to 2024.

¹ Based on staff numbers as at census date in June 2024.

² Excludes casual staff.

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

Achievements in 2023–24

DCJ continued to deliver initiatives and programs under the Inclusion Strategy 2021–2025 (Strategy) to improve employment and inclusion outcomes for people from diverse backgrounds, including women, Aboriginal and Torres Strait Islanders, people with disability, culturally and linguistically diverse people (CALD), LGBTQIA+ people, mature workers, people with carers' responsibilities, and young people.

Under the strategy, there is a particular focus on the representation of women and Aboriginal people in senior leadership, and overall disability employment. The strategy also includes specific metrics around representation, succession pipeline progress and People Matter Employee Survey (PMES) employee engagement scores.

While DCJ has achieved many of its numeric diversity representation targets, it continues to work towards the broader goals contained in its Inclusion Strategy. This includes ensuring consistent workplace experiences of support and inclusion for all employees, achieved via continuing to grow inclusive leadership capability, strengthening the support provided by employee networks and providing targeted development opportunities so all employees have equal chances of progressing their careers.

Examples of this work across inclusion include:

- Continuing to provide support to DCJ's eight robust employee diversity networks. This includes developing a comprehensive Employee Network Guide, a monthly advice and practice forum, new network branding, communications plans, establishing consultation on the review of all behavioural policies and funding networks to run local initiatives.
- Launching two new mentoring programs for diverse employees, to promote their career development opportunities across DCJ.
- Creating and delivering new training workshops to various business units focussed on inclusive language and inclusive recruitment. Workshops are adapted to meet business need and operating context.

Initiatives for the attraction, development and retention of specific cohorts are detailed following.

Aboriginal and Torres Strait Islander people

In 2022–23, the PMES employee engagement score for Aboriginal employees was 61, compared to 63 for all employees. This was down from 63 in 2021–22, and is consistent with an overall decline in scores across DCJ (also down from 64 in 2021–22).

In 2023–24, DCJ continued to implement initiatives and programs from our *Aboriginal Employment Strategy 2021–2025* (AES) to increase the representation of Aboriginal people across all divisions, salary bands and work locations, improve their career development and retention, and build a culturally capable and inclusive workforce.

Each DCJ division has developed its own plan of AES initiatives specific to its context and challenges, with progress updates discussed with organisational leadership bi-annually. These updates monitor representation data and drivers, and PMES scores for Aboriginal employee engagement, inclusion, learning and development, harmful workplace experiences and cultural safety. The following initiatives listed are all contained across these divisional plans.

To support attraction and recruitment, DCJ has:

- Continued to deliver the Yuranha Aboriginal Pre-employment Program in partnership with the Sydney TAFE region, with delivery commencing in May 2024. A localised group of students are blended with those enrolling via DCJ promotional pathways for a cohort of up to 25 participants to complete a Certificate IV in Community Services. DCJ participants are supported by our Aboriginal employment team through the program to identify transferrable skills and acquired knowledge to then apply for a range of roles across DCJ's services. Results will vary depending on student career goals but can include caseworker support roles.
- Continued the Aboriginal School-Based Traineeship program with 23 Aboriginal school-based trainees onboarded in January–March 2024.
- Continued the Aboriginal full-time traineeship program with 22 trainees onboarded in January–April 2024.
- DCJ had a strong presence at the annual NSW Aboriginal Rugby League, Koori Knockout in 2023, and was able to fill school-based traineeships and full-time (adult) traineeships from this participation.
- Launched the DCJ Aboriginal panel member register to provide Aboriginal subject matter experts as members of recruitment panels. The register contains Aboriginal panel members trained in GSE-compliant recruitment and able to assess cultural capability. It supports hiring managers to offer culturally inclusive recruitment.
- Supported hiring managers to improve Aboriginal candidate sourcing strategies and develop targeted recruitment campaigns to improve representation, building on the best practice recruitment guide developed in 2023.

- Continued the Maliyan Student and Graduate Experience Program. The program provides Aboriginal law students and graduates with opportunities to begin their legal career within our Law Reform and Legal Services division and work in positions that support Aboriginal communities throughout NSW, alongside a growing network of Aboriginal employees within DCJ. In 2023–24, one student undertook their legal cadetship, and two graduates commenced.
- Launched the ‘No Gammin’ Koori Pathways Recruitment and Development Program in our Courts, Tribunals and Service Delivery (CTSD) division in April 2024, with 11 employees completing their induction and working in registries across the state. Participants will commence a Certificate III in Government at the Justice Academy in July 2024.

To support career and leadership development, DCJ has:

- Partnered with TAFE NSW for the third year to deliver a Certificate III in Business as part of an internal development program to upskill 17 Aboriginal employees in clerk grade 1/2 and 3/4 (or equivalent) roles.
- Continued to partner with TAFE NSW to deliver the second Diploma of Leadership and Management Program to develop Aboriginal employees’ management and leadership capabilities. In 2023–24, 45 Aboriginal employees in clerk grade 5/6 and 7/8 (or equivalent) roles are completing the program.
- Continued the Dyiramalaang (Leader) Talent Pipeline Development and Mentoring Program delivered in partnership with NSW Department of Education. The 2023–24 program offered two-way mentoring, career coaching and executive recruitment skills for grade 9/10 and 11/12 Aboriginal future leaders in both agencies, with 28 mentor/mentee pairs graduating in November 2023.
- Targeted the DCJ Lead the Way leadership development program to support 21 Aboriginal managers to refine their leadership skills.
- Provided six Aboriginal employees the opportunity to attend the Public Service Commission’s Aboriginal Career and Leadership Development Program.

To support inclusion and retention, DCJ has:

- Continued to deliver the DCJ Cultural Development and Learning Strategy to support all employees with enhancing cultural safety for Aboriginal employees and clients. The Strategy provides continual learning opportunities to build cultural awareness, confidence, and responsiveness. In 2023–24, DCJ launched several programs as part of the Strategy, including:
 - A mandatory cultural awareness eLearn, from the NSW Public Service Commission’s Everyone’s Business Cultural Learning Journey.
 - A foundational Cultural Confidence program designed to shift impactful conversation into action.
 - The DCJ Executive Cultural Intelligence Program Pilot to build cultural intelligence in leadership.
- Continued to deliver a series of one-day face-to-face Cultural Confidence Program. The sessions provide an opportunity for DCJ employees to build foundational awareness and knowledge relating to Aboriginal and Torres Strait Islander cultures and histories. Over 467 employees have attended session across the State in 2023–24.
- Continued to update content on the Aboriginal Cultural Inclusion channel, which includes digital learning resources relating to a range of cultural topics.
- Completed a Housing Cultural Education Program in partnership with TAFE NSW and the Housing Western Sydney Nepean Blue Mountains District.
- Completed a tailored Cultural Confidence Workshop with over 90 Helpline employees.
- Continuing to support a range of Aboriginal employee networks through funding and strategic impact advice.

People with disability

In 2023–24, the overall percentage of employees with disability in DCJ was 6.3 per cent, exceeding the DCJ Inclusion Strategy and Strategic Government Priority target of 5.6 per cent overall representation by 2025.

DCJ actively monitors employee engagement scores for staff with disability through the annual PMES. The overall employee engagement score for employees with disability in 2022–23 was 59, which was consistent from 2021–22. It remains lower than the overall workforce average score of 63.

In 2023–24, DCJ delivered the following initiatives to further improve representation and workplace experience scores for employees with disability.

In attraction and recruitment, DCJ has:

- Continued to participate in the Australian Disability Network (ADN) ‘Stepping Into’ Internship Program, offering 11 intern placements in 2023–24.
- Maintained our ADN Disability Confident Recruiter status. This means that our recruitment and selection practices have been independently validated as accessible and inclusive.
- Commenced research to explore future pathways to employment for people with intellectual disability, examining barriers from an employer perspective and future concept design for a pilot.
- Continued to partner with disability employment service providers and employment portals to advertise DCJ roles.
- Continuously improved the content on the DCJ Careers Site to attract applications from people with disability and ensure accessibility.

To support career and leadership development, DCJ has:

- Launched a pilot mentoring program framework for 20 employees with disability in December 2023. The program develops the skills and capabilities of employees with disability at all non-executive grades (as mentees), as well as build the disability inclusion capabilities of their mentors through reciprocal mentoring.

To support inclusion and retention, DCJ has:

- Expanded the DCJ Digital Workplace Adjustment Passport in August 2023 to include all carers at DCJ. DCJ has shared its collateral and advice with the rest of the sector to promote uptake. The Passport guides employees and managers to have open conversations, capture adjustment needs, ensure ongoing support and avoid employees needing to repeatedly share vulnerable information when changing roles or managers.
- Launched a pilot neuro-inclusion educational program with CTSD to improve understanding of neurodiversity in the workplace and the communities DCJ serves. Over 400 CTSD staff participated.
- Conducted a user experience review to redesign the DCJ Accessibility Hub. The refreshed site included enhanced resources and streamlined usability to allow staff to grow their capabilities with tools, eLearning modules and information that support digital accessibility and inclusion.
- Continued the DCJ Accessibility Community of Practice, which is a staff network connecting colleagues interested in accessibility to build skills, collaborate, generate ideas, solve problems, and support each other to deliver accessible communications at DCJ. Ten diverse sessions were held throughout 2023–24 including topics on Easy Read, accessible writing, assistive technology, workplace adjustments and universal design.
- Continued the Disability Inclusion channel, launched in March 2023. The channel is a digital learning experience on the department’s Learning Management System designed to help individuals, leaders, and teams to improve their knowledge of disability, disability inclusion practices and drive behavioural change.
- Continued to deliver online learning sessions to hear from inspirational and insightful speakers on topics that will help employees enhance their professional growth and wellbeing. Over 1,038 employees have participated in the last 12 months, with sessions discussing neurodiversity and accessibility, and broader topics such as motivation, ethical behaviour in the public service and career journeys.
- Continued to improve attitudes and awareness of disability in our workplace through the Disability Employees Network (DEN) and provided targeted support to DEN leadership.

- DCJ also supports its employees to participate in cross sector networks such as DENConnect, which was able to present to the Minister for Disability Inclusion, Kate Washington, on challenges in accessible procurement.
- Developed an Accessible Procurement Toolkit resource with the DEN and the Centre for Inclusive Design (CFID). Funded by the 2022 DCJ Innovation Fund and working with CFID, this toolkit supports employees to ensure accessibility being considered at every stage of the procurement life cycle. We also continue to work with Department of Customer Service, which is leading a whole-of-government capability up-lift in this area.
- Launched a new DCJ Accessible Communications Policy. The policy strengthened the previous digital communications policy, broadening the scope to include online and offline communications. It identifies five focus areas to enable our communications to become more inclusive and accessible – Buy, Prepare, Create, Support and Monitor.
- Partnered with the Council for Intellectual Disability to provide feedback on the DCJ website. The research informed a roadmap for accessibility improvements on the DCJ website, a redesign of the DCJ Easy Read hub and an Easy Read Framework to guide staff in best practice resource development.
- Developed a significant new survey of disability experiences at DCJ, to explore the common functional barriers in employment and obtaining adjustments. Over 775 employees completed the survey. DCJ's revised Workplace Adjustment Policy and Procedure will be launched in September 2024, and the survey will be re-run in alternate years to track improvements in workplace adjustment experiences.
- Continued to support employees with carer's responsibilities through the DCJ Carers' Network, as many DCJ employees are carers of people with disability or share they have disability themselves. The network encourages participation in developing policies, procedures, and strategies. It also aims to promote a workplace culture that ensures equity of opportunity and freedom from discrimination.
- Continue to provide tailored resources and presentations across DCJ divisions on inclusion and diversity initiatives, policies, and programs including workplace adjustments.
- Continued to develop mature worker strategies. This included developing the Supporting Ageing Government Employees (SAGE) employee network and sub-committees, that build the profile of mature workers, promote access to flexible ways of working to support mature workers, identify opportunities for targeted career development, and support transition to retirement. Given the strong links between ageing and disability, this is an important intersectional initiative to enhance retention of both cohorts.
- Continued to work with other organisations to highlight best practice on workplace adjustments including Anti-Discrimination NSW for its workplace adjustment case study series and podcasts, and the Australian Disability Network (ADN) for its workplace adjustments research project.

Women

In 2023–24, 61.5 per cent of all senior leadership roles are held by women.

DCJ also actively monitors employee engagement scores for DCJ women through the annual PMES. In 2022–23, the overall employee engagement score for women was 66, down from 67 in 2021–22, in line with a general decline in scores across DCJ. The score for women remains higher than the score for men, which was 62 and the score for all DCJ employees at 63.

In 2023–24, DCJ undertook the following initiatives to maintain a strong pipeline of future women leaders:

- Continued to support managers in the ongoing implementation of the Better Ways of Working Flexible Work Framework across DCJ divisions, focusing on team-based flexible work. We are also continuing to pilot flexible working initiatives in frontline roles.
- Continued financial and strategic support for key staff networks, including our Women in Communities and Justice Network, the Carers' Network and the SAGE network.
- Commenced development of DCJ's Gender Equality Action Plan (GEAP), auditing a wide range of DCJ services (community and workforce-facing) and workforce data, and validating findings by consulting across the agency to determine priority actions over the next three years. The GEAP will be finalised in 2025.

- Drafting and consulting on a new Sexual Harassment Prevention Framework. This builds on the revised Bullying and Harassment Policy, which was implemented in December 2023 to meet the requirements of the NSW Public Service Commissioner's Direction to implement a sexual harassment prevention policy. The Prevention Framework commenced consultation in June 2024.
- Continued to promote job share guides to equip employees, managers, HR professionals and leaders to support an uptake of successful job share partnerships across DCJ.
- Continued to promote best practice tools and resources for employees and managers to better support employees who take parental and/or carer's leave.
- Continued to use behaviourally informed interventions designed to encourage unsuccessful women applicants to re-apply for senior executive roles and extended the interventions to succession pipeline roles (grades 9/10 and 11/12 or equivalent). This approach is also being developed in recently merged agencies such as Homes NSW.
- Continued to implement candidate slate initiatives to monitor that a minimum of one woman is on every shortlist for senior leadership recruitments.

Culturally and linguistically diverse

DCJ workforce data shows that in 2022–23, 20.4 per cent of DCJ employees shared that their first language spoken as a child was not English (20.1 per cent in 2021–22).

DCJ actively monitors employee engagement scores for Culturally and linguistically diverse (CALD) employees through the annual PMES. In 2022–23, the overall employee engagement score for CALD employees was 67, down from 68 in 2021–22. The score for CALD employees remains higher than the 63 score for all DCJ employees.

In 2023–24, DCJ undertook the following initiatives to support engagement and inclusion for culturally and linguistically diverse employees:

- Launched a pilot Refugee and Humanitarian Employment Program, working in collaboration with Settlement Services International Limited and CTSD. We successfully filled six temporary roles and created a talent pool. DCJ continues to participate in the Multicultural NSW Refugee Employment Champions Group, which aims to develop a refugee employment initiative for the sector.
- DCJ has also launched a new Multicultural NSW training package for managers and staff to support recent arrivals to Australia and is now available on its Learning Management System.
- Continued to employ Multicultural Caseworkers from 70 diverse cultural backgrounds. These specialists are available to provide secondary casework support to other caseworkers and provide cultural consultation to support CALD communities, as well as refugee and newly arrived communities.
- Established new multicultural roles targeting Pakistani and Bangladeshi candidates to support these growing communities, along with building the pool of Chinese multicultural caseworkers.
- Continued to participate in the Multicultural NSW Community Language Allowance Scheme (CLAS). 278 employees are now providing language assistance, including AUSLAN.
- Continued to build the Multicultural Employee Network across the department. The network held a range of events in 2023 to celebrate/acknowledge Harmony Week and Refugee Week, in collaboration with DCJ's multicultural services units.
- Continued to deliver the self-directed online Multicultural Competence Learning Program, supporting employees to improve their understanding of working with culturally diverse clients and colleagues. 573 employees participated in the program in 2023–24.
- Continued to provide the Multicultural Inclusion channel on the department's Learning Management System. This is a learning hub that showcases best practise and practical tools for employees providing service internally and externally to our CALD clients.

LGBTQIA+ people

DCJ actively monitors the employee engagement scores for LGBTQIA+ employees through the annual PMES. In 2022–23, the overall engagement score for LGBTQIA+ employees was 62, down from 63 in 2021–22. This score is lower than the 63 score for all DCJ employees.

In 2023–24, DCJ undertook the following initiatives to support the engagement and inclusion of its LGBTQIA+ employees:

- Continued to support the Pride Employee Network to hold a range of events across DCJ to celebrate days of significance for LGBTQIA+ communities, including Mardi Gras, IDAHOBIT Day, Wear it Purple Day and Pride Month.
- Supported the DCJ Pride Network to hold the inaugural DCJ Pride Awards, recognising the achievements and dedication of DCJ's LGBTQIA+ employees and those who champion LGBTQIA+ inclusion and initiatives.
- Continued to promote the DCJ Workplace Gender Affirmation Policy and an accompanying Guide, to support employees affirming their gender in the workplace.
- Continued to promote the LGBTQIA+ Inclusion e-learning module to DCJ employees, including as part of the onboarding and induction of new employees. In 2023–24, 3,586 employees completed the e-learn module.
- Continued to deliver Transgender and Gender Diverse and LGBTQIA+ Awareness training sessions facilitated by Pride in Diversity to build knowledge and awareness of our client groups and workplace policies.
- Continued to provide the LGBTQIA+ Inclusion channel on the department's Learning Management System. The channel includes videos, articles & short courses to build understanding of the LGBTQIA+ community and inclusive workplaces. The channel has been accessed over 3,600 times since its launch.

Aspirations for 2024–25

In 2024–25, DCJ will continue to develop and deliver a range of new initiatives and programs, as prioritised in the *Inclusion Strategy 2021–2025* and *Aboriginal Employment Strategy 2021–2025* to improve employment outcomes and inclusions for people from diverse backgrounds.

In 2024–25, DCJ will:

Aboriginal and Torres Strait Islander people

- Continue to work with our divisions to progress their AES Implementation Plans.
- Continue to deliver the Yuranha Aboriginal Pre-employment Program and consider options for its further expansion to include other types of roles or geographic locations.
- Continue to deliver the DCJ Aboriginal Traineeship and Aboriginal School-based Traineeship programs.
- Continue to deliver the Yindyamarra broad-based Aboriginal Mentoring program across all salary levels and divisions.
- Continue to partner with TAFE NSW to deliver career development, management, and leadership courses to Aboriginal employees across all salary levels.
- Continued to deliver the DCJ Cultural Development and Learning Strategy to support all employees with enhancing cultural safety for Aboriginal employees and clients.
- Continue to monitor progress against Aboriginal employment targets contained in the AES 2021–2025 and Inclusion Strategy 2021–2025, including Aboriginal PMES engagement scores.
- Continue to deliver the Dyiramalaang (Leader) Talent Pipeline Development and Mentoring Program. In 2024–25 we plan to expand the program to include more development and executive transition pathways.
- Continue DCJ's strong presence at the annual NSW Aboriginal Rugby League, Koori Knockout. In October 2024, DCJ will sponsor the Women's Competition in Bathurst NSW, recognising how closely we work with community year-round and support entry-level employment.

People with disability

- Continue to develop disability employment priorities and initiatives (as part of our implementation of the Disability Inclusion Action Plan (DIAP) and Inclusion Strategy 2021–2025 employment actions).
- Launch a revised Workplace Adjustment Policy and Procedure, with roadshows to promote the Workplace Adjustment Passport across DCJ.
- Continue to offer ‘Stepping Into’ Internship opportunities to university students with disability in partnership with ADN.
- Undertake the Access and Inclusion Index operated by the ADN. The results will inform our next wave of initiatives and DIAP contributions in meaningful employment.
- Continue career development programs for employees with disability to support skills and career development.
- Continue updating and promoting the suite of Disability Awareness e-learning modules for launch in 2023–24 across DCJ to improve employee understanding of the steps and expectations in working with and managing people with disability.
- Continue to monitor progress against disability employment targets in our Inclusion Strategy 2021–2025, including PMES engagement scores for employees with disability.

Women

- Launch a refreshed DCJ Parents Hub resource, including practical advice, case studies, tools and resources that support employees and managers to better navigate all aspects of parental leave including pre-leave preparation, finding the right supports and connection during leave and upon return from leave, and additional resources provided for key milestones in the parental leave journey.
- Continue to develop and deliver leadership and professional development programs and workshops for women working across salary levels and DCJ divisions.
- Research, scope and develop priorities and focus areas for a DCJ gender equality strategy, which will also include a focus on pay equity.
- Develop and deliver a prevention framework for sexual harassment.
- Revise the Better Ways of Working (BWOW) Flexible Work Framework across DCJ to a policy focus and continuing to emphasise team based flexible working and job share.
- Continue to support and build membership of the Carers’ Network.
- Continue to monitor employee engagement for women through the PMES.

Culturally and Linguistically Diverse

- Grow the DCJ Refugee and Humanitarian Employment Program to provide a second cohort with ongoing employment opportunities to eligible refugees in a range of suitable roles across different divisions.
- Continue to participate in the Multicultural NSW Refugee Employment Champions Group.
- Continue to attract CALD candidates through the use of targeted advertising to promote multicultural child protection and social housing roles.
- Continue to promote the DCJ CLAS Guidelines and Procedures and encourage more employees from CALD backgrounds to consider participating in the scheme.
- Continue to deliver the DCJ Multicultural Competence learning program, supporting employees to improve their understanding of working with culturally diverse clients and colleagues.
- Continue to add resource to the Multicultural Inclusion channel, via the DCJ Learning Management System.
- Continue to monitor PMES engagement scores for CALD employees.

LGBTQIA+ people

- Continue to promote the Workplace Gender Affirmation Policy and the Guide, to support employees affirming their gender in the workplace.
- Undertake the Australian Workplace Equality Index, to benchmark DCJ's policies, systems, and processes for LGBTQIA+ inclusion.
- Continue to build the LGBTQIA+ Inclusion channel resources, via the DCJ Learning Management System.
- Continue providing support and funding to the Pride Network to undertake activities that promote LGBTQIA+ inclusion across DCJ. This includes Mardi Gras events, IDAHOBIT Day, Wear it Purple Day, Pride Month, and acknowledging and celebrating days of significance for LGBTQIA+ communities.
- Continue to support the Pride Network to host annual DCJ Pride Awards, to recognise the achievements and dedication of DCJ's LGBTQIA+ employees and those who champion LGBTQIA+ inclusion and initiatives.
- Continue to monitor PMES engagement scores for LGBTQIA+ employees.

4.1.3 Work health and safety

Work Health and Safety performance

In 2023–24:

- DCJ has been driving a safety culture of reporting as an injury prevention measure and there were 10,206 incidents reported across DCJ (excluding inmate incidents for Corrective Services NSW), including 1,956 hazards and 966 near misses.
- The total number of compensable injuries across all DCJ policies was 2,065 with 29 per cent of all injuries being psychological. These psychological injuries accounted for 53 per cent of all claim-related costs.
- 408 of all compensable injuries were related to COVID-19.
- DCJ is undertaking psychosocial risk assessments and developing action plans to mitigate risks across all its workplaces.
- 25.1 per cent of the DCJ workforce accessed an influenza vaccination either on site, at their workplace or through a chemist voucher scheme in 2023–24. This was a slight increase from 2022–23.

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

DCJ (department)	2021–22	2022–23	2023–24
Total claims ¹	2,187 ²	2,586 ³	2065 ⁴
Total cost incurred (\$) ⁵	22,713,550	25,550,164	31,211,563
Average cost per claim (\$) ⁶	10,386	9,880	15,115 ⁷

Source: NSW Self Insurance Corporation Data Warehouse and iCare Portal.

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

2 This includes 1,011 claims related to COVID-19.

3 This includes 1,324 claims related to COVID-19.

4 This includes 408 claims related to COVID-19.

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

6 Average cost per claim is for all claims that occurred in that financial year. As claims are in differing stages of maturity, it is not the final average cost per claim.

7 The average cost per claim has increased due to the decrease in volume of COVID claims. COVID claims are resolved a lot sooner than other injury types.

Notifiable incidents

There were 78 notifiable incidents reported in the safety system.

Challenges and future directions

The key challenges we face in our workplace include ensuring compliance with the changing Work Health and Safety (WHS) regulations, promoting a strong safety culture across all levels of DCJ, addressing mental health and well-being concerns, managing risk in a dynamic work environment, and enhancing incident reporting and investigation processes.

To navigate toward a more secure and healthier work environment, our future directions include innovative approaches for safety management and metrics, implementing proactive training programs for WHS awareness, strengthening collaboration with external stakeholders, fostering a safety and wellbeing culture through employee engagement and recognition programs, conducting due diligence training for senior leaders, strengthening safety investigations training for managers, and expanding the Peer Support program.

The 2021–2023 Injury Management Strategy launched 39 initiatives across seven action areas, achieving positive outcomes not captured by overarching success measures. Securing leadership buy-in for program adoption, particularly for placement of workers into suitable duties or employment, proved difficult. Staff engagement levels mirrored leadership involvement, underscoring the need for executive support in program efficacy and return-to-work processes. These insights shaped the 2024–2026 Injury Management and Prevention Strategy, which prioritises injury prevention, with an emphasis on mitigating psychological risks prevalent across the whole government sector. The Strategy aims to extend prior successes, innovate approaches, and empower leaders to foster a culture of safety, focusing on serious injury prevention, enhanced recovery, and psychological well-being.

The 2024–2026 Wellbeing Strategy continues to focus and build upon programs supporting the mental health and psychological wellbeing of staff. The 2024–2026 Strategy is a holistic approach with a key focus on DCJ workplaces ensuring that they provide a safe workplace through the implementation of psychosocial risk assessments, and supporting DCJ wide policies and frameworks that support employee wellbeing such as workplace adjustments, flexible working, and recognition programs. The Strategy continues to support existing wellbeing programs including employee assistance program, My Healthy Workplace (the DCJ Wellbeing platform), Fitness Passport and Mindarma. The Strategy also supports the implementation of pilot programs that target workplaces that are at higher psychological injury.

4.2 Legal and Risk

4.2.1 Legislation administered

Legislation administered as at 30 June 2024

The following legislation was administered by the Department of Communities and Justice on behalf of our Ministers during the 2023–24 financial year:

Attorney General

- *Administrative Decisions Review Act 1997*
- *Anglican Church of Australia (Bodies Corporate) Act 1938*
- *Animals Act 1977*
- *Anti-Discrimination Act 1977*
- *Antiochian Orthodox Church Property Trust Act 1993*
- *Application of Laws (Coastal Sea) Act 1980*
- *Australian Mutual Provident Society Act 1988*
- *Australian Mutual Provident Society (Demutualisation and Reconstruction) Act 1997*
- *Bail Act 2013*
- *Benevolent Society (Reconstitution) Act 1998*
- *Births, Deaths and Marriages Registration Act 1995*, jointly with the Minister for Customer Service and Digital Government
- *Charitable Trusts Act 1993*
- *Child Protection (Offenders Prohibition Orders) Act 2004*, jointly with the Minister for Police and Counter-terrorism
- *Children (Criminal Proceedings) Act 1987*
- *Children (Protection and Parental Responsibility) Act 1997*
- *Children's Court Act 1987*
- *Choice of Law (Limitation Periods) Act 1993*
- *Christian Israelite Church Property Trust Act 2007*
- *Churches of Christ in New South Wales Incorporation Act 1947*
- *Churches of Christ, Scientist, Incorporation Act 1962*
- *Civil and Administrative Tribunal Act 2013*
- *Civil Liability Act 2002 No 22*
- *Civil Liability (Third Party Claims Against Insurers) Act 2017*
- *Civil Procedure Act 2005*
- *Classification (Publications, Films and Computer Games) Enforcement Act 1995*
- *Commercial Arbitration Act 2010*
- *Common Carriers Act 1902*
- *Commonwealth Bank (Interpretation) Act 1953*
- *Commonwealth Places (Administration of Laws) Act 1970*
- *Commonwealth Powers (De Facto Relationships) Act 2003*
- *Commonwealth Powers (Family Law—Children) Act 1986*
- *Community Justice Centres Act 1983*

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- *Compensation to Relatives Act 1897*
 - *Confiscation of Proceeds of Crime Act 1989*
 - *Constitutional Powers (Coastal Waters) Act 1979*
 - *Conversion Practices Ban Act 2024*
 - *Co-operative Schemes (Administrative Actions) Act 2001*
 - *Coptic Orthodox Church (NSW) Property Trust Act 1990*
 - *Coroners Act 2009*
 - *Corporations (Administrative Actions) Act 2001*
 - *Corporations (Ancillary Provisions) Act 2001*
 - *Corporations (Commonwealth Powers) Act 2001*
 - *Corporations (New South Wales) Act 1990*
 - *Costs in Criminal Cases Act 1967*
 - *Council of Law Reporting Act 1969*
 - *Court Information Act 2010*
 - *Court Security Act 2005*
 - *Court Suppression and Non-publication Orders Act 2010*
 - *Crimes Act 1900*
 - *Crimes (Administration of Sentences) Act 1999, section 183(2)(a)*
 - *Crimes (Appeal and Review) Act 2001*
 - *Crimes at Sea Act 1998*
 - *Crimes (Criminal Organisations Control) Act 2012*
 - *Crimes (Domestic and Personal Violence) Act 2007*
 - *Crimes (Forensic Procedures) Act 2000*
 - *Crimes (High Risk Offenders) Act 2006*
 - *Crimes Prevention Act 1916*
 - *Crimes (Sentencing Procedure) Act 1999*
 - *Crimes (Serious Crime Prevention Orders) Act 2016*
 - *Criminal Appeal Act 1912*
 - *Criminal Procedure Act 1986*
 - *Criminal Records Act 1991*
 - *Crown Advocate Act 1979*
 - *Crown Proceedings Act 1988*
 - *Crown Prosecutors Act 1986*
 - *Defamation Act 2005*
 - *Director of Public Prosecutions Act 1986*
 - *District Court Act 1973*
 - *Dividing Fences Act 1991*
 - *Domicile Act 1979*
 - *Dormant Funds Act 1942*
 - *Drug Court Act 1998*

