

DEPARTMENT OF JUSTICE AND COMMUNITY SAFETY

OUTPUT CLASS 1: POLICY ADVICE PRINCIPAL MEASURES
OUTPUT 1.1: POLICY ADVICE
Description: Development of policy and legislation, and provision of legal policy advice to the Attorney-General, Cabinet and related agencies on law and justice matters. This service includes ministerial correspondence and briefings, carriage of the Department's legislation program, scrutiny of bills and cabinet submissions and provision of Assembly and ministerial council support for the Attorney-General.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Number of projects (legislative, policy and administrative)	140	140
Number of advices	250	250
Number of ministerial support items	1 200	1 200
Quality/Effectiveness		
Compliance with ACTPS policy standards	95%	95%
Timeliness		
Compliance with ACTPS policy timeliness standard	95%	95%
Cost		
Cost per project (legislative, policy and administrative)	\$31 046	\$29 471
Cost per advice	\$2 620	\$2 487
Cost per ministerial support item	\$794	\$754
TOTAL COST (\$'000)	\$5 954	\$5 652
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$5 940	\$5 794

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

OUTPUT CLASS 2: JUSTICE AND LEGAL SERVICES
PRINCIPAL MEASURES

OUTPUT 2.1: ADMINISTRATION OF JUSTICE

Description: To support judicial officers and tribunal members in the courts and tribunals, and to provide related services for the various jurisdictions of the courts and tribunals.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Estimated number of court sitting days:		
Court of Appeal	70	70
Supreme Court	920	920
Magistrates Court	2 315	2 315
Estimated number of matters lodged:		
Court of Appeal	80	80
Supreme Court	2 300	2 300
Magistrates Court	31 500	31 500
Estimated number of matters listed:		
Court of Appeal	250	250
Supreme Court	7 400	7 400
Magistrates Court	95 000	95 000
Estimated number of matters finalised:		
Court of Appeal	50	50
Supreme Court	2 400	2 400
Magistrates Court	30 000	30 000
Quality/Timeliness		
Client satisfaction as determined by annual survey:		
Supreme Court	80%	80%
Magistrates Court	80%	80%
Compliance with standards and/or statutory timeframes:		
Supreme Court	80%	80%
Magistrates Court	100%	100%
Cost		
Cost per matter:		
Supreme Court and Court Appeal	\$3 139	\$3 373
Magistrates Court	\$520	\$530
TOTAL COST (\$'000)	\$23 838	\$24 713
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$20 783	\$20 965

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

OUTPUT CLASS 2: JUSTICE AND LEGAL SERVICES
PRINCIPAL MEASURES

OUTPUT 2.2: CRIME PREVENTION PROGRAMS

Description: The provision of crime prevention incentives by developing a fully coordinated approach across government and the community, that includes partnerships with the private sector.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity Number of community crime prevention programs and initiatives developed or maintained	11	11
Cost Cost of community crime prevention programs and initiatives (\$'000) ²	\$1 119	\$902
TOTAL COST (\$'000)²	\$1 119	\$902
GOVERNMENT PAYMENT FOR OUTPUT (\$'000)²	\$1 113	\$713

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.
2. Variance is due to the application of 2004-05 general savings initiatives.

OUTPUT CLASS 2: JUSTICE AND LEGAL SERVICES
PRINCIPAL MEASURES

OUTPUT 2.3: LEGAL ADVICE AND REPRESENTATION SERVICES

Description: To provide legal advice and representation to the Minister and Government in relation to:

- the administration of Territory land and commercial matters;
- matters relating to constitutional law, revenue law, administrative law and all legal aspects of governmental activity and dealings;
- territory legislation and the preparation of statutory instruments;
- civil litigation and claims by and against the Territory in contract, tort and under statute, including criminal injuries compensation claims; and
- the recovery of debt owed to the Territory including bankruptcy, company winding up and property recovery matters.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Number of advices provided	2 850	2 850
Number of legal representations issued	1 700	1 700
Quality		
Examination of criticisms and compliments with remedial action as necessary	100%	100%
Timeliness		
Advice provided within 28 days	90%	90%
Cost		
Average cost per advice ²	\$861	\$1 478
Average cost of legal representations ²	\$1 420	\$2 684
TOTAL COST (\$'000)²	\$4 868	\$8 775
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$4 396	\$4 650

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.
2. The lower than expected result from the targeted total cost is largely the result of the significant additional expenditure which has been incurred in relation to the Coronial Inquest into the January 2003 bushfire. The measure addresses only costs and no offset is made for reimbursement of expenses and revenue. The costs associated with the Coronial Inquest into the bushfire, are reimbursed through the Territory's insurance arrangements.

