

Court Services Victoria

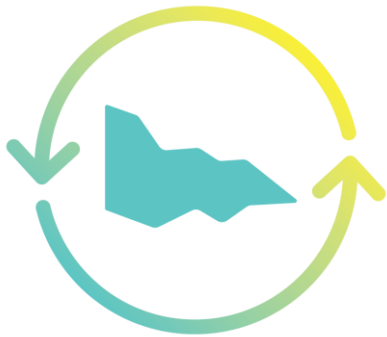
Public Accounts and Estimates Committee
2021-22 & 2022-23 Financial and Performance Outcomes

Louise Anderson
Chief Executive Officer

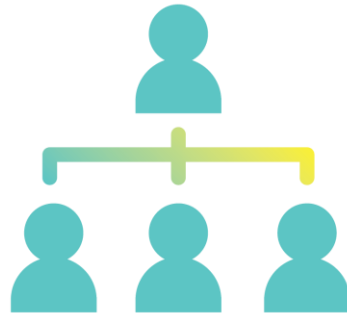
21 November 2023



Court Services Victoria Purpose



Established under the *Court Services Victoria Act 2014*



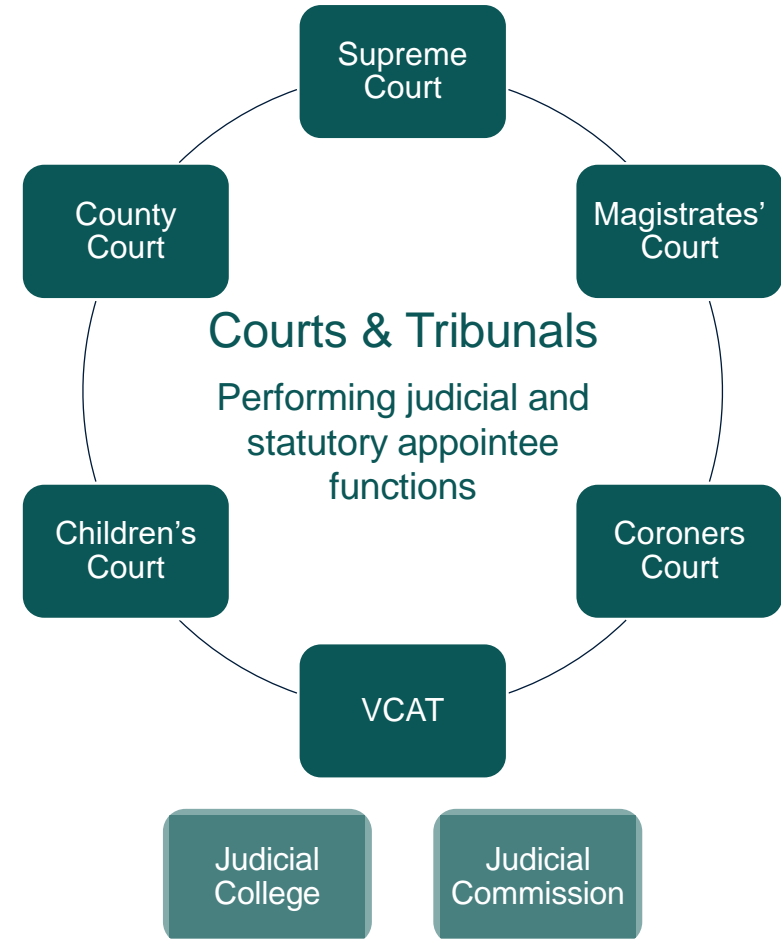
Independent statutory body providing the administrative services and facilities necessary for the Victorian courts and VCAT to operate independently from the executive branch of government



Victorian courts and VCAT have a clear and important responsibility to administer justice fairly, transparently, impartially and with integrity

One Courts Group

All courts and tribunals, supported by Court Services Victoria, delivering the fair, timely and efficient dispensing of justice



Key Operational Highlights

Court Services Victoria



CSV Output Budget & Results 2021-22 and 2022-23				
(\$ Million)	2021-22	2021-22	2022-23	2022-23
	Budget	Actual	Budget	Actual
Revenue	755	952	816	793
Expenses	755	956	816	795
Net result from transactions	-	(4)	-	(2)



Operates 80 court and tribunal facilities – 30 across metropolitan Melbourne and 50 across regional Victoria



Supports **500+** judicial officers and VCAT members



Employs **2,900+** VPS staff across courts, tribunals and administrative services