- *Drug Misuse and Trafficking Act 1985*, whole Act (except Part 2A, jointly the Minister for Health and the Minister for Police and Counter-terrorism)
- *Drug Supply Prohibition Order Pilot Scheme Act 2020*, jointly with the Minister for Police and Counter-terrorism
- *Dust Diseases Tribunal Act 1989*
- *Electronic Transactions Act 2000*
- *Employees Liability Act 1991*
- *Essential Services Act 1988*, whole Act (except Parts 1 and 2)
- *Evidence Act 1995*
- *Evidence (Audio and Audio Visual Links) Act 1998*
- *Evidence on Commission Act 1995*
- *Factors (Mercantile Agents) Act 1923*
- *Federal Courts (State Jurisdiction) Act 1999*
- *Felons (Civil Proceedings) Act 1981*
- *Financial Transaction Reports Act 1992*
- *Fines Act 1996*, Part 2, Divisions 1 and 2 and sections 13, 120 (in so far as it relates to registrars of the courts and the Sheriff) and 123
- *Forfeiture Act 1995*
- *Frustrated Contracts Act 1978*
- *Government Information (Information Commissioner) Act 2009*, jointly with the Minister for Customer Service and Digital Government
- *Government Information (Public Access) Act 2009*, jointly with the Minister for Customer Service and Digital Government
- *Graffiti Control Act 2008*, whole Act (except Part 4, jointly with the Minister for Local Government)
- *Greek Orthodox Archdiocese of Australia Consolidated Trust Act 1994*
- *Guardianship Act 1987*
- *Guardianship of Infants Act 1916*
- *Habitual Criminals Act 1957*
- *Health Practitioner Regulation (Adoption of National Law) Act 2009*, section 4 in so far as it applies the *Health Practitioner Regulation National Law (NSW)*, section 165B as a law of New South Wales, and the *Health Practitioner Regulation National Law (NSW)*, section 165B
- *Holy Apostolic Catholic Assyrian Church of the East Property Trust Act 1992*
- *Hunters Hill Congregational Church Property Trust Act 2013*
- *Imperial Acts Application Act 1969*
- *Inclosed Lands Protection Act 1901*
- *Industrial Relations Act 1996*, (a) sections 147, 149, and 150, Chapter 4, Part 3, sections 155, 159(2), 164(2) and (3), 168, 180, 185(2)(d)–(e), 196, 197, 197B, 207 and 208, Chapter 7, Part 3, section 407 (in relation to provisions administered by the Attorney General); Schedule 2 (in relation to judicial members) and Schedule 4 (in relation to provisions administered by the Attorney General). (b) sections 148, 156, and 157 and Schedule 2 (except in relation to judicial members), jointly with the Minister for Industrial Relations
- *Infants' Custody and Settlements Act 1899*
- *Insurance Act 1902*
- *Insurance (Application of Laws) Act 1986*
- *James Hardie (Civil Liability) Act 2005*

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- *James Hardie (Civil Penalty Compensation Release) Act 2005*
 - *James Hardie Former Subsidiaries (Winding up and Administration) Act 2005*
 - *Judges' Pensions Act 1953*
 - *Judicial Office (Papua New Guinea) Act 1979*
 - *Judicial Officers Act 1986*
 - *Jurisdiction of Courts (Cross-vesting) Act 1987*
 - *Jurisdiction of Courts (Foreign Land) Act 1989*
 - *Jury Act 1977*
 - *Justices of the Peace Act 2002*
 - *Land and Environment Court Act 1979*
 - *Law and Justice Foundation Act 2000*
 - *Law Enforcement (Powers and Responsibilities) Act 2002*, jointly with the Minister for Police and Counter-terrorism
 - *Law Reform Commission Act 1967*
 - *Law Reform (Law and Equity) Act 1972*
 - *Law Reform (Miscellaneous Provisions) Act 1944*
 - *Law Reform (Miscellaneous Provisions) Act 1946*
 - *Law Reform (Miscellaneous Provisions) Act 1965*
 - *Law Reform (Vicarious Liability) Act 1983*
 - *Legal Aid Commission Act 1979*
 - *Legal Profession Uniform Law Application Act 2014 and the Legal Profession Uniform Law (NSW)*
 - *Lie Detectors Act 1983*
 - *Limitation Act 1969*
 - *Local Court Act 2007*
 - *Lutheran Church of Australia (New South Wales District) Property Trust Act 1982*
 - *Mandatory Disease Testing Act 2021*, jointly with the Minister for Police and Counter-terrorism
 - *Marketable Securities Act 1970*
 - *Married Persons (Equality of Status) Act 1996*
 - *Mental Health and Cognitive Impairment Forensic Provisions Act 2020*, whole Act except— (a) Parts 5 and 7. (b) Part 9, jointly with the Minister for Health
 - *Methodist Church of Samoa in Australia Property Trust Act 1998*
 - *Mining Act 1992*, section 293
 - *Minors (Property and Contracts) Act 1970*
 - *Modern Slavery Act 2018*
 - *Moratorium Act 1932*
 - *National Redress Scheme for Institutional Child Sexual Abuse (Commonwealth Powers) Act 2018*
 - *Native Title (New South Wales) Act 1994*
 - *Norfolk Island Administration Act 2016*
 - *NSW Trustee and Guardian Act 2009*
 - *Oaths Act 1900*
 - *Parliamentary Papers (Supplementary Provisions) Act 1975*

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- *Partnership Act 1892*, whole Act (except in so far as it relates to the functions of the Registrar of the register of limited partnerships and incorporated limited partnerships and to the setting of fees to be charged for maintaining that register, jointly with the Minister for Better Regulation and Fair Trading)
 - *Personal Injury Commission Act 2020*, (a) sections 7(1), (2), (6) and (7) and 16 and Schedule 2, clause 15, jointly with the Minister for Customer Service and Digital Government. (b) sections 7(4), 8–10, 14 and 15, Schedule 1, clause 7 and Schedule 2, clauses 1–14, 16 and 17, solely
 - *Personal Property Securities (Commonwealth Powers) Act 2009*, whole Act (except Schedule 1, Part 2, Division 2 and Schedule 1, clause 24, jointly with the Minister for Better Regulation and Fair Trading)
 - *Piracy Punishment Act 1902*
 - *Presbyterian Church of Australia Act 1971*
 - *Pre-Trial Diversion of Offenders Act 1985*
 - *Printing and Newspapers Act 1973*
 - *Privacy and Personal Information Protection Act 1998*, jointly with the Minister for Customer Service and Digital Government
 - *Probate and Administration Act 1898*
 - *Property (Relationships) Act 1984*
 - *Public Defenders Act 1995*
 - *Public Notaries Act 1997*
 - *Recovery of Imposts Act 1963*
 - *Relationships Register Act 2010*, jointly with the Minister for Customer Service and Digital Government
 - *Reorganised Church of Jesus Christ of Latter-Day Saints Trust Property Act 1959*
 - *Restraints of Trade Act 1976*
 - *Restricted Premises Act 1943*
 - *Roman Catholic Church Communities' Lands Act 1942*
 - *Roman Catholic Church Trust Property Act 1936*
 - *Royal Blind Society (Merger) Act 2005*
 - *Royal Institute for Deaf and Blind Children Act 1998*
 - *Russian Orthodox Church (NSW) Property Trust Act 1991*
 - *Sale of Goods Act 1923*
 - *Sale of Goods (Vienna Convention) Act 1986*
 - *Scout Association of Australia (New South Wales Branch) Incorporation Act 1928*
 - *Sea-Carriage Documents Act 1997*
 - *Sheriff Act 2005*
 - *Solicitor General Act 1969*
 - *St. Shenouda Coptic Orthodox Monastery (NSW) Property Trust Act 2014*
 - *Standard Time Act 1987*
 - *Status of Children Act 1996*
 - *Stewards' Foundation of Christian Brethren Act 1989*
 - *Succession Act 2006*
 - *Suitors' Fund Act 1951*
 - *Summary Offences Act 1988*
 - *Sunday (Service of Process) Act 1984*

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- *Supreme Court Act 1970*
 - *Surrogacy Act 2010*
 - *Surveillance Devices Act 2007*
 - *Telecommunications (Interception and Access) (New South Wales) Act 1987*
 - *Terrorism (Commonwealth Powers) Act 2002*
 - *Terrorism (High Risk Offenders) Act 2017*
 - *Terrorism (Police Powers) Act 2002*
 - *Trees (Disputes Between Neighbours) Act 2006*
 - *Trustee Act 1925*
 - *Trustee Companies Act 1964*
 - *Unauthorised Documents Act 1922*
 - *Uniting Church in Australia Act 1977*
 - *Vexatious Proceedings Act 2008*
 - *Victims Rights and Support Act 2013*
 - *Westpac Banking Corporation (Transfer of Incorporation) Act 2000*
 - *Witnesses Examination Act 1900*
 - *Workplace Surveillance Act 2005*
 - *Young Men's Christian Association of Sydney Incorporation Act 1906*
 - *Young Offenders Act 1997*, whole Act (except sections 49, 60 and 61 and Schedule 1)

Minister for Veterans

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

Minister for the Prevention of Domestic Violence and Sexual Assault

- Nil

Minister for Corrections

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

Minister for Families and Communities

- *Adoption Act 2000*
- *Child Protection (International Measures) Act 2006*
- *Child Protection (Working with Children) Act 2012*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Children's Guardian Act 2019*

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- *Community Services (Complaints, Reviews and Monitoring) Act 1993*, jointly with the Minister for Disability Inclusion and the Minister for Seniors
 - *Community Welfare Act 1987*, whole Act (except Part 5 and any other provisions of that Act in so far as they relate to functions under Part 5)

Minister for Disability Inclusion

- *Ageing and Disability Commissioner Act 2019*, jointly with the Minister for Seniors
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*, jointly with the Minister for Families and Communities and the Minister for Seniors
- *Disability Inclusion Act 2014*
- *National Disability Insurance Scheme (NSW Enabling) Act 2013*
- *National Disability Insurance Scheme (Worker Checks) Act 2018*

Minister for Seniors

- *Ageing and Disability Commissioner Act 2019*, jointly with the Minister for Disability Inclusion
- *Carers (Recognition) Act 2010*
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*, jointly with the Minister for Families and Communities and the Minister for Disability Inclusion

Minister for Youth Justice

- *Child Welfare (Commonwealth Agreement Ratification) Act 1941*
- *Child Welfare (Commonwealth Agreement Ratification) Act 1962*
- *Children (Community Service Orders) Act 1987*
- *Children (Detention Centres) Act 1987*
- *Children (Interstate Transfer of Offenders) Act 1988*
- *Young Offenders Act 1997*, sections 49, 60 and 61 and Schedule 1

Minister for Youth

- *Advocate for Children and Young People Act 2014*

Minister for Housing

- *Aboriginal Housing Act 1998*
- *Boarding Houses Act 2012*, (a) Parts 1 and 5 and Schedule 2, Part 1, jointly with the Minister for Better Regulation and Fair Trading. (b) Part 4 and Schedule 2, Part 2, solely
- *Community Housing Providers (Adoption of National Law) Act 2012*
- *Housing Act 2001*
- *Residential Tenancies Act 2010*, Part 7, jointly with the Minister for Better Regulation and Fair Trading
- *Teacher Housing Authority Act 1975*

Minister for Homelessness

- Nil

Minister for Police and Counter-Terrorism

- *Child Protection (Offenders Prohibition Orders) Act 2004*, jointly with the Attorney General
- *Crime Commission Act 2012*
- *Criminal Assets Recovery Act 1990*

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- *Dedicated Encrypted Criminal Communication Device Prohibition Orders Act 2022*
 - *Drug Misuse and Trafficking Act 1985, Part 2A*, jointly with the Minister for Health
 - *Drug Supply Prohibition Order Pilot Scheme Act 2020*, jointly with the Attorney General
 - *Law Enforcement (Powers and Responsibilities) Act 2002*, jointly with the Attorney General
 - *Mandatory Disease Testing Act 2021*, jointly with the Attorney General
 - *Unexplained Wealth (Commonwealth Powers) Act 2018*

Minister for Multiculturalism

- *Multicultural NSW Act 2000*

4.2.2 Legislative changes in 2023–24

Changes in Acts and subordinate legislation

Changes in Acts allocated to the Attorney General

- *Anti-Discrimination Act 1977*
- *Bail Act 2013*
- *Children (Criminal Proceedings) Act 1987*
- *Civil and Administrative Tribunal Act 2013*
- *Civil Procedure Act 2005*
- *Conversion Practices Ban Act 2024*
- *Court Security Act 2005*
- *Crimes Act 1900*
- *Crimes (Domestic and Personal Violence) Act 2007*
- *Crimes (Forensic Procedures) Act 2000*
- *Crimes (High Risk Offenders) Act 2006*
- *Criminal Appeal Act 1912*
- *Criminal Procedure Act 1986*
- *Defamation Act 2005*
- *Dormant Funds Act 1942*
- *Drug Misuse and Trafficking Act 1985*
- *Jury Act 1977* (note *Jury Amendment Act 2024* has not yet commenced but assented to on 31 May 2024)
- *Law Enforcement (Powers and Responsibilities) Act 2002*
- *Legal Aid Commission Act 1979*
- *Legal Profession Uniform Law (NSW) No 16 2014*
- *Legal Profession Uniform Law Application Act 2014*
- *Mental Health and Cognitive Impairment Forensic Provisions Act 2020*
- *NextSense Act 1998*
- *NSW Trustee and Guardian Act 2009*
- *Personal Injury Commission Act 2020*
- *Roman Catholic Church Communities' Lands Act 1942*
- *Sheriff Act 2005*
- *Summary Offences Act 1988*

-
- *Surveillance Devices Act 2007* (note Bail and Other Legislation Amendment (Domestic Violence) Bill 2024 commenced on 1 July 2024 but assented to on 29 June 2024)
 - *Terrorism (High Risk Offenders) Act 2017*
 - *Terrorism (Police Powers) Act 2002*
 - *Victims Rights and Support Act 2013*

Changes in Acts allocated to the Minister for Families and Communities

- *Children and Young People (Care and Protection) Act 1998*
- *Children's Guardian Act 2019*
- *Community Welfare Act 1987*
- *Community Services (Complaints, Reviews and Monitoring) Act 1993*

Changes in Acts allocated to the Minister for Disability Inclusion

- *Ageing and Disability Commissioner Act 2019*

Changes in Acts allocated to the Minister for Youth Justice

- *Children (Detention Centres) Act 1987*

Changes in Acts allocated to the Minister for Housing

- Nil

Changes in Acts allocated to the Minister for Homelessness

- Nil

Changes in Act allocated to the Minister for Youth

- Nil

Changes in Acts allocated to the Minister for Corrections

- *Crimes (Administration of Sentences) Act 1999*

Changes in Acts allocated to the Minister for Veterans

- Nil

Changes in Acts allocated to the Minister for Seniors

- *Ageing and Disability Commissioner Act 2019*

Changes in Acts allocated to the Minister for Domestic Violence and Sexual Assault

- Nil

Amendments to Regulations in 2023–24

Amendments to Regulations allocated to the Attorney General

- Births, Deaths and Marriages Registration Regulation 2017
- Children (Criminal Proceedings) Regulation 2021
- Children (Detention Centres) Regulation 2015
- Civil Liability (Non-economic Loss) Order 2010
- Civil Procedure Regulation 2017

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- Crimes (Forensic Procedures) Regulation 2014
 - Crimes (High Risk Offenders) Regulation 2018
 - Criminal Procedure Regulation 2017
 - Criminal Records Regulation 2019
 - Criminal Assets Recovery Regulation 2023
 - Court Security Regulation 2021
 - Drug Court Regulation 2020
 - Evidence (Audio and Audio Visual Links) Regulation 2015
 - Fines Regulation 2020
 - Inclosed Lands Protection Regulation 2023
 - Industrials Relations (General) Regulation 2020
 - Industrial Relations (National System Employers) Order 2024
 - Jury Regulation 2022
 - Legal Profession Uniform General Rules 2015
 - Mining Regulation 2016
 - NSW Admission Board Rule 2023
 - Privacy and Personal Information Protection Regulation 2019
 - Roman Catholic Church Communities' Lands Amendment (John Paul II Institute for Marriage and Family, Melbourne) Proclamation 2024
 - Summary Offences Regulation 2020
 - Surveillance Devices Regulation 2022
 - Uniform Civil Procedure Rules 2005
 - Victims Rights and Support (Victims Support Levy) Notice 2024

Amendments to Regulations allocated to the Minister for Families and Communities

- Nil

Amendments to Regulations allocated to the Minister for Disability Inclusion

- Disability Inclusion Regulation 2023

Amendments to Regulations allocated to the Minister for Youth Justice

- Nil

Amendments to Regulations allocated to the Minister for Housing

- Community Housing Providers (Adoption of National Law) Regulation 2023

Amendments to Regulations allocated to the Minister for Homelessness

- Nil

Amendments to Regulations allocated to the Minister for Youth

- Nil

Amendments to Regulations allocated to the Minister for Corrections

- Nil

Amendments to Regulations allocated to the Minister for Veterans

- Nil

Amendments to Regulations allocated to the Minister for Seniors

- Nil

Amendments to Regulations allocated to the Minister for Domestic Violence and Sexual Assault

- Nil

Significant judicial decisions in 2023–24

MK v R; RB v R [2023] NSWCCA 180

The High Court considered the correct construction of an offence of persistent sexual abuse of a child under section 66EA of the *Crimes Act 1900*. The High Court confirmed that "a relationship" becomes an "unlawful sexual relationship", as required for under s 66EA(2), where there has been two or more unlawful sexual acts in the course of that relationship. The High Court held that it is not necessary to establish a separate element of "maintaining" an unlawful sexual relationship for this offence to be made out.

GLJ v The Trustees of the Roman Catholic Church for the Diocese of Lismore [2023] HCA 32

The High Court held that the decision to grant a permanent stay is not a discretionary decision but is a question which has a single correct answer. Accordingly, the High Court confirmed that the appropriate standard for appellate review in such cases is the "correctness standard" identified in *Warren v Coombes* (1979) 142 CLR 531. In the specific circumstances of this case, where the appellant had brought a civil personal injury claim against the Diocese of Lismore for injury as a result of sexual assault by a priest, the High Court held that the circumstances of the matter were not so exceptional as to justify a permanent stay and the proceedings were permitted to go to trial.

Xerri v The King [2024] HCA 5

The High Court held that for an offence of persistent sexual abuse of a child under section 66EA *Crimes Act 1900* applies to historical offences under that section the current maximum penalty of life imprisonment, not the prior maximum penalty of 25 years imprisonment.

Lam v R [2024] NSWCCA 6

The Court of Criminal Appeal held that the offence of indecent assaults upon males under section 81 *Crimes Act 1900* cannot be committed by a female upon a male.

DN v Secretary, Department of Communities and Justice [2023] NSWCA 321

The NSW Court of Appeal considered the jurisdiction of the Children's Court of NSW to make orders with respect to children and young people who were living overseas. The Court held that section 4 of the *Children and Young Persons (Care and Protection Act) 1998* (before its amendment in 2024) is a localising law and found that the Children's Court has no jurisdiction under the Act to make or vary orders for children and young people unless they are present or ordinarily living in NSW at the time of making orders.

Commissioner of Police v Attorney General for New South Wales [2024] NSWCA 150

On 19 June 2024, the NSW Court of Appeal dismissed an application for declaratory relief brought by the NSW Commissioner of Police and two police officers as to the proper construction of s 114(3)(d) of the *Law Enforcement Conduct Commission Act 2016* (NSW) and the interaction of the common law principle public interest immunity. The proceedings concerned access by the Law Enforcement Conduct Commission (LECC) to documents it considered relevant to the conduct of its power under s 114 to monitor extant critical investigations. The Court held that the legislature intended to abrogate the common law principles of public interest immunity where LECC requires compulsory production of information for the purposes of its oversight function. The judgment does not have any effect on the application of other privileges and immunities such as Parliamentary privilege and legal professional privilege. An appeal was filed with the High Court and subsequently discontinued.

Attorney General (Cth) v Hyunh [2023] HCA 13

The High Court held that Part 7 of the *Crimes (Appeal and Review) Act 2001* (which deals with review of convictions and sentences) does not operate, of its own force, with respect to a conviction of a Commonwealth offence. Instead, the High Court held that Part 7 provisions could apply to a person convicted of a Commonwealth offence if they can be given force as a Commonwealth law by way of section 68(1)(d) of the *Judiciary Act 1903* (Cth). The High Court majority confirmed that section 79(1)(b) of the *Crimes (Appeal and Review) Act 2001* can be given force as a Commonwealth law.

Catholic Metropolitan Cemeteries Trust v Attorney General of New South Wales [2024] NSWCA 30

On 16 February 2024, the full bench of the Court of Appeal, Bell CJ, Leeming JA and Ward P, handed down judicial advice in relation to the Catholic portion of the Rookwood Cemeteries. The Court made declarations that the proceeds of the Catholic portions of Rookwood Cemetery are subject to a charitable trust for the purpose of using the Catholic Cemetery as a burial ground for burying the dead of the Roman Catholic denomination.

Alamado Holdings Pty Ltd v Croc's Franchising Pty Lts & Ors SC No 2021/136164

On 16 November 2017, Alamdo, Croc's, and the second and third appellants executed a deed entitled "Agreement for Lease", as well as a memorandum of lease in registrable form. Croc's took possession of the Premises on 18 June 2018. In March 2020, Croc's ceased paying the full rent due to Alamdo. On 27 October 2023, the Court of Appeal (Payne JA, Stern JA and Basten AJA) remit the matter to the Equity Division. An entity was eligible for Jobkeeper if it satisfied the "decline in turnover" test in cl 8 of the Jobkeeper Rules before the end of the fortnight in which it first applied for Jobkeeper benefits. Croc's was an "impacted lessee" under the Second COVID Regulation. The National Code and the commercial leasing principles it contained were available extrinsic material when construing the COVID Regulations. The Second COVID Regulation's meaning should not be tied to that of the First COVID Regulation. Under the Second COVID Regulation, the cl 4 prohibition applied during the two-month prescribed period. Clauses 5 and 6 were not temporally limited to the prescribed period and could operate for the subsequent four months, albeit with narrower restrictions. Clause 4's blanket prohibition prevented Alamdo from terminating the tenancy at will or the AFL agreement on 3 December 2020. In dissent, Basten AJA considered that cll 4, 5, 6 and 7 should be read as a package.

Constitutional matters

Kvelde v State of New South Wales [2023] NSWSC 1560

The Supreme Court held that offences created by 214A(1)(c) and 214A(1)(d) *Crimes Act 1900*, impermissibly infringed the constitutional implied freedom of political communication to the extent that it prohibited certain conduct that causes the closure of part of a major facility or causes persons attempting to use the major facility to be redirected.

Wojciechowska v Secretary, Department of Communities and Justice; Wojciechowska v Registrar, Civil and Administrative Tribunal [2023] NSWCA 191

Ms Wojciechowska, at all material times has been a resident of Tasmania, who since 2019, has commenced and maintained various review proceedings in NCAT under the *Privacy and Personal Information Protection Act 1998* and the *Government Information (Public Access) Act 2009*. The Respondents to the proceedings include

the Commissioner of Police, NSW Police Force and the Secretary of the Department of Communities and Justice. Ms Wojciechowska disputes the jurisdiction of NCAT to hear and determine the proceedings on the basis that they involve the exercise of judicial power contrary to *Burns v Corbett*. Ms Wojciechowska contended that NCAT cannot validly be conferred any power in respect of a matter in ss 75 or 76 of the *Constitution* (Cth), whether the power is administrative or judicial. On 17 August 2023, the Court of Appeal held that insofar as the Civil and Administrative Tribunal is dealing with applications under the *Privacy and Personal Information Protection Act 1998*, and if and when damages are sought, the Tribunal does exercise judicial power and thus its jurisdiction may be affected by the constitutional prohibition against the exercise of federal judicial power by administrative tribunals and insofar as where the Tribunal is dealing with applications under the *Government Information (Public Access) Act 2009*, it exercises administrative power, and thus its jurisdiction is not affected by the constitutional prohibition against the exercise of federal judicial power by administrative tribunals. The Department of Communities and Justice has appealed the decision.

Kanajenhalli Mohan (Dr) v State of NSW (Western NSW Local Health District) – CA No 2023/30668

These proceedings originated in the Personal Injury Commission over eligibility for the payment of benefits under the *Workers Compensation Act 1987* and the *Workplace Injury Management and Workers Compensation Act 1998*. A question arose as to whether the Commission had jurisdiction to determine the dispute in circumstances where the applicant was a resident in Queensland and the respondent was the Western NSW Local Health District. The State of NSW intervened as the decision raised diversity jurisdiction issues. On 30 August 2023, the Court of Appeal (Leeming JA, Adamson JA and Basten AJA) determined that the Personal Injury Commission exercises administrative power when dealing with the sole issue of the application of section 11A(1) of the *Workers Compensation Act 1987* and set aside the opinion, being a decision under s 353(5) of the *Workplace Injury Management and Workers Compensation Act 1998* (NSW) of Deputy President Wood delivered on 18 January 2023 and in lieu thereof held that neither the decision of Member Burge nor the appeal to the Personal Injury Commission involves or has involved the exercise of judicial power within Ch III of the *Constitution* (Cth). The Court of Appeal remitted the matter to the President of the Personal Injury Commission to be determined according to law.

Dungog Shire Council v Attorney General of NSW, NTSCORP Limited, Scott McCain Franks NSD1340/2020

These proceedings concern an application by Dungog Shire Council under s 61(1) of the *Native Title Act 1993* (Cth) seeking a determination that native title does not exist in respect of the Paterson Sportsground. Dungog Shire Council's claim is based on the contention that before 23 December 1996 the land was the subject of a previous exclusive possession act within the meaning of s 23B(2)(c), being the grant or vesting of a freehold estate in line with previous deeds. The Attorney General of New South Wales, generally, but not entirely, supported the position adopted by the Council. On 1 March 2024, Burley J found that the Council has power to make the non-claimant application, but that it has not established on the balance of probabilities that all native title rights and interests that might exist in respect of the relevant land have been extinguished by the former deeds. The Court concluded that the Council had not discharged its onus to establish that all native title rights and interest that might once have existed in respect of the land had been extinguished and that, therefore, the grant of land by way of the former Deed did not constitute a previous exclusive possession act.

Milner J & Anor v Martini R2022/297335

A landlord in Tasmania commenced proceedings in the NCAT seeking a termination order under ss 81(1) and 85(3) of the *Residential Tenancies Act 2010* (NSW) after issuing a termination notice to the tenant in NSW. In the Local Court, the defendant, Mr Martini, challenged the validity of the conferral of the powers in ss 81(1) and 85(3) of the *Residential Tenancies Act 2010* (NSW) by s 34C(3) of the *Civil and Administrative Tribunal Act 2013* (NSW). The Attorney intervened in these proceedings to argue that the Local Court has an evaluative exercise to perform under s 85(3) of the *Residential Tenancies Act 2010* (NSW) when determining, in the application of ordinary judicial method, whether the preconditions to the (required) making of a termination order are satisfied. On 19 December 2023, Magistrate Atkinson accepted the Attorney General's submissions, granting leave under Pt 3A of the *Civil and Administrative Tribunal Act 2013* (NSW) and dismissing the Defendant's challenge to the constitutional validity of s 85(3). Her Honour was satisfied that the power under s 85(3) is not invalid and that the court has the power to make a termination order under s 85(3) when exercising federal jurisdiction.

Vanderstock & Anor v State of Victoria [2023] HCA 30

On 6 June 2022, the plaintiffs sought the matter be referred to the High Court of Australia. The plaintiffs argued that the *Zero and Low Emission Vehicle ("ZLEV") Distance-Based Charge Act 2021* (Vic) imposed an excise and is beyond State power by force of s 90 of the Constitution. The State of NSW intervened in support of the State of Victoria. On 18 October 2023, by a majority of four Justices to three (Kiefel CJ, Gageler and Gleeson JJ; Jagot J agreeing), the High Court found that s 7(1) of the *ZLEV Charge Act* imposed a duty of excise contrary to s 90 and is therefore invalid. As a consequence of ss 90 and 92 of the Constitution, their Honours noted, "any tax on ZLEVs or any other goods [at any stage, including use] can be imposed only by uniform national legislation".

4.2.3 Surveillance Devices Act 2007 and Report of the Surveillance Devices Commissioner

Statistical information about section 45A of the *Surveillance Devices Act 2007*

Section 45A <i>Surveillance Devices Act 2007</i>		2023–24
The number of matters in which the advice of the Attorney General has been sought in respect of a prospective application for a warrant	Notices received pursuant to section 17(5A) in relation to pending applications	928
	Notices culminating in consultation (Attorney General's delegate with applicant agency)	305
	Consultation culminating in further development of warrant application	275
The number of applications for a warrant that have been made		828
The number of applications for an extension or variation of an issued warrant		90
The number of applications in which the Attorney General was heard before the Judge or Magistrate in the determination of the application	Written submissions	110
	In-person submissions	0
The number of applications that were withdrawn before being determined	Notices served pursuant to section 17(5A) but application not made to eligible Judge	7
	Applications made to eligible Judge but withdrawn prior to determination	2
The number of applications that were refused		17
The number of warrants in respect of which a direction was given under section 52(1) to supply information to a person about the warrant or use of a surveillance device (or both)		0

Report of the Surveillance Devices Commissioner

Introduction

The Surveillance Devices Commissioner (SD Commissioner) exercises functions of the Attorney General under Parts 3 and 5 of the *Surveillance Devices Act 2007* (the SDA) through a delegation under s 51B of the Act. The functions involve the SD Commissioner:

- receiving notice of pending warrant applications
- retaining a right to be heard on each application
- receiving reports in relation to the use made by applicant agencies of the surveillance devices authorised by issued warrants.

In addition to these delegated legislative functions, the SD Commissioner exercises a general leadership role in promoting the objects of the SDA and ensuring the integrity and efficacy of its administration.

Regulation of Surveillance Device Act warrant application

The SD Commissioner received notices of pending applications by law enforcement agencies and exercised (or refrained from exercising) the right to be heard on each application. The SD Commissioner, in exercising these functions used his position to ensure that eligible Judges are placed in a primary position to make the assessments as to the merit or otherwise of applications. The SD Commissioner reviewed each pending application and worked with applicant agencies to address any apparent deficiencies. In appropriate circumstances the SD Commissioner furnished written submissions to assist the presiding eligible Judge or to otherwise protect the public interest.

The SD Commissioner continued to work with applicant agencies to enhance the processes associated with SDA warrant applications. He continued to prepare and circulate publications in relation to key legal issues associated with SDA applications. The SD Commissioner conducted training in relation to the SDA application process with officers from the NSW Police Force, the ICAC and the LECC.

Regulation of 'use' of Surveillance Device Act authority

The SD Commissioner received reports on the use of SDA authority that were required from law enforcement agencies under s 44 of the SDA. He routinely sought clarification when the information provided fell short of statutory requirements and responded to reports that disclosed possible SDA breaches or any other apparent malpractice.

Accountability and data use

In the reporting year the SD Commissioner continued to promote the provision of an expanded report on SDA operations to Parliament under s 45 of the SDA. The SD Commissioner prepared and submitted feedback reports to each applicant agency.

A key development in the reporting year was the securing of the office's business record. It digitised and secured its legacy business record. It digitised all business processes and established a new secure electronic operational business environment and storage capacity. The SD Commissioner's office now operates at the highest available levels of security, befitting the sensitivity of its operations.

4.2.4 Report of the Commissioner of Victim Rights

As required by section 13(5) *Victims Rights and Support Act 2013 (NSW)*

Under the direction of the Commissioner of Victims Rights, Victims Services provides access to counselling and financial assistance to victims of violent crime in NSW under the Victims Support Scheme, promotes the Charter of Victims Rights and delivers programs to support victims of crime.

Providing access to victims support under the Victims Support Scheme

Applications received for victims support

Total applications received by support type

	All applications	Applications where victim identifies as Aboriginal and Torres Strait Islander ¹	
		Number of applications	Percentage of total (%) ³
Counselling	32,628	5,019	15.4
Financial Support ²	10,031	1,840	18.3
Recognition Payment	20,953	3,965	18.9

¹ It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

² This includes financial support applications for immediate needs, economic loss and funeral expenses.

³ Percentage of total applications received for support type.

Total applications received by gender and support type

Gender	Counselling	Financial support ¹	Recognition payment
Female	25,940	8,469	16,040
Male	6,494	1,499	4,832
Non-specific	194	63	81
Total	32,628	10,031	20,953

¹ This includes financial support applications for immediate needs, economic loss and funeral expenses.