OUTPUT CLASS 2: JUSTICE AND LEGAL SERVICES
PRINCIPAL MEASURES

OUTPUT 2.4: LEGISLATIVE DRAFTING AND LEGISLATION INFORMATION SERVICES

- Description:**
- Drafting ACT bills and subordinate laws;
 - Maintaining the ACT legislation register;
 - Notifying Acts, subordinate laws and statutory instruments under the *Legislation Act 2001*; and
 - Preparing legislation, legislative material and related information for publication.

Measures	2004-05 Targets ¹	2004-05 Estimated Outcome
Quantity Pages of legislative manuscript prepared	70 000	70 000
Quality Drafting error rate	Less than 2%	Less than 2%
Timeliness Respond to drafting instructions within 30 days	Greater than 85%	Greater than 85%
Cost Cost per page of legislative manuscript prepared	\$46.2	\$46.7
TOTAL COST (\$'000)	\$3 231	\$3 266
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$3 112	\$3 084

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

OUTPUT CLASS 2: JUSTICE AND LEGAL SERVICES
PRINCIPAL MEASURES

OUTPUT 2.5: PUBLIC PROSECUTIONS

Description: The provision of service to prosecute indictable and summary offences in accordance with prosecution policy and guidelines, conduct appeals and assist the Coroner in Coronial proceedings.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Person business days of prosecutor services	5 555	5 555
Concluded matters	14 900	14 900
Quality		
Percent of convictions held	99%	99%
Timeliness		
Percent of hearing briefs provided within 7 days of receipt from Australian Federal Police	90%	90%
Percent of advices provided within 28 days	90%	90%
Percent of representations considered within 7 days of receipt of AFP brief comments	75%	75%
Cost		
Cost per prosecutor business day	\$1 175	\$1 200
TOTAL COST (\$'000)	\$6 530	\$6 666
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$6 437	\$6 497

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

OUTPUT CLASS 2: JUSTICE AND LEGAL SERVICES

PRINCIPAL MEASURES

OUTPUT 2.6: PROTECTION OF RIGHTS

<p>Description: The provision of services:</p> <ul style="list-style-type: none"> • by the Human Rights and Discrimination Commissioner (HRO) to inform the community (including ACT Government agencies) of their rights and responsibilities under the <i>ACT Human Rights Act 2004</i> and <i>ACT Discrimination Act 1991</i>, and to investigate and, if appropriate, try to resolve formal complaints of discrimination, sexual harassment and racial vilification under the <i>ACT Discrimination Act 1991</i>; • by the Office of the Community Advocate (OCA) to represent the best interests of adults with a disability, and children and young people, through either individual or systemic statutory advocacy; • by the Ombudsman to resolve complaints arising from the acts, omissions, decisions and recommendations of Government agencies; • by the Privacy Commissioner to promote, monitor and enforce the protection of personal information held by ACT Government agencies; • by the Tenant's Advisory Service (TAS) to promote and provide legal advice and information on tenant's rights and responsibilities; • by the Office of Public Trustee relating to financial management of all Community Service Obligation cases including assistance provided to Australian Federal Police for callouts and arranging welfare funerals for insolvent deceased persons; and • under the Victims Services Scheme established by the <i>Victims of Crime Regulations 2000</i>.

