



# ANNUAL REPORT

2011-12

VICTIMS OF CRIME  
S U P P O R T   P R O G R A M



**ACT**  
Government

Justice and Community Safety

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# I N T R O D U C T I O N

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This is the eleventh Annual Report of the Victims of Crime Support Program in the ACT. It comprises reports dealing with aspects of the Victims of Crime Support Program provided by the ACT Government.

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**Part 1** VICTIMS OF CRIME COMMISSIONER

**Part 2** VICTIM SUPPORT ACT

**Part 3** *VICTIMS OF CRIME (FINANCIAL ASSISTANCE) ACT 1983*

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September 2012

**Mr Simon Corbell, MLA**  
***Attorney General***

ACT Legislative Assembly  
London Circuit  
CANBERRA 2601

Dear Mr Corbell

I am pleased to submit to you the Annual Report for the Victims of Crime Commissioner for 2011-12, pursuant to section 6(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements referred to in the Chief Minister's Annual Reports Directions. It has been prepared in conformity with the *Victims of Crime Act 1994*.

I hereby certify that the attached report is an honest and accurate account and that all material information on the operations of the Victims of Crime Commissioner during the period 1 July 2011 to 30 June 2012 has been included and that it complies with the Chief Minister's Annual Report Directions.

I also hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standard 2, Part 2.4.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within three months of the end of the financial year.

Yours sincerely



**John Hinchey**  
***Victims of Crime Commissioner***



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# PART 1

## THE VICTIMS OF CRIME

### COMMISSIONER

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# SECTION A: PERFORMANCE AND FINANCIAL MANAGEMENT REPORTING

## A.1 Organisation

The Victims of Crime Commissioner is an independent statutory appointment of the ACT Attorney-General. The position is established pursuant to section 7 of the *Victims of Crime Act 1994*.

By separate appointment, the Victims of Crime Commissioner also performs the statutory functions of the Domestic Violence Project Coordinator under the *Domestic Violence Agencies Act 2001*.

The primary clients of the Victims of Crime Commissioner are residents and visitors to the ACT who have become victims of crime. Principal stakeholders of the Victims of Crime Commissioner are the ACT Attorney General, the ACT Government and the Victims Advisory Board. Other stakeholders include agencies engaged in the administration of justice being ACT Policing, the Director of Public Prosecutions, Courts Administration, ACT Corrective Services and Community Youth Justice. Government and non-government services assisting victims of crime are also important stakeholders of the Victims of Crime Commissioner, particularly the Canberra Rape Crisis Centre, the Domestic Violence Crisis Service, the Women's Legal Centre and Communities@Work.

## A.2 Overview

### ***The Victims Services Scheme***

This year has seen the number of clients accessing the victims services scheme remain at similar levels to last year, with a small increase from 792 new clients to 805. The changes made to our intake and assessment procedures to manage the high demand placed upon our case managers has resulted in some efficiencies, however, caseloads remain very high. This year I capped caseloads at 90 cases per full time case manager to meet my occupational health and safety responsibilities. Clients are allocated on a priority basis, which has resulted in a delay of six to eight weeks for some cases to be allocated. At the time of writing Victim Support ACT had 45 cases waiting for allocation to a case manager.

Examination of operational practices will continue in 2012-2013. The amount of resources currently being expended to deliver justice advocacy services needs to be more accurately defined and understood. An obsolete database makes this task difficult, however, all cases bring with them elements of justice advocacy work and this needs to be acknowledged and reported upon to reflect the full range of services that are being delivered and the resources that are required to sustain this service.

Again this year we have spent considerable time and effort to attract and retain Approved Providers to assist case managers to deliver services to victims of crime under the victims services scheme.



Four separate procurement processes were conducted to attract a sufficient number, and range, of Approved Providers to meet client needs.

A known barrier to attracting Approved Providers to the victims services scheme is that the rate of remuneration for their services is comparably lower than other schemes that contract health providers. Consideration will be given in the coming year to how Victim Support ACT can attract and retain Approved Providers to ensure the victims services scheme retains its capacity to offer clients the range of services they require and the expertise needed to work with people who have suffered significant trauma in their lives.

### ***Financial assistance for victims***

In last year's Annual Report I commented on problems associated with the administration of the statutory victims of crime financial assistance scheme.

In May 2012, the ACT Ombudsman released the findings of her investigation into complaints about the handling of financial assistance applications made by two victims of sexual assault under the *Victims of Crime (Financial Assistance) Act 1983*. The report was critical of the process for managing applications made under the Act.

The Ombudsman reported that the investigation revealed that the administrative arrangements in place for processing and finalising applications were inadequate. Under the current arrangements, the Ombudsman found that excessive and unreasonable delays are likely to occur, especially for applicants who have no legal representation.

The Ombudsman's report concluded:

- under the current arrangements no agency or body (e.g. the Magistrates Court, the ACT Government Solicitor, the Victims of Crime Commissioner and the Justice and Community Safety Directorate) is responsible for ensuring that applications for financial assistance progress expeditiously towards an outcome;
- the responsibility of the ACT Government Solicitor to progress applications conflicts with the ACT Government Solicitor's principal role to represent the Territory as a party in litigation with the applicant over the eligibility and quantum of financial assistance payable;
- the current arrangements are especially detrimental for applicants who do not have legal representation;
- the cap of \$650 on the costs of legal representation for applicants creates an imbalance in the capacity of the parties to negotiate a fair outcome;
- the ACT's court based scheme, for applicants who are vulnerable, distressed, incapacitated or otherwise unrepresented may be daunting; and
- Australian jurisdictions other than the ACT and South Australia have all enacted financial assistance or compensation schemes that are characterised by independent decision makers who assess and manage applications and award financial outcomes.

The Ombudsman recommended that relevant agencies – the Justice and Community Safety Directorate, ACT Government Solicitor, Magistrates Court and Victims of Crime Commissioner review the existing administrative arrangements. Specifically, the Ombudsman recommended that:

*“The review should consider the feasibility of developing and implementing a structured case management methodology and improving outcomes for victims. The methodology should include:*

- *an identified agency or officer who is impartial to the outcome of applications to track and ensure the progress of applications;*
- *case management procedures that emphasise that applications should progress expeditiously;*
- *guidelines for officers conducting assessments of financial assistance applications that acknowledge, and give consideration to, the likelihood that applicants will not have effective legal representation, are consistent with the beneficial nature and intent of the legislation, and are consistent with the Territory’s obligations to act as a ‘model litigant.’”*

The Justice and Community Safety Directorate has responded quickly to the Ombudsman’s report, convening a number of meetings with key stakeholders to consider her recommendation and to discuss possible options to address the recommendation. Discussions have been positive to date and I am confident that progress will be made in 2012-2013 to address the concerns that have been identified by the Ombudsman and victims of crime regarding the victims of crime financial assistance scheme.

## ***The Victims Advisory Board***

Last year I welcomed the establishment of the Victims Advisory Board (the Board) to provide strategic advice and support to the Minister regarding victims of crime and to complement and support my functions to achieve better outcomes for victims of crime.

The Board is chaired by the Director-General, Justice and Community Safety. Membership of the Board consists of:

- the Victims of Crime Commissioner;
- the Director of Public Prosecutions;
- the Australian Federal Police;
- ACT Courts;
- ACT Corrective Services;
- Community Youth Justice;
- Restorative Justice;
- three people who represent the interests of victims services groups;
- one person who represents the interests of Aboriginal and Torres Strait Islander communities; and,

- one person who is a lawyer.

The Board met for the first time on 3 August 2011 and commenced work on a range of issues to further the interests of victims of crime. Importantly, the Board has endorsed the development of protocols between Victim Support ACT and other agencies involved in the administration of justice.

Contrary to the perception that counselling is the most often sought service by victims of crime, the most sought after services requested by them are practical help, information about being a victim of crime, assistance with navigating the criminal justice system and how they might participate in decisions that affect them.

Victims of crime rely on a number of criminal justice agencies to provide them with information and advice about matters in which they have a direct interest. This ranges from up-dates about police investigations, any charges laid and modification of those charges, decisions concerning the accused to accept a plea of guilty to lesser charges or a guilty plea in return for a recommendation of leniency in sentencing, decisions not to proceed with a charge, information about trial processes, explanations about the outcome of criminal proceedings and measures that can be taken to protect their safety.

Victim Support ACT case managers assist victims of crime to access this type of information. In the absence of any written protocols with agencies to govern the sharing of information, case managers currently source this information on a case by case basis from police, the DPP and the Courts.

Police are a key gateway for victims of crime to access services and assistance. ACT Policing has pioneered partnerships with services in the areas of family violence and sexual assault that ensure victims have ready and rapid access to support. It is pleasing to report that ACT Policing has expressed its support to develop a partnership agreement with Victim Support ACT.