Applications received by act of violence (all)

	Counselling		Financial support ¹		Recognition payment	
	Applications	Percentage of total (%)	Applications	Percentage of total (%)	Applications	Percentage of total (%)
Domestic/ Family violence (adult)	12,980	39.8	7,325	73.0	8,322	39.7
Domestic/ Family violence (child)	5,920	18.1	357	3.6	1,530	7.3
Sexual assault (adult)	2,471	7.6	403	4.0	1,882	9.0
Sexual assault (child)	6,390	19.6	277	2.8	4,433	21.2
Homicide	228	0.7	163	1.6	144	0.7
Other acts of violence	4,639	14.2	1,506	15.0	4,642	22.1
Total	32,628	100	10,031	100	20,953	100

¹ This includes financial support applications for immediate needs, economic loss and funeral expenses.

Applications received by act of violence (where victim identifies as Aboriginal and Torres Strait Islander¹)

	Counselling		Financial support ²		Recognition payment	
	Applications	Percentage of total (%)	Applications	Percentage of total (%)	Applications	Percentage of total (%)
Domestic/ Family violence (adult)	1,964	39.1	1,419	77.1	1,761	44.4
Domestic/ Family violence (child)	937	18.7	81	4.4	283	7.1
Sexual assault (adult)	306	6.1	71	3.9	270	6.8
Sexual assault (child)	1,094	21.8	44	2.4	875	22.1
Homicide	27	0.5	6	0.3	18	0.5
Other acts of violence	691	13.8	219	11.9	758	19.1
Total	5,019	100	1,840	100	3,965	100

1 It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

2 This includes financial support applications for immediate needs, economic loss and funeral expenses.

Applications for counselling

Outcomes of counselling applications

		Outcome: All applications	Outcome: Applications where victim identifies as Aboriginal and Torres Strait Islander ¹
Counselling	Total	32,860	5,062
	Approved	32,808	5,049
	Dismissed	50	13
	Withdrawn	2	0

Note: Applications determined may include applications received from previous financial years.

1 It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Outcomes of counselling applications by act of violence

		Total	Approved	Dismissed	Withdrawn
Counselling: All applications	Domestic/Family violence (adult)	13,095	13,072	21	2
	Domestic/Family violence (child)	5,949	5,948	1	0
	Sexual assault (adult)	2,492	2,491	1	0
	Sexual assault (child)	6,427	6,423	4	0
	Homicide	216	200	16	0
	Other acts of violence	4,681	4,674	7	0
	Total	32,860	32,808	50	2
Counselling: Applications where victim identifies as Aboriginal and Torres Strait Islander ¹	Domestic/Family violence (adult)	1,989	1,984	5	0
	Domestic/Family violence (child)	947	947	0	0
	Sexual assault (adult)	313	312	1	0
	Sexual assault (child)	1,102	1,100	2	0
	Homicide	20	18	2	0
	Other acts of violence	691	688	3	0
	Total	5,062	5,049	13	0

Note: Applications determined may include applications received from previous financial years.

¹ It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Applications for financial assistance for immediate needs

Outcomes of claim items for financial assistance for immediate needs¹

		Outcome: All claim items	Outcome: Claim items where victim identifies as Aboriginal and Torres Strait Islander ²
Financial assistance for immediate needs	Total	38,035	7,559
	Approved	15,449	2,886
	Dismissed	22,573	4,673
	Withdrawn	13	0

Note: Applications determined may include applications received from previous financial years.

¹ An application may claim multiple expenses/costs. Each expense/cost is a separate claim item.

² It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Outcomes of claim items for financial assistance for immediate needs by act of violence¹

		Total	Approved	Dismissed	Withdrawn
Financial assistance for immediate needs: All	Domestic/Family violence (adult)	31,272	12,867	18,393	12
	Domestic/Family violence (child)	1,346	471	875	0
	Sexual assault (adult)	1,365	509	856	0
	Sexual assault (child)	397	191	206	0
	Homicide	209	131	78	0
	Other acts of violence	3,446	1,280	2,165	1
	Total	38,035	15,449	22,573	13
Financial assistance for immediate needs: Where victim identifies as Aboriginal and Torres Strait Islander ²	Domestic/Family violence (adult)	6,192	2,468	3,724	0
	Domestic/Family violence (child)	343	132	211	0
	Sexual assault (adult)	265	75	190	0
	Sexual assault (child)	115	45	70	0
	Homicide	9	7	2	0
	Other acts of violence	635	159	476	0
	Total	7,559	2,886	4,673	0

Note: Applications determined may include applications received from previous financial years.

¹ An application may claim multiple expenses/costs. Each expense/cost is a separate claim item.

² It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Top five reasons for dismissal – claim items for financial assistance for immediate needs¹

Top five (5) financial assistance for immediate needs claim items by dismissal reason	All		Where victim identifies as Aboriginal and Torres Strait Islander ²	
	Claim items	Percentage of total (%)	Claim items	Percentage of total (%) ³
Act of violence – no offence/violent conduct – 19(1)(a) & (b)	4,372	19.4	750	16.0
Expense immediate needs – not urgent/not health, safety, wellbeing	4,130	18.3	805	17.2
Expense – not a direct result of the act of violence	3,793	16.8	757	16.2
Maximum cap reached	3,642	16.1	735	15.7
Expense – conditions of previous approval not met	2,801	12.4	841	18.0

Note: Applications determined may include applications received from previous financial years.

1 An application may claim multiple expenses/costs. Each expense/cost is a separate claim item.

2 It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

3 Percentage of dismissed claim items where victim identifies as Aboriginal and Torres Strait Islander.

Applications for financial assistance for economic loss

Outcomes of claim items for financial assistance for economic loss¹

		Outcome: All claim items	Outcome: Claim items where victim identifies as Aboriginal and Torres Strait Islander ²
Financial assistance for economic loss	Total	5,431	489
	Approved	2,437	236
	Dismissed	2,982	253
	Withdrawn	12	0

Note: Applications determined may include applications received from previous financial years.

1 An application may claim multiple expenses/costs. Each expense/cost is a separate claim item.

2 It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Outcomes of claim items for financial assistance for economic loss by act of violence¹

		Total	Approved	Dismissed	Withdrawn
Financial assistance for economic loss: All	Domestic/Family violence (adult)	1,576	504	1,072	0
	Domestic/Family violence (child)	138	58	80	0
	Sexual assault (adult)	413	182	231	0
	Sexual assault (child)	680	364	304	12
	Homicide	175	114	61	0
	Other acts of violence	2,449	1,215	1,234	0
	Total	5,431	2,437	2,982	12
Financial assistance for economic loss: Where victim identifies as Aboriginal and Torres Strait Islander ²	Domestic/Family violence (adult)	124	34	90	0
	Domestic/Family violence (child)	3	2	1	0
	Sexual assault (adult)	106	65	41	0
	Sexual assault (child)	27	7	20	0
	Homicide	11	8	3	0
	Other acts of violence	218	120	98	0
	Total	489	236	253	0

Note: Applications determined may include applications received from previous financial years.

1 An application may claim multiple expenses/costs. Each expense/cost is a separate claim item.

2 It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Top five reasons for dismissal – claim items for financial assistance for economic loss

Top five (5) financial assistance for economic loss claim items by dismissal reason ¹	All		Where victim identifies as Aboriginal and Torres Strait Islander ²	
	Claim items	Percentage of total (%)	Claim items	Percentage of total (%) ³
Expense – not a direct result of the act of violence	1,478	49.6	133	52.6
Act of violence – no offence/violent conduct – 19(1)(a) & (b)	286	9.6	15	5.9
Documentary evidence unverified	191	6.4	27	10.7
Expense loss of earnings – actual loss not established	154	5.2	13	5.1
Expense previously determined	109	3.7	15	5.9

Note: Applications determined may include applications received from previous financial years.

1 An application may claim multiple expenses/costs. Each expense/cost is a separate claim item.

2 It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

3 Percentage of dismissed claim items where victim identifies as Aboriginal and Torres Strait Islander.

Applications for recognition payment

Outcomes of recognition payment applications

		Outcome: All applications	Outcome: Applications where victim identifies as Aboriginal and Torres Strait Islander ¹
Recognition Payment	Total	20,157	3,958
	Approved	11,570	1,960
	Dismissed	3,444	629
	Withdrawn	3	0
	Lapsed	5,140	1,369

Note: Applications determined may include applications received from previous financial years.

1 It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Outcomes of recognition payment applications by act of violence

		Total	Approved	Dismissed	Withdrawn	Lapsed
Recognition Payment: All applications	Domestic/Family violence (adult)	8,145	3,701	1,385	1	3,058
	Domestic/Family violence (child)	1,521	914	239	0	368
	Sexual assault (adult)	1,805	1,212	343	0	250
	Sexual assault (child)	4,139	3,069	608	2	460
	Homicide	159	95	60	0	4
	Other acts of violence	4,388	2,579	809	0	1,000
	Total	20,157	11,570	3,444	3	5,140
Recognition Payment: Applications where victim identifies as Aboriginal and Torres Strait Islander ¹	Domestic/Family violence (adult)	1,752	689	245	0	818
	Domestic/Family violence (child)	297	134	44	0	119
	Sexual assault (adult)	265	163	46	0	56
	Sexual assault (child)	852	572	145	0	135
	Homicide	15	6	7	0	2
	Other acts of violence	777	396	142	0	239
	Total	3,958	1,960	629	0	1,369

Note: Applications determined may include applications received from previous financial years.

¹ It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Applications awarded a recognition payment by category of payment

A recognition payment is a lump sum payment made in acknowledgment of the trauma suffered by a victim of an act of violence or act of modern slavery. The *Victims Rights and Support Act 2013* sets out the four categories of recognition payments:

- Category A payments are only available to family victims of an act of violence involving homicide
- Category B payments are available to primary victims of an act of violence involving certain sexual offences
- Category C payments are available to primary victims of an act of violence involving certain sexual offences, assault resulting in grievous bodily harm and physical assault of a child that involves a series of related acts
- Category D payments are available to primary victims of an act of violence involving certain sexual offences, a robbery involving violence and an assault not resulting in grievous bodily harm.

		All applications	Applications where victim identifies as Aboriginal and Torres Strait Islander ¹
Category A		90	6
Category B	Sexual assault (adult)	682	88
	Sexual assault (child)	2,355	433
	Total	3,037	521
Category C	Domestic/Family violence (adult)	375	98
	Domestic/Family violence (child)	540	68
	Sexual assault (adult)	506	67
	Sexual assault (child)	510	93
	Other acts of violence	950	137
	Total	2,881	463
Category D	Domestic/Family violence (adult)	3,178	573
	Domestic/Family violence (child)	337	62
	Sexual assault (adult)	181	30
	Sexual assault (child)	241	49
	Other acts of violence	1,625	256
	Total	5,562	970

Note: Applications determined may include applications received from previous financial years.

¹ It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

Top five reasons for dismissal – applications for recognition payment

Top five (5) recognition payment by dismissal reason	All		Where victim identifies as Aboriginal and Torres Strait Islander ¹	
	Applications	Percentage of total (%)	Applications	Percentage of total (%) ²
Act of violence – no offence/violent conduct – 19(1)(a) & (b)	1,671	48.5	293	46.6
Section 39 – Evidence does not establish act of violence	421	12.2	68	10.8
Section 39 – Evidence does not verify injury	362	10.5	74	11.8
Act of violence considered on another application	296	8.6	74	11.8
Act of violence – no injury – 19(1)(c)	132	3.8	23	3.7

Note: Applications determined may include applications received from previous financial years.

1 It is optional for applicants to disclose whether they are of Aboriginal and Torres Strait Islander origin.

2 Percentage of dismissed applications where victim identifies as Aboriginal and Torres Strait Islander.

Service standards

Service	Service standard	2023–24 Median
Response time on Victims Access Line (VAL)	Less than 2 minutes	1 minute and 47 seconds
Registering applications	2 days	1 day
Time to determine counselling	2 days	1 day
Time to determine financial assistance – immediate needs	14 days	9 days
Time to determine financial assistance – economic loss	28 days	18 days
Time to determine recognition payments	90 days	71 days

Note: All days are calendar days.

Average amount awarded

Act of Violence	Immediate Needs (\$)	Economic Loss (\$)	Recognition Payment (\$)
Total (for all acts of violence)	3,788	2,442	4,674
Domestic/Family Violence (adult)	4,073	2,737	2,195
Domestic/Family Violence (child)	3,881	1,659	3,912
Sexual Assault (adult)	3,151	2,463	6,643
Sexual Assault (child)	2,496	2,359	8,503
Homicide	1,865	2,294	10,667
Other acts of violence	2,218	2,360	2,816

Once an applicant is found to be eligible for support, maximum amounts provided are fixed by regulation according to the applicable category of recognition payment and expenses or lost earnings claimed as a result of the act. Amounts may be paid over five years, as claims for financial assistance remain open for that period. As a result, this data does not represent the total an individual victim may receive over the life of their claim.

Victims support given

In 2023–24, the following was provided in victims support:

- \$39.8 million was paid in counselling support to victims of crime
- \$21.9 million was awarded for financial assistance for immediate needs
- \$2.0 million was awarded for financial assistance for economic loss
- \$54.1 million was awarded for recognition payments.

The below table is a breakdown of victims support given by act of violence type.

	Paid in counselling support (\$million)	Awarded for financial assistance for immediate needs (\$million)	Awarded for financial assistance for economic loss (\$million)	Awarded for recognition payments (\$million)
Domestic/Family violence (adult)	11.5	18.9	0.6	8.1
Domestic/Family violence (child)	7.4	0.7	0.03	3.6
Sexual assault (adult)	3.0	0.6	0.2	8.1
Sexual assault (child)	13.4	0.2	0.2	26.1
Homicide	0.3	0.2	0.1	1.0
Other acts of violence	4.2	1.3	0.9	7.2
Total	39.8	21.9	2.0	54.1

Applications for reviews

The *Victims Rights and Support Act 2013* provides a mechanism for internal review of decisions regarding applications made for victims support. Victims may lodge additional information when requesting an internal review which may increase the amount awarded.

There were 2,034 requests for internal review lodged in 2023–24. For the 1,998 requests finalised in 2023–24:

- 914 requests were approved and awarded an increased amount of victims support
- 225 requests were approved for the same amount of victims support
- 852 requests were dismissed
- 7 requests were withdrawn.

Note: Requests finalised may include requests received from previous financial years.

Under the *Victims Rights and Support Act 2013*, victims not satisfied with recognition payment decisions can lodge an application with the NSW Civil and Administrative Tribunal (NCAT).

In 2023–24 there were 63 applications for external review lodged in NCAT relating to victims support matters. 36 applications were finalised:

	External review relating to victims support matters
Dismissed affirming the Commissioner's decision	7
Dismissed with variation to the Commissioner's decision	N/A
Withdrawn by the applicant	6
Settled prior to hearing	14
Set aside the Commissioner's decision	9

Note: Applications finalised may include applications received from previous financial years.

Recovering amounts paid from convicted offenders

Part 5 of the *Victims Rights and Support Act 2013* enables payments made to victims under the Victims Support Scheme to be recovered from persons found guilty of the crime relating to the payments. If the offender does not pay the restitution amount, that amount will be transferred to Revenue NSW for debt collection.

Financial information relating to restitution orders is disclosed in the Department's financial statements in Volume 2.

In 2023–24 there were 2,949 restitution orders issued. For the 261 objections determined in 2023–24:

Restitution order confirmed	190
Restitution order reduced	37
Restitution order revoked	34

Note: Objections determined may include objections received from previous financial years.

In 2023–24, there were 21 applications for external review lodged in NCAT relating to restitution orders. 13 applications were finalised:

	External review relating to restitution orders
Dismissed affirming the Commissioner’s decision	5
Dismissed with variation to the Commissioner’s decision	4
Withdrawn by the applicant	1
Settled prior to hearing	3
Set aside the Commissioner’s decision	0

Note: Applications finalised may include applications received from previous financial years.

In 2023–24 there were 2 applications to the NSW Supreme Court, made by offenders, both relating to restitution orders. One case was withdrawn by the plaintiff. In the other case the NCAT decision was affirmed.

Providing information to victims of crime

Improved resources and applications for the Victims Support Scheme

In May 2024, a new Application for Support was released, streamlining access to all support types under the Victims Support Scheme. Available online and in PDF format, this single form improves accessibility and user experience, with the online version featuring an eligibility checker.

The new application is accompanied by enhanced website content, guidance on government-funded organisation reports, an updated Victims Support Scheme Quick Guide and new forms to claim loss of earnings and nominate an authorised representative.

The review and refresh of Victims Support Scheme resources will continue throughout 2024–25.

Enhanced website experience

Improvements to the Victims Services website in 2023–24 included a new homepage design and refreshed Victims Support Scheme content, with more comprehensive information on supporting documentation requirements.

Easy Read Guide

In February 2024, ‘Understanding the Victims Support Scheme – an Easy Read Guide’ was published on the Victims Services website. Developed in collaboration with the Council for Intellectual Disability, the Easy Read Guide enhances access to information for people with disability, lower literacy levels and who are not fluent in English.

Victims Support Scheme information sessions

In 2023–24, 30 Victims Support Scheme information sessions were delivered to government and non-government organisations, including domestic, family and sexual violence support services, as well as to religious and multicultural community leaders. These sessions educated 485 attendees about the Victims Support Scheme and accessing support.

Service Complaints

There were 55 complaints about service delivery received in 2023–24. Of these, 29 related to counsellors engaged under the Victims Support Scheme.

41 complaints were resolved, and 19 complaints are pending as at 30 June 2024.

Note: Service complaints resolved and pending may include service complaints received from previous financial years.

Operational policies, procedures and practice are regularly reviewed and updated to improve delivery of services. Complaints raising systematic issues are considered routinely as part of ongoing continuous improvement work.

Charter of Victims Rights

The Charter of Victims Rights ensures that a victim is treated with courtesy, compassion, and respect.

The Commissioner receives complaints from victims of crime about alleged breaches of the Charter of Victims Rights by NSW government agencies and government-funded organisations, and endeavours to resolve these complaints under the *Victims Rights and Support Act 2013*.

In 2023–24, the Commissioner received 12 complaints under the Charter of Victims Rights.

16 complaints were resolved, and 1 complaint is pending as at 30 June 2024.

Note: Charter complaints resolved and pending may include charter complaints received from previous financial years

4.2.5 NSW Government response to Royal Commission into Institutional Response to Child Sexual Abuse

DCJ continues to implement agreed actions under the NSW Government response to the Royal Commission into Institutional Responses to Child Sexual Abuse (Royal Commission). Key updates on DCJ's progress in 2023–24 are outlined below.

The Child Sexual Offence Evidence Program has recently been expanded state-wide, completing recommendations 52–54 and 59–60 of the Royal Commission's Criminal Justice Report. This program aims to reduce the stress and trauma experienced by children and young people who are victims and prosecution witnesses in sexual offence cases. The program makes the criminal justice process easier for children by pre-recording their evidence and providing witness intermediaries to assist them during police interviews and at court.

Recommendations aimed at improving the safety and wellbeing of young people in youth detention facilities have been completed. In response to recommendation 15.5 of the Royal Commission's Final Report, for state and territory governments to consider further strategies that provide for the cultural safety of Aboriginal and Torres Strait Islander children in youth detention, Youth Justice NSW has completed the following initiatives:

- The Youth Justice Aboriginal Employment Plan 2024–2026 was finalised in April 2024. The Plan's commitments include developing opportunities for Aboriginal employees; supporting Aboriginal employees to undertake further education; reviewing vacant positions for possible conversion to Aboriginal identified positions and/or undertaking targeted recruitment. The Plan also focuses on building a culturally capable, respectful, trauma-informed, anti-racist and inclusive workforce.
- The Youth Justice NSW Aboriginal Strategic Advisory Committee led the development and implementation of the Aboriginal Practice Mandate, which provides greater clarity around cultural programs and responses for young Aboriginal people.

Youth Justice NSW has established a range of ongoing training programs for staff on topics including trauma-informed practice, mental health, working with young people with a disability, working with Aboriginal young people, working with young people displaying harmful sexual behaviours, and drug and alcohol use and related offending. An external evaluation of Youth Justice NSW's four-year Domestic and Family Violence Strategy has also been completed. The evaluation found the Strategy was innovative and forward thinking. It was developed at a time when the literature and general understanding of young people who use and/or experience violence in the home was emergent. The Strategy commenced important work on focusing efforts internally and laying strong foundations within Youth Justice. Most staff indicated support for retaining the 'Strategy' and to consolidate the work to date, building on what has been achieved so far.

At a Ministerial Forum on Child Safety hosted by the Commonwealth Attorney-General, the Hon Mark Dreyfus KC MP in November 2023, the NSW Minister for Families and Communities, the Hon Kate Washington MP obtained agreement from jurisdictions to progress work on the national child safety and wellbeing information sharing scheme recommended by the Royal Commission. An interjurisdictional Information Sharing Sub-Working Group, co-chaired by DCJ and the Victorian Department of Education, was established in May 2024 to progress this work under the National Strategy to Prevent and Respond to Child Sexual Abuse 2021–2030.

4.2.6 Risk management and insurance

Risk management activities

DCJ maintains several management disciplines to comply with the *NSW Treasury Policy on Internal Audit and Risk Management Policy for the General Government Sector (TPP20-08)*. The following management disciplines are complementary and constitute the foundation of the department's resilience.

Enterprise Risk Management (ERM)

DCJ is committed to the proactive management of risk, recognising that risk management is an integral part of sound management practice and an essential element of good corporate governance.

DCJ's ERM aims to provide greater assurance that it will achieve its objectives and realise its outcomes by minimising threats and seizing opportunities for improvement. This is realised in applying a consistent risk management process wherever decisions are being made. This includes all projects, functions, and activities, at all levels.

ERM sets out the arrangements for the management of risk within DCJ agencies promoting a risk aware culture and providing a tool for leadership to manage existing and emerging risks across all activities.

Business Continuity Management (BCM)

The Department's Business Continuity Management approach is fully aligned with international Business Continuity Standards (ISO22301:2019) and the NSW Treasury's Organisational Resilience: Practitioner Guide for NSW Public Sector Organisations (TPP18-07). The approach continues to focus on strengthening resilience through effective business continuity planning, to minimise impacts and disruption to DCJ's most vital services, systems, and processes. This approach also ensures a unified and collaborative response to disruptions that span across divisions.

In response to severe weather conditions affecting NSW, the Department activated its El Niño and La Niña Emergency Management plans, addressing both flood and storm scenarios as well as heat and fire emergencies. These comprehensive plans guided the Department's preparation, response, and recovery efforts throughout the year when dealing with natural disasters. Currently, the Department is evaluating these plans to incorporate insights gained from recent events, aiming to enhance their effectiveness for future challenges.

A continuous improvement approach ensures the Department consistently reviews and updates its policies, processes, and procedures to adapt to evolving conditions. This strengthens the organisation's ability to mitigate future disruptions and enhance its overall preparedness.

Fraud control and corruption prevention

DCJ is committed to preventing and minimising fraud and corruption in the workplace. DCJ's Fraud and Corruption Prevention Control Policy sets out the responsibilities of management and employees to control, prevent, detect, and report risks associated with fraud and corruption.

DCJ maintains a 24/7 Fraud and Corruption Hotline to report suspected fraud or corruption matters via Core Integrity, an external independent provider, as well as various other mechanisms of reporting. The hotline also supports anonymous reporting.

Compliance and governance support

The DCJ Business Ethics and Compliance Unit administers and coordinates the following department wide programs, which assist in meeting the risk management requirements of TPP20-08:

- Conflicts of Interest
- Secondary Employment and Unpaid Work
- Gifts, Benefits and Bequests
- Legislative and Administrative Compliance Program.

The BECU also manages and coordinates declarations of DCJ senior executive and nominated non senior executive private interests to meet the centralised oversight requirements of Public Service Commissioner Circular 2015-08.

Internal audit

DCJ maintains an Internal Audit function which provides independent and objective assurance and advisory services designed to improve the Department's operations, risk management, controls and governance processes.

The Internal Audit function is headed by the Chief Audit Executive, who reports functionally to the Audit and Risk Committee (ARC). The purpose, authority and responsibility of Internal Audit are set out in its Charter which is approved by the Secretary.

During 2023–24, undertook various reviews across DCJ business areas, in accordance with the approved Internal Audit Plan and as requested by management.

Internal Audit services were delivered under a co-sourced delivery model i.e., using a combination of in-house resources and appropriately qualified third-party service providers.

Audit and Risk Committees

DCJ

DCJ has an independent Audit and Risk Committee (ARC). As part of its compliance with the Internal Audit and Risk Management Policy for the NSW public sector (TPP20-08), the ARC continued its advisory role in assisting the DCJ Secretary with relevant and timely advice on the department's governance, risk and control activities in addition to external accountability obligations.

Collectively, the ARC members have the experience, knowledge, and qualifications to effectively discharge their responsibilities as outlined in the ARC Charter and TPP20-08.

During the year the Chief Audit Executive reported to the ARC on the most significant internal audit findings, reports and related recommendations. In addition, members of senior management from various business areas were invited to give deep dive presentations focusing on their key risks.

Seven ARC meetings were held in 2023–24, with the number of meetings each independent member attended as follows:

- Independent Chair, Carolyn Burlew – seven
- Independent Member, Christine Feldmanis – seven
- Independent Member, Abby Bloom – seven
- Independent Member, Garry Dinnie – four
- Independent Member, Ian Gillespie – seven
- Independent Member, Jan McClelland – two.

A collaborative shared arrangement was established for an independent Homes NSW ARC to:

- ensure compliance with TPP20-08 and the Government Sector Finance Act
- provide an appropriate level of oversight to be maintained for the Agencies operations designed
- to achieve operational synergies.

Insurance activities

DCJ and John Williams Memorial Charitable Trust

Insurance is provided for all major assets and significant risks through the NSW Government self insurance scheme – the NSW Treasury Management Fund. This includes full workers compensation, motor vehicle, property, public liability and miscellaneous insurance cover.

QBE Insurance manages the department's workers compensation insurance and Gallagher Bassett manages the department's other insurances. To reduce the number and value of workers compensation insurance claims, the department monitors its claims experience on an ongoing basis, with a focus on work health and safety and claims management. Refer to [Part 4.1.3 – Work health and safety](#) for further information on workers compensation insurance claims and cost statistics.

Table 1: Number of claims, costs incurred and average cost for the department in 2023–24

	No. of claims	Total costs of accidents \$ ¹	Average cost \$
Motor vehicle accident	638	3,614,844	5,666
Property	126	16,536,165	131,239
Miscellaneous	7	62,642	8,949

Source: icare Portal Dashboard

¹ Total costs incurred = Latest estimate + amount paid – amount recovered. This is used to understand the whole and true value of a claim.

Public Liability Claims

The estimated outstanding value of potential claims in 2023–24 against the current public liability policy (subject to Treasury Managed Fund actuarial assessment) is \$206,684,962.

4.2.7 Internal audit and risk management attestation statements

Internal Audit and Risk Management Attestation Statement for the 2023–24 Financial Year for the Department of Communities and Justice

I, Michael Tidball am of the opinion that the Department of Communities and Justice has internal audit and risk management processes in operation that are, excluding the exemptions or transitional arrangements described below, compliant with the seven (7) Core Requirements set out in the *Internal Audit and Risk Management Policy for the General Government Sector*, specifically:

Core Requirements	For each requirement, please specify whether compliant, non-compliant, or in transition
Risk Management Framework	
1.1 The Accountable Authority shall accept ultimate responsibility and accountability for risk management in the agency.	Compliant
1.2 The Accountable Authority shall establish and maintain a risk management framework that is appropriate for the agency. The Accountable Authority shall ensure the framework is consistent with AS ISO 31000:2018.	Compliant
Internal Audit Function	
2.1 The Accountable Authority shall establish and maintain an internal audit function that is appropriate for the agency and fit for purpose.	Compliant
2.2 The Accountable Authority shall ensure the internal audit function operates consistent with the International Standards for Professional Practice for Internal Auditing.	Compliant
2.3 The Accountable Authority shall ensure the agency has an Internal Audit Charter that is consistent with the content of the 'model charter'.	Compliant
Audit and Risk Committee	
3.1 The Accountable Authority shall establish and maintain efficient and effective arrangements for independent Audit and Risk Committee oversight to provide advice and guidance to the Accountable Authority on the agency's governance processes, risk management and control frameworks, and its external accountability obligations.	Compliant
3.2 The Accountable Authority shall ensure the Audit and Risk Committee has a Charter that is consistent with the content of the 'model charter'.	Compliant

Membership

The independent chair and members of the Audit and Risk Committee are:

- Independent Chair, Carolyn Burlew, 1 August 2019 to 31 July 2024
- Independent Member 1, Christine Feldmanis, 1 August 2019 to 31 July 2024
- Independent Member 2, Abby Bloom, 1 August 2019 to 31 July 2024
- Independent Member 4, Garry Dinnie, 1 February 2021 to 31 January 2024
- Independent Member 5, Ian Gillespie, 14 July 2021 to 13 July 2028
- Independent Member 6, Jan McClelland, 1 February 2024 to 31 July 2024

Shared Arrangements

I, Michael Tidball advise that the Department of Communities and Justice has entered into an approved shared arrangement with the following agencies:

- Crown Solicitor's Office
- Legal Profession Admission Board
- Office of the Ageing and Disability Commissioner

The resources shared include the Audit and Risk Committee, the Chief Audit Executive and the internal audit functions. The shared Audit and Risk Committee is a Principal Department Led Shared Audit and Risk Committee.



Michael Tidball
Secretary
Department of Communities and Justice
19 September 2024

Lakshmi Satyanarayana
A/Chief Audit Executive and A/Director
Governance, Risk, Audit and Compliance
Contact: cae@dcj.nsw.gov.au

Internal Audit and Risk Management Attestation Statement for the 2023–24 Financial Year for the NSW Land and Housing Corporation

I, Michael Tidball, Secretary, am of the opinion that the NSW Land and Housing Corporation¹ has internal audit and risk management processes in operation that are compliant with the seven (7) Core Requirements set out in the *Internal Audit and Risk Management Policy for the NSW Public Sector*, specifically:

Core Requirements

Risk Management Framework

- | | | |
|-----|---|-----------|
| 1.1 | The Accountable Authority shall accept ultimate responsibility and accountability for risk management in the agency. | Compliant |
| 1.2 | The Accountable Authority shall establish and maintain a risk management framework that is appropriate for the agency. The Accountable Authority shall ensure the framework is consistent with AS/NZS ISO 31000:2018. | Compliant |

Internal Audit Function

- | | | |
|-----|--|-----------|
| 2.1 | The Accountable Authority shall establish and maintain an internal audit function that is appropriate for the agency and fit for purpose. | Compliant |
| 2.2 | The Accountable Authority shall ensure the internal audit function operates consistent with the International Standards for Professional Practice for Internal Auditing. | Compliant |
| 2.3 | The Accountable Authority shall ensure the agency has an Internal Audit Charter that is consistent with the content of the 'model charter'. | Compliant |

Audit and Risk Committee

- | | | |
|-----|---|-----------|
| 3.1 | The Accountable Authority shall establish and maintain efficient and effective arrangements for independent Audit and Risk Committee oversight to provide advice and guidance to the Accountable Authority on the agency's governance processes, risk management and control frameworks, and its external accountability obligations. | Compliant |
| 3.2 | The Accountable Authority shall ensure the Audit and Risk Committee has a Charter that is consistent with the content of the 'model charter'. | Compliant |

Membership

The chair and members of the Risk and Audit Committee are:

Role	Name	Start Term Date	Finish Term Date
Independent Chair	Carol Holley	30/03/2020	31/01/2024
Independent Member	Peter Scarlett	30/03/2020	31/01/2024
Independent Member	Alan Zammit	30/03/2020	31/01/2025
Independent Chair	Jan McClelland	01/02/2024	31/01/2028
Independent Member	Ian Gillespie	01/02/2024	31/01/2027

¹ Legal Entity Name

Shared Arrangements

I, Michael Tidball, Secretary, advise that NSW Land and Housing Corporation, has entered into an approved shared arrangement comprising the following agencies:

- Land and Housing Corporation
- Aboriginal Housing Office
- Teacher Housing Authority

The resources shared include the Audit and Risk Committee, the Chief Audit Executive, and the internal audit function. The shared Audit and Risk Committee is a collaborative shared Audit and Risk Committee.



