

**2018**

**THE LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**JUSTICE AND COMMUNITY SAFETY DIRECTORATE**

**Dec-17  
HALF YEARLY PERFORMANCE REPORT  
TO THE ACT LEGISLATIVE ASSEMBLY**

**PURSUANT TO SECTION 30E OF  
THE *FINANCIAL MANAGEMENT ACT 1996***

**PRESENTED BY**

**Shane Rattenbury MLA**

Minister for Justice, Consumer Affairs and Road Safety  
Minister for Corrections

**February 2018**



**ACT**  
Government

Justice and Community Safety

Justice and Community Safety Directorate

Statement of Performance

Half-Yearly Report to 31 December 2017

Justice and Community Safety Directorate  
Statement of Performance  
For YTD Ended 31 December 2017

Output Class 1 Justice Services

Output 1.5 Protection of Rights

**Description** Provision of advocacy, complaints-handling, advice, community awareness raising and other services in connection with the promotion and protection of rights especially for vulnerable members of society, through services provided by the ACT Human Rights Commission, including the Public Advocate of the ACT and Victim Support ACT. This output also includes services provided by the Privacy Commissioner.

	2017-18 Original Target	YTD Target 31 Dec 17	YTD Actual 31 Dec 17	YTD Variance %	Note
Total Cost (\$'000)	8,995	4,287	3,935	(8%)	
Controlled Recurrent Payments (\$'000)	8,167	4,093	4,096	0%	
<b>Accountability Indicators</b>					
<b>ACT Human Rights Commission</b>					
a High level of client satisfaction with Human Rights Commission complaints process:					
– Percentage of survey respondents who consider the process fair, accessible and understandable <sup>a</sup>	75%	75%	78%	4%	
– Percentage of complaints concluded within Commission standards	75%	75%	83%	11%	1
b High level of community education, information and advice in relation to human rights and (i) services for children and young people, (ii) disability services, (iii) discrimination, (iv) health services, and (v) services for					
– Number of community engagement activities undertaken by the Commission	30	16	23	44%	2
<b>Public Advocate of the ACT</b>					
c The Public Advocate of the ACT's actions towards achieving a caring community where the rights and interests of vulnerable people are protected:					
– Proportion of client survey respondents for whom advocacy services are provided by the Public Advocate of the ACT where a high level of satisfaction is reported <sup>b</sup>	75%	75%	82%	9%	
<b>Public Advocacy</b>					
Individuals, excluding guardianship clients, brought to the attention of the Public Advocate:					
– Proportion of individuals brought to the attention of the Public Advocate for whom direct advocacy is provided	25%	25%	31%	24%	3
– Percentage for clients referred to the Public Advocate for whom a review of the documentation was undertaken <sup>c</sup>	75%	75%	85%	13%	4
<b>Victim Support ACT</b>					
d Percentage of referrals to Victim Support ACT or the Victims of Crime Commissioner actioned within five working days <sup>d</sup>	95%	95%	88%	(7%)	

The above Accountability Indicators should be read in conjunction with the accompanying notes.

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Output Class 1 Justice Services

Output 1.5 Protection of Rights - Continued

**Note**

- a An evaluation form is sent out to both the complainant and the respondent with a reply-paid envelope each time a complaint is closed. For the YTD period to 31 Dec 2017, six (6) ACT Human Rights Commission (HRC) Evaluation Forms were completed and returned. Three questions included in the Evaluation Form allow clients to provide feedback on whether the HRC's process was fair, accessible and understandable.
- b The Public Advocate (PA) of the ACT surveys stakeholders using the online tool Survey Monkey. This online process has significantly increased the number of responses, while the additional anonymity it provides has allowed respondents to provide clearer feedback about the services provided.
- c Documentation refers primarily to compliance documents received from Mental Health services and/or from the Office for Children, Youth and Family Support, and reports provided with individuals' requests or referrals
- d Actioned refers to all initial contacts taken to directly communicate with people who are referred to the services. These include telephone calls, emails and written correspondences.

**Explanation of Material Variances ( $\geq \pm 10\%$ )**

- 1 The higher than YTD target outcome for the percentage of complaint closed can be attributed to a review of complaint handling processes following the restructure of the ACT Human Rights Commission and increased attention to early resolution and ongoing review and streamlining of administrative processes.
- 2 The higher than YTD target outcome is mainly due to a high level of activity by the Human Rights Commission during the reporting period, engaging with the community at a wide range of functions that enable the Commission to reach its client base effectively.
- 3 The higher than YTD target outcome is mainly a result of Child Youth Protection Services (CYPS) attending to an increased number of Annual Review Reports, s507 reports and s879 requests in the last quarter of 2017, which upon receipt by the Public Advocate necessitated attention to ensure adequate monitoring of cases and identify clients who may require direct advocacy to protect their rights and facilitate effective outcomes.
- 4 The higher than YTD target outcome is mainly caused by CYPS attending to an increased number of Annual Review Reports, s507 reports and s879 requests in the last quarter of 2017, which upon receipt by the Public Advocate necessitated attention to ensure adequate monitoring of cases and identify clients who may require direct advocacy to protect their rights and facilitate effective outcomes.

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## Output Class 2 Corrective Services

### Output 2.1 Corrective Services

**Description** Provision of safe and secure custody for detainees with a strong focus on the delivery of rehabilitative, educational and vocational programs, effectively managing un-sentenced offenders and community based corrections programs, and providing advice and services to the ACT justice system.

	2017-18 Original Target	YTD Target 31 Dec 17	YTD Actual 31 Dec 17	YTD Variance %	Note
Total Cost (\$'000)	78,233	38,143	38,874	2%	
Controlled Recurrent Payments (\$'000)	68,771	33,831	33,844	0%	
<b>Accountability Indicators</b>					
a Completion rates of Community Corrections Orders:					
- The proportion of Community Corrections supervision orders successfully completed within the counting period	80%	80%	68%	(15%)	1
- The proportion of Community Corrections reparation orders successfully completed within the counting period	60%	60%	57%	(5%)	
b Average cost per detainee per day for all detainees <sup>a</sup>	\$310	\$310	\$313	1%	
c Average cost per day for community based offenders	\$39	\$39	\$41	5%	

The above Accountability Indicators should be read in conjunction with the accompanying notes.

**Note**

a This indicator closely aligns with the Report of Government Services (ROGS) reporting from net recurrent expenditure per community based offenders per day. This does not include superannuation and depreciation, in line with the ROGS counting method.

**Explanation of Material Variances ( $\geq \pm 10\%$ )**

- 1 The successful completion of supervision orders are lower than YTD target due to the combination of longer period of orders not duly completed and significant increase in breached orders.