I welcome the Board's involvement in the administration of justice as it relates to victims of crime. The Board's endorsement of the development of written protocols between Victim Support ACT and criminal justice agencies is already assisting me to progress these matters. Once achieved, these protocols will provide greater understanding and certainty about the type of information that will be shared with victims of crime and the purpose for which it is provided. Written protocols will also work to ensure the rights and interests of defendants and convicted offenders are protected.

### ***The Human Rights Report into the ACT Youth Justice System 2011***

On the 29th July 2011 the ACT Human Rights Commission released its report into the ACT Youth Justice System. The Report notes that:

*Victims of crime have an important place in the legal system, and it is important to provide support and assistance to victims of crime to ensure their well being. Some young people in Bimberi are victims of crimes, including child abuse, domestic violence, and assault. Research suggests that, in general terms, victims and offenders come from largely overlapping populations, and it can be difficult to discern between young victims and young offenders in the system. The Commission recommends that agencies involved in the administration of the youth justice system establish*

*procedures to ensure they protect the rights of victims of crime, and are responsive to their needs.*<sup>1</sup>

It recommends that:

*Agencies involved in the administration of the youth justice system, including ACT Policing, the Director of Public Prosecutions, Courts Administration, Legal Aid ACT, and the Community Services Directorate:*

- *establish procedures to ensure they protect the rights of victims of crime, and are responsive to their needs;*
- *report on the implementation of these procedures (using targets or performance measures);*
- *provide regular training for all staff on the needs and experiences of victims of crime; and*
- *periodically evaluate their responses to victims of crime (Rec 3.8).*

The Government has agreed in-principle to this recommendation, stating that:

*the Victims Advisory Board will be asked to address this recommendation as a priority action. The ACT Government understands that the Victims of Crime Commissioner is supportive of the Board having an oversight role and that Legal Aid ACT ...agrees to attend should this approach be adopted.*<sup>2</sup>

The Victims Advisory Board has placed this recommendation on its agenda for consideration at its first meeting for 2012-2013.

The Report also recommends that:

*the ACT Government allocate additional resources to Victim Support ACT to allow them to provide specialised services for children and young people who are victims of crime (Rec 3.9).*

The Government has agreed in-principle to this recommendation, stating that:

*the ACT Government recognises that children and young people are often themselves victims of crime and that victimisation is a pathway to offending behaviour for some young people. The Victims of Crime Commissioner has advised the ACT Government that there has been a 30% increase in client numbers in the last three years and that there is a significant gap in the ACT in relation to appropriate assessment and management of children/young people's complex trauma.*

*Victim Support ACT provides an effective and necessary service for victims of crime in the ACT, including specialised services for children and young people who are victims of crime through the Learning to Live program, which is designed to assist with the educational problems usually associated with being a young victim of crime.*

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1) The ACT Youth Justice System 2011: A Report to the ACT Legislative Assembly by the ACT Human Rights Commission; page 6

2) Government Response to the ACT Youth Justice System 2011: A Report To the Legislative Assembly by the ACT Human Rights Commission, 2011, p17

*The ACT Government agrees in-principle with this recommendation, noting that this recommendation needs to be undertaken within the budget context taking into account competing funding priorities.*

The Government's in-principle agreement to the Human Rights Report recommendation gives me some confidence that future requests for funding to deliver specialist services to children and young people will be given further consideration. Attempts to date to attract additional resources for this purpose have been unsuccessful.

Since 2008 Victim Support ACT has consistently recorded 30 percent of clients who are victims of domestic and/or family violence. Young victims of crime often experience what has been referred to as "developmental trauma," particularly those who have been exposed to sustained traumatic events in their family environment such as domestic violence, substance abuse and parental mental health problems.

Young clients in this group often experience instability and interruptions to their schooling and barriers to learning due to these traumatic events and chaotic family environment. Truancy and failure to engage successfully in the educational system is a high risk factor for antisocial and criminal behaviour.

Victim Support ACT has a "developmental crime prevention" case management approach for these children to mitigate risks and enhance protective factors. Assisting children and young people to realise educational goals and achieve the experience of competency in an area of interest acts as an early intervention and preventative strategy to combat the potential for criminal behaviour.

Providing support services to children and young people who are crime victims is complex and resource intensive. A comprehensive assessment is required to determine particular interventions which are developmentally and age appropriate. Non-offending parents and family members must also be successfully engaged to support the child or young person to achieve their goals for recovery.

In addition, the needs of children and young people who are victims of crime often exceed the level of services they are eligible for under the Victims of Crime Regulation 2000. Children and young people who are crime victims generally require much more extended assistance than other victims due to their developmental needs. The current level of assistance that is available to these young people is often insufficient to deliver a satisfactory outcome for them.

### ***Volunteer Program***

Since 2000, the Victims of Crime Assistance League (ACT) Inc. (VOCAL) had been contracted to deliver the volunteer component of the victims services scheme pursuant to s22(j) of the *Victims of Crime Regulation 2000*.

The contractual arrangement was originally between ACT Community Care and VOCAL until 2007 when the Justice and Community Safety Directorate took direct responsibility for the delivery of the victims services scheme.

The establishment of the Victims of Crime Commissioner position in 2011 resulted in the transfer of a range of functions relating to victim of crime services from the Director-General Justice and Community Safety to the Commissioner. One of those functions was responsibility to develop and maintain a volunteer program to provide practical assistance and support to victims and to train and supervise volunteers for the program.

In September 2011, I commenced a procurement process for the provision of a volunteer program to:

- a) provide court support to victims of crime in partnership with Vicim Support ACT case managers;
- b) assist eligible victims of crime, to apply for financial assistance through the ACT Government's financial assistance scheme;
- c) provide practical assistance to victims of crime and administrative assistance to the Victims of Crime Commissioner as agreed between the parties; and,
- d) deliver a community education program to promote awareness of the interests of victims.

In December 2011, Communities@Work was announced as the agency to deliver these services. The contract commenced in February 2012. The program, *Side by Side: volunteers assisting victims of crime*, has attracted a number of volunteers. Communities@Work and Victim Support ACT staff have worked in close collaboration to deliver a training program to the volunteers that covered:

- the work of Victim Support ACT and the role of the Victims of Crime Commissioner;
- awareness of the impact of crime on victims;
- the justice system including the criminal process and the victims of crime financial assistance scheme.

Staff from the Office of the Director of Public Prosecutions and Legal Aid ACT also addressed the volunteers about their role and responsibilities.

The aim of the volunteer program is to provide a platform for victims of crime to receive coordinated assistance from volunteers and Victim Support ACT case managers and to build targeted and specific services to victims of crime. Communities@Work and Victim Support ACT have demonstrated a positive commitment to build a strong partnership and I am confident the *Side by Side* program will deliver high quality services to victims of crime.

I would like to acknowledge the dedicated and passionate work of those in VOCAL who have been assisting victims of crime and their families; and advocating for victims issues in the ACT, since 1988. VOCAL has worked under contract alongside the former government agency Victims Services Scheme and more recently with Victim Support ACT. I wish VOCAL well in the future and hope that they will continue their important service and advocacy service for victims of crime.

## ***The Blitz***

The Government's resourcing of a 'blitz' this year to clear the backlog of cases in the Supreme Court was a welcome move. Funding of the blitz included the provision of two acting judges, additional prosecutors and administration staff and additional staff for Legal Aid ACT, Courts and Victim Support ACT.

Criminal trials that fail to proceed as scheduled contribute to backlog and delay, which consume significant resources, including court administration, judicial, prosecutorial and defence resources and has serious adverse effects, both emotionally and materially, on victims of crime and their families.

The Territory faces special challenges in managing the flow of cases (through our courts). Because of the small scale of the ACT Courts, any interruption, delay, or increase in lodgements can cause the backlog of cases to build up very quickly as a percentage of the total. For example, between 2006/07 and 2007/08, the number of non-appellate criminal cases pending for over 12 months jumped 67%, from 48 to 71. This increase corresponded to a 68% increase in lodgements in the same timeframe, from 217 to 319. In the years since then the number of lodgements has been steadier, and recently, criminal lodgements have fallen.<sup>3</sup>

The blitz is to be conducted in two phases – April to May and late June to early August. The first phase of the blitz has produced some positive results. Of the 41 trials listed, 22 were resolved by pleas of guilty, 10 went to trial, 5 were discontinued by the prosecution, and 4 were vacated. Of those that went to trial, there were 6 verdicts of guilty and four verdicts of not guilty.<sup>4</sup>

The most notable aspect of those figures is the high rate of pleas of guilty – 54% of the total as against 24% going to trial. Many of the pleas of guilty were achieved by negotiation – sometimes to counts being "rolled up", sometimes with pleas to some counts in full satisfaction of the indictment and sometimes just by agreement as to the facts, with the indictment remaining the same.<sup>5</sup>

Some of the lessons emerging from the blitz that were a feature of its success are the setting of realistic trial dates, the certainty that trials would proceed as scheduled and early engagement with the issues by the Crown and defence practitioners.