Michael Tidball,
Secretary
Date: 11 October 2024

Agency Contact:
Lakshmi Satyanarayana
A/Director, Governance, Risk, Audit & Compliance
0484 575 322

4.2.8 Section 242(6) of the Crimes (Administration of Sentences) Act 1999

Junee Correctional Centre

Junee Correctional Centre (Junee) has been privately managed since 1 April 1993 by the GEO Group Australia Pty Ltd (GEO). In its current configuration, Junee operates as a multi-classification facility housing male sentenced and remand inmates and female transit inmates. Privately operated, managed correctional centres are oversighted by Corrective Services NSW (CSNSW) and must contribute towards the achievement of CSNSW's key objectives and strategic outcomes.

The Junee Deed of Amendment and Extension (the Contract) will expire on 31 March 2025 as all extension options have been exhausted. On 1 April 2025 Junee will transition to a Publicly operated correctional centre as part of the CSNSW network. The CSNSW Junee Transition Project Delivery Team is currently managing the Junee transition process in consultation with the GEO Group to ensure a smooth transition to State Operations.

Under the current privately operated model for Junee, GEO must provide, operational, custodial health and inmate integrated services consistent with their contractual requirements. The current performance regime details 25 Key Performance Indicators (KPIs), with financial consequences if non-compliance is identified, and a suite of Output Specifications, which reflect the service delivery requirements of the operator against key operational outcomes.

The ongoing assessment of performance against the Output Specifications and KPIs is underpinned by a risk framework. The information below is for the most recent contract year and mandatory reporting period for Junee, which is 1 April 2023 to 31 March 2024.

Performance Assessment Report

Using a risk based qualitative and quantitative performance assessment framework, Junee was assessed for compliance against contractual outcomes. Any identified compliance issues were addressed with GEO and remedial action implemented where required.

For the period 1 April 2023 to 31 March 2024 (Junee contract year period), CSNSW issued a total of four Performance Improvement Notices (PINs) related to the provision of Health Services:

- September 2023: PIN – Emergency Care Non-Compliance
- December 2023: PIN – Emergency Care Non-Compliance
- January 2024: PIN – Risk & Monitoring Health Non-Compliance (Staff Training)
- January 2024: PIN – Access & Continuity of care and Clinical Governance.

The following Major Default Notices (MDN) were also issued for Charge Events (CE)

- CE – Unnatural death in custody – September 2023.

GEO was required to submit Cure Plans to remedy the performance issues outlined in the notices with remedial actions subject to monitoring by Justice Health and Forensic Mental Health Network who have legislative oversight of health services in privately managed correctional centres. Junee also experienced recruitment challenges especially within their Health sector due to high demand for health professionals in the region. Junee continue to offer incentives as part of their recruitment strategies to address this issue.

Overall assessment

GEO has completed 42 months (3 ½ years) of operations under the revised performance model that was implemented in December 2020. This model was introduced to provide consistency across the performance regimes of all publicly managed correctional centres.

The COVID-19 pandemic partially impacted GEO throughout the 2023–24 reporting year, affecting KPI's especially within Health performance. However, GEO continually achieved high levels of compliance in many areas including time out of cells and case management.

Contract, Compliance & Transition Directorate contract staff ensured any identified areas of contractual non-compliance were immediately raised with GEO for remediation.

The Junee Correctional Centre is currently under transition with the State assuming operations 1 April 2025. As part of the transition strategy the inmate state has been reduced to 790 beds.

Parklea Correctional Centre

Since 31 March 2019, MTC Australia Limited, previously MTC-Broadspectrum, has operated Parklea Correctional Centre (Parklea) as a multi classification facility, predominantly housing male fresh custody, and remand inmates with a small percentage of sentenced inmates. The current inmate bed state at Parklea is 1195.

The Management Agreement for the operation of Parklea details a suite of KPIs with financial consequences if non-compliance is identified and Output Specifications (service requirements) which reflect the service delivery requirements of the Operator against five key operational areas.

Performance Assessment Report

A number of compliance issues identified were addressed via the issuing to MTC Australia of either a Performance Improvement Notice or Charge Event default notice.

For the period 1 April 2023 to 31 March 2024 (Parklea contract year period), CSNSW issued a total of four Performance Improvement Notices:

- PIN – AVL – Inmate appearance
- PIN – Security Breach – security key removal from the centre
- PIN – Security Breach – security key removal not returned
- PIN – Health – Failure to sign off External Request for Health Information forms.

The Following Major Default Notices (MDN) were also issued for Charge Events:

- CE – Unnatural death in custody – July 2023
- CE – Unlawful detainment – November 2023
- CE – Unnatural death in custody – January 2024
- CE – Unnatural death in custody – February 2024
- CE – Unnatural death in custody – March 2024
- CE – Erroneous Release – April 2024
- CE – Unnatural death in custody – May 2024.

MTC Australia Limited was required to submit Cure Plans to remedy the performance issues outlined within the notices (deaths in custody excluded as these are subject to Coronial review).

Overall assessment

MTC Limited have completed five years of operations under the current Management Agreement.

At the commencement of the contract Parklea was to be the secondary reception centre in the network, with fresh custody inmates to be processed at the Metropolitan Reception and Remand Centre. Due to these CSNSW instigated changes, Parklea is now the primary centre for fresh custody remand inmate changes. The increased turnover of inmates, averaging approximately 800 per month (the highest in the State) has caused MTC to face operational challenges due to the high demand and number of fresh custody inmates being processed daily. In addition to these challenges. MTC lost over 120 trained and experienced correctional officers to the State correctional officer recruitment drive.

Clarence Correctional Centre

Clarence Correctional Centre (Clarence) commenced operations on 1 July 2020. Clarence is a state-of-the-art, purpose-built complex in the Northern Rivers region of NSW. Clarence can accommodate up to 1,700 inmates (male maximum, male minimum and all security levels within the female centre).

Clarence operates under a Public Private Partnership contract with Northern Pathways, which was 100 per cent owned by John Laing. A Change in Control occurred on 23 February 2024 where Northern Pathways divested from John Laing Investments with the new investors being Abridn Plc.

As a Public Private Partnership (PPP), NSW Treasury is responsible for providing financial risk management advice, guidance and monitoring to the Responsible Agency (CSNSW) to ensure compliance of PPP Guidelines.

Clarence is operated by Serco Australia, who deliver the day-to-day management of inmates and support services, under an Operator Subcontract with Northern Pathways.

Clarence is currently in the Operations Phase, with commencement on 1 July 2020, for a 20-year term until June 30, 2040. CSNSW is responsible as the Lead Agency assuming Contract Management including CSNSW Statutory Obligations under the *Crimes (Administration of Sentences) Act 1999*.

The Project Deed for the operation of Clarence details a suite of KPIs with financial consequences if noncompliance is identified and Output Specifications (service requirements) which reflect the service delivery requirements of the Operator against five key operational areas. The ongoing assessment of performance by CSNSW contract monitoring staff and Justice Health & Forensic Mental Health Network is underpinned by a risk framework which provides flexibility, including increasing review activities where there are any identified operational risks. Using a risk based qualitative and quantitative monitoring framework, Clarence was assessed for compliance against the outcomes of the Operating Specifications that were reviewed during the year.

Performance Assessment Report

During the period 1 July 2023 to 30 June 2024, CSNSW issued the following five Performance Improvement Notices (PIN):

- November 2023: PIN – Cell & Vehicle searches
- November 2023: PIN – Delay in diagnosing a treatment due to failure in pathology processing
- December 2023: PIN – Emergency response team and prohibited weapons (Serious Misconduct)
- May 2024: PIN – KPI 6 Illicit drug use
- May 2024: PIN – Inadequate follow-up care of a high-risk patient

The following Major Default Notices (MDN) were also issued for Charge Events:

- March 2024: MDN Charge Event 3 – Riot / disturbance from November 2023
- April 2024: MDN Charge Event 1 – Death in custody
- July 2024: MDN Charge Event 3 – Riot / disturbance from May 2024.

Northern Pathways was required to submit cure plans to remedy the performance issues outlined within the notices, with remedial actions subject to monitoring by the State.

Overall assessment

Northern Pathways has completed 48 months (4 years) of operations to 30 June 2024.

The Contract Compliance and Transition Directorate conducts continual performance monitoring and reporting against the operations of Clarence. Any areas of non-compliance to contractual service performance requirements are raised immediately with Northern Pathways for remediation.

4.2.9 Modern Slavery Act 2018 (NSW)

DCJ has an obligation to take reasonable steps to ensure that goods and services procured by and for DCJ are not the product of modern slavery.

DCJ is a member of the NSW Anti-slavery Commissioner's (ASC's) Shared Implementation Plan Working Group to discuss a collaborative approach to implementing the Guidance on Reasonable Steps to Manage Modern Slavery Risks in Operations and Supply Chains.

No concerns or contentious issues were raised by the NSW Anti-slavery Commissioner during the 2023–24 financial year, regarding the Department's operations.

Since the inception of the *Modern Slavery Act 2018 (NSW)* (the Act), DCJ ensures that goods and services procured for and by the Department are compliant with the Act. These steps include the introduction of:

- The NSW ASC's Guidance on Reasonable Steps (GRS) to manage modern slavery risks in operations and supply-chains.
- A standalone DCJ Modern Slavery Policy in 2023–24 which aligns with the GRS and the Commissioner's policy template.
- A Modern Slavery Risk Management Plan to operationalise the commitments made in the DCJ Modern Slavery Policy.
- Modern Slavery Risk Assessments, utilising the ASC's Inherent Risk Identification Tool in the early planning stages of the procurement process.
- Modern Slavery tender requirements and evaluation criteria have been updated and incorporated into standard operating procedures and templates to ensure consideration of the heightened modern slavery due diligence.
- Modern Slavery contract clauses have been updated to include the GRS model contract clauses, when a procurement is assessed as requiring heightened modern slavery due diligence; or light, minimal and standard due diligence.

4.3 Governance and other matters

4.3.1 Public interest disclosures

DCJ has a Public Interest Disclosure Internal Reporting Policy covering all staff. The policy is consistent with the NSW Ombudsman model reporting policy and the requirements of the *NSW Public Interest Disclosures Act 1994* (PID Act). The policy and corresponding procedures are available to staff on the DCJ intranet. The department's public interest disclosure officers are also identified on the intranet. Under the PID Act, DCJ staff are required to report certain information. This information is shown in the tables below.

Table 1: Number of public interest disclosures (PIDs)

Category	Voluntary PIDs	Mandatory PIDs	Witness PIDs
Public officials who have made a PID to the public authority	28	0	0
PIDS received by the public authority in total			
Corrupt conduct	12	0	0
Maladministration	13	0	0
Serious and substantial waste of public or local government money	1	0	0
Government information contraventions	2	0	0
Local government pecuniary interest conventions	0	0	0
PIDs finalised	4	0	0

4.3.2 Privacy management

DCJ's privacy obligations are set out in the *Privacy and Personal Information Protection Act 1998* (PPIP Act).

Major privacy-related developments in 2023–24 included the commencement of the Mandatory Notification of Data Breaches Scheme (MNDB) on 28 November 2023. The Scheme is established under Part 6A of the PPIP Act.

In accordance with section 33 of the PPIP Act, DCJ publishes a Privacy Management Plan (PMP) on its website at: www.dcj.nsw.gov.au/statements/privacy/privacy-management-plan.html. A major review of the PMP was commenced in 2022–23, with the revised PMP finalised and published online in October 2023.

Privacy training

The Open Government, Information and Privacy (OGIP) Unit, DCJ Legal, continued to provide training to other business areas setting out DCJ's privacy obligations. Training was delivered to areas including child protection services, corrective services, housing services, corporate services, and contract managers.

The OGIP Unit developed a mandatory eLearning module providing DCJ staff with an overview of their obligations under the MNDB Scheme.

The OGIP Unit facilitated a webinar in May 2024 to recognise Privacy Awareness Week, targeted to DCJ staff working in community services, housing services, and human resources. The webinar consisted of a panel discussion of the theme 'Privacy and Technology', and a presentation on DCJ's privacy obligations.

Privacy policies and practices

DCJ continues to review collection notices, consent forms, and other privacy requirements for the programs and services it delivers to ensure they are fit for purpose and comply with the PPIP Act.

In 2023–24, DCJ prepared and published a Data Breach Policy in accordance with section 59ZD of the PPIP Act. The Policy is available online at: <https://dcj.nsw.gov.au/about-us/gipa/mandatory-notification-of-data-breach-scheme/data-breach-policy.html>.

DCJ also reviewed and updated its Data Breach Response Plan in line with the MNDB Scheme.

Privacy advice

The OGIP Unit continues to provide privacy advice to DCJ business areas about a range of privacy issues, including privacy by design for new projects, information sharing, and the management of data breaches.

Internal reviews

In 2023–24, DCJ received 21 applications for internal review under section 53 of the PPIP Act.

During the same period, DCJ finalised a total of 20 internal review applications, which included five applications carried forward from 2022–23. Six applications were carried forward to 2024–25.

Of the 20 applications finalised:

- Three resulted in a finding of a breach of the PPIP Act.
- Eleven did not result in a finding of a breach of the PPIP Act.
- One was withdrawn by the applicant.
- Three were rejected as they were lodged out of the time allowed by the PPIP Act.
- One was rejected as it did not provide sufficient information for an investigation to be conducted.
- One was rejected as the complaint related to matters excluded from the operation of the PPIP Act.

Privacy access

DCJ received and completed five applications for access to personal information under section 14 of the PPIP Act during the reporting period.

Privacy amendments

DCJ received three applications for the amendment of personal information under section 15 of the PPIP Act during the reporting period. Two were completed during the reporting period and one was carried forward to 2024–25.

Section 45 complaints

In 2023–24, no complaints were made to the Privacy Commissioner under section 45 of the PPIP Act concerning alleged conduct by DCJ.

4.3.3 Right to information – Government Information (Public Access) Act 2009

Departmental Reporting (Points 1 – 4)

1. Review of proactive release program – Clause 8(a)

Under section 7 of the *Government Information (Public Access) Act 2009* (GIPA Act), agencies must review their programs for the authorised proactive release of government information at least every 12 months.

The Department of Communities and Justice (DCJ) regularly reviews its program to make information available to the public via its website. DCJ's annual review was undertaken through targeted emails delivered by DCJ's General Counsel to other divisions and directorates of DCJ. The email advised of DCJ's obligations and requested confirmation of the information intended to be proactively released. A range of information was proactively released via DCJ's website under section 7 of the GIPA Act, such as policies, resources, reports, plans, papers, newsletters and statistical data.

DCJ provides information about major plans and services to individuals, families, carers, and service providers on the DCJ website at: www.dcj.nsw.gov.au

2. Number of access applications received – Clause 8(b)

During the reporting period, DCJ received 3,046 valid formal access applications under section 9 of the GIPA Act. This includes withdrawn, but not invalid, applications.

3. Number of refused applications for Schedule 1 information – Clause 8(c)

During the reporting period, DCJ refused 18 formal access applications in full and 681 in part on the basis that it was conclusively presumed that there was an overriding public interest against disclosure of all, or some, of the information sought by the applicant.

4. Statistical information about access applications for period 1 July 2023 – 30 June 2024 (Schedule 2)

Table 1: Number of applications by type of applicant and outcome¹

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn	Total	Percentage of total (%)
Media	8	5	1	11	1	4	0	2	32	0.8
Members of Parliament	0	1	0	1	0	0	0	0	2	0.1
Private sector business	2	1	0	1	0	0	0	2	6	0.1
Not-for-profit organisations or community groups	7	5	0	1	0	0	0	0	13	0.3
Members of the public (application by legal representative)	368	904	30	486	221	89	2	965	3,065	75.5
Members of the public (other)	158	430	23	130	33	48	30	92	944	23.2
Total	543	1,346	54	630	255	141	32	1,061	4,062	-
Percentage of total	13.4	33.1	1.3	15.5	6.3	3.5	0.8	26.1	-	100

¹ More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table 2.

Table 2: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn	Total	Percentage of total (%)
Personal information applications ¹	445	1,196	25	482	243	96	20	977	3,484	85.8
Access applications (other than personal information applications)	66	60	22	98	4	22	5	51	328	8.1
Access applications that are partly personal information applications and partly other	32	90	7	50	8	23	7	33	250	6.1
Total	543	1,346	54	630	255	141	32	1,061	4,062	-
Percentage of Total	13.4	33.1	1.3	15.5	6.3	3.5	0.8	26.1	-	100

1 A *personal information application* is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table 3: Invalid applications

Reason for invalidity	Number of applications	Percentage of total (%)
Application does not comply with formal requirements (section 41 of GIPA Act)	629	96.8
Application is for excluded information of the agency (section 43 of GIPA Act)	21	3.2
Application contravenes restraint order (section 110 of GIPA Act)	0	0
Total number of invalid applications received	650	100
Invalid applications that subsequently became valid applications	424	-

Table 4: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to the GIPA Act

Consideration	Number of times consideration used ¹	Percentage of total (%)
Overriding secrecy laws	11	1.4
Cabinet information	3	0.4
Executive Council information	0	0
Contempt	0	0
Legal professional privilege	39	4.9
Excluded information	52	6.4
Documents affecting law enforcement and public safety	21	2.6
Transport safety	0	0
Adoption	2	0.2
Care and protection of children	678	83.9
Ministerial code of conduct	0	0
Aboriginal and environmental heritage	0	0
Privilege generally (Sch 1 (5A))	2	0.2
Information provided to High-Risk Offenders Assessment Committee	0	0
Total	808	100

¹ More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table 5.

Table 5: Other public interest considerations against disclosure: matters listed in Table to section 14 of the GIPA Act

Consideration	Number of occasions when application not successful	Percentage of total (%)
Responsible and effective government	623	37.4
Law enforcement and security	53	3.2
Individual rights, judicial processes and natural justice	964	57.8
Business interests of agencies and other persons	12	0.7
Environment, culture, economy and general matters	0	0
Secrecy provisions	13	0.8
Exempt documents under interstate Freedom of Information legislation	1	0.1
Total	1,666	100

Table 6: Timeliness

Timeframe	Number of applications	Percentage of total (%)
Decided within the statutory timeframe (20 days plus any extensions)	847	30.5
Decided after 35 days (by agreement with applicant)	896	32.3
Not decided within time (deemed refusal)	1,032	37.2
Total	2,775	100

Table 7: Number of applications reviewed under Part 5 of the GIPA Act (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total	Percentage of total (%)
Internal review	17	16	33	47.1
Review by Information Commissioner ¹	6	17	23	32.9
Internal review following recommendation under section 93 of GIPA Act	0	0	0	0
Review by NSW Civil and Administrative Tribunal (NCAT)	1	13	14	20
Total	24	46	70	-
Percentage of total	34.3	65.7	-	100

¹ The Information Commissioner does not have the authority to vary decisions but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table 8: Applications for review under Part 5 of the GIPA Act (by type of applicant)

Type of applicant	Number of applications for review	Percentage of total (%)
Applications by access applicants	70	100
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA Act)	0	0
Total	70	100

Table 9: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

Type of transfer	Number of applications transferred	Percentage of total (%)
Agency-initiated transfers	45	88.2
Applicant-initiated transfers	6	11.8
Total	51	100

Ministerial Reporting (Point 5)

The Government Information (Public Access) Regulation 2018 was updated on 27 October 2020, to correctly reflect that each agency (subsidiary agency) is declared to be part of and included in their parent agency (as specified in Schedule 3).

NSW Ministers

Under Section 125(2) of GIPA, each agency is required to comply with GIPA reporting requirements, including Ministers' offices which are classified as separate 'agencies' under GIPA. Statistics for formal applications received by these agencies are provided in the below table.

These statistics cover the period 1 July 2023 – 30 June 2024. They were provided to DCJ and collated for publication in DCJ's annual report as required by section 125(3) of GIPA.

GIPA applications received: 1 July 2023 – 30 June 2024

The following table relates only to GIPA Act applications received by the Minister or his/her office in his/her capacity as Minister and NOT the Department.

New South Wales Ministers

Name	Position	Entries
The Hon Chris Minns MP	Premier	Recorded
The Hon Prue Car MP	Deputy Premier, Minister for Education and Early Learning, and Minister for Western Sydney	Recorded
The Hon Penny Sharpe MLC	Minister for Climate Change, Minister for Energy, Minister for the Environment, and Minister for Heritage	Recorded
The Hon John Graham MLC	Special Minister of State, Minister for Roads, Minister for the Arts, Minister for Music and the Night-time Economy, and Minister for Jobs and Tourism	Recorded
The Hon Daniel Mookhey MLC	Treasurer	Recorded
The Hon Ryan Park MP	Minister for Health, Minister for Regional Health, and Minister for the Illawarra and the South Coast	Recorded
The Hon Jo Haylen MP	Minister for Transport	Recorded
The Hon Paul Scully MP	Minister for Planning and Public Spaces	Recorded
The Hon Sophie Cotsis MP	Minister for Industrial Relations, and Minister for Work Health and Safety	Recorded
The Hon Yasmin Catley MP	Minister for Police and Counter-terrorism, and Minister for the Hunter	Recorded
The Hon Jihad Dib MP	Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice	Recorded

Name	Position	Entries
The Hon Kate Washington MP	Minister for Families and Communities, and Minister for Disability Inclusion	Recorded
The Hon Michael Daley MP	Attorney General	Recorded
The Hon Tara Moriarty MLC	Minister for Agriculture, Minister for Regional New South Wales, and Minister for Western New South Wales	Recorded
The Hon Ron Hoenig MP	Minister for Local Government	Recorded
The Hon Courtney Houssos MLC	Minister for Finance, Minister for Domestic Manufacturing and Government Procurement, and Minister for Natural Resources	Recorded
The Hon Stephen Kamper MP	Minister for Small Business, Minister for Lands and Property, Minister for Multiculturalism, and Minister for Sport	Recorded
The Rose Jackson MLC	Minister for Water, Minister for Housing, Minister for Homelessness, Minister for Mental Health, Minister for Youth, and Minister for the North Coast	Recorded
The Hon Anoulack Chanthivong MP	Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections	Recorded
The Hon Steve Whan MP	Minister for Skills, TAFE and Tertiary Education	Recorded
The Hon David Harris MP	Minister for Aboriginal Affairs and Treaty, Minister for Gaming and Racing, Minister for Veterans, Minister for Medical Research, and Minister for the Central Coast	Recorded
The Hon Jodie Harrison MP	Minister for Women, Minister for Seniors, and Minister for the Prevention of Domestic Violence and Sexual Assault	Recorded
The Hon Jenny Aitchison MP	Minister for Regional Transport and Roads	Recorded

The Hon. Chris Minns

Premier

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is:	5
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is:	4
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	4

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	1	0	1	1	0	0	0	0
Members of Parliament	3	1	2	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	1	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	1	1	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	6	2	3	1	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	0
Contempt	4
Legal professional privilege	1
Privilege generally	0
Excluded information	2
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	3
Law enforcement and security	0
Individual rights, judicial processes and natural justice	2
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	4
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
Total	5

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	1	0	1
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	1	0	1

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	1
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Prue Car

Deputy Premier, Minister for Education and Early Learning, and Minister for Western Sydney

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 1

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 1

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 1

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	1	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	1

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Penny Sharpe

Minister for Climate Change, Minister for Energy, Minister for the Environment, and Minister for Heritage

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. John Graham

Special Minister of State, Minister for Roads, Minister for the Arts, Minister for Music and the Night-time Economy, and Minister for Jobs and Tourism

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is:	2
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is:	1
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	1

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	1	0	1	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	1	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	1
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	1
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	3
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	2

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Daniel Mookhey

Treasurer

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	1
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	1
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Ryan Park

Minister for Health, Minister for Regional Health, and Minister for the Illawarra and the South Coast

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Jo Haylen

Minister for Transport

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 1

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 1

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 1

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	1	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	5
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
Total	1

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	1	1
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	1	1

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	1
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Paul Scully

Minister for Planning and Public Spaces

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 3

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 1

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 1

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	1	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	2	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	3	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	1
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	1
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	2
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	3

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Sophie Cotsis

Minister for Industrial Relations, and Minister for Work Health and Safety Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Yasmin Catley

Minister for Police and Counter-terrorism, and Minister for the Hunter

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 4

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 4

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 4

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	1	0	1	0	0	0
Members of Parliament	0	2	1	0	2	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	2	2	0	3	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	1
Executive Council information	0
Contempt	2
Legal professional privilege	1
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	1
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	4
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	4

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	2	0	2
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	2	0	2

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	2
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Jihad Dib

Minister for Customer Service and Digital Government,
Minister for Emergency Services, and Minister for Youth Justice

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Kate Washington

Minister for Families and Communities, and Minister for Disability Inclusion Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Michael Daley

Attorney General

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Tara Moriarty

Minister for Agriculture, Minister for Regional New South Wales,
and Minister for Western New South Wales

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 1

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 1

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 1

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	1	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	1
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	1

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Ron Hoenig

Minister for Local Government

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 2

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	1
Members of Parliament	1	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	0	0	0	0	0	0	1
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	2

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Courtney Houssos

Minister for Finance, Minister for Domestic Manufacturing and Government Procurement, and Minister for Natural Resources

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 2

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 1

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 1

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	1	0	1	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	1	0	1	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	1
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	1
Invalid applications that subsequently became valid applications	1

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	1
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	1

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Stephen Kamper

Minister for Small Business, Minister for Lands and Property,
Minister for Multiculturalism, and Minister for Sport

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Rose Jackson

Minister for Water, Minister for Housing, Minister for Homelessness, Minister for Mental Health, Minister for Youth, and Minister for the North Coast

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received	
Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is:	1
Number of refused applications for Schedule 1 information	
Total number of access applications that were refused, either wholly or partly , because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is:	0
Of the applications refused, the number that were refused wholly on that basis is:	0
Of the applications refused, the number that were refused partly on that basis is:	0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	1	0	0	1	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	1	0	0	1	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	1
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
Total	1

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Anoulack Chanthivong

Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were refused, either wholly or partly, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Steve Whan

Minister for Skills, TAFE and Tertiary Education

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. David Harris

Minister for Aboriginal Affairs and Treaty, Minister for Gaming and Racing, Minister for Veterans, Minister for Medical Research, and Minister for the Central Coast

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Jodie Harrison

Minister for Women, Minister for Seniors, and Minister for the Prevention of Domestic Violence and Sexual Assault

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

The Hon. Jenny Aitchison

Minister for Regional Transport and Roads

Reporting Period 1 July 2023 – 30 June 2024

Number of access applications received

Total number of applications (including withdrawn or transferred applications, but not including invalid applications) received in between 1 July 2023 and 30 June 2024 is: 0

Number of refused applications for Schedule 1 information

Total number of access applications that were **refused, either wholly or partly**, because the application was for the disclosure of information in Schedule 1 of GIPA (information for which there is conclusive presumption of overriding public interest against disclosure) is: 0

Of the applications refused, the number that were refused **wholly** on that basis is: 0

Of the applications refused, the number that were refused **partly** on that basis is: 0

Table A. Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refused to deal with application	Refused to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 of GIPA) about the applicant (the applicant being an individual).