Key Strategy Initiatives



Strategic Plan 2020-2025

*Excellence in
Court and
Tribunal
Administration*

*Reliable, Integrated
and Innovative
Technology and
Digital Capabilities*

*Diverse,
Collaborative,
Ethical and
Capable People*

*Contemporary,
Safe and
Integrated
Venues*

*Building
Understanding,
Confidence and
Trust*

**Bendigo Law
Courts: A court of
the future**

**Court Case
Management
System 'Civil' go-
live**

**Self-
Determination
Plan**

**Strategic Asset
Plan 2016-2031**

**Online caseload
dashboard**

**Responding to
Review of Sexual
Harassment: safe
and respectful
workplaces**

**Online Courts
Research Project**

**People Strategy
2023-2026**

**Wyndham Law
Courts**

**Digital wayfinding
& interactions**

New Courts focussed on supporting court users



Bendigo Law Courts – opened February 2023

A modern, fit for purpose court that puts people and community first

- Specialist Family Violence Court - February 2023
- Magistrates' Koori Court - April 2023
- County Koori Court - July 2023
- Assessment and Referral Court - July 2023
- 11 courtrooms, 2 hearing rooms, 2 mediation suites, remote witness facilities, secure entrances, safe waiting areas, dedicated jury areas, 16 holding cells - for use by all Victorian courts, VCAT, Federal Circuit, Family Court of Australia and justice partners

Wyndham Law Courts – opening in early 2025

- Integrated, user-centred justice services to the local Wyndham community in Melbourne's west
- 13 courtrooms, 4 hearing rooms, 3 meditation suites and 26 day holding cells
- Will service the Magistrates' and Children's Courts, VCAT and justice partners



Courts developments focussed on supporting court users



Dandenong Children's Court – opened June 2023

- Improved access to justice and outcomes for vulnerable children, young people, and families in Melbourne's south-east
- Features 3 courtrooms specifically designed for Children's Court cases, a Children's Koori Court, and critical safety features for vulnerable court users

Sunshine Law Courts development – completed August 2023

- Addressing significant demand pressures in Melbourne's rapidly growing western corridor
- Features 2 new courtrooms, conversion of two courtrooms to custody courtrooms, upgraded facilities and improved safety



Towards Self-determination

CSV Self-determination Plan – improving access to, participation in and effectiveness of court programs and services for Koori people

Koori Engagement and Consultation Framework – October 2022

- Business processes guided by principles of self-determination and inclusion
- Seven steps to guide engagement or consultation with Koori stakeholders and community

Koori Employment Plan

- Improving and providing pathways for the attraction, recruitment and retention of Koori staff
- 79 staff identified as Aboriginal and/or Torres Strait Islander, representing a 2.7% Koori employment rate
- Committed to achieving a minimum 3% Koori employment rate by 2025

Cultural Immersion Program

- 145 staff across the Courts Group have completed cultural awareness training
- 76 participants have attended 'On Country' immersions



Reducing pending caseload and increasing access to justice for Victorians

Overall pending caseload reduced by 22% over 2 years to June 23

Pending County Court criminal trials reduced 23% (Jan-22 to Jun-23)

Supreme Court clearance rate for trials and pleas of 146% in 2022-23

VCAT case clearance rate of 98% in 2022-23 incl 45,000+ Residential Tenancies cases (a 34% increase on 2021-22)

Magistrates' Court Service Centre responded to **206,531** public enquiries, enabling Registrars to provide in-person support (Mar-2022 to Sep-2023)

169,905 Family Violence Contact Centre enquiries in 2022-23

Increased access to court services through the Online Magistrates' Court with **450,000+** online/audio visual link engagements in 2022-23

46 participants in Family Drug Treatment Court & **48 sittings** of M-NG at Shepparton over 2 years to June 2023

Weekend Online Remand Court launched Sep-2022 with support from justice partners including VLA and Youth Justice

180 Self-Represented Litigants supported in the Supreme and County Courts in 2022-23, up from 44 in 2021-22



Innovative and therapeutic justice programs making a difference

Drug Courts – intensive supervision/treatment to those with entrenched drug and alcohol dependency

- MCV Drug Courts launched in Shepparton and Ballarat in early 2022
- Preliminary evaluations indicate success and cost savings across the justice system

Court Integrated Services Program (CISP) in Indictable Crime Stream – CCV and MCV

- Evaluation found \$14.4 million justice system savings over three years and benefit-cost ratio of 2.44

Active Case Management

- Improved pre-trial active case management has increased efficiencies and assisted Supreme and County Court judges to conduct hearings and trials
- Preliminary evaluation indicates improved access to justice with a positive benefit-cost ratio outcome

Assessment and Referral Court – supporting complex mental illness or cognitive impairment needs

- At seven locations across the state and expanding to eight more locations as recommended by the *Royal Commission into Victoria's Mental Health System*

Workplace safety and culture



Gender Equality Action Plan

- Inaugural Gender Equality Action Plan launched in August 2022 including 6 key strategies to support a psychologically safe workplace culture
- 13 of 34 deliverables completed in 2022-23

Response to Review of Sexual Harassment in Victorian Courts

- 14 of 16 recommendations implemented
- Your Safe Space has delivered training sessions on eliminating inappropriate behaviours in the workplace
- Robust complaints and resolution process provides multiple avenues for support and reporting

Strengthening Workplace Safety

- Cross jurisdictional engagement in identifying and addressing risk
- New systems in place to help identify issues of workload and vicarious trauma
- New Peer Support Program, Mental Health First Aid Training, and clinical wellbeing services

Thank you