The Discussion Paper: Review of case management and listing procedures in the ACT Supreme Court prepared by Justice Hilary Penfold and Kathy Leigh, Director-General, Justice & Community Safety Directorate discusses measures to promote earlier discussion between parties about the issues in dispute, the importance of judicial involvement in listing events, including whether an individual docket system should be adopted, and the importance of ensuring not only that trials and hearings are listed only when the parties are ready to proceed but also that the listing of trials and hearings itself plays a role in encouraging early resolution of matters.

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3) Discussion Paper: Review of case management and listing procedures in the ACT Supreme Court, Justice Hilary Penfold, ACT Supreme Court, Kathy Leigh, Director-General, Justice & Community Safety Directorate, August 2011, p15

4) Hits of the Blitz, Jon White, DPP, ACT Bar Bulletin June 2012

5) Ibid

The Discussion Paper also notes that stakeholders have reported a lack of early engagement with the issues as a common cause of delay. Scheduling trials far in advance, multiple adjournments of proceedings before trial, and a high proportion of late changes of plea all contribute to this effect, because time spent preparing for a hearing might eventually be wasted if for some reason the matter does not proceed. Certainty of the trial date has been emphasised in consultation with judicial officers in other jurisdictions, and in reviews of trial management, as an essential feature of effective case management.<sup>6</sup>

The 2007 Australian Institute of Criminology Research Paper: Criminal trial delays in Australia: trial listing outcomes by Jason Payne makes similar observations.

When asked why some criminal matters are not prepared (or adequately prepared) by the trial date, a frequent response from both prosecution and defence counsel related to trial certainty – that is, there is limited incentive to prepare a criminal trial if it is likely that it will fail to proceed. This argument sounds circular – on the one hand trials often fail to proceed because of limited pre-trial preparation, but on the other hand limited pre-trial preparation results from the large number of trials that do not proceed. However, for each criminal matter there is a level of resource investment required from both the Crown and defence including the time required to prepare the matter, to brief and liaise with the client and witnesses and to pursue plea negotiations. These resources are limited and difficult to manage, particularly where counsel is managing several matters at a time. When a trial is unlikely to proceed on the day of listing, neither party is willing (or perhaps able) to invest such resources into its preparation. As a result, the matter is not prepared, or prepared only at the last minute and this may result in the late guilty plea, withdrawal, or identification of issues requiring further adjournments.<sup>7</sup>

The AIC Research Paper identifies eleven factors as contributing to trials that do not proceed as scheduled. These factors are similar to those canvassed by the Standing Committee of Attorneys-Generals Working Group on Criminal Trial Procedure in 1999. Both reviews highlight that any methods to reduce last minute adjournments and finalisations should address these factors. In summary, there are several key issues to consider:

- improving the quantity, quality and timeliness of information and communication between the investigating authorities, prosecution, defence and the court;
- promoting earlier discussion of a guilty plea with the defendant, including the improvement of incentives for early guilty pleas and disincentives for the non-cooperation of legal counsel;
- improving certainty in trial listings; and
- improving services for victims and witnesses and encouraging greater participation in the criminal trial process.

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6) Discussion Paper: Review of case management and listing procedures in the ACT Supreme Court, Justice Hilary Penfold, ACT Supreme Court, Kathy Leigh, Director-General, Justice & Community Safety Directorate, August 2011, p16

7) Criminal trial delays in Australia: trial listing outcomes, Jason Payne, Research and Public Policy Series No. 74 Australian Institute of Criminology 2007, p39



I welcomed the Chief Justice's observations on the blitz in the August edition of The Bar Bulletin when he wrote that the ability to have matters heard early has many positive flow-on effects for all the parties involved, notably the accused and complainant in criminal matters. We hope that this blitz has also encouraged a cultural shift in the way matters are approached by all parties in the court.<sup>8</sup>

The ability to have matters heard early also has had many positive flow-on effects for victims of crime who would welcome any procedural change or cultural shift that would contribute to greater certainty for trials to proceed as scheduled.

## ***Restorative Justice***

The *Crimes (Restorative Justice) Act 2004* has been in operation for seven years. In that time the ACT Restorative Justice Unit has convened over 800 conferences between victims of crime and young people who are responsible for crime. Over 1,000 participants (victims, young offenders and supporters) have been surveyed and the results tell us that both parties and their supporters are very satisfied with their experience of restorative justice. Victims report a decrease in levels of anger, fear and anxiety following their participation in a restorative justice conference with the person who has harmed them.

Presently, restorative justice is only available to victims of crime whose offender is aged 18 years or younger, however, the Crimes (Restorative Justice) Act 2004 allows restorative justice to become available to victims of adult offenders once the Minister approves the move into the adult criminal justice system. It appears that uncertainty about the amount of resources that would be required to open the scheme to adult offenders and their victims has delayed that decision.

The ACT restorative justice scheme is different to any other Australian scheme in that it has the interests of victims of crime as its objective - "to enhance the rights of victims of offences by providing restorative justice as a way of empowering victims to make decisions about how to repair the harm done by offences" (s8, *Crimes Restorative Justice Act 1994*). Restorative justice provides victims of crime with a rare opportunity to participate directly in a justice process. They can have their say, get answers to their questions, see someone take responsibility for harming them and participate in settling the incident by way of an agreement with the person who harmed them.

Young offenders who take part in restorative justice form agreements with their victims to do something to help repair the harm they have caused. The overall compliance rate for restorative justice agreements is 90%. This high compliance rate is contributing to high levels of satisfaction by all parties with their restorative justice experience.

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8) Chief Justice's Corner: The Success of the Blitz, The ACT Bar Bulletin, August 2012

Restorative justice works because the process is fair and reasonable to all parties. The scheme has demonstrated it is an effective adjunct to the traditional criminal justice system and participants have expressed strong support and appreciation for the opportunities it has afforded them. I urge the Government to consider expanding the scheme to adult offenders to give more victims of crime the opportunity to have a say in matters that directly affect them and to broaden the options available to criminal justice agencies to respond to crime.

## ***Sexual Assault Reform Program***

In November 2007, the ACT Government announced substantial reforms to criminal justice responses to sexual offences. These reforms were initiated in response to the joint review by ACT Policing and the Director of Public Prosecutions: *Responding to Sexual Assault: the challenge of change* report (DPP & AFP 2005), which made recommendations to improve the criminal justice response to sexual assault matters and to better meet the needs of sexual assault victims.

The Sexual Assault Reform Program was developed in response to these recommendations. Its objective is to:

- improve processes and support for victims of sexual offences;
- reduce attrition in sexual offence matters in the criminal justice system; and
- improve coordination and collaboration among agencies.

The Sexual Assault Reform Program has overseen the legislative reform and systemic response to the *Responding to Sexual Assault: the challenge of change* report. It has included changes to the way victims give their evidence and the development of an information package and expansion of training for staff working in the criminal justice system. In 2011-12 legislative changes were introduced which will better support victims of sexual offences. These included amendments to the *Crimes Act 1900* and the *Evidence (Miscellaneous Provisions) Act 199*. Changes included:

- clarifying when victim impact statements can be used;
- permitting the tendering of police interviews as evidence-in-chief for children and intellectually impaired people who are witnesses in sexual or violent offence proceedings or who have been previously victimised by the accused; and,
- permitting the recording of the evidence of all victims of sexual offences at the discretion of the court, with a view to the recording being used in any re-trial.

Further progressive reforms were proposed in the Crimes Legislation Amendment Bill 2012 in relation to sexual offences and the giving of evidence in violent and/or sexual offences including:

- creating new offences of sexual intercourse and act of indecency with a young person under special care;
- clarifying some definitions and bringing them into line with other jurisdictions; and
- strengthening Sexual Assault Reform Program evidence provisions for giving evidence in sexual and violent offences and the giving of victim impact statements in such cases.

It was unfortunate that the Bill was not able to be debated prior to caretaker period commencing and has therefore lapsed. I hope the incoming ACT Government gives consideration to the reforms proposed in the Crimes Legislation Amendment Bill 2012.

Government funding for the sexual assault reform program also provided for a preliminary evaluation of the reforms to address whether the Sexual Assault Reform Program was meeting its objectives. The report will provide agencies with a summary of what has been achieved to date and some recommendations to guide the future work of the program. The Justice and Community Safety Directorate contracted the Australian Institute of Criminology to conduct the evaluation.

An important part of the evaluation has been capturing the views of those who have survived sexual assault. Their stories are highly valued and will help inform our efforts to improve processes and support for others in the future. The Canberra Rape Crisis Centre, the ACT Office of the Director of Public Prosecutions and Victim Support ACT spent considerable time identifying these individuals and providing them with the necessary information that would enable them to make an informed decision whether to participate in the evaluation. Those individuals are to be commended for their courage in agreeing to be interviewed and for their community interest in doing so for the interest of others.