Table C. Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of GIPA)	0
Application is for excluded information of the agency (section 43 of GIPA)	0
Application contravenes restraint order (section 110 of GIPA)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of GIPA

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Privilege generally	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transaction under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0
Information provided to High-Risk Offenders Assessment Committee	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of GIPA

Consideration	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of GIPA (by type of review and outcome)

Type of review	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of GIPA	0	0	0
Review by NCAT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of GIPA (by type of applicant)

Type of applicant	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of GIPA)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of GIPA (by type of transfer)

Type of transfer	Number of applications for transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

4.3.4 Research and development

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
In Progress	
<p>Pathways of Care Longitudinal Study</p> <p>The first large scale, prospective longitudinal study of children and young people in out-of-home care. It examines the risk and protective factors influencing the physical health, social-emotional wellbeing and cognitive/learning outcomes of children and young people in out-of-home care.</p>	\$618,096
<p>Employment of people with intellectual disability in NSW Government</p> <p>Joint project with Swinburne University to develop an evidence base for effective responses to increase the percentage of people with intellectual disability at DCJ and more broadly in the sector.</p>	\$0
<p>The impact of a voluntary alcohol and other drug diversion program on reoffending, imprisonment, and health</p> <p>Joint evaluation (quantitative research) by the National Drug and Alcohol Research Centre at the University of NSW and DCJ BOCSAR. The study aims to determine the effectiveness of the Magistrates Early Referral Into Treatment (MERIT) program. It will investigate whether participation (1) reduces ambulance call outs, emergency department presentations and hospital admissions (2) reduces the risk of fatality (3) reduces the probability and extent of offending and (4) reduces the time spent in custody.</p>	Nil
<p>The exploration of factors related to treatment retention in the Magistrates Early Referral Into Treatment Program</p> <p>Evaluation (qualitative research) by the National Drug and Alcohol Research Centre, at the University of NSW to explore MERIT participant perceptions around (1) Individual factors related to treatment retention (2) Programmatic factors related to treatment retention (3) Strengths and challenges of the MERIT program, and recommendations for improving the MERIT program.</p>	Nil
<p>Examining the impact of the NSW Drug Court on health and social functioning</p> <p>Evaluation (quantitative research) by the National Drug and Alcohol Research Centre, at the University of NSW, and involves linking data on child welfare, health, and criminal justice. The study will examine the impact of the NSW Drug Court program on the health and social functioning of participants.</p>	Nil
<p>NSW Drug Court Retention Study</p> <p>Evaluation (qualitative research) by the National Drug and Alcohol Research Centre, at the University of NSW. This study will investigate the factors influencing NSW Drug Court program retention, with the aim of improving its cost effectiveness.</p>	Nil
<p>Evaluation of the Accompanied Children's Support Service</p> <p>The Accompanied Children's Support Service (ACSS) is a pilot of specialist supports for accompanied children and young people presenting to homelessness services. This evaluation will assess the effectiveness of the service in achieving program outcomes and identify opportunities for improvement.</p>	\$0

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Elver Quantitative Review</p> <p>A quantitative review of the Elver program is being undertaken, that includes a descriptive analysis of program data to determine program ‘reach’, and linkage and analysis of program and ChildStory data to determine outcomes for children and young people.</p>	\$45,000
<p>Western Sydney Kids Early Years (KEYS) Network - evaluation</p> <p>An outcome and economic evaluation using a Standardised Evaluation Analysis model developed by the Government Actuary in DCJ is expected to be available in 2025. This will complement the social mixed-methods evaluation completed in June 2023 by the Western Sydney University Translational Research and Social Innovation group of the School of Nursing and Midwifery.</p> <p>More information can be found at the Western Sydney KEYS website: https://wskeys.com.au/</p>	\$0
<p>Case management for domestic violence perpetrators review</p> <p>A qualitative review of the domestic violence Perpetrator Case Management trial is being undertaken. The Domestic Violence Perpetrator Case Management trial explored whether case management supports engagement with Men’s Behaviour Change Programs (MBCPs).</p>	\$79,794
<p>Multicultural Communities and Sexual Violence Roundtables</p> <p>Engagement with the Gendered Violence Research Network at the University of NSW to undertake a rapid evidence review and conduct roundtables with multicultural communities to produce research identifying priorities and approaches for strengthening sexual violence prevention and response for those at elevated risk in person and online.</p>	\$80,495
<p>Dowry Abuse Project</p> <p>Research with the Gendered Violence Research Network at the University of NSW is underway to review the adequacy of training and resource materials to support early intervention and response in the NSW legal, police and domestic, family and sexual violence sectors relating to dowry abuse.</p>	\$60,640
<p>Sex Worker and Sexual Violence Roundtables</p> <p>Engagement with Sex Workers Outreach Project to undertake surveys, forums and roundtables to produce a report identifying priorities and approaches for strengthening sexual violence prevention and response for sex workers.</p>	Nil
<p>Australian Housing and Urban Research Institute National Housing and Urban Research Program 2021–2024</p> <p>The National Housing and Urban Research Program delivers high quality, policy relevant research to Australian, State and Territory Governments to inform housing, homelessness and urban reforms and policy development.</p>	\$615,995
<p>Process evaluation of Drug Supply Prohibition Order trial</p> <p>A process evaluation of the Drug Supply Prohibition Order trial to determine whether it is being implemented effectively, and any issues that are preventing the orders from being effective.</p>	N/A

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Evaluation of the Walama List</p> <p>An outcome evaluation of the impact of participation in the Walama List on sentencing outcomes for Aboriginal people and rates of reoffending.</p>	N/A
<p>An evaluation of the NSW Police Youth Action Meetings</p> <p>To estimate the impact of the NSW Police's Youth Action Meetings on youth offending, victimisation, and safety and welfare.</p>	N/A
<p>Child maltreatment and youth offending: Birth Cohort Study</p> <p>This study will use the Human Services Dataset to (1) determine what proportion of children in a birth cohort end up in contact with the welfare and justice systems before the age of 18 and (2) assess the extent to which the information held in child protection reports is helpful in identifying children at risk of contact with the youth justice system.</p>	N/A
<p>Factors predicting conviction in sexual assault cases</p> <p>A study looking at the predictors of conviction in a sexual assault case, conditional on the case proceeding to trial.</p>	N/A
<p>An observation study of court bail decision-making</p> <p>An observational study in the NSW Local Criminal Courts to examine factors that are influential in decisions in first court bail hearings, and the reasons why defendants who were bail refused by police are subsequently released.</p>	N/A
<p>Examining the impact of Apprehended Domestic Violence Order compliance checks on Domestic Violence assault</p> <p>An evaluation to consider the deterrent effect of police conducting Apprehended Domestic Violence Order (ADVO) compliance checks.</p>	N/A
<p>Predicting revictimisation</p> <p>A study constructing a model to predict revictimisation, providing details on how well we can predict revictimisation, which factors are most predictive of revictimisation and how models like these could be used in a policy context.</p>	N/A
<p>Examining whether participation in the domestic violence electronic monitoring program and high-risk stage 3 electronic monitoring programs are associated with reduced reoffending rates</p> <p>This is an extension of the earlier BOCSAR study examining whether participation in domestic violence electronic monitoring (DVEM) is associated with reduced reoffending rates. It includes an additional 12 months of follow-up data for the DVEM group and a second comparison cohort of offenders on high-risk stage 3.</p>	N/A
<p>Review of the use of remote participation in COVID-19</p> <p>To map the use of Audio-Visual Links (AVL) across the NSW Justice system both during and after COVID-19 and to identify strengths and weakness of AVL in criminal court proceedings.</p>	\$80,000
<p>Early Drug Diversion Initiative for minor drug offences</p> <p>To monitor implementation of the introduction of Criminal Infringement Notices for minor drug offences and to quantify the impact of the Scheme on court volumes and reoffending.</p>	N/A

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Analysing trends in police action rates</p> <p>To analyse trends in crime clear up rates and methods of proceeding against offenders over the last decade (2014–2023).</p>	N/A
<p>Evaluation of the expansion of Justice Advocacy Service diversion program</p> <p>To quantify the impact of the Justice Advocacy Service diversion service on the likelihood of receiving a mental health dismissal.</p>	N/A
<p>Minimum school leaver age and crime</p> <p>Examine the causal effect of the increase in the minimum school leaving age on the probability that a student engages in criminal behaviour.</p>	N/A
<p>A process and implementation evaluation of the Youth Frontiers mentoring program</p> <p>To evaluate whether Youth Frontiers is operating as intended and to describe the personal and social benefits to participants.</p>	N/A
<p>Trends in convictions for 10–13 year olds</p> <p>A descriptive analysis of trends in convictions for 10-13 year olds over the last decade.</p>	N/A
<p>Evidence-based typology of the perpetrators of Domestic and Family Violence</p> <p>This project aims to develop a set of Domestic and Family Violence perpetrator types that are relevant for making decisions about perpetrator interventions, and then test whether these typologies are applicable to a cohort of domestic and family violence perpetrators convicted in NSW over the last 10 years.</p>	N/A
<p>Examining cross-intimate partner violence</p> <p>This study will examine trends in the number of cross-intimate partner violence offences and the characteristics of people identified in these incidents. The study will also leverage the quasi-random allocation of responding police officers to events to understand whether police officers are more likely to charge women than men for intimate partner violence offences, even if they have the same probability of conviction.</p>	N/A
<p>Trends in school attendance and youth crime</p> <p>To examine whether there is a relationship between changes in school attendance post COVID-19 and changes in youth crime rates at a Local Government Area level.</p>	N/A
<p>Experiences of Domestic and Family Violence among women living in NSW</p> <p>This study will examine the domestic violence experiences of women residing in NSW, including investigating the forms of intimate partner violence that are experienced by women responding to the Australian Longitudinal Study on Women's Health.</p>	N/A
<p>Has there been an increase in female offending in NSW?</p> <p>A study examining 10-year trends in female offending in NSW using police recorded crime data.</p>	N/A
<p>Trends in drug driving, roadside drug testing and drug driving charges</p> <p>To report on Mobile Drug Testing and drug driving charges in NSW between 2008 and 2023.</p>	N/A

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Why are young Aboriginal people less likely to receive a youth diversion by police in NSW?</p> <p>To (a) examine whether young Aboriginal people are less likely than their non-Aboriginal peers to receive a youth diversion rather than have offences proceed to court, and (b) identify the extent to which disparity in youth diversion rates might be explained by underlying differences in their eligibility for the scheme, legal factors and/or sociodemographic characteristics.</p>	N/A
<p>The NSW Child E-Cohort Project</p> <p>This research partnership with the University of NSW links cross-sectoral and cross-jurisdictional data for around 1.6 million NSW children born since 2001. The analysis will help improve delivery of health and human services to promote better health, development and wellbeing for NSW children, particularly disadvantaged children.</p>	\$0
<p>NSW Child Development Study</p> <p>A partnership with the University of NSW, this is a longitudinal population study of the mental health and wellbeing of a cohort of NSW children. It links administrative records from multiple NSW agencies, including NSW Health, the Department of Education, and DCJ, with cross-sectional survey data for 91,635 children. Multiple papers have been produced and published.</p>	\$0
<p>Promoting child and carer wellbeing and placement stability in kinship care</p> <p>This research partnership between with the Australian National University, supported by an ARC linkage grant, will conduct a randomised controlled trial to test the implementation outcomes and effectiveness of a nine-week kinship carers training program (Connect for Kinship Parents). Practitioners from DCJ and ACT child protection services will be trained to deliver the Connect for Kinship Parents Program to carers of children aged 4-17 years.</p>	\$0
<p>Joining the dots – Linking Neonatal Abstinence Syndrome to the future</p> <p>Research with the University of NSW that links perinatal data and the development and outcomes of mental health disorders in children born with Neonatal Abstinence Syndrome in NSW and the ACT.</p>	\$0
<p>Bring Them Home, Keep Them Home</p> <p>This partnership with the University of NSW supports an Australian Research Council funded project that aims to advance knowledge of child restoration by investigating the lived experiences and outcomes of Aboriginal parents whose children have been restored from care.</p>	\$0
<p>Keeping them home: Understanding restoration sustainability and breakdown for Aboriginal families involved in the NSW child protection system</p> <p>This pilot research project with the University of NSW will develop and test an Aboriginal-led method for investigating restoration successes and failures using DCJ case files.</p>	\$0

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Strengthening connections and relationships for young people in therapeutic care in NSW</p> <p>The study led by Southern Cross University will be the first large-scale mixed-methods study in Australia to capture the views and experiences of young people and staff in intensive therapeutic residential care. It aims to deliver and disseminate quality research that supports practice improvement and outcomes for children and young people in therapeutic residential care in NSW.</p>	\$0
<p>Uniting Extended Care Project</p> <p>This is an evaluation being undertaken by the Nous Group of the pilot Uniting Extended Care Project.</p>	\$0
<p>Epidemiology of congenital heart defects in NSW children</p> <p>Research with the University of Sydney to examine the health service utilisation, costs, ongoing health, neurodevelopmental and cognitive outcomes for children with a diagnosis of congenital heart defect.</p>	\$0
<p>Mental Health Disorders and Cognitive Disability Databank – Update</p> <p>Research with the University of NSW that uses data from across DCJ to update the Mental Health Disorders Cognitive Disabilities Databank.</p>	\$0
<p>How Children’s Courts make Decisions about Children</p> <p>Research with the University of Sydney that examines how Children’s Courts use evidence and assessments provided by caseworkers, clinicians and other professionals when determining child protection cases.</p>	\$0
<p>COPE A study – Treating substance use and traumatic stress among adolescents</p> <p>A research partnership with the University of Sydney that is the world’s first randomised controlled trial of an integrated treatment for co-occurring post-traumatic stress disorder and substance use disorder among adolescents aged 12–18 years.</p>	\$0
<p>Parenting and intergenerational disadvantage: A population trial of the Triple P system of parenting and family support</p> <p>This project, in partnership with the University of Queensland, will compare outcomes for communities in Queensland that received the Triple P parenting program with those in NSW that did not receive the intervention.</p>	\$0
<p>Supporting and understanding the challenges of Aboriginal identified statutory child protection caseworkers in NSW</p> <p>This PhD study with the University of Sydney, aims to identify the cultural challenges experienced by Aboriginal identified child protection caseworkers working within DCJ, and build knowledge about how staff can be supported in their role.</p>	\$0
<p>An exploration of decision-making for infants in the child protection setting</p> <p>This qualitative PhD study, in partnership with Western Sydney University, explores the impact of health information on how courts make decisions about removing infants from birth parents.</p>	\$0

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Housing, home and health: Social housing and Aboriginal and Torres Strait Islander people in urban New South Wales</p> <p>This is a PhD research project through the George Institute for Global Health focussing on the meanings of home and desired outcomes of Aboriginal and Torres Strait Islander social housing tenants in urban NSW.</p>	\$0
<p>Early Intervention: Knowledge and resources to improve educational outcomes for students requiring multi agency support for mental health and well-being</p> <p>This study, led by the University of Wollongong, aims to provide significant new knowledge to build on evidence-based interventions in schools, health and other settings to support the wellbeing of children and young people experiencing mental health difficulties, self-harm and suicidal behaviours.</p>	\$0
<p>Judicial interpretation and application of the ‘realistic possibility of restoration’ test in care and protection proceedings in the Children’s Court of NSW</p> <p>This research partnership with the University of Sydney aims to thematically analyse the reasoning of Children’s Court magistrates and appellate judges when determining that there is a ‘realistic possibility of restoration’ for a child removed from family and deemed in need of care.</p>	\$0
<p>Juvenile radicalisation and risk assessment: A study of Australian juveniles and Violent Extremism Risk Assessment – Version 2 Revised</p> <p>A PhD research project examining the process of juvenile radicalisation in the Australian context by assessing the use and suitability of the Violent Extremism Risk Assessment – Version 2 Revised with radicalised young people.</p>	\$0
<p>Improving thinking skills in young people in custody with mental illness using social cognitive and neurocognitive remediation therapy: A feasibility pilot study</p> <p>A PhD research project evaluating the feasibility and acceptability of the combined treatments of Cognitive Remediation Therapy and Social Cognitive Remediation Therapy in a youth custodial setting.</p>	\$0
<p>Name Narrate Navigate – A Domestic Violence Intervention</p> <p>Research examining a six-week domestic violence group intervention for young offenders in the Hunter New England Region.</p>	\$0
<p>Towards an effective practice model for youth detention in NSW</p> <p>Research examining the relationship between the implementation of a best practice model (Core Effective Practice Skills) in NSW Youth Justice Centres and the outcomes for staff and young people.</p>	\$0
<p>Health outcomes for Young People who had participated in the Young People in Custody Health Survey and Young People on Community Orders Health Survey</p> <p>A linkage project examining the longer-term health and justice outcomes for young people who come into contact with the youth justice system.</p>	\$0

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Reducing young women's offending through improved service delivery (the 'Young Women's Voices' project)</p> <p>Research into how Indigenous and non-Indigenous young women in contact with the youth justice ecosystem experience systems that were historically developed for men and how these ecosystems could better support Indigenous and non-Indigenous young women.</p>	\$0
<p>Young People in Custody Health Survey 2022</p> <p>Research on physical and mental health status of young people in custody in NSW.</p>	\$0
<p>Young People in Custody in NSW: Health Status and Service Utilisation</p> <p>A Justice Health and Forensic Mental Health Network research project aims to develop evidence-based knowledge of the health status and needs of young people in Youth Justice NSW Centres, to inform service planning and delivery of care for the Network's adolescent patient population.</p>	\$0
<p>Youth Justice NSW and University of Sydney Memorandum of Understanding research</p> <p>Research examining the collaboration between University of Sydney and Youth Justice NSW.</p>	\$0
<p>Single session collaborative family work: An intervention to reduce recidivism for justice involved young people</p> <p>Research to explore the effectiveness of an existing single session collaborative family work intervention offered to young people and their families involved in the criminal justice system.</p>	\$0
<p>A Critical Systems perspective of Young People's experiences of pathways between care and custody</p> <p>A PhD research project exploring how young people's experiences of different out-of-home care orders and environments impact their offending trajectories.</p>	\$0
<p>Risk-talk in Youth Justice NSW</p> <p>Research to elucidate incarcerated children's experiences of criminal justice systems, investigate their understanding of risk, what they perceive is risky, and how their social and cultural markers contribute to this.</p>	\$0
<p>A study on the ways in which the Induction Training and Assessment Program for Youth Officers is informed by Risk-Need-Responsivity principles to best support the rehabilitative needs of young people</p> <p>A PhD research project analysing how the principles of the Risk-Needs-Responsivity model are translated into training delivered to Youth Officers in the Induction Training and Assessment Program.</p>	\$0
<p>Aboriginal Housing Office Supply/Demand Model</p> <p>Updating the current Aboriginal Housing Office Supply/Demand model to inform future planning.</p>	Nil

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>The Homes NSW Modern Methods of Construction Program</p> <p>Homes NSW is working with the Building 4.0 Cooperate Research Centre (CRC) to demonstrate how Modern Methods of Construction (MMC) can be adopted to deliver more medium density social homes, increasing speed, efficiency, tenant outcomes and value for money.</p>	\$60,000
<p>Examination of treatment dosage delivered through the Intervention Pathways model</p> <p>Formal process evaluation of the IP model using administrative data on participant throughput and dosage. Results revealed a number of dimensions of dosage, including hours delivered, attrition, types of intervention, intensity, and relationships with risk, that are relevant to evaluating how pathways deliver outcomes.</p>	N/A
<p>Profiles of criminogenic need among Aboriginal and non-Aboriginal men and women in prison</p> <p>Used a large sample (n = 38685) of Level of Service Inventory - Revised assessments to develop a series of profiles outlining the prevalence and risk relevance of domains of need for Aboriginal and non-Aboriginal men and women. Results are intended to support tailored case management for these priority population groups.</p>	N/A
<p>Evaluation of the Compulsory Drug Treatment Program: Within-treatment change</p> <p>Evaluation assessing how participants exhibit change on treatment targets and responsivity factors. Results indicated significant improvement on various factors over the course of the program, as well as incremental changes for each of the three stages of the program.</p>	N/A
<p>Evaluation of throughput and participation outcomes for the Intervention Pathways model</p> <p>Evaluation using administrative data examining throughput outcomes of the IP model, including assessments of eligibility, assignment to pathways, and inmates' completion of pathways. Results raised a number of insights into differential allocation and completion outcomes across pathways and reasons for non-completion.</p>	N/A
<p>Experiences of intervention for people serving short prison sentences</p> <p>Qualitative study examining inmates' lived experiences of the Short Sentenced Intensive Program, and needs and experiences among the short sentence cohort more broadly.</p>	N/A
<p>Full body x-ray scanners at NSW correctional centres: Scanner activity, contraband, and behavioural outcomes</p> <p>Quantitative review of the activities and outcomes associated with implementation of full body x-ray scanners at NSW correctional centres.</p>	N/A
<p>Full body x-ray scanners at NSW correctional centres: Staff and inmate perspectives</p> <p>Qualitative review which aims to raise insights about staff and inmate perspectives on the use of full body x-ray scanners, including their views in relation to safety and security, decency and respect for inmates, and comparisons to other forms of contraband searching.</p>	N/A

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Five Minute Interventions: Skills acquisition and maintenance</p> <p>This project uses situational judgement tests to assess the ability of staff to correctly identify specific Five Minute Interventions (FMI) skills, and how (or whether) they employ these skills in specific situations.</p>	N/A
<p>Phase 2 evaluation of the Practice Guide for Intervention</p> <p>Examines quality of working relationships between people supervised in the community and their supervising officers, and quality assurance constructs and compliance.</p>	N/A
<p>Effects of correctional centre initiatives on program engagement</p> <p>Utilises time series analyses to examine the effects of introduction of FMI and digital tablets on trends in program participation among people in NSW correctional centres.</p>	N/A
<p>Dose-response relationships in the Intervention Pathways model</p> <p>Examines associations between the intensity and type of intervention dosage and reoffending outcomes among people allocated to services and programs under the Intervention Pathways model.</p>	N/A
<p>Evaluation of the Planning for Adjustment, Responsivity, Reintegration, Criminogenic Needs and Communication assessment</p> <p>Examines the psychometric properties of the Planning for Adjustment, Responsivity, Reintegration, Criminogenic Needs and Communication, a routinely used screening assessment used as part of custodial case management.</p>	N/A
<p>Digital tablets: staff experiences</p> <p>The study seeks to understand the experience of working as a frontline custodial officer in a centre where inmate digital tablets have been implemented. It will examine the elements that affect interactions in the centre, particularly those between inmates and staff.</p>	N/A
<p>Digital tablets: inmate survey</p> <p>An updated survey that assesses inmates' perspectives of further developments, changes and additions to the tablets that have been made since the initial evaluation in 2021.</p>	N/A
<p>Correctional officer attitudes towards prisoners and perceptions of job stress and job satisfaction</p> <p>This study draws on staff survey data to examine whether changes in attitudes towards prisoners before and after FMI training are related to perceptions of job stress and satisfaction.</p>	N/A
<p>Staff perceptions of organisational climates</p> <p>Initial study exploring the psychometric properties of assessments that have recently been adopted by Corrective Services NSW to measure staff perceptions of organisational climates.</p>	N/A
<p>Perceptions of correctional climates by people completing orders</p> <p>Initial study exploring the psychometric properties of assessments that have recently been adopted by Corrective Services NSW to measure perceptions of correctional climates among people completing orders.</p>	N/A

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Culturally-informed evaluation of Improving Aboriginal Outcomes trial activities</p> <p>The project evaluates the implementation of 11 culturally-informed activities to improve outcomes for Aboriginal people on supervised orders, their families and communities.</p>	\$112,000
<p>Getting out: women’s experiences of finding and making home after prison</p> <p>This commissioned qualitative research project aims to explore women’s experiences of finding and making home after leaving a NSW Correctional Centre to identify support they have received and examine the barriers and enablers to finding and maintaining home.</p>	N/A
Completed	
<p>Specialist Workers for Children and Young People program evaluation</p> <p>In April 2023, The Social Policy Research Centre at the University of NSW was engaged by DCJ to conduct an outcomes evaluation of the Specialist Workers for Children and Young People program.</p> <p>Delivered in March 2024, the evaluation found the program to be achieving positive outcomes and recommends the continuation and potential expansion of the program to other women’s refuges across NSW.</p>	\$58,724
<p>Elver Qualitative Review</p> <p>A qualitative review of the Elver program undertaken by Nous Group to identify strengths and opportunities for improvement in how the program is currently delivered, as well as for alignment of the purpose and objectives of the program.</p> <p>The review found the program is highly valued by interagency stakeholders, out-of-home care service providers, carers and broader government stakeholders. Furthermore, the program contributes to the improvement of psychological and physical wellbeing of children and young people, and fills a critical service gap to strengthen broader service system capability.</p>	\$135,730
<p>ReINVEST</p> <p>The ReINVEST clinical trial examined the effectiveness of the antidepressant drug, sertraline, in reducing offending behaviour in impulsive, repeat-violent offenders, including domestic violence offenders. The ReINVEST clinical trial concluded 30 June 2022.</p> <p>The University of NSW ReINVEST evaluation report found that the randomised control trial analyses showed no benefit of sertraline for violent reoffending.</p>	Nil
<p>Engagement and Support Program Evaluation</p> <p>ACIL Allen were engaged to undertake an independent Process and Outcomes evaluation of the engagement and support program (ESP).</p>	\$135,737
<p>Power and Vulnerability: The susceptibility nexus for the engagement of vulnerable young people in extremism and relevant factors for case management</p> <p>Charles Sturt University were engaged to undertake research to better understand the way young people become involved in extremism, by examining the complexities in association with specific case data. This relates to vulnerabilities, susceptibilities, and other factors which may emerge from the research.</p>	\$44,225

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Maitland Domestic Violence Service Hub</p> <p>An evaluation of the Maitland Local Court DV Service Hub for DV perpetrators was undertaken. The collaborative service hub at Maitland Local Court connected DV offenders to funded support services. It aimed to increase ADVO compliance, support connections between the legal and support service sector, increase access to services for DV perpetrators and encourage help seeking.</p> <p>The evaluation found that Maitland DV Service Hub achieved most of its short and medium-term outcomes and identified enabling factors crucial to the success of the Maitland DV Services Hub.</p>	\$6,000
<p>Text mining police narratives of domestic violence events to identify coercive control behaviours</p> <p>This study investigates a measure of coercive control behaviours constructed from police narratives using a dictionary and rule-based text mining approach.</p>	N/A
<p>The impact of changes to liquor licensing policy in NSW on alcohol-related violence between 2000–2019</p> <p>To quantify the effect of individual liquor licensing policies, implemented between 2008 and 2018, on assaults in NSW.</p>	N/A
<p>The costs and benefits of the Magistrates Early Referral Into Treatment program</p> <p>An economic evaluation of the impact of MERIT on reoffending and health outcomes (including ambulance call outs, hospitalisations and deaths).</p>	N/A
<p>An examination of trends in penalties for drink and drug driving offences in NSW</p> <p>A research study examining changes in the penalties imposed for drug and drink driving offences since the implementation of the 2019 drink and drug driving reforms.</p>	N/A
<p>The experience of complainants of sexual offences with the Criminal Justice System</p> <p>This research study seeks to examine the experiences of adult complainants of sexual offences with the NSW criminal justice system. Two major pieces of work are being undertaken (1) a qualitative interview study (of both stakeholders and complainants) and (2) a review of trial transcripts for sexual offence matters.</p>	\$238,836
<p>The impact of the length of Apprehended Domestic Violence Orders on compliance and reoffending</p> <p>A study examining the effectiveness of longer ADVOs in reducing domestic violence.</p>	N/A
<p>Court outcomes and sentencing for judge alone trials</p> <p>A study estimating the impact of a case being seen judge alone (relative to jury trials) on acquittals and sentencing.</p>	N/A
<p>Attrition in sexual assault cases in the criminal justice system</p> <p>A study providing information on how many sexual assault offences are reported to police, and how far these cases progress through criminal justice system before 'dropping out' or coming to a conclusion.</p>	N/A

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Crime in Regional and Rural NSW in 2023: Trends and Patterns</p> <p>This paper considers recorded crime in Regional NSW to December 2023 focusing on how long-term and short-term crime trends in Regional NSW compare with Sydney, the extent to which crime is higher in Regional NSW compared with Sydney, and who appears to be responsible.</p>	N/A
<p>The increase in motor vehicle theft in NSW up to March 2023</p> <p>This paper considers the increase in motor vehicle theft up to March 2023 focusing on where the increase is most pronounced, which vehicles are affected, and who appears to be responsible.</p>	N/A
<p>The rising cost of retail theft – Trends in steal from retail to June 2023</p> <p>This paper considers the increase in retail theft up to June 2023 focusing on the regions where retail theft is increasing, what items is being stolen and from where, and who appears to be responsible.</p>	N/A
<p>The involvement of young people aged 10 to 13 years old in the NSW criminal justice system</p> <p>This report examines police contact, court finalisations and youth detention involving young people aged 10 to 13 years old.</p>	N/A
<p>NSW Custody Statistics: Quarterly update</p> <p>This report presents 24 months of reception, discharge and custody population data and comparisons between the current and previous quarter for age, gender, indigenous status, most serious offence and the average length of stay.</p>	N/A
<p>NSW Recorded Crime Statistics quarterly update</p> <p>This report presents data on crime reported to, or detected by, the NSW Police Force from January 1995, with a focus on the statistical trends for the present 24 months.</p>	N/A
<p>Aboriginal overrepresentation in the NSW Criminal Justice System</p> <p>The report shows performance against indicators of Aboriginal overrepresentation in the justice system. The report is run quarterly.</p>	N/A
<p>NSW Criminal Court Statistics</p> <p>The statistics presents information on the characteristics of defendants dealt with by NSW criminal courts between July 2018–June 2023, and Jan 2019 –Dec 2023. This includes information on the offences, case outcomes and sentences associated with those defendants.</p>	N/A
<p>Research on domestic and family violence victim-survivor experiences of the NSW criminal justice system, including coercive control</p> <p>The Women’s Safety Commissioner and BOCSAR are leading a qualitative research project on the experience of domestic and family violence victim-survivors in the NSW criminal justice system. This will explore victim-survivors’ experience of reporting domestic and family violence, the progression through the court system and the adequacy of the domestic and family violence support system, particularly for vulnerable groups. This is a three-year project and BOCSAR will primarily coordinate the Research Advisory Group.</p>	\$400,000

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Promoting the mental health of Indigenous children: systems-level integration of pathways to care</p> <p>This research partnership with the University of Central Queensland evaluates the effectiveness of systems integration to support the mental health and wellbeing of Aboriginal school-aged children and young people.</p>	\$0
<p>The efficacy of trauma-based therapies for Aboriginal children and young people in out-of-home care</p> <p>A partnership with the University of Newcastle, this study, to complete a Master’s thesis, aims to investigate if culturally appropriate evidence-based psychological interventions have been successful in reducing trauma symptoms in Aboriginal children and young people.</p>	\$0
<p>Evaluation of HammondCare Darlinghurst: an aged care home for people experiencing, or at risk of, homelessness</p> <p>The purpose of this study is to evaluate the value of the HammondCare Darlinghurst Aged Care Home in a holistic way to inform policy, practice and service provision for older people at risk of homelessness in the areas of health, mental health, aged care, housing, disability, and social support.</p>	\$0
<p>A Trauma-Focused Adaption for Parent-Child Interaction Therapy: Outcomes for Children in Child Protection and Out-of-Home Care with a History of Complex Trauma</p> <p>PhD research with the University of Newcastle to determine the feasibility, acceptability and efficacy of Trauma-Focused Adaptation for Parent-Child Interaction Therapy within a Statutory Child Protection Organisation.</p>	\$0
<p>Study of St Vincent de Paul Housing tenants’ wellbeing and trajectories over time</p> <p>This partnership with the University of NSW aims to look at the Social and Affordable Housing Fund program utilised by St Vincent de Paul Housing by way of tracking tenant wellbeing and trajectories over time, including after tenants exit the program.</p>	\$0
<p>Early parenthood and out-of-home care: placements, services and supports</p> <p>A PhD research project with Sydney University that examines young parents with lived experience of out-of-home care, foster/ kinship carers’ and frontline practitioners’ perceptions of the availability, nature and extent of support available within different types of out-of-home care placements for adolescent mothers and their young children.</p>	\$0
<p>Collaborative design within a therapeutic Youth Justice unit</p> <p>A research project that developed knowledge about the experience, learning and impacts of collaboration between the design research team, Indigenous practice leader and Elders, therapeutic staff, youth offices and Indigenous and non-Indigenous young people in the custodial youth justice context.</p>	\$0
<p>Positive Pathways for Vulnerable Adolescents: The role of a Life Management Program Approach</p> <p>A research project that examined the short and longer-term outcomes and pathways of young people who participate in the Ted Noffs’ Program for Adolescent Life Management (PALM).</p>	\$0

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Pasifika Program Review</p> <p>This review examined the benefits, impacts, appropriateness, and possibilities of the Pasifika Program with young people involved in the criminal justice system.</p>	\$58,000
<p>Evaluation of the Youth Justice Domestic and Family Violence Strategy 2019–22</p> <p>Procurement of an independent consultant to review progress of the Youth Justice Domestic and Family Violence Strategy 2019–22.</p>	\$50,000
<p>Evaluation of Services Our Way</p> <p>An independent Evaluation of Services Our Way (SOW) was undertaken using a mixed-methods approach to determine the overall effectiveness of the SOW program and identify SOW success factors and areas for service improvement.</p>	\$136,900
<p>Aboriginal Housing Office Tenant Satisfaction, Experience and Wellbeing Survey</p> <p>This biennial survey undertaken with the Aboriginal Housing Office’s Aboriginal Community Housing Provider tenants measures tenant satisfaction, experience, cultural satisfaction, wellbeing, and other social outcomes over time.</p>	\$147,549
<p>NSW Social Housing Assistance Commissioning Data Report 2022–23</p> <p>DCJ has developed and published on the facs.nsw.gov.au the annual NSW Social Housing Assistance Commissioning Data Report and Appendix for 2022–23. These reports improve the granularity, quality and accessibility of information available for service delivery planning.</p> <p>The data report presents a NSW wide overview of social housing assistance, including applications for social housing, social housing tenancies and private market assistance.</p>	\$18,525
<p>Evaluation of the Specialist Homelessness Services program</p> <p>Ernst and Young were engaged by DCJ to undertake an evaluation of the NSW Specialist Homelessness Services (SHS) program to develop a comprehensive understanding of the service system and to examine longer-term client and system-level outcomes and the costs and benefits associated with the SHS program.</p> <p>Findings from the final SHS evaluation, along with several other evaluation reports, will help build an evidence base that will be used to inform the NSW future state homelessness service system.</p> <p>DCJ has published the final report on https://www.facs.nsw.gov.au/providers/homelessness-services/research-and-evaluations</p>	\$134,915
<p>Evaluation of the Tenant Participation and Community Engagement Program</p> <p>The Tenant Participation and Community Engagement (TPCE) program aims to provide DCJ social housing tenants with enhanced access to information, advice and opportunities to be more actively involved in processes and decisions related to improving social housing tenancies and communities.</p>	\$180,467

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>2023 Workload Activity Analysis</p> <p>The Workload Activity Analysis analyses how DCJ Housing staff providing housing operations functions, activities and tasks (hereafter DCJ Housing Operations) spend their time.</p> <p>The Work Activity Analysis Tool was developed by ARTD and run in 2009, 2013, 2017 and most recently in 2023. This latest version focused on updating WAAT codes and a new more streamlined data collection tool, and for the first time included data on costs and tasks that are not getting done.</p>	\$97,062
<p>Five Minute Intervention skills acquisition by correctional staff: The role of manager buy-in</p> <p>Examines associations between staff perceptions of manager buy-in before and after FMI training, and how these are related to uptake of FMI-related skills. Results indicated that change in perceived manager buy-in was limited following FMI training, and perceptions did not appear to be a precondition for FMI-related skills acquisition for many staff.</p>	N/A
<p>Dynamics of wellbeing and needs satisfaction among people in prison</p> <p>Used inmate tablet survey data to explore how people experience wellbeing and needs satisfaction while in prison. These factors were associated with perceptions of overall prison climate although did not appear to predict rehabilitative outcomes.</p>	N/A
<p>Empirical review of the Pathways to Employment pilot for women in prison</p> <p>Multimodal evaluation of the Pathways to Employment (P2E) pilot including analysis of administrative data, staff interviews, and participant case studies. Results were discussed to gain insights about implementation of P2E as well as broader principles of women's post reintegration needs and the role of employment.</p>	N/A
<p>Conducting survey research using inmate digital tablets: Lessons learned from research conducted in NSW correctional centres</p> <p>Addressing key themes of the Digital Transformation Research and Development Strategy, this report identifies various challenges and principles of best practice derived from the Corrections Research, Evaluation and Statistics experience in conducting research using inmate tablets.</p>	N/A
<p>Assessment and experience of prison climate in NSW correctional centres</p> <p>Used inmate tablet survey data to examine the psychometric properties of a key measure of prison social climate (the EssenCES) and how perceptions are related to other constructs of interest.</p>	N/A
<p>Evaluation of the Practice Guide for Intervention: Staff Perceptions Five Years After Implementation</p> <p>Examine staff perceptions of Practice Guide for Intervention content and delivery, and of quality assurance processes; quality of working relationship between offenders supervised in the community and their supervising officers; and quality assurance constructs and compliance.</p>	N/A

Research and development project or evaluation	2023–24 Expenditure (GST EXC) ^{1,2,3}
<p>Assessing the impact of Five Minute Interventions training on behavioural indicators of correctional centre safety and order: An interrupted time series analysis</p> <p>Examines the impact of introducing FMI on objective behavioural indicators of correctional centre safety and order. Results indicated that FMI training was linked to a significant gradual reduction in proven violent offences in custody.</p>	N/A
<p>Impacts of digital tablets on trends in correctional centre safety and order: A controlled interrupted time series study</p> <p>Using a quasi-experimental controlled interrupted time series design, this study examines the impact of the implementation of digital tablets on objective indicators of inmate and staff behaviour associated with safety and order within correctional centres.</p>	N/A
<p>Evaluation review of the Enhanced Identity Management pilot</p> <p>Mixed method review of evidence relating to the processes and outcomes of a pilot program that provides birth certificates to vulnerable people in prison, coordinated between Corrective Services NSW and NSW Births, Deaths and Marriages.</p>	N/A
<p>Development and validation of the Triage Risk Assessment Scale: Sexual Offending</p> <p>Outlines the development of an automated tool for estimating sexual recidivism risk among men convicted of sexual offences.</p>	N/A
<p>Evaluation of the Remand Domestic Violence Intervention</p> <p>Corrective Services New South Wales engaged ARTD to design and undertake a process and outcomes evaluation of the Remand DV intervention. The purpose of the evaluation was to explore how the Remand DV intervention was implemented, and the outcomes it achieved.</p>	\$135,000

1 N/A indicates projects were completed internally by multiple staff members working on multiple projects simultaneously.