Measures	2004-05 Targets ¹	2004-05 Estimated Outcome
Quantity		
Occasions of service by the Human Rights Office under the <i>ACT Human Rights Act 2004</i> and <i>Discrimination Act 1991</i>	6 500	6 500
Number of adults with a disability, or children and young people, represented by the OCA through individual statutory advocacy	1 200	1 200
Number of systemic statutory advocacy functions undertaken by the OCA to enhance service provision for children and young people	19	19
Number of CSO cases managed by the Public Trustee	1 435	1 435
Quality		
Annual survey of the OCA's performance with respect to individual statutory advocacy	90%	90%
Annual survey of the OCA's performance with respect to systemic statutory advocacy	80%	80%
Compliance with ACT requirements of:		
- Memorandum Of Understanding with the Ombudsman	100%	100%
- Service Level Agreement with the Tenant's Advisory Service	100%	100%
- Agreement with the Privacy Commissioner	100%	100%
Percentage of Customers/Clients/Service Providers / Stakeholders satisfied with Trustee Services	90%	90%
Timeliness		
Compliance with standards and statutory requirements by:		
- The OCA with respect to individual statutory advocacy	95%	95%
The OCA with respect to systemic statutory advocacy	80%	80%
- The Human Rights Office	100%	100%
Cost		
Average cost of occasion of service by the Human Rights Office under the <i>ACT Human Rights Act 2004</i> and <i>Discrimination Act 1991</i>	\$131.5	\$131.0

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Average cost per person assisted by the OCA	\$776.0	\$786
Average cost per systemic statutory advocacy function (\$'000)	\$32.7	\$33.1
Costs under the Victims Services Scheme established by the <i>Victims of Crime Regulations 2000</i> (\$'000)	\$1 229	\$1 315
Average cost per case managed – Public Trustee	\$418	\$418
TOTAL COST (\$'000)	\$5 269	\$5 454
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$4 999	\$4 894

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

OUTPUT CLASS 2: JUSTICE AND LEGAL SERVICES
PRINCIPAL MEASURES

OUTPUT 2.7: ELECTORAL SERVICES

Description: The provision of services by the Electoral Commission to enable the conduct of elections and referendums, and the maintenance of the electoral roll and related programs.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Number of people on electoral roll	224 000	230 200
Number of elections/referendums conducted or assisted	18	18
Quality		
Compliance with standards	100%	100%
Percent of clients satisfied with electoral services	95%	95%
Timeliness		
Compliance with standards and statutory requirements	100%	100%
Election results finalised within standard	100%	100%
Cost		
Average cost per elector for electoral services	\$12.6	\$12.0
TOTAL COST (\$'000)	\$2 813	\$2 758
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$2 693	\$2 660

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

OUTPUT CLASS 2: JUSTICE AND LEGAL SERVICES
PRINCIPAL MEASURES

OUTPUT 2.8: CONSUMER TRIBUNALS

Description: To support consumer tribunals (Essential Service Consumer Council and the Consumer and Trader Tribunal).

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Estimated number of new matters received	850	850
Estimated number of new matters listed	830	830
Estimated number of review matters listed	1 200	1 200
Estimated number of new and review matters heard	2 030	2 030
Estimated number of matters finalised	700	700
Quality/Timeliness		
Annual stakeholder meeting to assess client satisfaction	1	1
Compliance with standards	95%	95%
Cost		
Cost per new and review matters heard	\$306	\$309
TOTAL COST (\$'000)	\$621	\$628
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$0	\$0

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

OUTPUT CLASS 3: REGULATORY SERVICES
PRINCIPAL MEASURES

OUTPUT 3.1: REGULATORY SERVICES

<p>Description: Provision of regulatory services:</p> <ul style="list-style-type: none"> • by the Registrar General, covering the registration of defined classes of documentation, including title of land, births deaths and marriages, business names, associations, bills of sale, deeds and the retrieval of information contained in the documentation; • by the Office of Rental Bonds, covering the lodgement of bonds, management of funds, and the payment of claims; and • by the Office of Fair Trading, in respect of fair trading, liquor regulation and agents. By education of consumers and businesses as to their rights and responsibilities, provision of a client advisory and complaints resolution service, provision of licencing/registration service and compliance and enforcement program.
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Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Number of registrations and searches – Registrar General	170 000	170 000
Number of rental bond transactions	26 000	26 000
Number of complaints handled and advice given – Fair Trading	10 949	10 949
Number of registrations, licences, permits and renewals – Fair Trading	7 730	7 730
Number of investigations, inspections and disciplinary proceedings – Fair Trading	26 555	26 555
Quality		
Client satisfaction as determined by survey – Registrar General	95%	95%
Client satisfaction with service provided as determined by survey – Fair Trading	90%	90%
Timeliness		
Compliance with timeliness requirements registrations and searches – Registrar General	95%	95%
Compliance with timeliness requirements of:		
Bond transactions - Office of Rental Bonds	95%	95%
- Fair Trading:		
a) registrations, licences, permits and renewals		
b) investigations, inspections and disciplinary proceedings		
c) complaints	90%	90%
Cost		
Average cost per registration or search – Registrar General	\$22.3	\$21.7
Average cost per registration – Rental Bonds	\$22.0	\$22.0
Average cost per complaint and advice – Fair Trading	\$119	\$116
Average cost per license, registrations and renewals – Fair Trading	\$174	\$170
Average cost per inspection, investigation and prosecution – Fair Trading	\$49	\$48
TOTAL COST (\$'000)	\$8 320	\$8 126
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$6 880	\$6 816