### ***Aboriginal and Torres Strait Islander victims of crime***

This year Victim Support ACT has maintained its commitment to improve access to our services for Aboriginal and Torres Strait Islander victims of crime.

The 2009 research report, *We Don't Shoot Our Wounded*, which examined issues for Aboriginal & Torres Strait Islander family violence victims in the ACT revealed that Aboriginal & Torres Strait Islander victims require a higher level of case management over a longer duration and involving multiple agencies compared to non Aboriginal & Torres Strait Islander victims.

Despite the high levels of violence victimisation in the community, Aboriginal & Torres Strait Islander access to Victim Support ACT remains relatively low. In 2010 Victim Support ACT commenced a community consultation project to generate ideas about ways in which Victim Support ACT may improve knowledge of its role, services & function within Aboriginal & Torres Strait Islander communities in the ACT and ways we can improve access to our services.

Consultant Ms Tracy Whetnall and Ms Sharon Payne were engaged to facilitate focus group discussion and one-to-one interviews with members of Aboriginal & Torres Strait Islander communities in the ACT to achieve these objectives. A report titled *It's About Trust* was prepared on the main themes of the discussions and of suggestions on improvements for access to services. *It's About Trust* also identifies the main issues and needs that arise from being a victim of crime or violence. A number of specific recommendations for Victim Support ACT to progress include:

- e) recruitment and selection processes recognise the importance of cultural understanding and sensitivity on the part of staff and include essential selection criteria that require applicants to have knowledge and understanding of contemporary Aboriginal & Torres Strait Islander culture and issues;

- f) cross-cultural awareness training for staff;
- g) promotional exercises which feature outreach activities to meetings/support groups of Aboriginal & Torres Strait Islander people and to potential clients;
- h) developing brochures about VSACT and other promotional materials with artwork that is appealing to Aboriginal & Torres Strait Islander people;
- i) employing Aboriginal & Torres Strait Islander workers;
- j) reviewing the type of assistance available to Aboriginal & Torres Strait Islander victims of crime.

Victim Support ACT has made it a priority in 2011-12 to address these recommendations and progress against them is reported in section C20 of Victim Support ACT's annual report.

On 30 November 2011, the Director-General, Justice and Community Safety Directorate, signed a Statement of Commitment to develop a Reconciliation Action Plan (RAP) for launching in 2012. In early 2012, Reconciliation Australia facilitated a workshop to provide some guidance in developing the RAP. I was pleased to participate in that activity and honoured to accept the role of a RAP Ambassador to promote RAP activities and to assist in building relationships with Aboriginal and Torres Strait Islander people.

The Reconciliation Australia workshop reinforced the message that came through from the community in the report *It's About Trust*, that efforts to address inequality and improve access to services for Aboriginal and Torres Strait Islander people should focus on building relationships and trust between them and other Australians. If the relationships are not strong and positive it will be difficult to forge and achieve longer-term outcomes.

The RAP was launched on 29<sup>th</sup> June 2012. Under the RAP I have committed to increase referrals of Aboriginal and Torres Strait Islander clients to Victim Support ACT by 60% over the next three years. We will achieve this by:

- developing an on-going outreach program to work with Aboriginal & Torres Strait Islander services and workers;
- participating in activities run by the Aboriginal & Torres Strait Islander community to provide information about VSACT;
- building key connections with Aboriginal & Torres Strait Islander workers in government and non-government services;
- working with the Women's Legal Centre, Canberra Rape Crisis, Domestic Violence Crisis Service, the Aboriginal Justice Centre and others to create opportunities to share and learn about the extent and impact of victimisation in Aboriginal & Torres Strait Islander communities;
- developing Aboriginal & Torres Strait Islander-specific information materials about crime victimisation, its impact and services available;
- advertising our services within Aboriginal and Torres Strait Islander media;

- supporting the placement of Aboriginal and Torres Strait Islander trainees within the Justice and Community Safety Directorate and taking our turn to host trainees; and,
- providing on-going cultural awareness training opportunities to staff.

## A.3 Highlights for 2011-2012

***It's About Trust*** was published in November 2011. It provides a valuable reference point for Victim Support ACT to build the trust and confidence of Aboriginal and Torres Strait Islander communities in our service.

The signing of a Memorandum of Understanding (MOU) with **Relationships Australia** Canberra and Region was another important event. Since 2008 Relationships Australia Canberra and Region has delivered an accredited Diploma of Counselling and Group Work to workers from Aboriginal and Torres Strait Islander communities. The Diploma in Counselling and Group Work qualification is an eighteen month course offered free to suitable candidates to enhance the capacity of Aboriginal and Torres Strait Islander communities to deliver services. It enables workers who might otherwise not be able to access mainstream qualifications to increase their employment and further education opportunities. To date, there have been over 30 graduates of this program in the ACT.

The MOU between Victim Support ACT and Relationships Australia is designed to increase access to our services for Aboriginal and Torres Strait Islander clients. It facilitates contact between Aboriginal and Torres Strait Islander clients and Aboriginal and Torres Strait Islander counsellors from the Graduate program.

I am pleased to be in a position to support Relationship Australia's Graduate Program and have committed to extend the MOU beyond its current term as a further commitment to Aboriginal and Torres Strait Islander victims of crime.

The **Side by Side** volunteer program was launched on the 28th June 2012. Under the program, Communities@Work volunteers will work alongside Victim Support ACT case managers to ensure that victims of crime receive practical and coordinated support. Communities@Work was selected to deliver the volunteer program after a competitive tender process. It already has a strong record in delivering a range of community based programs and I am confident it has the capacity and expertise to deliver a high quality volunteer program. Volunteers will also help build awareness of the Side by Side program by participating in community events such as Law Week, NAIDOC Week and White Ribbon Day.

The **ACT Prevention of Violence against Women and Children Strategy 2011-17 - Our Responsibility: Ending Violence against Women and Children** was launched on 22 August 2011. The Strategy outlines a whole of government and community approach to preventing and responding to violence against women and children. The Strategy is a joint responsibility of the Community Services Directorate and Justice Community Safety Directorate and the first of its kind in the ACT.

The ACT Prevention of Violence against Women and Children Strategy is a local manifestation of the *National Plan* objectives. The Strategy is overseen by a governance group that includes both government and community representatives in an effort to create greater cooperation. The Strategy will drive service and legal reform to better service victims, and increase accountability. The Strategy also hopes to increase the focus on violence against women with disabilities and mental illness.

The long term goals of **Our Responsibility** are consistent with the goals of the National Plan to Reduce Violence against Women and their Children 2011-2022.

In September 2011, a Governance Group comprising senior executives, key business and community stakeholders was established to oversee implementation of the strategy. I was pleased to join the group in my role as the Domestic Violence Project Coordinator.

Another important initiative for the ACT is the proposed Partners in Prevention function scheduled for the 26<sup>th</sup> November 2012 at the National Press Club. The Partners in Prevention function aims to engage local government and businesses in a working lunch to explore how they can contribute to creating a community that respects the rights of women to live free from the fear and experience of violence. A Collaborative Working Group has been formed between the Governance Group and the ACT Domestic Violence Prevention Council to work on the "Partners in Prevention" function.

The function has the support of the Attorney-General who hosted a meeting of community leaders this year to promote the event. It also has the support of the White Ribbon Foundation.

## A.4 Outlook for 2012-2013

### ***Family Violence Intervention Program***

The Family Violence Intervention Program (FVIP) is a coordinated inter-agency program that arose from recommendations of the Community Law Reform Committee in 1995 that were accepted by Government in 1996. Pursuant to a formal protocol signed by Heads of Agency in 1998, the key criminal justice and related agencies formally committed themselves to:

- work co-operatively together;
- maximise safety and protection for victims of family violence;
- provide opportunities for offender accountability and rehabilitation; and
- work towards continual improvement.

The FVIP is one of the longest established and most successful inter-agency partnerships in the ACT. Furthermore it has been recognised as a national benchmark in access to justice. The Coordinating Committee of the FVIP constitutes the means by which agencies have come together to debate, plan and evaluate the program as a partnership of equals.

In 2004 a Memorandum of Agreement (MoA) concerning the operation of the Coordinating Committee was signed by Heads of Agencies. The MoA dealt with governance arrangements being the role of the Committee, its membership and administration, and the conduct of business. The MoA has facilitated continuity in governance notwithstanding successive changes in executive and operational personnel over the years. In the main, the provisions have worked reasonably well (noting that no additional funds accrued to the coordinating function). The longevity and success of the collaboration does rest significantly on the culture of collaboration and mutual respect that has been developed amongst agencies and personnel since 1998.