2 \$0 indicates in-kind support provided internally.

3 Nil indicates no funds were expended during 2023–24. This does not preclude expenditure occurring during other financial years.

4.3.5 International travel

DCJ employees made a total of 63 overseas visits in 2023–24. Reasons for the visits included sharing public practices and processes and fulfilling child protection commitments.

Department of Communities and Justice

Officer	Dates	Destination	Purpose of visit
Justice Hament Dhanji	23–29 July 2023	Apia, Samoa	Attend and present to Pasefika Lawyers collective CPD Conference Programme
Justice Andrew Bell	24 June–4 July 2023	Lille, France	Attend the International Mesothelioma Interest Group meeting
Mr Mason Talolua	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Mr Ryley Allen	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Mr Anthony Hobson	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Mr Benjamin Golding	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Mr Mitchell Von Borstel	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Mr Andrew Groeneveld	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Mr Sam Toetu	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Mr Donald Cochran	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Mr Adam Jones	19–26 August 2023	Singapore	Attended the Asian Prison Lockdown Challenge
Justice Andrew Bell	2–4 October 2023	Queenstown, New Zealand	Attend and speak at the Banking & Financial Services Law Association Conference
Justice Joanna Bird	2–4 October 2023	Queenstown, New Zealand	Attend the Banking & Financial Services Law Association Conference
Justice Andrew Bell	5–8 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association
Justice Joanna Bird	5–8 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association
Justice Richard Weinstein	5–8 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association
Justice Craig Smith	5–8 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association

Officer	Dates	Destination	Purpose of visit
Justice Nicola Pain	5–8 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association
Justice Michael Walton	5–8 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association
Justice Robert Beech	5–8 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association
Justice James Stevenson	5–8 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association
Justice Joanne Harrison	5–12 October 2023	Auckland, New Zealand	Attend 25th Annual Colloquium of the Australian Judicial Officers Association
Caseworker ¹	13–14 October 2023	Karachi, Pakistan	To supervise clients
Ms Maria Petrou	18–26 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mrs Elise Menser	19–23 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Ms Belinda Edwards	19–23 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mr Luke Griffiths	19–23 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mrs Kylie Hughes	19–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Ms Natasha Murray	19–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Ms Nicola Jeffers	19–26 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Ms Eimear O'Farrell	19–28 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mr Michael McIntosh	20–24 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mr Daniel Gordon	20–24 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mr Albert Santos	20–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mrs Deborah Markou	20–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Miss Faith Slatcher	20–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mr Stephanie Wallace	20–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration

Officer	Dates	Destination	Purpose of visit
Mr Berindah Aickendreyer	20–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Ms Chantal Snell	20–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Ms Christie Robertson	20–25 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Ms Brenna Callinan	20–26 November 2023	Wellington, New Zealand	Attend ANZSOG Executive Master of Public Administration
Mr Michael Fisher	27 January – 10 February 2024	Washington DC, United States of America	Attend the National Crisis Negotiator Course (FBI)
Caseworker ¹	2–20 February 2024	Manchester, United Kingdom	Transition minors from the UK back to Australia
Caseworker ¹	2–20 February 2024	Manchester, United Kingdom	Transition minors from the UK back to Australia
Caseworker ¹	2–20 February 2024	Manchester, United Kingdom	Transition minors from the UK back to Australia
Caseworker ¹	2–20 February 2024	Manchester, United Kingdom	Transition minors from the UK back to Australia
Justice Julie Ward	13–17 March 2024	Hong Kong	Attend the 8th Judicial Seminar on Commercial Litigation
Justice Andrew Bell	13–17 March 2024	Hong Kong	Attend the 8th Judicial Seminar on Commercial Litigation
Justice Fabian Gleeson	13–17 March 2024	Hong Kong	Attend the 8th Judicial Seminar on Commercial Litigation
Justice James Stevenson	13–17 March 2024	Hong Kong	Attend the 8th Judicial Seminar on Commercial Litigation
Justice Kelly Rees	13–17 March 2024	Hong Kong	Attend the 8th Judicial Seminar on Commercial Litigation
Justice Elisabeth Peden	13–17 March 2024	Hong Kong	Attend the 8th Judicial Seminar on Commercial Litigation
Justice Katrina Williams	13–17 March 2024	Hong Kong	Attend the 8th Judicial Seminar on Commercial Litigation
Justice Scott Nixon	18–22 April 2024	Doha, Qatar	Attend the Standing International Forum of Commercial Courts 5th International Conference
Justice Andrew Bell	18–28 April 2024	Manchester, United Kingdom	Attend and present to the 4th Judicial Roundtable at the Durham Law School, United Kingdom

Officer	Dates	Destination	Purpose of visit
Ruth Gravers	6–9 May 2024	Napier, New Zealand	Attend the Corrective Services Administrator's Conference hosted by Department of Corrections New Zealand
Sibella Matthews	7–9 May 2024	Napier, New Zealand	Attend the Corrective Services Administrator's Conference hosted by Department of Corrections New Zealand
Geoffrey Bellew	3–13 May 2024	Seattle, United States of America	Attend the Association of Paroling Authorities International (APIAI) 2024 Annual Training Conference
Donald Sword	4–20 May 2024	Seattle, United States of America	Attend the Association of Paroling Authorities International (APIAI) 2024 Annual Training Conference
Caseworker ¹	27–31 May 2024	Auckland and Wellington, New Zealand	Home visits for families allocated to Interstate Transfer team
Caseworker ¹	8–13 June 2024	Apia, Samoa	Facilitate family group conference for (child) client's family
Justice Dina Yehia	26–30 June 2024	Denpasar, Indonesia	Attend and speak at the Criminal Lawyers Association NT conference
Justice Sarah Huggett	22–30 June 2024	Denpasar, Indonesia	Attend the Criminal Lawyers Association NT conference

¹ Caseworkers are not identified by name in order to protect the identity of the children and young people they have accompanied/visited.

4.3.6 Disability Inclusion Action Plan

The *Disability Inclusion Act 2014* formalises NSW's commitment to the United Nations Convention on the Rights of Persons with Disabilities and requires the creation of two different types of plans: the *NSW Disability Inclusion Plan* and the *Disability Inclusion Action Plan*.

Disability inclusion planning is one way for governments, public authorities and other organisations to reduce and remove barriers for people with disability and foster a more accessible and inclusive community. Disability inclusion planning is about making a plan that outlines the actions that government departments and agencies will take to remove barriers in access to government information, services and employment, and to foster the promotion of the rights of people with disability.

NSW Disability Inclusion Plan

The *NSW Disability Inclusion Plan 2021–2025*, released in November 2021, provides a whole-of-government strategy. The plan has four focus areas that sets out how the NSW Government will improve the lives of people with disability.

The focus areas are:

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes.

This four-year plan builds on the work the NSW Government has undertaken to create more accessible and inclusive communities and provides the blueprint for increasing the social and economic participation of people with disability across NSW. It aligns with the Australian National Disability Strategy and our obligations under the United Nations Convention on the Rights of Persons with Disabilities.

Disability Inclusion Action Plan

All NSW Government departments are required to create their own Disability Inclusion Action Plan (DIAP). DIAPs set out the measures the departments intend to put in place to ensure that people with disability can access services and participate fully in the community.

DCJ came into being on 1 July 2019, bringing together the former departments of Justice and Family and Community Services. DCJ has worked in consultation with people with disability and their representative organisations to develop a new DIAP that promotes disability inclusion across our range of services.

Disability Inclusion initiatives in 2023–24

During 2023–24, we continued to implement a range of disability inclusion strategies, services and initiatives for its own workforce, as detailed below.

DCJ staffing initiatives

- DCJ has retained its status as a Disability Confident Recruiter, which means our recruitment policies and practices have been benchmarked for access and inclusion by the Australian Disability Network.
- Continued to partner with disability employment service providers and specialist employment portals to promote DCJ employment and attract applications from people with disability.
- Continued to offer 'Stepping Into' Internship opportunities to 11 university students with disability in partnership with the Australian Disability Network.
- Implementation of a pilot mentoring program for 20 employees with a disability, which aims to develop the skills and capabilities of employees with a disability at all non-executive grades (as mentees), as well as build the disability inclusion capabilities of their mentors through reverse/reciprocal mentoring. The pilot program was launched in December 2023, aligned to the International Day of People with Disability.
- Launched a pilot neuro-inclusion educational program with CTSD to improve understanding of neurodiversity in the workplace and the communities DCJ serves. Approximately 400 CTSD staff have participated to date.

- Conducted a user experience review to redesign the DCJ Intranet Accessibility Hub. The refreshed site included enhanced resources and streamlined usability to allow staff to grow their capabilities with tools, eLearning modules and information that support digital accessibility and inclusion.
- Continued to support its Workplace Adjustment Passport, which ensures a digital record of the accessibility arrangements put in place for employees with disability. DCJ has shared its concept design with the agency leading the introduction of a Passport across the rest of the NSW Government sector to promote good practice.
- Commenced research to explore future pathways to employment for people with intellectual disability, examining barriers from an employer perspective, and future concept design for potential pilot in 2024–25.
- Undertaken a significant new survey of disability experiences at DCJ and common functional barriers in employment and obtaining adjustments. Over 775 employees completed the survey and it will be repeated biannually to track progress in workplace adjustment experiences.
- Continued the DCJ Accessibility Community of Practice, which is a staff network connecting colleagues interested in accessibility to build skills, collaborate, generate ideas, solve problems and support each other to deliver accessible communications at DCJ. Ten diverse sessions were held throughout 2023–24 including topics on Easy Read, accessible writing, assistive technology, workplace adjustments and universal design.
- Launched a new DCJ Accessible Communications Policy. The policy strengthened the previous digital communications policy, broadening the scope to include online and offline communications. It identifies five focus areas to enable our communications to become more inclusive and accessible - Buy, Prepare, Create, Support and Monitor.
- Partnered with the Council for Intellectual Disability to provide feedback on the DCJ website. The research informed a roadmap for accessibility improvements on the DCJ website, a redesign of the DCJ Easy Read hub and an Easy Read Framework to guide staff in best practice resource development.
- Delivered an online speaker series Thriving at Work to hear from inspirational and insightful speakers on topics that will help employees enhance their professional growth and wellbeing. Over 1,038 employees have participated in the last 12 months, with sessions discussing inclusion, accessibility, and broader topics such as motivation, ethical behaviour in the public service, and career journeys.
- Developed an Accessible Procurement Toolkit resource with the DEN and the Centre for Inclusive Design (CFID). Funded by the 2022 DCJ Innovation Fund and working with CFID, this is a co-designed solution to ensure accessibility is considered at every stage through the procurement life cycle. We continue to work with Department of Customer Service who are leading a whole-of-government approach in this area.
- Published the Disability Inclusion and Access Guidelines on DCJ's intranet to support DCJ staff to embed inclusion and accessibility for people with disability when developing and reviewing new and existing policies, mandates, programs, guidelines, tools, and resources.
- Continued to support its Disability Employee Network (DEN) and mature workers network, Supporting Ageing Government Employees (SAGE) (noting there is a strong link between ageing and disability). DCJ also supports its employees to participate in cross-sector networks such as DENConnect.
- Continued to monitor progress against disability employment targets in our Inclusion Strategy 2021–2025, including PMES engagement scores for employees with a disability.

During 2024–25, we aim to:

- Continue to offer 'Stepping Into' Internship opportunities to university students with disability in partnership with the Australian Disability Network.
- Continue the mentoring program for employees with disability to support skills and career development.
- Launch a revised Workplace Adjustment Policy and Procedure, and continue to add content to the Disability Inclusion Channel.
- Design a pilot program to improve the employment of people with intellectual disability in DCJ.
- Complete the Access and Inclusion Index operated by the Australian Disability Network. The results will inform our next wave of initiatives and DIAP contributions in meaningful employment.

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- Continue developing disability employment priorities and initiatives as part of our implementation of the DIAP and Inclusion Strategy 2021–2025 employment actions.

For further details of our planned initiatives/programs that support employees with a disability, please refer to [Part 4.1.2 Workforce diversity](#).

Strategy, Policy and Commissioning

- Provided support across government and monitored the implementation and progress of the NSW Disability Inclusion Plan. This included providing advice and training to government departments and local councils to implement, monitor and report on their disability inclusion action plans.
- Managed the partnership with Get Skilled Access, which is undertaking work with DCJ and other agencies to boost disability employment in the public sector by undertaking targeted recruitment and disability inclusion activities.
- Created two easy-to-read brochures to promote accessibility and inclusivity in communities. One brochure explains the services offered by DCJ, while the second highlights contact details for critical support services. These resources are available on DCJ's easy read hub for DCJ staff to share with communities.
- Provided secretariat support to the Disability Council NSW, the official advisory body to the NSW Government on matters relating to people with disability and disability inclusion. The Council provides independent advice on matters that affect people with disability in NSW, as well as their families and carers. The Council has an important role in disability inclusion action planning, providing advice to the NSW Government and public authorities.
- The Office of the Women's Safety Commissioner provided funding to partner with the Ageing and Disability Commissioner to deliver a domestic, family, and sexual violence capability project, which aims to improve prevention of and response to abuse of older women and women with disability. The project upskills support networks and raises awareness and understanding to prevent, identify and respond to domestic, family and sexual violence in relation to older women and women with disability. This project primarily targets:
 - Frontline workers and formal supports for older women and women with disability
 - Supporters and advocates of older women and women with disability.
- The Justice Advocacy Service (JAS) is a government-funded service that supports people with a cognitive impairment who come into contact with the NSW criminal justice system. Anchored by a strong partnership between DCJ and service provider the Intellectual Disability Rights Service, JAS delivers positive outcomes and access to justice for vulnerable people through collaboration between government and disability services. In 2023–24:
 - the advocacy component of JAS (JAS Advocacy) supported 1,968 clients with cognitive impairment to navigate the criminal justice system.
 - the new court-based diversion component of JAS (JAS Diversion) provided targeted diversionary support to 205 defendants with a cognitive impairment at six NSW local courts. JAS Diversion supports clients to source existing diagnostic information or receive a clinical assessment to evidence their disability, access disability support services such as the National Disability Insurance Scheme (NDIS), and engage other support services to address their needs.
 - JAS delivered training and education to agency staff to build their capacity to identify, work with, and better respond to people with a cognitive impairment. A planned evaluation of JAS Diversion in 2024–25 will support the Department's response to Recommendation 8.21 of the Disability Royal Commission.
- Published two new policies for children in care, that included direction for practitioners on how to work more inclusively with children or parents with a disability. Those policies covered home visiting and restoring a child to their parent's care.
- One recipient of the NSW Sexual Violence Project Fund is The Northcott Society. They are responsible for delivering 'Love Rights: Targeting gaps in practical sexual violence prevention for people with disability'. The project provides awareness education, peer-informed and accessible resources for people with disability and an evidence-based training program for disability support workers.

- Responses Matter awarded four projects that will, in 2024–25, build the capacity of non-specialist services that respond to disclosures of sexual violence from victim-survivors in priority populations including people with disability. Of these, two organisations will deliver projects targeting disability services. The Stepping Out Program is one of the organisations funded that will support disability services to respond to disclosures. With a rural and regional focus, the Central West Women’s Health Centre will target all four priority populations, including people with disability.
- Intensive Therapeutic Care Significant Disability (ITC-SD) placements are provided to a limited cohort of children and young people aged 12 years and over who have complex disability. In 2023–24 an ITC expansion tender was conducted to ‘right size’ the program to better meet placement demand. The tender process is near complete, and implementation of new ITC-SD has started.
- Continued to strengthen the Special out-of-home care (OOHC) policy to ensure these arrangements are appropriate and adhere to the Child Safe Standards for Permanent Care set by the Office of the Children’s Guardian. Since 1 January 2024, a service agreement must be in place with all Special OOHC providers before service provision commences. The service agreement outlines roles and responsibilities and expectations for service delivery.
- Men’s Behaviour Change Programs (MBCP) are predominantly group-based programs and services that focus on working with perpetrators to enable them to recognise their violent behaviour and develop strategies to stop them from using violence. The MBCP Development Grants program expends funding from the Domestic, Family and Sexual Violence National Partnership Agreement. One of the objectives is to develop and/or tailor MBCP delivery to particular priority groups. This included meeting the needs of people living with cognitive impairment.
 - The MBCP Development Grant program funded:
 - Warrina Domestic and Family Violence Specialist Services: tailor their existing MBCP program to meet the needs of male users of violence, and those impacted by his choices, who are living with a cognitive impairment in the Coffs Harbour area.
 - Communities Plus: develop and register an MBCP that is accessible to men who are users of violence and have a cognitive impairment.
 - Catholic Care Broken Bay: to co-design a framework/guideline for MBCP services when working with users of violence who a cognitive impairment. A specialist will be employed to consult and facilitate research through focus groups, individual interviews, observations, and pilots of existing MBCP. This research will inform the assessment, guidelines/framework and adjustments for the program content.
- DCJ administered the Australian Government Department of Social Services (DSS) Changing Places funding across NSW. A Changing Places toilet facility allows individuals with high support needs to take part in all elements of community life, without having to limit their time out due to concerns about being able to access a suitable toilet. Changing Places provide suitable facilities for people who are not accommodated by standard accessible toilets.
 - In 2023–24, DCJ supported 12 local councils to access funding to build 13 Changing Places facilities across NSW. DCJ will continue to monitor the progress of each project and administer another funding round in 2023–24.

Corrective Services NSW

- Corrective Services NSW (CSNSW) Statewide Disability Services (SDS) identifies and manages people with physical, sensory, and cognitive disability, in custody. SDS has responsibility for both operational and strategic leadership relating to people with disability in custody. Under the DIAP, SDS, with representatives from Security and Custody, reviewed the accessibility of all CSNSW prisons in 2023–24 to enhance decision-making and advice regarding placement options for people with disability. Enhancing the use of Audio-Visual Link (AVL) with people with disability in custody for individual and program work and improving our systems and processes within the Additional Support Units (ASUs) and state-wide service provision were also a key focus.
- The CSNSW Academy continues to deliver the Disability Awareness course, with 115 enrolments in 2023–24. The course provides participants with the skills and knowledge to effectively interact with people with disability as well as information on support services available to staff working with offenders in custodial and community environments.

- The 'Is it Dementia?' course remains available to all CSNSW via the online Learning Management System.
- Employed a permanent part time role who transitioned from a paid intern as part of the 'Stepping Into' Internship Program facilitated by the Australian Network on Disability. The role was specifically designed and created for them.

Court, Tribunals and Service Delivery

- Established a 'Disability Inclusion Group (DIG). The DIG aims to identify current and emerging issues impacting on the inclusion of employees and court users living with disability and provide strategic advice to the leadership team regarding how to address these issues.
- Encouraged staff to undertake JAS training, which is aimed at increasing the competency of staff in working with and supporting people with a cognitive disability.
- Neurodiversity workplace training provided to Sheriff Justice Academy Staff, Court Services Directors and Senior Managers and selected NCAT staff.
- Where required, courts and tribunals engage Auslan interpreters and provide hearing loops to support participation in proceedings.
- Provision of real time transcription service to support participants with cognitive impairment, when requested.
- Court and Tribunal Infrastructure Capability Guidelines have a dedicated section on 'Inclusion' to ensure new courthouse buildings and existing buildings are accessible and inclusive for people living with disability.
- Certificate III in Government provided by the Sheriff and Justice Academy incorporates a module of competency on Disability and Inclusion.
- 'Inclusion and diversity' is included in all advertised Court Services roles with a specific reference to people living with disability. Further, candidates are encouraged to reach out should they require an adjustment in the recruitment process to help them perform at their best.
- NCAT provides a range of Easy Read publications for people with cognitive disability participating in Guardianship Division proceedings and actively promotes access to disability legal services on its website.
- All Operational Training materials for staff incorporate accessibility principles as they are reviewed. Training booking checklists request information about learning needs to accommodate any form of disability and access to learning.
- Review of accessibility enhancement requirements for key programs utilised by the NSW Sheriff's Office (JMS and SORTS).

Law Reform and Legal Services

- As part of its response to the NSW election commitments sought by the Council for Intellectual Disability, the Government committed to establish a government working party, alongside community representatives, to advise on guardianship reform.
- The Working Group considered relevant recommendations of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) through regular meetings in 2023 and early 2024. Working Group membership included:
 - relevant government agencies (e.g. NSW Health, the Ageing and Disability Commission)
 - community stakeholders including disability advocacy organisations (e.g. Council for Intellectual Disability) and peak legal stakeholders (e.g. Law Society of NSW).
- The NSW Government response to the Disability Royal Commission notes that it will consider the advice of the NSW Guardianship Working Group about guardianship and supported decision-making.
- Anti-Discrimination NSW completed its Workplace Adjustments Project, a series of case studies and podcasts aimed at increasing awareness of hiring managers on the importance of workplace adjustments. The project was launched at International Day of People with Disability events hosted by the NSW Public Service Commission and DCJ Disability Employee Network, respectively. Anti-Discrimination NSW's Workplace Adjustments Project has been nominated for two prestigious awards – the International People's Choice Podcast Awards and Australian Podcast Awards.

- Anti-Discrimination NSW delivered information sessions to key disability stakeholder groups including the NSW Fair Trading Disability Community Voice Network, Neami Western Sydney and DENconnect (NSW Government Disability Employment Network).
- Anti-Discrimination NSW commenced a project on disability discrimination in goods and services. The project aims at contributing to increasing equality of access to goods and services in the retail sector for people with disability.
- Anti-Discrimination NSW participated in DCJ's NSW Disability Sector Forum.

Child Protection and Permanency

- At Open Adoption Records Access, the new carer recruitment forms are in line with webpage accessibility including language. On the adoption landing page there is also a hearing/listen option and a number to contact to speak with a caseworker if needed. The 'how to apply for care leaver records' landing page also has accessibility options.
- Promoted awareness and use of Workplace Adjustment Passports. Where necessary, modifications are made to support workers.
- The Hunter and Central Coast district have been able to create and maintain a relationship with the Disability Specialist at the John Hunter Hospital, with HNE Health. They have assisted in running a group supervision and participating in birth planning meetings with the Hunter Prenatal Team to be able to appropriately formulate Family Actions Plans for parents with intellectual disability, in the prenatal space.
- The Hunter and Central Coast district is currently converting a meeting room at the Newcastle office into a sensory room. The district is purchasing lounges, rugs, bean bags and other sensory items for this room. This room will formally open in early 2025 when the office building works are complete.
- Participated in an action learning research program that aimed to better understand the needs of social work graduates who wish to take up a child protection caseworker role. While this action learning occurred in 2022, draft evaluation and learnings are only now available. The district is working alongside the university to attend to recommendations made.

Office of the Senior Practitioner

- Responded to 3,215 client referrals from practitioners seeking capacity building support to navigate the NDIS for children and parents with disability. This represents an 18 per cent increase in client referrals compared to 2022–23.
- Implemented a capacity-building strategy targeted at building the capacity of practitioners to implement and fully utilise NDIS plans for children in OOHC so that their disability needs can be met, and they are supported to thrive.
- Implemented state-wide roll out of a joint project with NSW Health to enhance the OOHC Health Pathway for children in care following a successful trial approach during 2022–23. A referral is now made to the Office of the Senior Practitioner (OSP) Inclusive Practice team by an OOHC Health Coordinator if a child is identified as having a disability or developmental delay through the OOHC Health Pathway process. Inclusive Practice provides support to the caseworker and builds their capacity to access the appropriate disability supports for the child through mainstream supports, the NDIS or Early Childhood Approach.
- Built collaborative pathway between Inclusive Practice, Practice and Permanency and Psychological and Specialist Services to improve the early identification of disability for children entering care and to provide a pathway to accessing the appropriate disability supports to help achieve permanency goals.
- Family is Culture eLearn and the Professional Judgement in Assessment Practice eLearn was developed by Practice Learning to inform and influence the practice of child protection caseworkers, leaders and other relevant staff with children and families so that it is inclusive, promotes best practice with diverse families and communities, is accessible and enables all DCJ staff to fully participate in learning.
- The Caseworker Development Program (CDP) has provided opportunities for inclusive practice to present and talk to new caseworkers are part of the overall content of CDP. This presentation has included topics such as navigating the NDIS and working with families (both parents and children) where there are disabilities.

- The CDP is currently undergoing a significant review of structure and content. As part of this project consideration is being given to refreshing content in relation to inclusive practice along with considerations for how accessible the training content is to employees with a disability.
- Practice Learning delivered the Practice Leadership Development Program to managers client services, managers casework and nominated emerging leaders throughout NSW. Modules included guidance to child protection leaders relating to inclusive practice, including supporting and advocating for employees with disability and leading collaborative and inclusive workplaces.

System Reform

- Commenced development of a Person-Centred Profile for children and young people who are in contact with the child protection and OOHC systems, including those with disability. The Person-Centred Profile is a two-page document which aims to build on caseworker practice and enable caseworkers to better support children and young people by capturing person-centred, individualised information, including the child or young person's communication methods, trusted relationships, and their likes and dislikes.
- Commenced development of disability awareness practice resources to uplift DCJ staff capability in identifying and working with people with disability, including children and young people in DCJ's child protection related work. These resources aim to support front line staff to work with people with disability in contact with DCJ in a sensitive and inclusive way, and to increase awareness of DCJ's responsibilities to people with disability. This will enable DCJ staff to better meet the service needs of children, young people and families with disability and improve their life outcomes.
- The Youth Justice Disability Action Plan 2021–2024 finalised in June 2024 after delivering 38 projects over three years.
- Established a disability champion in each centre and community location, to promote current disability initiatives, provide advice and direction to local staff, and escalate complex cases and systemic issues.
- A Fetal alcohol spectrum disorder (FASD) Policy brief was released and a FASD research project was undertaken with 10 evidence-based/best practice recommendations for Youth Justice to optimise its future response to supporting young people with FASD.
- Developed an easy read brochure to support understanding of consent forms and released the Disability resource toolkit.
- Youth Justice Conferencing Disability Enhancement project (under development) – A collection of resources and pathways for support, including a YJC convenor 'Supporting young people with disability' eLearning package, Reasonable adjustment guide, and Easy Read YJC fact sheets for participants, victims and families.
- Commenced development of the Youth Koori Court Disability Enhancement project where disability training is made available to staff in partnership with IDRS.

Homes NSW

- Continued to collaborate with external agencies and vendors to ensure that software systems and operational processes are accessible to all staff with a disability.
- Actively engaged and gained feedback from staff with visual impairments during the user acceptance testing phase of new systems and application enhancements. This inclusive approach ensures that the updates are accessible and functional for all users.
- Disaster Welfare, on behalf of the State Emergency Management Committee led the development of a plan to improve the emergency management sector's support to people with disability. This will include improved data for emergency planning; more accessible and trusted communications and warnings; improved access to special transport and carers during disasters.
- Revision of the Homes NSW Disability Modifications Policies and Procedures to make it easier for social housing tenants to request and receive modifications to their homes to enable more accessible living spaces.
- A maintenance contract reform that incorporates the principles of the revised Disability Modifications Policies and Procedures. This will help reduce the time it takes for people to have modifications made to their homes.