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

OUTPUT CLASS 4: CORRECTIONAL SERVICES
PRINCIPAL MEASURES

OUTPUT 4.1: CORRECTIVE SERVICES

Description: Provision of services and advice regarding correctional issues, advice to courts and releasing authorities, the management of community based and custodial sentences and parole orders for the ACT and the processing of parole applications.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Average number of remandees	70	70
Average number of prisoners	127	127
Average number of periodic detainees	25	25
Number of Community Service Orders work hours	22 000	22 000
Number of assessment reports	1 420	1 420
Average number of offenders under Community Corrections supervision	1 200	1 200
Number of considerations (including re-considerations) made by the Sentence Admin Board	480	480
Average number of home detention clients	8	8
Quality		
Percent of community correction orders successfully completed	85%	85%
Number of deaths in Custody	0	0
Number of escapes from Custody	0	0
Timeliness		
Completion of prison project milestones within Planned Timeframes	100%	100%
Percentage of pre-sentenced reports submitted within agreed timeframes	100%	100%
Cost		
Cost per remandee per day	\$435.0	\$435.0
Cost per prisoner day (NSW)	\$200.0	\$200.0
Cost per Periodic Detention Detainee per day	\$328.0	\$328.0
Cost per Community Corrections offender per day	\$13.7	\$14.4
Cost per consideration made by Sentence Admin Board	\$1 853.6	\$1 900.0
Cost per day of Court Transport Unit Operations	\$4 788.6	\$4 788.6
Cost per home detention day	\$193.6	\$201.0
TOTAL COST (\$'000)	\$30 144	\$30 505
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$29 266	\$29 546

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

EXPENSES ON BEHALF OF THE TERRITORY

EBT 1: LEGAL AID COMMISSION (ACT)

Description: The Legal Aid Commission, established by the *Legal Aid Act 1977*, provides legal assistance in accordance with the Act. The assistance may be provided by private legal practitioners or by the Commission's own staff. The Commission also represents regional residents whose legal proceedings take place in the Territory.

Measures	2004-05 Targets ¹	2004-05 Estimated Outcome
Quantity Estimated number of:		
- free Court Services ²	2 200	1 750
- advice and minor assistance	4 600	4 250
- telephone advice and information	11 500	11 000
- people attending education and information sessions ³	2 800	1 500
- grants of Aid	2 800	2 800
Quality/ Effectiveness Complaints to the ACT Law Society sustained	0	0
Timeliness Number of applications for legal assistance assessed within 10 working days	95%	95%
Cost Average cost of financially finalised cases	\$2 600	\$2 600
TOTAL COST (\$'000)	\$6 143	\$6 143
EXPENSES ON BEHALF OF THE TERRITORY (\$'000)	\$6 143	\$6 143

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.
2. Result is client driven.
3. Result is due to change of staff and periods of no staff.

EXPENSES ON BEHALF OF THE TERRITORY

EBT 2: AUSTRALIAN FEDERAL POLICE

Description: The payment to the Australian Federal Police is for the provision of police services to the ACT Community. It covers the protection of persons and property, crime prevention and detection and maintaining peace and good order and the enforcement of the ACT laws.

Measures	2004-05 Targets	2004-05 Estimated Outcome
There is a separate Purchase Agreement between the Minister for Police and Emergency Services and the Chief Police Officer of the ACT, performance measures are detailed in that agreement.		
TOTAL COST (\$'000)	\$90 838	\$90 949
EXPENSES ON BEHALF OF THE TERRITORY (\$'000)	\$89 720	\$89 720