Over time, however, a number of issues and questions have arisen including:

- whether the Victims of Crime Commissioner remains an appropriate chair for the committee or whether chairing should be reassigned or rotated;
- whether the administration and strategic development of the FVIP and the Coordinating Committee should be reassigned or rotated;
- what steps can be taken to improve consistency of agency representation, and seniority of agency representation (noting that the committee deals with strategic rather than operational issues);
- whether the governance and planning processes adequately support both the independence of agencies, as well as the FVIP collaboration;
- whether the reporting arrangements in the MoA are adequate for both internal and external purposes;
- what arrangements can best support and sustain the annual collation and publication of data relevant to the operation of the FVIP; and,
- whether the requirement for prior consultation by agencies of changes potentially affecting partner agencies is effective and/or should be strengthened or weakened.

These issues present challenges for the FVIP Coordinating Committee to address in 2012-2013. Priorities for the FVIP for next year also include updating the FVIP strategic plan. An independent evaluation of the FVIP that will be published in early 2012- 2013 will inform the development of that strategic plan.

### ***Victims of Crime Annual Conference***

Each year major Australian victim support services take turns to host a national conference themed around victim support services and reforms envisaged to meet the interests of victims of crime.

The ACT will host the 2012 conference in partnership with Victim Support Australia and the Australian National University College of Law. I am grateful for the support of the Australian National University to hold the conference at the Manning Clarke Centre on 17th and 18th September 2012. The Conference will explore the practices and politics of participation in justice

processes by individuals and communities victimised by violence. It aims to challenge the boundaries between local, national and international spheres of justice and will bring together practitioners, reformers and researchers working at local, national and international levels.

### ***Domestic Violence Project Coordinator***

The Domestic Violence Project Coordinator is an independent statutory appointment of the ACT Attorney-General. The position is established pursuant to section 11 of the *Domestic Violence Agencies Act 2001*.

The Domestic Violence Coordinator has the following functions in relation to domestic violence:

- a) to monitor and promote compliance with the policies of the ACT and Commonwealth governments;
- b) to assist government agencies and non-government organisations involved in—
  - (i) law enforcement; or
  - (ii) the provision of health, education, crisis or welfare services to victims or perpetrators of domestic violence or otherwise relating to the incidence or prevention of domestic violence;to provide services of the highest standard;
- c) to assist and encourage the agencies and organisations referred to in paragraph (b) to provide appropriate educational programs;
- d) to facilitate cooperation among the agencies and organisations referred to in paragraph (b);
- e) to assist in the development and implementation of policies and programs as directed by the council;
- f) to carry out any other functions the council directs.

Since 2000, the Victims of Crime Coordinator and now the Victims of Crime Commissioner has been appointed as Domestic Violence Project Coordinator. I will endeavour to discharge these responsibilities in a number of ways, in particular through the servicing and strategic management of the Family Violence Interagency Program Coordinating Committee, and as an ex-officio member of the Domestic Violence Prevention Council.

The Domestic Violence Project Coordinator also seeks statistical information on an annual basis from agencies participating in the FVIP. The data was previously published in 2006 in a major report and will again be reported against in 2012 as part of a review and evaluation of the FVIP conducted by the Australian Institute of Criminology.



## A.5 Management Discussion and Analysis

The bringing together of the statutory responsibilities of the Victims of Crime Commissioner and the administration of Victim Support ACT continues to present significant resourcing challenges.

The integration of the victims services scheme with the justice advocacy and support function of the Victims of Crime Commissioner is achieving the Government's aim to create a one-stop shop for victims of crime. Within Victim Support ACT, victims of crime may now access case managers for assistance with their therapeutic needs and to advocate on their behalf and support them through the justice process. Assisting people to access the victims of crime financial assistance scheme remains a resource intensive exercise for staff. Major events such as victims giving evidence, preparing victim impact statements, attending sentencing hearings and appeals contribute to work-load periods for all staff within Victim Support ACT.

Victim Support ACT faces significant challenges over the next few years, including:

internal challenges to:

- continue the development of the new role of the Victims of Crime Commissioner;
- supporting the Commissioner's combined statutory role and role as agency head of Victim Support ACT;
- continued integration of victims services and advocacy services;
- improving processes to support triaging, prioritisation and case management; and,

external challenges such as:

- increased demand for and expectations of Victim Support ACT's services;
- resource pressures;
- the need for better integration and 'joining up' of services across government.

As a client service delivery agency, Victim Support ACT has a clear priority to maintain its client-centred and highly responsive service. There are some clear priorities for the agency, including:

- ensuring client access to rights and recovery;
- improving services through closer working relationships with other agencies;
- developing a tailored case management approach;
- establishing the new volunteer program to support and enhance service delivery;
- supporting service delivery with effective systems and processes.

In addition to delivering services to victims of crime and their families, Victim Support ACT has a broader role to play in the justice and legal system and is seeking to:

- raise the profile of victim support and advocacy;
- build integration and partnerships across agencies; and,
- influence system change through legislative reform and education.

To assist the organisation to meet these challenges, work commenced this year to review the structure and staffing of the organisation. An external consultancy was engaged to deliver an independent, objective assessment of the organisation and provide advice in relation to appropriateness of its structure, staffing and resources to meet its future business requirements. The review will take place in the context of the mix of therapeutic services delivered under the victims services scheme with the broader statutory obligations of the Victims of Crime Commissioner. One of the goals of the review will be to ensure clarity in these arrangements, particularly in relation to roles and responsibilities. The review will also assist the organisation to identify medium to long term strategic directions, both as a basis for setting priorities and to inform the development of the organisation's structure and capability.

The organisation's capability is being restrained by the use of an unsuitable Microsoft Access database. The system is inadequate for its service requirements. Due to the limitations of the current database, Victim Support ACT continues to use paper and word processor based forms and documents which have to be manually filed or saved. Information captured on paper then needs to be rekeyed into the database. Excel spreadsheets are used to capture data that cannot be stored in the database.

The current system has extremely limited data capture, storage, presentation and sharing capacities. It is very slow to process commands due to the large amount of stored information. It possesses no workflow functionality. Cases and their related tasks cannot be tracked through the system. It has very limited reporting capacity, which prevents an informed analysis of our business activities. The reliance on manual processes not only adds to the administrative burden to staff but creates risk for the organisation. Previous attempts to attract funding to replace the database have been unsuccessful; however it is now apparent that I must allocate some resources in the coming year to address the problem.

## A.6 Financial Report

Over 2011-2012, Victim Support ACT was allocated a budget of \$2,351,000 of which \$1,327,000 was allocated for employee expenses and \$783,000 for non-employee expenses. A further \$240,000.00 was allocated for fixed expenses. Rental costs absorbed \$148,000 in fixed expenses.

Victim Support ACT funded the volunteer support program in the amount \$187,000 (GST exclusive), with VOCAL receiving \$129,000 in funding and Communities@Work \$58,000.

Payments totalling \$285,907 were paid to Approved Providers for client services.

Further discussion on financial results and audit is contained within the Annual Report of the Department of Justice and Community Safety.

## A.7 Statement of Performance

Discussion on the performance of the Victims of Crime Commissioner is contained within the Annual Report of the Department of Justice & Community Safety.

## A.8 Strategic Indicators

The strategic indicator of the Victims of Crime Commissioner is the number of community members made aware of their rights. This year 656 clients were made aware of their rights. Our database does not provide for the recording of the number of clients who are informed of their rights in particular. For example, when clients are supported through a court proceeding or when they are assisted to make an application for financial assistance, they are provided with detailed information about their rights and entitlements, however, this detail cannot be captured accurately in the database.

## A.9 Agency Performance

The performance of Victim Support ACT is discussed in the second section of the Victims of Crime Program report.

## A.10 Triple Bottom Line Report

Discussion on the development of a sustainable ACT through the activities of the Victims of Crime Commissioner as hosted within Victim Support ACT is contained within the Annual Report of the Department of Justice & Community Safety.

# SECTION B: CONSULTATION & SCRUTINY REPORTING

## B1 Community Engagement & Education

Victim Support ACT conducted information sessions about issues facing victims of crime and the work of the agency. Audiences included ACT Policing officers, Care and Protection Service workers and ANU and University of Canberra Law Students.

The Side by Side volunteer program has been contracted to expand our community education activities for 2012-2013.

## B.2 Internal & External Scrutiny

On 30 May 2012 Victim Support ACT held a planning day. Consultants were engaged to run the day and a summary of the outcomes, "Statement of Strategic Direction 2012-2014" was provided in June 2012.

## B.3 Legislative Assembly Committee Inquiries & Reports

There are no commenced or completed inquiries by Legislative Assembly Committees that relate to the operations of the Victims of Crime Commissioner to report on over the period 2011-12.

## B.4 Legislation Report

The Victims of Crime Commissioner has the following statutory functions under section 11 of the Victims of Crime Act 1994.