4.3.7 Compliance with Carers (Recognition) Act 2010

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

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

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

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

During 2023–24, DCJ supported carers in a variety of ways, as described below.

Consultation and liaison with Carers

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

- We provided secretariat support to the NSW Carers Advisory Council. The Council was established under the *Carers (Recognition) Act 2010* (the Act) to advance the interests of carers in NSW. The majority of Council members have current or previous experience of being a carer. Members have diverse backgrounds and expertise and come from a range of metropolitan and regional areas in NSW.
- In 2024, the appointment of nine new members to the Council were approved by the Minister responsible.
- The Council met four times over 2023–24 and developed a new two-year council plan.
- The Council provided advice to the NSW Government on legislation, policy and meeting with the Minister responsible for Carers to discuss matters relating to carers.
- The Council continued to leverage opportunities as they arose contributing to submissions throughout 2023–24 advocating on behalf of carers on various issues including:
 - inquiry into the recognition of unpaid carers
 - NDIS Review -Pricing and payment approaches in the NDIS market
 - NSW Digital Inclusion Strategy.
- In 2023–24, priorities for the Council included:
 - Holding ‘A Conversation with Carers’ event in Newcastle. It provided carers attending from across the region an opportunity to share their experiences and stories. This event also gave carers a chance to learn about practical and financial supports available for carers.
 - The Council sought to deepen connections with communities of carers and provide advice to the Minister on the issues facing carers across NSW, including improving the wellbeing, opportunities, and supports for carers. The new Council’s strategy is looking into supporting digital access for carer choice, health, wellbeing, and inclusion with particular focus on carers residing in regional, rural and remote areas; young carers; and the communication channels for carers to access support and connection.

NSW Carers Strategy

The *NSW Carers Strategy: Caring in NSW 2020–2030* is a whole-of-government and whole of community 10-year plan. The strategy supports NSW public sector agencies to meet obligations under the Act. It aims to recognise and value carers and ensure carers are consulted on policy matters that impact on them.

The strategy has four priority areas:

- Priority 1 – Carers have better access to information, services and supports
- Priority 2 – Carers will be recognised, respected and empowered
- Priority 3 – Carers have improved financial wellbeing and economic opportunities
- Priority 4 – Carers have better health and wellbeing.

The strategy is supported by action plans every two years. The first action plan in 2020–2022 included 29 actions, with 19 being completed, one cancelled, and the remainder being ongoing commitments. The second action plan for the calendar years 2023 and 2024 is currently underway and contains 27 actions.

An Interdepartmental Committee lead the action planning and encouraged collaboration between public service agencies on the strategy. It will further inform progress against current and future action plans of the strategy.

NSW Disability Stakeholder Forum

DCJ in partnership with the Disability Council NSW held three stakeholder forums in 2023–24 to hear community views on the Disability Royal Commission recommendations. People with disability and their carers were among those who attended, sharing their priorities for reform.

DCJ will hold a further series of stakeholder forums over the next year with people with disability and the people that support them. These forums will allow us to test reform ideas and listen to feedback.

NSW National Framework for Protecting Australia's Children 2021–2031 (Safe and Supported)

DCJ is involved in the implementation of *Safe and Supported: the National Framework for Protecting Australia's Children 2021–2031 (Safe and Supported)*. It is a 10-year strategy aimed at improving the lives of children, young people and families experiencing disadvantage or who are vulnerable to abuse and neglect.

Safe and Supported is being implemented through two action plans:

- The Safe and Supported First Action Plan 2023–2026 (First Action Plan), which addresses the needs of all Australian children experiencing disadvantage and/or vulnerabilities.
- The Safe and Supported Aboriginal and Torres Strait Islander First Action Plan 2023–2026 (Aboriginal First Action Plan), which focuses on achieving safety and wellbeing outcomes for Aboriginal and Torres Strait Islander children and young people.

DCJ, along with representatives from other Australian governments, the Aboriginal and Torres Strait Islander Group and the National Coalition on Child Safety and Wellbeing are progressing work on two actions of relevance from the First Action Plan. Action 6, includes activities and deliverables aiming to improve coordination of support for carers between Commonwealth and state and territory services and to provide support for parents and carers, including raising awareness of supports to strengthen parenting practices. Whilst this action is focused on carers in the child protection and out-of-home care context, some of these carers may be caring for children with a medical condition, disability and/or mental illness. Action 7 is focused on ensuring effective and timely responses for parents and carers living with disability and children and young people with disability and/or developmental concerns:

- at risk of entering the child protection system
- in out-of-home care, or
- transitioning to adulthood from out-of-home care.

This action includes activities and deliverables aiming to:

- Ensure an effective interface between child and family services and the National Disability Insurance Agency.
- Improve early identification, information, supports and referral pathways for children and young people with disability and/or developmental concerns as well as support parents and carers with disability to access timely support services.
- Ensure child and family service systems, universal service pathways and the NDIS are accessible, family-centred and responsive to the needs of children and young people and parents and carers with disability.

Progress on the above actions is monitored through the Safe and Supported Governance Structure and reported to the Shared Decision-Making Committee, comprising of Community Services Ministers and the Leadership Group.

Carers Week

- The annual National Carers Week was held from 14 to 20 October 2023. The NSW Government launched a campaign to raise awareness of carers and their contributions to our community.
- The campaign included media and communication resources to celebrate the dedication and hard work of carers and acknowledge their contributions. It included web, social media, and traditional media elements to increase the communities understanding of the substantial role of carers, as well as promoting support services available to those selfless family members and neighbours who don't identify as carers.
- DCJ funded 481 grants for Carers Week. The grants were used to hold community events or activities, or to distribute care packages to carers across NSW.
- The peak body Carers NSW were also provided funding to hold other activities and events during the week.

Companion Card

- The NSW Companion Card program supports people with a lifelong disability to participate in the community by providing free access to venues and events for the cardholder's companion.
- More than 57,000 Companion Cards have been issued in NSW and more than 1,000 businesses are affiliated with the program.

Women offenders

As part of our work to reduce recidivism in the prison population, Corrective Services NSW continued its focus on 'Women as Parents.' This included:

- The 'Caring through Contact' project addresses challenges faced by mothers in custody who have court ordered contact with their children in statutory out-of-home care. The fundamental objective through the project is to increase court ordered and family time visits between incarcerated parents and their children. This work has improved contact between incarcerated women and their children and the quality and availability of information for mothers, children, and carers.
- The Co-located Child Protection Caseworker program continues. DCJ employed child protection caseworkers integrated in women's correctional centres in NSW facilitate better engagement for women whose children are receiving child protection services or are in the current care of out-of-home care service providers.
- The Women's Diversion Pathway Program continues to enable women subject to a custodial sentence, to maintain caring responsibilities for their children by supporting them to reintegrate and reunite with children and their families and address risks of reoffending and returning to custody. The program gives mothers the opportunity to serve part of their custodial sentence in the community on external leave approved by the Commissioner of Corrective Services under the *Crimes (Administration of Sentences) Act 1999*. Strict suitability and eligibility requirements must be met for participants to enter the program. The program is delivered through coordinated interagency case planning with stakeholders including the Justice Health and Forensic Mental Health Network, DCJ Community Services and non-government organisations including the Community Restorative Centre.

Anti-Discrimination NSW

- Attended Carers Day Out in Redfern on 17 October 2023 and provided information about anti-discrimination laws and services to community members.
- Continued to be an active member of the Carers NSW Carers Rights Education Network. Anti-Discrimination NSW collaborated with Carers NSW to develop a complaints information page on the Carers NSW website.
- Raised awareness about carers during National Carers Week by interviewing carers (including a young carer) and promoted the biennial National Carer Survey in Anti-Discrimination NSW's monthly newsletter Equal Time and on social media.

Educational strategies

Other initiatives to support carers

- DCJ funds Carers NSW to deliver carer initiatives which support the NSW Carers Strategy:
 - The carer employment initiative Carers + Employers program comprises both network membership and workplace accreditation. The program defines best practice standards for supporting staff with caring responsibilities to improve carers' career opportunities.
 - The carer research initiative Carers Knowledge Exchange is a joint project with the University of Technology, Sydney. It focuses on promoting and disseminating carer related research by building an online depository and holding events that bring researchers together. Research provides policy makers and service providers with insights to improve supports for carers.

Justice Advocacy Service

The Intellectual Disability Rights Service is funded by DCJ to deliver JAS which provides education and support to carers of people with cognitive impairment, including:

- support for carers to understand legal processes and legal advice in police/court processes
- support for carers to be a conduit of communication to support their family member
- support to access the NDIS and other relevant services
- emotional support for carers during highly stressful situations (the value of this is often reflected in Client Exit Surveys).

Actions taken to ensure staff are aware of and understand the principles of the NSW Carers Charter

- Retained Level 2 Carers Accreditation (Commit) from Carers NSW. Accreditation demonstrates that DCJ has had its policies, procedures and systems independently benchmarked as supportive of people with caring responsibilities.
- Continuing to support teams to use the Better Ways of Working Flexible Work Framework across DCJ, focussing on team-based flexible work, as flexibility is a significant enabler of career development and stronger workforce participation for carers.
- Extended the Workplace Adjustment Passport to include all carers and made them eligible to seek workplace adjustments to help them to manage work and their caring responsibilities. This was launched in Carers' Week, October 2023.
- Continuing to fund and support the DCJ Carers' Network to empower and encourage our employees with carer responsibilities to participate in the development of DCJ policies, procedures, strategies and to promote a workplace culture that ensures equity of opportunity and freedom from discrimination.
- Developed a Carers' Network page on the Springday My Healthy Workplace platform, to increase access to internal and provide resources for wellbeing and resilience, as well as create a community base for employees who are carers.

- Monitoring employee engagement scores for employees who are carers through the PMES. The overall employee engagement score for employees who are carers was 62 in 2023, down slightly from 63 in 2022. The engagement score for all employees was 63 in 2023, down from 64 in 2022.
- Conducting qualitative and quantitative research of the experience of employees who take parental leave and carers leave at DCJ, to inform the future development of best practice tools and resources, responding to the lack of support experienced prior to taking leave, while on leave, and when returning from leave.

Aspirations for 2024–25

In 2024–25, we aspire to:

- Achieve Level 3 accreditation (Excel) through the Carers + Employers program in partnership with Carers NSW.
- Continue to develop and implement additional initiatives that aim to support and improve inclusion for employees who are carers, as prioritised in our DCJ Inclusion Strategy 2021–2025 and DCJ Managing with Maturity Action Priorities.
- Use the launch of DCJ’s revised Workplace Adjustment Policy and Procedure to raise awareness of carers’ eligibility to seek adjustments, and support managers to understand how to implement these sustainably.
- Continue to promote and add additional resources to the DCJ Carers’ Network Page on the Springday My Healthy Workplace Platform.
- Continue to fund and support the DCJ Carers’ Network to build its membership and co-host events/activities to raise awareness and improve inclusion for carer employees and across networks.
- Continue to provide leaders and teams across DCJ with on-demand sessions on working flexibly and job share as a team and providing guidance on establishing team-based flexible working plans.
- Continue to monitor employee engagement and workplace experience scores for carers through the PMES.

4.3.8 Multicultural Policies and Services Program

All NSW Government agencies are expected to provide high quality services and programs for all people of NSW. The Multicultural Policies and Services Program (MPSP) is the mechanism for agencies to show how they are planning effectively for people of multicultural backgrounds, and to report on progress.

Throughout 2023–24 we continued to implement a range of initiatives and programs under the NSW MPSP to support the multicultural communities we serve. We continue to work on our delivery of translation, interpreter services and, telephone interpreter services across all our services in multiple languages.

We continued to make every effort to acknowledge and celebrate inclusive and multicultural days of importance across our all our services for the people we serve, the communities and our workforce, such as:

- **Harmony Day:** Events to recognise and support multicultural communities, with a series of guest speakers invited to discuss and share topics around the importance of cultural diversity and representation.
- **Refugee Week:** Events focusing on the positive contributions made by refugees to Australia, with guest speakers sharing their stories of courage, strength, resilience and advice for supporting refugees to thrive while honouring their culture and traditions.
- **International Day for the Elimination of Racial Discrimination:** Promoted the importance and significance of International Day for the Elimination of Racial Discrimination, through newsletters and social media. This year an online event was held, featuring a keynote address by MindTribes. The address highlighted findings from their research, ‘Levelling the Playing Field’. The event also included a panel of multicultural senior leaders from DCJ who discussed the challenges and barriers faced by people of colour in the workplace.

Key initiatives in 2023–24

Anti-Discrimination NSW

- Leading a project to help make NSW public service recruitment processes more accessible and inclusive for people from CALD backgrounds. The project aims to:
 - Identify obstacles (e.g., discrimination) people from CALD communities face when looking for a job, including in the application, interview, and assessment processes.
 - explore how public sector agencies can attract more culturally diverse job applicants.
 - The project has produced:
 - **Literature review:** Inclusive Recruitment for Culturally and Racially Marginalised Groups.
 - **Research report:** Barriers and enablers of recruitment for people from CALD backgrounds.

Corrective Services NSW

- The translation of resources into community languages is designed to enhance CALD people's participation and help them address their offending behaviour.
- Continued to use telephone, in person and video conferencing for interpreter services as well as qualified bi-lingual staff under CLAS to support the language needs of people from CALD backgrounds. The Translating and Interpreting Service National, Multicultural NSW, Ethnic Interpreters and Translators, and Deaf Connect continue to be the main providers of language services (interpreter & translation services) for CALD people in custody and their families.
- Interpreter services were utilised on 2,681 occasions (3,019 occasions in 2023–24), including for unique languages such as Amharic, Chaldean, Hazaragi and Pijin. CLAS officers' language skills were utilised on 74 occasions, which is a 21 per cent increase on the previous year.
- 'Working with Culture and Diversity and Respectful Working Relationships' staff training was conducted across Sydney and regional areas:
 - 90 people attended the **Respectful Relationship** at Learning and Culture, Correctional and Community Corrections locations, representing a 64 per cent increase on prior year
 - 493 participants attended the **Working with Culture and Diversity training**, of which 91 per cent was held face to face.
- The Muslim Consultative Committee (MCC), was established as a high-level group, designed to engage and foster positive and collaborative dialogue between CSNSW, religious and community leaders. The MCC aims to support and enhance reintegration needs of Muslim people in custody and those who report to Community Corrections.
- Multicultural Community Engagement and Culture Officers (CECOs) continued to contribute to the implementation of CSNSW's multicultural strategies to improve access to culturally and religiously appropriate support services for CALD people in the community. This has seen increased access to culturally appropriate and practical intervention services for CALD people in the community, such as South-West Sydney Women's Health Service, Vietnamese Australian Welfare Association counselling service and Pearls of the Pacific.
 - CECOs have contributed to the work of Odyssey House NSW Transitions Program, local Domestic Violence advisory committees, and have participated in their local government area Crime Prevention reference group.
- Continued to work closely with JewishCare to meet cultural, religious and reintegration needs of CALD people in custody and those who report to Community Corrections.
- The 'Religious and Cultural Services' and 'Staff dress and grooming' policies were updated to allow people in custody of the Jewish faith to wear Yarmulka (skullcap), Sikh faith to wear patka, and Muslim faith to wear Taqiyah (skullcap) and enable Correctional officers to wear a Turban, correctional female officers of the Hindu or Muslim faith to wear Nath (nose stud) or Hijab, respectively, to fulfill their religious obligations.

- Jewish people in custody continued to have access to kosher and religious friendly meals to support their religious needs. In liaison with the Chabad of Bondi and JewishCare, Jewish people in custody had access to special meals for Passover so they can commemorate this significant religious event.
- Observant Muslim people in custody continued to have access to religious friendly meals to support their fast during the holy month of Ramadan. To mark the end of Ramadan and the start of Eid (celebration), Muslim chaplains were granted permission to offer culturally appropriate food with Corrective Services Industries providing Maamoul (sweet) to all Muslim people in custody.

Courts, Tribunal and Service Delivery

- Continued to ensure the availability of interpreter services for court and tribunal clients and utilised the Telephone Interpreter Service for registry and court staff.
- Provided brochures and fact sheets at court registries in various languages relating to obtaining legal advice and providing guidance on court process.
- Review of jury related publications is in progress, with the aim of translating various publications into community languages.
- Ensured that the CLAS is available for staff members for various languages across Local Courts.
- 'Inclusion and diversity' has been included in all advertised Court Services and NSW Sheriff's Office roles with specific reference to culturally and linguistically diverse people and candidates are encouraged to reach out should they require an adjustment in the recruitment process to help them perform at their best.
- Participated in the Refugee Employment Program across Metro and Greater Metro locations and diversity awareness and education training being included in the *NCAT Learning & Development Plan 2023-24*.
- Court services operational training now includes topics on working in multicultural environments as part of induction and client service skills training, and divisions within NCAT and the Sheriff's Office have conducted training on cultural awareness, multicultural groups, diversity and inclusion in the workplace and in interactions with stakeholders and clients.
- Improving accessibility to information by ensuring all public facing court websites give the user the option to have the information on the website translated to different languages (65 in total), with court websites providing information on translators and interpreter services.
- Supporting the needs of CALD families and communities in the Coroner's Court with the following operations and practices:
 - **P79A Police Report of death to the Coroner form**, which included provision for early notification that the Senior Next of Kin objects to a postmortem examination.
 - **Coronial Information and Support Program Officers (CISP)**, who are trained social workers, act to liaise with the Coroner and senior next of kin throughout the coronial process, including to provide information and support to families in relation to objections to the post-mortem process and whole organ retention. CISP Officers are also available to provide support in coronial matters across the state and regularly engage with multifaith and CALD clients and their communities.
 - **Coronial Case Management Unit** continued to triage deaths reported to the Coroner at the Forensic Medicine and Coroners Court Complex in Lidcombe. This team regularly works with the Coroner to expedite cases on cultural religious grounds when expressed by the deceased's family or community, particularly to facilitate priority release of the deceased for burial.
 - The Lidcombe Forensic Medicine and Coroners Court Complex has a dedicated **multifaith room or prayer room** that clients can utilise when attending the facility.
 - State Coroner's Office form (developed in **consultation with Muslim and Jewish religious leaders** of Australian National Imams Council and Chevra Kadish) which is used to indicate any objection to post-mortem examination or request for priority release consideration.

Child Protection and Permanency

- Commissioning and Planning provide support for the Multicultural Advisory Committee (MAC), with meetings held across the state.
 - The MACs help districts to understand the needs of people from CALD backgrounds and collaborate to improve services and better support people and families from CALD background.
 - The MACs are attended by DCJ business streams, DCJ funded service providers, Local Health Districts, Education, Police and National Disability Insurance Agency.
- The Culturally Informed Practice Principles are a set of practice principles designed to assist our workforce on the fundamentals for supporting families. It assists in developing a meaningful relationship and achieving greater outcomes by being family led and culturally informed. They can be applied to any person and or family across all cultures.
- SWS Collaborative Support Pathways & SWS Commissioning and Planning has partnered with Settlement Services International (SSI) and Metro Assist in leading the work on data collection systems for CALD families to improve service responses and outcomes for all families, CALD To Action.
- The Illawarra Shoalhaven and Southern NSW (ISSNSW) district provide support to the Illawarra Multicultural Services (IMS) and Multicultural Communities Council Illawarra (MCCI) under the Targeted Early Intervention (TEI) program. These providers work with families and young people from CALD communities.
- Under the National Partnership Agreement (NPA) on Domestic, Family and Sexual Violence Responses, funding was provided to IMS for two new workers to work with victims/survivors from CALD communities in the Illawarra.
- Commissioning and Planning participated in a multi-agency working group over 2023–24 to support the establishment of a Multicultural Hub in Nowra. The Multicultural Communities Council Illawarra (MCCI) was successful in securing funding from Multicultural NSW for the first hub providing services to CALD communities in the Shoalhaven district.
- Under the TEI program, ISSNSW provide funding to the Queanbeyan Multicultural Centre (QMC). They support migrants, refugees and asylum seekers to access resources and support.
- Commissioning and Planning work closely with the Goulburn Multicultural Centre around sector collaboration and hold monthly interagency meetings at their site.
- Casework staff continue to engage interpreting services for clients, often using Multicultural Services to support our engagement with families.
- The Community Services Statewide Services (CSSS) executive leadership team implemented a 2023–24 Strategic People Plan to set down goals and strategies to build inclusion and diversity in the workplace. As part of this plan's implementation:
 - The Anti-Racism Unit presented to the CSSS Combined Managers Meeting to help CSSS managers lead in becoming an anti-racist organisation. The focus was on systemic and structural racism.
- The Unaccompanied Humanitarian Minors (UHM) Program is a Commonwealth program that provides care, supervision and settlement support for minors who have become separated from their parents and arrive in Australia on humanitarian visas. DCJ are delegated certain powers and functions by the Minister for Immigration, Citizenship and Multicultural Affairs to manage the care and welfare of delegated minors under the *Immigration (Guardianship of Children) Act 1946 Cth (IGOC)*.
- The UHM program team in DCJ partners with The Commonwealth Department of Home Affairs (Home Affairs) to deliver culturally sensitive and targeted case management to UHMs, promoting wellbeing, independence, belonging and quality of life in NSW. As of 30 June 2024, there were 21 UHMs (IGOC minors) in the delegated guardianship of DCJ and managed under the DCJ UHM program. The UHMs are from Democratic Republic of Congo, Thailand and Afghanistan.

- The Joint Child Protection Response Program delivers a session on Culturally Reflective Practice as part of its one-week foundation skills training for new tri-agency staff. The session encourages reflection on the diversity of the communities staff live and work in and prompts them to challenge their own biases. It is designed to enhance the quality of staff engagement with people from multicultural backgrounds. Further to this, the training week now includes an additional session on consultation including cultural consultation, why it is important and how to navigate the various official and unofficial avenues for meaningful consultation.
- Sydney, South Eastern Sydney, Northern Sydney Commissioning and Planning, works in partnership with our funded service system that have a focus on supporting clients from a CALD background. The district promotes the need for children from a CALD background to have a Cultural Care Plan and ongoing connection to their cultural heritage.
- The Communities of Practice quarterly meetings that provides opportunities for DCJ and the non government sector to come together and reflect on practice through a cultural lens.

Office of the Senior Practitioner

- Multicultural Services (MS), Inclusive Practice managed the state-wide Multicultural Caseworker Program, partnering with districts to recruit 18 new multicultural caseworkers throughout 2023–24, in particular, from Māori and Pacific communities to support growing needs, and maintain a program of 70 endorsed roles state-wide.
- Cultural Consultation: 575 requests from practitioners seeking cultural consultation for children and young people from 78 CALD backgrounds were received and referred to appropriate consultants, to support culturally sensitive and appropriate service delivery. This represents a 30 per cent increase from the number of requests referred in 2023.
- Multicultural Caseworker Bi-annual Development Forums were facilitated for multicultural caseworkers, providing information and consultation on new child protection and permanency systems and initiatives, and building caseworker knowledge.
- Multicultural Support Workers Program: Supported this DCJ funded program with improved referral processes and resources for provision of cultural consultation and family support services to DCJ caseworkers. Facilitated a training workshop for new workers on child protection and working with DCJ caseworkers.
- Active Efforts Working Group: Continued participation to support the Family is Culture Legislation Implementation, provided input to ensure a focus on CALD children and young people and their families, including capturing multicultural information for children in DCJ ChildStory information system.
- DCJ Community Services Multicultural Consultation Group (MCG): Convened quarterly meetings with 14 members representing NSW peak multicultural agencies. The MCG provides a state-level consultative forum for DCJ to receive input on child protection related issues, promote best practice and support continuous improvement in service delivery to CALD children, young people and their families. Consultations were held on DCJ's TEI Program, Forced Marriage Legal Protections, Anti-Racism Unit, Youth Justice programs, Refugee Settlement in Illawarra and Emergency Foster Care Recruitment Project.
- Hunter Multicultural Project: MS delivered three workshops on culturally reflective practice to DCJ and Non-Government Organisation (NGO) caseworkers to build their skills and knowledge in working with newly arrived migrant and refugee communities.
- Translated resources: Partnered with Multicultural NSW to produce audio recordings of three existing translated information sheets on child protection assessment, medial processes and when a child is removed. These were recorded in 26 languages to ensure access to information for communities with limited literacy levels. An additional written resource on restoring children to their families was produced in 21 languages. Resources will be made available on the DCJ intranet for practitioners.
- Multicultural information resources: designed and developed three new practice resources:
 - Resource 1: Assessing needs and supports multicultural families in out-of-home care.
 - Resource 2: Assessment prompt sheet working with multicultural families –assessment of the safety of a child when completing the safety and risk assessment tool.

- Resource 3: Multicultural Snapshot Afghanistan – the purpose of this resource is to inform and support practitioners to understand cross-cultural attitudes, practices, norms, behaviours and communication with a focus on child protection.
- Refugee and Humanitarian Employment Peer Support Program: Provide mentoring and coaching to newly recruited refugee staff for a period of six months. This partnership included taking part in video resources for hiring managers about the lived experience of refugees undertaking the recruitment process.
- The Caseworker Development Program (CDP) is currently being reviewed. As a part of this overall review, the content in relation to work with multicultural children and families is being reviewed and input is being provided by MS. CDP provides caseworkers with modules in relation to working with Aboriginal children and families alongside content for working with multicultural families.
- CDP re-design working group: MS provided CALD advice and input to improve caseworker practice when working with CALD children, young people and their families.
- MS Unit conducted information sessions for caseworkers undertaking the CDP. Twelve information sessions were delivered (both group and individual) to CDP Caseworkers aimed at supporting multicultural casework and cultural capability support.
- MS delivered two multicultural consultation and information sessions to fourth year Social Worker students undertaking the Student Development Program.
- Practice Learning delivered the Practice Leadership Development Program to all leaders across NSW – as a part of this program, a specific module was included on Leading Cultural Capability. This module considered multicultural perspectives as well as the migrant and refugee experience.
- Developed a child protection kit for families. This kit will be launched later this year and has been translated into six other languages to ensure multicultural families can understand the child protection system.

Youth Justice

- Working with young people using the ‘responsivity’ principle of offence-focused case management, acknowledging their relationship to their culture/s as an integral part of casework.
- Continued operation of the Youth Justice NSW (YJNSW) Multicultural Advisory Committee (MAC). The MAC is an advisory mechanism convened by the Youth Justice Multicultural Champion, to support good practice in working with young people from culturally and linguistically diverse backgrounds in contact with youth justice.
- Delivering cultural programming, including targeted programs for young people from Pacific communities, African countries and with refugee backgrounds at Youth Justice Centres.
- Developing the Pūrākau Pacific Framework and training staff on how to apply the narrative therapy approach. Pūrākau is a culturally responsive, evidence-based intervention model for young people of Pacific Island background. It comes from traditional Māori storytelling which has been used throughout the generations to shape and influence communities, and to provide guidance to up-and-coming generations.
- Operating the Pasifika Program at Cobham Youth Justice Centre. The program addresses underlying issues that can lead young people from Pacific communities to engage in offending behaviour. In 2023–24, Pasifika ran every Friday during the school term. A total of 120 sessions (three sessions a day, across 40 days) were facilitated for approximately 120 participants.
- The Pasifika Program has been approved for a 12-month extension (operating throughout 2024–25) and an expanded rollout across the state. State-wide training was completed in May 2024 and the program has now been launched at Acmena and Riverina Youth Justice Centres, and Parramatta and Penrith Youth Justice Community Offices.
- Acknowledging and celebrating the cultures most prevalent in the YJNSW employee establishment and client group on key dates throughout the year.
- Acknowledging and celebrating key religious and cultural dates observed by young people from culturally diverse backgrounds detained in Youth Justice Centres.
- Developing a dedicated Anti-Racism Action Plan for YJNSW.

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- On 1 December 2023, YJNSW presented at, and facilitated a Practice Session for, the DCJ Multicultural Caseworker Forum. The presentation provided an overview of YJNSW multicultural initiatives, practice, and programs. The Practice Session was facilitated by three YJNSW Caseworkers, based on a traditional Narrative Therapy approach to working with Pacific communities.

Strategy, Policy and Commissioning

- DCJ Commissioning and Planning teams in districts have been conducting local planning as part of their recommissioning strategy for TEI. This involves analysing local data to identify priority groups within their communities. This local planning will continue during 2024–25. As a result of this process, refugee and migrant communities may be prioritised for TEI service delivery in specific geographic locations.
- Published two new policies in 2023–24 for children in care that included direction for our practitioners on how to work more inclusively with children or parents with a multicultural background. These policies cover home visiting and restoring a child to their parent’s care.
- The *Disability Inclusion Act 2014* requires that supports and services provided to people with disability from CALD backgrounds are to be provided in a way that recognises that cultural, language and other differences may create barriers to providing the supports and services. It ensures supports and services address those barriers and the needs of those people with disability and is informed by consultation with their communities.
- Each year, the Minister for Disability Inclusion tables a report about the implementation of Disability Inclusion Action Plans by public authorities (departments, local councils and certain other agencies). This report includes information on services for CALD people with disability.
- The Tech Savvy Seniors program provides a comfortable and supportive environment for seniors to learn about and improve their fundamental technology skills. The program offers training in 11 languages including Arabic, Korean, Mandarin, Spanish, Tamil, Hindi, Italian, Greek and Vietnamese.
- Senior’s Stories is an annual writing competition that celebrates the contribution of seniors by providing them an opportunity to share their stories and life experiences. The Senior’s Stories book has published stories in English as well as the author’s native language. Translations have included languages such as Chinese, French, Greek, Spanish, Vietnamese and Urdu.
- The Ageing Well in NSW: Seniors Strategy 2021–2031 has an emphasis on harder-to-reach communities, particularly older people from CALD backgrounds. The 2023–24 Action Plan linked to this strategy includes multiple initiatives aimed at supporting CALD seniors, delivered collaboratively by Multicultural NSW and DCJ.
 - Additionally, DCJ works in partnership with Multicultural NSW to support the implementation of the *Ageing Well in NSW: Seniors Strategy 2021–2031* through their membership of the Interdepartmental Committee (IDC). The IDC also guides the NSW response to the opportunities and challenges of an ageing population.
- The Connecting Seniors Grant Program includes older people from CALD backgrounds as a key priority group. The 2024 Connecting Seniors Grant Program funded two locally driven CALD projects and activities:
 - NSW Spanish and Latin American Association NSW: providing seniors with access to free and culturally appropriate activities and is delivered in the local government area of Fairfield.
 - Kintsugi Heroes Ltd: engages people from diverse cultural, gender and lived experience backgrounds, particularly harder-to-reach older people by leveraging existing extensive connections and partnerships to promote the project widely within the Hornsby local government area.
- There are 96 women’s refuges currently operating across NSW that deliver women’s only crisis accommodation to support women experiencing domestic and family violence and homelessness.
- All women’s refuges are required to ensure accessibility and cultural appropriateness for people from CALD background. Services are also required to have policies in place that proactively seek the recruitment and retention of staff from relevant CALD backgrounds, have a process that facilitates cultural competence training for all staff, and use translation and interpreting services as needed.