- a) to manage the victims services scheme and any other program for the benefit of victims;
- b) to advocate for the interests of victims;
- c) to monitor and promote compliance with the governing principles;
- d) to ensure concerns and formal complaints about non-compliance with the governing principles are dealt with promptly and effectively;
- e) to ensure the provision of efficient and effective services for victims;
- f) to consult on and promote reforms to meet the interests of victims;

- g) to develop educational and other programs to promote awareness of the interests of victims;
- h) to distribute information about the operation of this Act and the commissioner's functions;
- i) to ensure that victims receive information and assistance they need in connection with their involvement in the administration of justice;
- j) to encourage and facilitate cooperation between agencies involved in the administration of justice with respect to victims; and,
- k) to advise the Minister on matters relating to the interests of victims.

S11(a) is a daily function.

The function at s11(b) is conducted as a normal and integral feature of the day to day business of the Office. That is, in both statutory and individual advocacy. The requirement at s11(c) to monitor and promote compliance with the governing principles is conducted on a case-by-case basis as matters are brought to my attention.

Concerns and formal complaints about non-compliance with the governing principles are dealt with on a regular basis (d).

The provision of efficient and effective services (e) to victims is discharged through my functions in respect of the victims services scheme and management of Victim Support ACT.

I promote reform to meet the needs of victims of crime (f) through providing advice to the Attorney General and through participation in departmental, whole-of-government and agency-specific reform initiatives.

My capacity to further disseminate information in community or professional education (g) has been enhanced through the establishment of the Side by Side volunteer program that has a specific function to assist me to meet this obligation.

I provide information concerning the operation of the Act and the functions of the Commissioner (h) via the Victim Support ACT website, in pamphlets and information sheets that are distributed to agencies and clients, at presentations and at other appropriate fora.

Victims who make contact with Victim Support ACT are assisted to receive the information and assistance they need in connection with their involvement in the administration of justice (i).

I work closely with other agencies on a daily basis to encourage and facilitate cooperation between agencies involved in the administration of justice with respect to victims (j).

I advise the Minister on matters relating to victims as issues arise and in the form of consultation papers, committees and submissions (k).

# SECTION C: LEGISLATIVE & POLICY BASED REPORTING

Information (where relevant) regarding the following areas are contained in the Annual Report of the Department of Justice and Community Safety:

- Risk Management And Internal Audit (Section C.1)
- Fraud Prevention (Section C.2)
- Public Interest Disclosure (Section C.3)
- Freedom of Information (Section C.4)
- Internal Accountability (Section C.5)
- Human Resource Performance (Section C.6)
- Workplace Health and Safety (C.9)
- Workplace Relations (C.10)
- Strategic Asset Management (C.13)
- Capital Works (C.14)
- Ecologically Sustainable Development (C.19)
- Model Litigant Guidelines (C.25)
- Information regarding the following areas is contained in the Annual Report of Victim Support ACT as the host organisation for the Victims of Crime Commissioner.
- Staffing Profile (Section C.7)
- Learning & Development (Section C.8)
- Government Contracting (C.14)
- Community Grants/Assistance/Sponsorship (C.15)
- Territory Records (C.16)
- Human Rights Act 2004 (C.17)
- ACT Multi-Cultural Strategy 2010-2013 (C.19)
- ACT Women's Plan 2010-2015 (C.22)



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# PART 2

# VICTIM SUPPORT ACT

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# SECTION A: PERFORMANCE AND FINANCIAL MANAGEMENT REPORTING

## A.1 Organisation

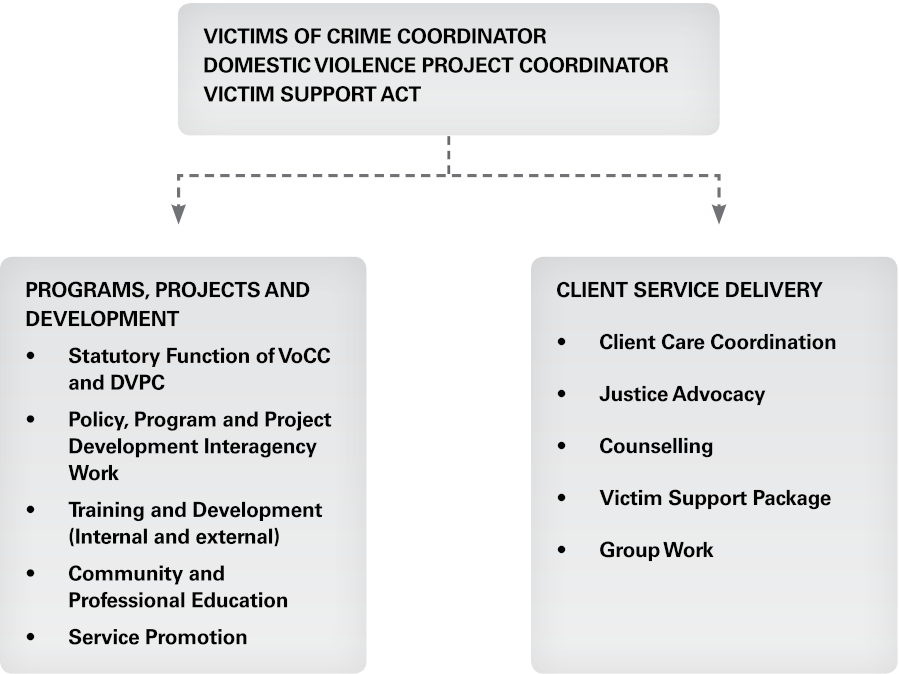
Victim Support ACT (VSACT) is designated as the ACT Government’s one-stop shop for victims of crime and their families in the ACT . VSACT seeks to promote and support the rights and interests of victims of crime and their families in the ACT. We do this by:

- working in partnership with clients to enable them to access their rights and recovery services;
- delivering quality, targeted and specialised services; and
- advocating for the rights of victims to participate in justice processes.

The agency sits within the Justice and Community Safety Directorate and administers a wide range of services and programs for victims of crime and their families. These include the Victims Services Scheme & Justice Advocacy Program.

The agency supports the independent statutory positions of Victims of Crime Commissioner and Domestic Violence Project Coordinator.

**TABLE 1: Structure of Victim Support ACT**





The services that Victim Support ACT provides include:

- victims services scheme;
- justice advocacy program;
- homicide families support program;
- programs for children and young people (Mulberry Street program);
- group work program;
- community education; and
- statutory support to the Victims of Crime Commissioner.

Guiding principles for Victim Support ACT are that service delivery will:

- be holistic, comprehensive and client-centred;
- support recovery for victims and their reconnection to family, friends & community;
- use an inter-disciplinary and team-based approach that respects the individual, their capacities and privacy;
- be timely, accessible, solution-focussed, professional, individualised and appropriate to the victim;
- promote choice, engagement and voice for victims; and
- uphold the governing principles of the *Victims of Crime Act 1994* and the *Human Rights Act 2004*.

Victim Support ACT comprises an inter-disciplinary team of psychologists, social workers, counsellors, justice advocates and administrative staff. Staff work closely with stakeholders including non-government agencies – the Domestic Violence Crisis Service, Canberra Rape Crisis Centre, Women’s Legal Centre, and Canberra Men’s Centre. Victim Support ACT also values its working relationship with government agencies - ACT Policing, Office of the Director of Public Prosecutions, ACT Courts & Tribunals, ACT Corrective Services, and the Community Services Directorate amongst others.

## The One-Stop Shop for Victims of Crime

Victim Support ACT has continued to develop since it was established in 2007. The recommendation of the Government’s Review in 2006 for ‘*consistent, coordinated, seamless & personalised service delivery for victims*’ guides this development.

The concept of the 'one-stop government shop' for victims of crime integrates the practical, rehabilitation and support needs of clients with assistance to access justice processes like financial assistance, advocacy and court support.<sup>9</sup>

This section provides information to key questions being:

- Who can access Victim Support ACT?
- How are services provided to victims?
- What types of services are provided to victims?

*(a) Who can access Victim Support ACT?*

Any person, who is a victim of crime, whether it is a personal offence or a property offence, can access the service. The incident needs to have occurred in the ACT and does not need to have been reported to police. Family, significant others, friends of the victim and witnesses can also access the service. If the crime has occurred outside the ACT, Victim Support ACT will facilitate a referral to a victim service in that jurisdiction.

Some specific entitlements and services may be restricted to people who are victims of crime that occurred within the ACT. For those people who live interstate but are victims of crime in the ACT, services may be purchased and delivered in the person's home state or territory.

*(b) How are services provided?*

People are referred to Victim Support ACT in a number of ways, the main referral source being police, either directly or via their electronic referral system managed by Supportlink Inc.

At the first point of service it is critical that people feel acknowledged and encouraged to seek help. This first contact provides:

- Acknowledgement & validation;
- Phone de-briefing;
- Identification of main needs, issues, & concerns;
- Provision of information;
- Information gathering;
- Referral; and
- Appointments – phone or face-to-face.

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9) Final Report of the Reference Group for the Review of the Victims Services Scheme (VSS), (undated), ACT Department of Justice & Community Safety, Canberra, p.4-6.

In response to the increase in demand in recent years, Victim Support ACT piloted new processes to better manage the initial contact and referral pathways. The processes have been further developed and are now referred to as “early intervention” with the client. They include:

- 1) *Expanded reception* and early intervention intended to better assist and respond to matters in a timely manner.
- 2) *An allocations process* where all cases with complex needs are allocated a case manager on a priority basis.

For these clients a case manager conducts a more detailed **assessment**. The assessment can be conducted over the phone but for most clients a face to face appointment is more appropriate. Sometimes the assessment can take place over two or three conversations. In this way the assessment forms part of the therapeutic engagement with the service.

The assessment includes thorough information gathering about the incident(s) and its consequences to the victim. The information may include physical, financial, material, social, psychological and employment aspects. It also includes discussion about the effect on other family members, in particular children. The assessment will ask people about their social supports, medical history and prior victimisation. It will also assess risks of harm, self harm and suicidality and their engagement with police and others in the legal system.

The case manager will develop a **support plan** in collaboration with the client which aims to be holistic, practical, and therapeutic. It can include aspects of people’s involvement with various justice processes. It is always tailored to the individual’s circumstances.

Support, case management and coordination as well as advocacy to access rights and entitlements are central to working with clients within Victim Support ACT.

Some aspects of service at this point may be limited in accordance with the *Victims of Crime Regulation 2000*. In particular, the purchase of services from external private practitioners (Approved Service Providers) is limited to those who experience a violent crime in the ACT. The table below explains the level of services.

<b>Level 1</b>	<p>All eligible victims of crime are entitled to receive Level 1 service under the victims services scheme (VSS).</p> <p>Level 1 consists of no more than 2 contact hours.</p> <p>Level 1 is available to people who have experienced a property or a violent crime in the ACT</p>
<b>Level 2</b>	<p>An eligible victim is entitled to receive level 2 service under the VSS if the victim has completed level 1 service under the VSS for the crime concerned.</p> <p>Level 2 service consists of not more than 6 contact hours in addition to the level 1 service contact hours.</p> <p>Level 2 is available to people who have experienced a violent crime in the ACT</p>

<b>Level 3</b>	<p>An eligible victim entitled to receive level 2 service is entitled to receive level 3 service under the VSS if—</p> <ol style="list-style-type: none"> <li>the victim has completed level 2 service for the crime concerned in accordance with the Support Plan; and</li> <li>the victim’s case coordinator has decided under section 34 (8) (Level 2 services) that the victim would receive therapeutic benefit from receiving level 3 service.</li> </ol> <p>Level 3 service consists of not more than 12 contact hours in addition to the level 1 and level 2 contact hours.</p> <p>Level 3 is available to people who have experienced a violent crime in the ACT</p>
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Central to the provision of client-centred and individualised, tailored intervention is the **victim support package**. A comprehensive assessment is conducted of the client’s needs, the effectiveness of their current supports and personal coping strategies to determine the therapeutic benefit of a particular intervention ‘package’ of service. The client is involved in decisions about the components of the ‘package’.

Through the means of a ‘package’ Victim Support ACT staff may purchase services from private providers in the community. For example, counselling from psychologists, social workers or other counsellors or physical therapies like massage or physiotherapy. Sometimes people’s recovery is supported by access to physical fitness classes designed to improve their well-being and confidence. Children and young people are provided with other services like tutoring or other educational services that are designed to get them back on track with their normal lives at school.

**Case management** and coordination will usually include all of the above and usually includes **justice advocacy** services. Many people who have experienced crime will become involved in some legal or justice process. This could be reporting to police, appearing in court, applying for financial assistance or seeking information about the administration of a person’s sentence after court. All of these relate to the **rights and entitlements** of members of the community. Justice advocacy can involve coordination with other justice and victim agencies with the aim of ensuring ‘*that victims receive the information and assistance they need in connection with their involvement in the administration of justice.*’<sup>10</sup>

Case managers **review and evaluate** at regular intervals whether the support plan is meeting the client’s needs. This review includes the provision of written reports from external service providers who are engaged with our clients.

(c) *What types of services are provided to victims?*

- The **Victims Services Scheme** enables the provision of therapeutic and physical services such as counselling, and massage therapy.

<sup>10)</sup> s11(i) Victims of Crime Act 1994.

- **Justice advocacy services** include assistance and support to people who are involved in a justice or legal process as a result of the crime. Justice advocacy services relates to victims reporting to police, giving evidence, attending court, submitting a Victim Impact Statement, and applying to register for sentence administration information.
- Justice advocacy services also relate to the civil and human 'rights' of victims to gain access to information about matters relevant to them, to be involved in processes that concern them and to be a part of the decision-making processes of the justice system where appropriate.
- Justice advocacy services may also include assistance for people to apply for victims of crime financial assistance or reparation orders at sentencing hearings or assisting victims when their offender becomes subject to the mental health jurisdiction of the ACT Civil and Administrative Tribunal.

Victim Support staff work closely with staff in the justice agencies including the Witness Assistance Service within the Office of the Director of Public Prosecutions, the Victim Liaison Officers within ACT Policing and the Victims Register, administered by the ACT Corrective Services. The collaborative work between agencies has improved the support and information provided to clients engaged in the justice system.

- The **homicide families support program** provides intensive and long term support and assistance to meet the very particular needs and issues for family and significant others surviving the death of a loved one. Individual members of a family are supported as well as the family unit as a whole being kept properly and consistently informed about the progress of a case. Senior case managers are allocated to work with this client group due to the specialised nature of the support required. The program includes an immediate response to clients, provision of information, liaison with other agencies and continued support for the duration of the justice process. It requires close collaboration with ACT Policing and officers from the Office of the Director of Public Prosecutions.
- The **Mulberry Street Program** has developed from the Learning to Live pilot program which aims to provide holistic support to victims and their children who have experienced and witnessed family violence. The primary victim is provided with all the normal services and supports of Victim Support ACT. In addition, particular care is given to the impact that family violence has on their parenting. A specialist assessment may be conducted of the children & young people in the family affected by the violence. The Mulberry Street Program uses a multi-systemic and protective approach to helping child victims of family violence and focuses on assisting the child to experience mastery over a key skill or area of their life. Victim Support ACT case managers work collaboratively with other agencies to provide support to the child or young person. When appropriate, support plans focus on tutoring to help children and young people achieve their educational goals as they recover from the harm suffered as a victim of crime.
- The **group work program** is an eight week course for people to learn and practise practical skills to manage the psychological and emotional consequences of victimisation. People learn relaxation techniques, how to improve sleep, dealing with difficult emotions,

managing negative thoughts & improving self care.

- The **wraparound program** for victims of sexual abuse and assault involves interagency coordination of support, assistance and advocacy for adult and child victims where the matter is reported to police.
- **Community & professional outreach & education** is provided through the provision of on-line and hard copy information about a range of topics and issues relevant to victims of crime. Visits to groups in the community, other services and to Government agencies are also a means to provide information about the reality and impact of crime, reactions to crime and the services available.
- Work with **Aboriginal and Torres Strait Islander** victims of crime is a core focus for Victim Support ACT. Trained Aboriginal and Torres Strait Islander counsellors are available to clients through a Memorandum of Understanding with Relationships Australia Canberra and Region. Aboriginal and Torres Strait Islander clients are given the option of seeing one of these counsellors. Further work is required to increase the knowledge of the service in the community. This will be done by continued engagement with Aboriginal and Torres Strait Islander services in the ACT community.

## A.2 Overview

### The Year in Review

The reporting period 2011-2012 saw demand for our services remain at similar levels as the previous year. The majority of clients presented with complex needs and issues arising from their experience of victimisation. Case management for these clients is intense and is conducted over a long period of time.

Client numbers themselves do not adequately reflect the workload being asked of Victim Support ACT staff. It is the mix of services that are now being offered by Victim Support ACT that impacts upon our capacity to meet client needs. We are beginning to better measure the time and resources expended to deliver justice advocacy and this will feature in future reports to reflect client demand for this critical program.

**TABLE 2: Total clients who initiated contact in 2011-2012**

Total clients who initiated contact in 2011-2012	
Total number of new registered clients	677
Total number of existing clients with new episodes of victimisation	18
Total number of new referrals information/advice only	65
Total number of new referrals unable to be contacted	45
<b>Total new referrals</b>	<b>805</b>

**TABLE 3: Referral sources**

Referral source	
DVCS	8.5%
Legal Aid	0.5%
ODPP	1.5%
Police	9.5%
Private counsellor	1.8%
Self	31.3%
Supportlink	30.1%
VOCAL	0.6%
Wraparound	5.6%
Other	10.6%

The majority of referrals to Victim Support ACT are received from police, either directly or through Supportlink, with clients self referring being the second highest percentage.