Multicultural Policy and Engagement

- Under the NSW Domestic and Family Violence Plan 2022–27, an action in the primary prevention pillar involves partnering with representative bodies, local communities and faith leaders to identify tailored, culturally appropriate prevention initiatives for multicultural and faith-based communities. In response to this action, seven Domestic and Family Violence Awareness Workshops were conducted during 2023–24 for multicultural groups including students, older people, men and women. These sessions were conducted in community languages and focused on men's mental health, as well as providing a foundational understanding of domestic and family violence and the associated laws.
- Another action in the early intervention pillar involves continuation of delivering resources to support religious and multicultural community leaders who support families at risk of or experiencing domestic and family violence.
- In response to this action, DCJ organised nine seminars, workshops, and forums on domestic and family violence which were attended by 506 culturally diverse religious and community leaders. These events allowed leaders to better understand domestic and family violence and appropriate responses and mandatory reporting requirements in working with community members. Leaders were offered the opportunity to take the NSW Domestic and Family Violence Declaration as their personal commitment to their community. Some of the targeted events were:
 - Women Leaders Domestic and Family Violence forum which catered to 100 culturally and religiously diverse women leaders. The forum provided women leaders with an opportunity to discuss domestic and family violence issues, support their communities and network with one another.
 - A seminar for religious and community leaders from the Chinese community held in partnership with Relationship Australia, NSW Police, and Legal Aid NSW. This seminar was offered twice and reached 70 leaders across Marrickville and Rockdale.
 - Stronger Together Forum delivered in partnership with Office of the Women's Commissioner to inform and the strengthen the relationship between leaders and those working in the domestic, family and sexual violence sector. The forums attracted 122 participants.
 - Cambodian Sexual Assault/Violence workshop held for 100 elders and religious leaders. The workshop provided an understanding of the different forms of sexual violence, identifying the signs, reporting options and culturally sensitive support.
- Six Law Expo's were held at TAFEs in Bankstown, Baulkham Hills, Brookvale, Granville and Wetherill Park attracting 2,930 multicultural students and community members who learnt more about their legal rights and were able to connect to critical government and non-government services.
- Court open days were held in partnership with Sutherland, Liverpool and Manly Local Courts for multicultural students and service providers aiming to demystify the role of the Court, Police, Legal Aid, and other Government services. The Court Registrar, Police and Legal Aid spoke to participants about their roles and how they can assist the community. Participants viewed mock trials and gained understanding of how the court operates and the appropriate etiquette in court. One hundred and ninety-five participants attended these four court open days.
- DCJ Multicultural Youth Engagement partnered with the Western Sydney Migrant Resource Centre and TAFE to offer disengaged youth access to a short course in automotive mechanics for twenty participants. Additionally, 23 young people aged 15 to 19 years old took part in a team-building workshop with the Western Sydney Wanderers.
- The Armidale Youth Forum, held in partnership with MOSAIC and Armidale Secondary College, was attended by eighty students. During the forum, a panel of students openly discussed the challenges and gaps they face as multicultural youth, sharing personal experiences and perspectives. The forum focused on emerging issues such as cyber safety, mental health and suicide prevention, and healthy boundaries, with particular emphasis on the challenges faced by the young refugee community in Armidale. DCJ is making efforts to educate communities on these topics to potentially reduce the likelihood of young individuals' interaction with DCJ.
- 56 community members attended 'Responding to Racism Forum' held in Partnership with Advance Diversity Services and Western Sydney University to learn more about discrimination and their rights.

- DCJ partnered with Riverwood Community Centre to deliver a legal advice workshop for those affected by war attended by 47 community members. Community members were able to learn about immigration and legal services that can assist.
- DCJ partnered with Cambodian Australian Welfare Council on International Women's Day to deliver a workshop to inspire positive attitudes and behaviours towards women and girls and to discuss support services. 140 participants attended this workshop that was delivered in Khmer and English.
- In partnership with CORE Community Services, DCJ delivered a multicultural conference, *A Multicultural Lens: Child, Youth and Family Conference*, aimed at building sector capability. Over 250 service providers from both government and non-government organisations gained valuable insights into the strengths and resilience of multicultural children, youth, and families. The conference's use of lived experience and academic expertise provided deep insights into the unique challenges faced by multicultural families and youth.

Women, Family and Community Safety

Under the NSW Sexual Violence Plan 2022–2027, an action in the early-intervention pillar involves conducting roundtables with multicultural communities. These roundtables aim to identify priorities and approaches for enhancing sexual violence prevention and response within multicultural communities.

- The NSW Sexual Violence Project Fund is a grants program that funds fourteen one-off and time-limited early intervention and response projects that address and respond to sexual violence in NSW's priority populations. Of these, three projects focus primarily on culturally and linguistically diverse communities (in particular, people of refugee, refugee-like experiences, and asylum seeker backgrounds):
 - *Hayat Amina (Safe Life)* in Australia, led by NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS). This is a co-designed early intervention group program and multimedia resources for refugee communities across the lifespan of adolescence and adulthood. These interventions and related resources will equip people from refugee backgrounds to build awareness, knowledge, and capacity to intervene early and respond to sexual violence.
 - *We Are Survivors!* Led by Prosper Project Australia, this initiative aims to develop an online hub of culturally tailored response/survival support for victims of sexual violence within culturally and linguistically diverse communities.
 - *SafePath*, led by SSI, will build a skilled workforce to identify and respond to sexual violence in culturally and linguistically diverse communities. The project will involve a training program and resource development that will upskill staff to respond safely to disclosures of sexual violence from culturally and linguistically diverse clients.
- The Domestic, Family and Sexual Violence Multicultural Grant Program allocated funding in one-off and time-limited grants to 19 projects. Delivered to multicultural groups across NSW, the funding aimed to build the capability of multicultural communities to recognise and respond to domestic, family and sexual violence in culturally sensitive ways and within a trauma informed framework.
 - Projects included case management work, counselling, awareness-raising workshops, outreach services, expansion of community practice networks, working with community and faith-based leaders and emerging communities, including women and children on temporary visas. Further details can be found on dcj.nsw.gov.au.
- In December 2023, SSI was engaged to establish the NSW Multicultural Centre for Women's and Family Safety which aims to increase accessibility to services and safety for migrant and refugee women by having holistic, well-informed, and culturally appropriate responses to domestic, family and sexual violence. The Centre is based in South Western Sydney but operate state-wide, including outreach into regional and rural NSW.
- Through JAS, all clients are supported to access interpreter services, particularly during court proceedings. The service provider, Intellectual Disability Rights Service (IDRS), also has a focused approach to building relationships with culturally and linguistically diverse stakeholders to enable appropriate referrals.
- Men's Behaviour Change Programs are predominantly group-based programs and services that focus on working with perpetrators to enable them to recognise their violent behaviour and develop strategies to stop them from using violence. One of the objectives is to develop and tailor MBCP delivery to priority groups including CALD and refugee communities.

- The MBCP Development Grant program funded:
 - **Mission of Hope:** develop and register an MBCP for CALD communities, including men from a Muslim background in the Bankstown area.
 - **SydWest Multicultural Services:** develop and register an MBCP for CALD communities, including men from Afghan and/or Indian communities in Western Sydney.
 - **Relationships Australia NSW:** co-design of a range of culturally adapted MBCP tools, resources, guidelines and frameworks to be used in understanding and addressing the issue of Multiple Perpetrator Domestic and Family Violence in Indian Subcontinent and Arabic communities.
 - **Catholic Care Broken Bay:** co-design a framework/guideline for MBCP services when working with CALD groups. A CALD specialist will consult and facilitate research with cultural leaders/communities which could include the Islamic, South American, Thai, Filipino, Chinese, Indian-Hindu, Punjabi and Arabic speaking communities, through focus groups, individual interviews, observations and pilots of existing MBCP. This research will inform the guidelines/framework for the program content.

The Office of the Women's Safety Commissioner

- Collaborating with the Multicultural Policy and Engagement team on the co-design of a framework for responding to domestic and family violence in CALD communities in contact with services and supports across the NSW Criminal Justice System. The framework will address Recommendation 17 of the Domestic Violence Death Review Report 2017–2019. Recommendation 17 provides:
 - That DCJ develop a framework for responding to domestic and family violence in CALD communities in contact with the criminal justice system. This framework should be developed in partnership with communities to:
 - address the specific barriers facing culturally and linguistically diverse communities (including language barriers, barriers to reporting, acculturation stress, vulnerable immigration status and the impacts of torture and trauma)
 - ensure the availability of culturally inclusive supports and responses to domestic violence.
- Collaborating with the Multicultural Policy and Engagement team to deliver the Stronger Together roundtable series.
 - The roundtables bring together Religious, Community and Domestic, Family and Sexual Violence Sector leaders for two-way knowledge sharing, visibility of referral pathways and enhanced collaboration.
 - This approach recognises the unique role Religious and Community leaders as informal supports for victim-survivors and their families. It also highlights the expertise they can provide to support tailored service delivery to multicultural and faith-based communities. Conversely, the approach gives visibility to the supports that the domestic, family and sexual violence sector can provide to informal support networks.

Homes NSW

- Community and tenant engagement inclusion initiatives including ensuring accessibility to documentation and engagement by communicating through various forms and channels, such as documents being translated into various languages to mitigate the language barrier for CALD people.
- Homes NSW clients continue to have access to free interpreting service for their interactions with our staff. Specific Housing offices partner with multicultural service providers to assist clients in the office.
- Disaster Welfare developed new relationships with key community organisations to provide culturally appropriate support to persons returning from Israel and Gaza.
- The Housing Contact Centre maintains a strong partnership with All Graduates Interpreting and Translation Services, ensuring effective communication between our staff and our culturally and linguistically diverse clients.

DCJ employment initiatives

- Launched a pilot Refugee and Humanitarian Employment Program, working in collaboration with SSI, CTSD, Talent Acquisition and other key partners. We successfully filled six temporary roles and created a talent pool. DCJ continues to participate in the Multicultural NSW Refugee Employment Champions Group, which aims to develop a refugee employment initiative for the sector.
- Launched a new Multicultural NSW training package for managers and staff to support recent arrivals to Australia.
- Continued to employ Multicultural Caseworkers from 70 diverse cultural backgrounds. These specialists are available to provide secondary casework support to other caseworkers and provide cultural consultation to support CALD communities as well as refugee and newly arrived communities.
- Established new multicultural roles targeting Pakistani and Bangladeshi candidates to support these growing communities, along with building the pool of Chinese multicultural caseworkers.
- Continued to participate in the Multicultural NSW CLAS with 278 employees providing language assistance, including AUSLAN.
- Continued to deliver the self-directed online Multicultural Competence Learning Program, supporting employees to improve their understanding of working with culturally diverse clients and colleagues. 573 employees participated in the program in 2023–24.
- Continued offering the self-guided Multicultural Inclusion Channel on the department's Learning Management System. This is a learning hub that showcases best practise and practical tools for employees proving service internally and externally to our CALD clients.

For further details of our achievements and initiatives for employees who identify as CALD, please refer to [Part 4.1.2 – Workforce diversity](#).

Key multicultural strategies proposed for 2024–25

In 2024–25, we will continue to support our multicultural clients and staff through the following planned initiatives:

- continue to work on our delivery of translation, interpreter and telephone interpreter services across all our services in multiple languages
- continue to support and deliver annual consultation with multicultural communities to enhance policy development and engagement in ongoing initiatives
- deliver the second Multicultural Community Engagement Conference
- our Executive leadership will continue to promote zero tolerance of racism and discrimination in our workplace through regular whole-of-agency communication.

We will continue to acknowledge, embrace, and celebrate inclusive and multicultural days of importance, such as: Harmony Day, Refugee Week, International Day for the Elimination of Racial Discrimination.

Anti-Discrimination NSW

- Launch the final stage of the Inclusive Recruitment Project – the development and promotion of co-designed resources for hiring managers. A tip sheet has been created and will be brought to life through a series of short videos.

Corrective Services

- Continue to implement multicultural strategies with focus on improving CALD people participation in programs and services to address their criminogenic and reintegration needs.
- Implement actions emanating from the Muslim Consultative Committee.
- The Muslim Advisory Committee will contribute to the management of Muslim people in CSNSW's care, and promote understanding of the intersectionality between culture and religion for Muslim people in CSNW's care.

- Build sustainable connections between external support services and internal stakeholders (i.e. Services and Programs staff, Case Managers, Work Readiness etc) to improve reintegration support services for CALD people.
- Continue to implement recommendations in the CALD Women in Prison: Pre-prison experiences and post-release reintegration research project to improve outcomes for CALD women in custody.
- Identify opportunities to increase CALD people access to resources in relevant community languages.

Child Protection and Permanency

- Work with the Anti-Racism Unit to continue the important conversation around anti-racism and develop our staff and system ability to support an anti-racist workplace.
- Multicultural Caseworker Program: Partner with regional districts to fill tagged multicultural caseworker roles and support increasing requests for practice support. Continue recruitment support for all tagged roles in Sydney metro. Update program guidelines and processes to provide support options for small and emerging migrant and refugee communities, including strategies to meet the 30 per cent increase in requests for cultural consultation in the 2023–24 year.
- Cultural consultation: Identify and implement improvements in ChildStory consultation requests to refer all requests to appropriate consultants.
- Convene DCJ Multicultural Consultative Group quarterly to receive input on child protection related issues, promote best practice and support continuous improvement in service delivery to CALD children, young people, and their families.
- Translated resources: promote and distribute new audio translated resources on DCJ intranet and within districts.
- Family Time Worker Project: Participate as a working group member of this project to include workforce membership from CALD backgrounds and support cultural capable service delivery.
- Caseworker Development Program and Student Development: Deliver information sessions to caseworkers and Social Work students undertaking the Caseworker Development Program to support their cultural capability development and link them with the Inclusive Practice Unit.
- Nepean Blue Mountains district identified three main languages (Spanish, Swahili and Greek) within our local area to support families to best understand information for Code of Conduct for Authorised Carers. We are also seeking translation in Samoan and Tongan. Multicultural NSW accepted a new Translations Brief from Emergency Foster Care Recruitment Projects Team. This will see the following three resources translated into Greek, Spanish and Swahili; Fostering with DCJ Information Sheet, DCJ Foster Care Recruitment Flyer and Authorised Carer Code of Conduct.

Youth Justice

- Continue to ensure that individualised service design and implementation of programs and services are culturally responsive.
- Continue developing resources to support caseworkers integrate young people's cultural backgrounds and engagement into criminogenic responses.
- Produce written materials in Easy Read English wherever possible, or, in clear English, providing translated information as required.
- Maintain formalised partnerships with Settlement Service Providers.
- Continue to resource the Multicultural Champion from the YJNSW Executive team and the Multicultural Advisory Committee they chair, to provide advice on new and reviewed policies, programs and other initiatives, and their potential impact on clients CALD backgrounds.
- Continue to implement program initiatives that engage young people from CALD backgrounds with their language, history, ancestry and respected members of their communities, ensuring that, wherever possible, they are led by members of those communities and are proactive in nature.
- Continue to facilitate the Pasifika program, rolling out to new locations across the state.
- Continue to promote CLAS both internally and externally, identifying and addressing service gaps.

- Continue to ensure all new YJNSW employees complete the Valuing Diversity training module upon entry and that all employees complete refresher training annually.
- Finalisation of the YJNSW Anti-Racism Action Plan and undertaking actions under the plan.

Strategy, Policy and Commissioning

- Under the NSW Domestic and Family Violence Plan 2022–2027, an action in the response pillar involves partnering with stakeholders to ensure that resources and services meet the needs of multicultural communities.
- Continue the DCJ Multicultural Stakeholder Consultation to seek input from internal and external stakeholders that work with multicultural communities to help shape policies and programs across DCJ and influence DCJ Multicultural Plan.
- Religious and Community Leader Seminars is an ongoing engagement activity with religious and community leaders to promote awareness of domestic and family violence issues, as well providing information and support to ensure appropriate responses to disclosure of domestic and family violence incidents across the various diverse communities in NSW.
- The second DCJ Multicultural Community Engagement Conference will be held on 8 April 2025 at Rosehill highlighting the best practice in multicultural community engagement.
- A departmental framework for responding to domestic and family violence in CALD communities will be developed by SSI to improve the justice response to the specific needs and barriers faced by persons from diverse communities. The framework is being co-designed with lived experience.
- Develop a best practice guide in multicultural community engagement for DCJ staff informed by the community to ensure DCJ community information sessions, consultations, or co-design sessions are inclusive and accessible to multicultural communities.
- Responses Matter is a new one-off, time-limited initiative that will work with specialised sexual violence delivery partners to strengthen non-specialist service responses to disclosures of sexual violence. As an action under the NSW Sexual Violence Plan 2022–2027, Responses Matter focus on services that support victim-survivors from four priority communities including multicultural communities. Under the program, two projects will be delivered between 1 July 2024 and 30 July 2025:
 - The Community Migrant Resource Centre will implement the ‘Pathways to Recovery’ project that will develop and deliver tailored training programs for professionals working with multicultural communities, with a primary focus on communities from Afghanistan, Iran, Iraq, Syria, Korea, Ukraine and India. Culturally relevant resources and toolkits will be developed and distributed.
 - The Central West Women’s Health Centre Inc will implement a comprehensive victim-survivor-centred training to be provided to key non-specialist services on responding to disclosures of sexual assault across four priority communities in NSW’s Central West, including migrant communities. Training will be delivered in person and online, and educational resources will be developed to support rollout.

Homes NSW

- The Rentstart team at the Housing Contact Centre will continue to collaborate closely with SSI, ensuring that recently settled individuals in Australia receive smooth and efficient assistance with bond loans.

DCJ employment initiatives

- Continue the Refugee and Humanitarian Employment Program, with the next cohort being launched in the second half of 2024.
- Continue to participate in the Multicultural NSW Refugee Employment Champions Group.
- Continue to attract CALD candidates using targeted advertising to promote multicultural child protection and social housing roles.
- Continue to promote the DCJ CLAS Guidelines and Procedures and encourage more employees from CALD backgrounds to consider participating in the scheme.

- Continue to add resources to the Multicultural Inclusion Channel and the Multicultural Competence learning program, supporting employees to improve their understanding of working with culturally diverse clients and colleagues.
- Continue to monitor employee engagement for CALD employees through the PMES.

For further details please refer to [Part 4.1.2 – Workforce diversity](#).

Information as to the multicultural policies and services plans of any bodies reporting to the Department.

N/A

Description of any agreement entered into with Multicultural NSW under the Multicultural NSW Act 2000 and statement setting out progress in implementing any agreement.

DCJ has an ongoing Memorandum of Understanding with Multicultural NSW for the provision of interpreting services in all NSW courts.

4.3.9 Child Safe Action Plan

The Child Safe Scheme (the Scheme), and its 10 Child Safe Standards, commenced on 1 February 2022. It is overseen by the Office of the Children’s Guardian and responds to recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. The Scheme provides an evidence-based framework to support agencies delivering services to children and young people to operate as child safe organisations. This is achieved by improving organisational culture, operations, and environments to prevent the abuse and neglect of children and young people, and to improve responses if it does occur.

DCJ, as a prescribed agency under the *Children’s Guardian Act 2019*, released its Child Safe Action Plan (CSAP) for 2023–2027, endorsed by the Children’s Guardian, in April 2023. The CSAP outlines the strategies and tasks DCJ will implement to improve child safety within DCJ, and the broader child protection sector across NSW, over the life of the Plan. It details activities being undertaken to build awareness about the importance of child safety; build the capability of child safe organisations to implement the Child Safe Standards; and improve the safety of children in services provided by DCJ and its related bodies.

The ultimate outcomes DCJ seeks through the implementation of the CSAP are:

- NSW children and young people are safe in the organisations where they learn, play, and live
- Reduction in child abuse in organisational settings
- Improved reporting of and responses to child abuse.

The DCJ CSAP can be found at: <https://dcj.nsw.gov.au/children-and-families/children-and-young-people/our-commitment-to-child-safety/the-child-safe-action-plan.html>

Child Safe Action Plan implementation

The implementation of the CSAP is an ongoing process to drive continual improvement in child safety across DCJ’s functions and services, and those of our funded service provider partners. This Plan focuses on:

- Promoting the Child Safe Standards and educating stakeholders about child safety and child rights
- Assessing departmental risks and identifying opportunities for service and process improvements
- Establishing a framework for monitoring, evaluation, and continual improvement.

During 2023–24, DCJ:

- Conducted the first of what will be annual surveys of staff awareness of the Scheme and Standards, and how they apply to our work.
- Prepared a draft Child Safe Policy, as required under the Scheme, which outlines DCJ’s approach to ensuring child safety, providing guidance for staff in their interactions with children, and establishing measures to safeguard their wellbeing. It also sets out how DCJ values and, respects children and young people, how it ensures they are informed about and can share their views on matters affecting them and informs stakeholders of rules that apply to adults who interact with children and young people.
- Undertook an extensive consultation process with internal and external stakeholders on the draft DCJ Child Safe Policy through direct engagement with key stakeholders and a public survey open to all interested parties, seeking views and perspectives to ensure the Policy fulfils its purpose and meets the needs and expectations of our community. Written responses and other feedback was received from several key stakeholders, and the survey was completed by 126 respondents. This feedback has been incorporated into the Policy which is expected to be finalised and released in late 2024.
- Commenced planning for a Child Safe training package for DCJ staff, which will be rolled out to coincide with the launch of our Policy. This will involve a suite of online resources.
- Continued work on development of a Child Safe Risk Assessment Tool. Refer to [Part 4.2.5 NSW Government response to Royal Commission into Institutional Response to Child Sexual Abuse](#).

Sustainability

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5.1 Sustainability Related Disclosures

DCJ continues to take proactive action to support the achievement of the NSW Government's key climate change related policies and strategies, including the requirements set under the *Climate Change (Net Zero Future) Act 2023*.

During 2023–24, a number of key projects and initiatives were undertaken to position DCJ to better understand, manage and respond to climate change risks and opportunities, including research and planning to guide the transition of key asset types to net zero, an assessment of property assets to identify their exposure and vulnerability to climate-related hazards, and further investment to support the uptake of emissions reduction technologies such as rooftop solar, battery energy storage systems and electric vehicle charging infrastructure across various assets – building on previous programs of work.

The immediate focus for DCJ is to strengthen internal governance processes to effectively monitor the strategic and operational impacts of climate change across the organisation, develop a long-term strategy to guide future adaptation and mitigation actions, and build capacity and capability to systematically assess, manage and report on material climate-related risks and opportunities.

Mandatory requirements for climate-related disclosures in DCJ's annual report will only apply from 1 July 2025 (i.e., from financial year 2024–25). As a result, this disclosure for 2023–24 is made on a voluntary basis.

Disclaimer: DCJ recognises that this disclosure is an early adoption based on best endeavours, delivered ahead of sector-wide guidance being available, and therefore there may be limitations to the robustness and consistency of reporting.

Finance

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6.1 Consultants

Consultant definition

Procurement Board Direction 2023-05 defines a consultant as follows: a person or organisation engaged to provide recommendations or professional advice to assist decision-making by management. Generally, it is the advisory nature of the work that differentiates a consultant from other contractors.

Services provided under the NSW Government Legal Services Panel are excluded from the definition of a consultant for annual reporting purposes.

Common characteristics of consulting engagements under the definition are that more of the following characteristics:

- the advisory nature of the work
- is developed without direct supervision and direction from the agency
- represents an independent view or findings of the consultant
- is the sole or majority element of the contract in terms of relative value or importance.

Consultancies equal to or over \$50,000

Consultant	Project description	Amount (\$)*
Actuarial Advice		
Deloitte	Provide actuarial advice on professional indemnity insurance policies for NSW solicitors.	116,118
Environmental		
EY	Develop climate change strategy to evaluate environmental targets in line with NSW Government reporting and disclosure requirements.	56,947
Management Services		
Acil Allen Consulting Pty Ltd	Evaluate NSW engagement and support programs and provide advice to improve the effectiveness of program delivery.	149,311
Ashurst Risk Advisory	Develop NGO data risk recommendation roadmap to provide advice, identify risks, key dependencies and onboarding processes for NGOs.	66,000
Deloitte	Develop and provide advice on an integration strategy to assist in incorporating third party models and data into DCJ.	121,968
EY	Provide commercial, financial, due diligence and transaction management advisory services to support the procurement of Juncie Correctional Centre.	92,807
PwC	Develop a business case framework roadmap to create a more effective delivery process for DCJ business cases.	110,000
PwC	Provide infrastructure advisory services in the development of a business case for Gosford Court.	275,000
Scyne Advisory Pty Ltd	Provide advisory services to support the Aboriginal Child and Family Centres Final Business Case.	78,223

Consultant	Project description	Amount (\$)*
Scyne Advisory Pty Ltd	Deliver business case and framework to digitise court and tribunal procedural matters.	383,337
ThinkPlace Australia Pty Ltd	Deliver an intelligence capability review report on strategic, operational and tactical intelligence frameworks to support Corrective Services NSW.	77,463
Thirriwirri	Provide advisory services in relation to creating a safe working environment for the Aboriginal child protection workforce.	120,010
Organisational Review		
Curijo Pty Ltd	Develop and provide advisory services in relation to the Aboriginal Throughcare program strategy.	93,896
Deloitte	Review the NSW Sheriff's Office functional areas and provide advice on areas of improvement.	148,500
Department of Customer Service	Review the challenges experienced by caseworkers completing child protection case work and advise on areas of improvement.	130,000
Expert Scrutiny	Review health services at correctional centres for the Inspector of Custodial Services.	76,450
EY	Evaluate and provide advisory services in relation to the NSW homelessness strategy.	119,001
James Martin Institute for Public Policy	Explore opportunities and provide recommendations for implementing a system-wide reorientation toward a relationship-based child protection model.	59,996
KPMG	Review and provide advice on the Professional Standards and Investigation Model.	87,296
KPMG	Evaluate and advise on the appropriateness and effectiveness of the Aboriginal Guardianship Support Model.	149,949
Mace Australia Pty Ltd	Provide advisory services in relation to infrastructure and asset realignment.	164,065
Mercer Consulting Pty Ltd	Review Transforming Aboriginal Outcomes current state and deliver an analysis and insights report on the current state.	99,062
Nous Group Pty Ltd	Provide recommendations to support youth accommodation funding.	59,780
Nous Group Pty Ltd	Provide support and recommendations on the NSW Homelessness Strategy Business Case.	114,830
Scyne Advisory Pty Ltd	Provide advice on opportunities to improve place-based and service delivery outcomes in relation to Central Coast and South-Western Sydney District infrastructure plans.	82,864
Scyne Advisory Pty Ltd	Review operating model for courts and tribunals digital applications.	146,952

Consultant	Project description	Amount (\$)*
Swinburne University	Develop and provide intellectual disability initiatives for DCJ.	59,400
University of NSW	Conduct research and provide advice on policies and programs in relation to NSW Domestic and Family Violence Homicides.	88,000

* Amount includes GST and is rounded to nearest dollar.

Consultancies under \$50,000

Nature of services	Number of engagements	Amount (\$)*
Architectural	2	64,078
Finance/Tax	1	4,950
Information Technology	1	4,400
Management Services	8	156,563
Organisational Review	11	268,731

* Amount includes GST and is rounded to nearest dollar.

6.2 Land Disposal

There were no land sales of \$5 million or more in 2023–24.

Access to documents relating to property disposals may be obtained under the *Government Information (Public Access) Act 2009*. More information is available at dcj.nsw.gov.au.

6.3 Major Works in Progress

This section lists major works in progress, including the cost of those works to date and the estimated dates of completion. It also includes details of any significant delays, cancellations, or cost overruns in major works.

Project description	Total estimated cost (\$'000) ¹	Cost up to 30 June 2024 (\$'000) ²	Expected completion
New Works			
Aboriginal Children and Family Centre Program	64,500	3,570	2026
Digital Court Reform Program Refresh	8,505	2,919	2027
Establishment of Industrial Court NSW	35,335	1,372	2026
Social Housing – New Supply	541,049	133,222	2039
Works in Progress			
Drug Court Expansion	16,092	6,043	2025
Expansion of Audio-Visual Link	18,000	13,983	2025
Sustaining Critical Infrastructure Program Phase 2	120,000	76,573	2025
Police Force Housing – Flood Program	3,742	2,224	2025
Regional Key Worker Housing	37,899	4,497	2025
Transform Prisoner Rehabilitation	40,419	36,859	2025
Social Housing – New Supply	833,848	193,053	2039
Completed works			
Central Office Consolidation	23,372	23,337	2024
Improving Local Court Capacity	975	938	2024
Prison Bed Capacity Program	2,416,051	2,418,170	2024
Removal of Prison Cell Ligature	6,000	5,987	2024
Social Housing – New Supply	593,971	593,971	2024
Social Housing – Asset Improvement	227,965	212,299	2024

¹ Total estimated cost is the estimated cost for the whole project.

² Cost up to 30 June 2024 is the total cost from project inception through to 30 June 2024.

6.4 Prescribed Open Access Information of DCJ – Assets, Acquisitions and Disposals

Department's major acquisitions in 2023–24

The only major acquisitions with a value of \$20 million in 2023–24 were the construction of the Multipurpose Unit at Goulburn Centre, and the repurpose of buildings within the Metropolitan Remand and Reception Centre (MRRRC) at Silverwater. The total cost incurred in 2023–24 for these projects was \$30.5million. These projects provide inmates with additional accommodation, increased access to clinical and mental health services, and increased access to learning and rehabilitation programs and services.

Major assets and major acquisitions by category

Asset description	Number of assets
Land and building	1,668
Plant and equipment	133
Intangible asset	121

Total number and total value of properties disposed of by DCJ in 2023–24

Total number of properties disposed	Total value of properties disposed (\$)
16	7.9 million (Loss on Disposal)

6.5 Cost Benefits of Machinery of Government Changes

Machinery of government changes

Machinery of government (MoG) changes are formally set out in Administrative Arrangements Orders (AAOs), which are prepared by the Department of Premier and Cabinet under direction from the Premier and issued as legislative instruments under the *Constitution Act 1902*.

The AAOs relevant to the 2023–24 financial year were announced on:

- 5 April 2023, Administrative Arrangements (58th Parliament) Order 2023
- 6 December 2023, Administrative Arrangements (Administrative Changes — Miscellaneous) Order (No 6) 2023.

Under these MoG changes, Aboriginal Housing Office, NSW Land and Housing Corporation and Housing Services have been transferred to the Department of Communities and Justice (DCJ) **effective 1 February 2024**.

Cost and benefits of machinery of government changes

The benefit of this MoG change is an integrated level of support under one roof for Homes NSW Operations (principally the maintenance, tenant services and homelessness support).

Prior to the AAOs, the Department of Planning, Housing and Infrastructure had responsibilities for supporting planning, tenancy and housing solutions across NSW. The MoG transferred functions to DCJ which includes:

- The part that enables **Aboriginal Housing Office** to exercise its functions
- The part that enables **NSW Land and Housing Corporation** to exercise its functions
- The **Housing Services** team of the Homes, Property and Development Group.

By transferring these functions, there is a streamlined focus by DCJ on the delivery of Homes NSW Operations (tenancy, housing and homelessness support). The budget transfer into DCJ allows for a single consolidated entity to provide all Homes NSW related functions.

The total associated costs relating to the Aboriginal Housing Office, NSW Land and Housing Corporation, and Housing Services transfer related to the MoG change was \$3.0 million for 2023–24.

The total production cost of the DCJ Annual Report 2023–24 was \$8,040.