**TABLE 4: Age Distribution of Clients**

Age Group	
Below 10 years	3.1%
10 - 17 years	10.4%
18 - 25 years	17.8%
26 - 30 years	8.8%
31 - 35 years	7.5%
36 - 40 years	8.9%
41 - 45 years	7.6%
46 - 50 years	6.3%
51 - 55 years	4.7%
56 - 60 years	3.9%
Above 60 years	5%
Not stated	16%

**TABLE 5: Gender**

Gender	
Female	60%
Male	33%
Unspecified	7%

The figures in Table 5 are similar to those for 2010-2011.

**TABLE 6: Ethnic Identity of Clients**

Ethnic Identity	
Aboriginal or Torres Strait Islander	4.4%
Neither Aboriginal nor Torres Strait Islander	75.2%
Unspecified	20.4%

While the number of Aboriginal and Torres Strait Islander clients accessing services is still low, this year saw a 28% increase of Aboriginal & Torres Strait Islander clients over the previous year. These new registrations relate to programs which seek to address the low level of engagement of Aboriginal and Torres Strait Islander victims of crime.

**TABLE 7: Type of Victim**

Type of Victim	
Not stated	8%
Primary	76%
Witness	3%
Related	13%

The predominant client group are those who have been directly harmed by the incident of crime and (primary victims). A significant client cohort is those family and friends (related victims) who are affected by the incident.

## Offence Characteristics

The majority of people making contact with Victim Support ACT are victims of a personal crime, primarily assault, domestic violence and sexual offences.

- 82% of clients are victims of personal crime



- 30% of clients presented as victims of domestic violence
- 17% of clients present as victims of a sexual offence

These figures are similar to those of last year.

**TABLE 8: Type of Crime**

Offence	
Armed Robbery	3%
Assault	23%
Assault DV	30%
Attempted Murder	1%
Burglary	1%
Harassment	3%
Murder/Homicide	5%
Not Recorded	10%
Other	4%
Sexual Assault	17%
Stalking	1%
Threat to Kill	1%
Unlawful confinement	1%

**TABLE 9: Relationship to Offender**

Relationship to Client	
Family Member	13%
Ex partner	12%
Partner	6%
Known other	21%
Neighbour	4%
Not known	29%
Unspecified	15%

The majority of victims presenting to Victim Support ACT know their offender. Noteworthy, the percentage of offenders not known to the victim (29%) in this reporting period has increased from 19% in 2010-2011.

**TABLE 10: Impact of Offence**

Total clients	Psychological - emotional Impact	Physical Impact	Financial Impact	Social Impact
1141	593	281	192	75
100%	51.97%	24.62%	16.83%	6.58%

Victims of crime experience a wide range of impacts and consequences, which Victim Support ACT categorises as: psychological-emotional, physical, social, and financial. Table 10 indicates that of the total number of clients receiving service this year, approximately half identify the primary impact of the offence as being psychological-emotional.

**TABLE 11: Days from Incident to First Contact**

Days from incident to first contact	
Contact within 1 month	69%
Contact within 6 months	20%
Contact within one year	3%
Contact within two years	2%
Offence occurred over two years ago	6%

Information on the time elapsed between the date of the incident and first contact with Victim Support ACT is not recorded for every client as some people make contact with a general enquiry only and are not asked for detailed information.

### A.3 Highlights

#### Victim Services Scheme

Approximately 2789 hours of private professional service was delivered to clients of the Victims Services Scheme at a cost of \$285,907.00, of which \$34,177 was expended on educational assessments and tutoring through the Mulberry Street Program and \$15,475 on Victim Support Packages.

Administrative arrangements for the recruitment, approval, contracting, management and regulation of Approved Service Providers were implemented and continued over the reporting period. Shared Services Procurement was engaged to commence a tender process to recruit and contract providers to the new arrangements. In total four tender processes were completed in the reporting period to establish a panel of service providers for the provision of a range of disciplines to deliver support, psychological and physical therapies to clients of Victim Support ACT.

Under the tender process **41** Approved Service Providers were engaged.

6 Social Work, 17 Psychology, 6 Counselling, 8 Massage, 1 Educational, 3 Other.

An additional **36** "Authorised Exception" providers were approved to deliver services to people victimised in the ACT but resident elsewhere.

The fee schedule to Approved Service Providers was reviewed in 2011-2012 and fees were indexed in line with the CPI. Based on the rates supplied by Treasury, fees were increased from 1 July 2012 (see Table 12). Further commitment has been given to index the fees at the beginning of each financial year.

The new rates paid to Approved Service Providers under the Victims Services Scheme are:

**Table 12: Approved Service Provider Fees from 1 July 2012**

Service Code	Discipline	Previous Hourly Fee	Rate per hour & per unit of service* From 1 July 2012
1	Psychologist	\$120	\$126 per hour ie \$32 per 15 minute unit
2	Counsellor	\$120	\$126 per hour ie \$32 per 15 minute unit
3	Social Worker	\$120	\$126 per hour ie \$32 per 15 minute unit
4	Physiotherapy – GST free	\$110	\$115 per hour ie \$29 per 15 minute unit
5	Massage Therapy	\$80	\$85 per hour ie \$21 per 15 minute unit
6	Occupational Therapy	\$110	\$115 per hour ie \$29 per 15 minute unit
7	Acupuncture	\$70	\$ 85 per hour ie \$21 per 15 minute unit
8	Chiropractor		By negotiation on case by case basis
9	Naturopathy	\$110	\$115 per hour ie \$29 per 15 minute unit
10	Educational Support Services – Educational assessment	\$120	\$150
	Tutoring	\$60	\$65 per hour

## Sexual Assault Reform Program

Victim Support ACT is an active partner in the Sexual Assault Reform Program, one part of which involves the coordination of victim support services. This component is known as the Wraparound Program.

The objective of Wraparound is to ensure that each person who reports or is considering reporting a sexual assault to police is provided with the opportunity to:

- Receive adequate information about the criminal justice process and the role of the various criminal justice agencies as well as their participation in it;
- Receive adequate explanation of that information to aid their understanding of the criminal justice process, its implications for them and their rights, obligations & entitlements;
- Be given access to support, counselling and assistance sufficient to enable effective engagement with the criminal justice system; and
- Seek accountability through the internal mechanism of an agency, the Victims of Crime Commissioner, the Ombudsman and/or the Human Rights Commission.

Agencies involved in the Wraparound Program include the Canberra Rape Crisis Centre, ACT Policing, the Office of the Director of Public Prosecutions, Care and Protection Services and Forensic and Medical Sexual Assault Care. Together with Victim Support ACT, these agencies provide coordinated support to victims of sexual assault who are engaged in the justice process. At 'Wraparound' support meetings, with the consent of the victim, these agencies discuss referrals of victims to appropriate support services.

In 2011-12, Victim Support ACT received 53 referrals (approximately 30% of all referrals to Wraparound) through the Wraparound program. However, 19 people referred did not take up the offer of support when contacted. Reasons for declining services included the client stating they no longer required support or they had accessed alternate services. These clients were offered a follow up call and provided with information about the services available.

Not all victims referred to the Wraparound Program go on to be involved in the justice system. Nevertheless, these victims are offered support and assistance from victim support agencies.

The Terms of Reference that govern the Wraparound support meetings were signed by agency heads in December 2010. The terms provided for a review within 12 months of signing. In collaboration with other agencies the terms of reference will be reviewed in 2012-13.

## Group Work Program

Victim Support ACT ran another psycho-education group this year, named the "*Survival Skills Group: when the going gets tough*", for clients of the service. The group ran for 8 weeks from March to April 2012. Each week's content is designed to "stand alone" and participants attend as they are able. Between eight and twelve participants attended the group each week. Participants reported that the group helped them to make significant changes to their lives and hoped that the group would continue to operate.

## **Service Development**

Victim Support ACT provides a supportive environment for student placements in the workplace from a number of disciplines. This year Victim Support ACT was pleased to provide a work placement to a Masters of Clinical Psychology and counselling student. Working relationships with the Australian Catholic University and the University of Canberra continue to evolve to support our shared interest in building the capacity of the victim support sector.

Victim Support ACT recognises the importance of providing opportunities for staff to attend training to keep their skills relevant and up to date. Staff attended a number of training courses this year, to help build the professional development of staff. A number of staff attended the training provided by the Human Rights Commission on the *ACT Health Records (Privacy & Access) Act 1997*. All staff attended training on Vicarious Trauma conducted by NSW Rape Crisis Centre.

Staff also had the opportunity to hear from Jane Mowll, Forensic Counsellor, NSW Department of Forensic Medicine on her work supporting families involved in the NSW Coroners Court due to sudden death.

Staff also attended mandatory induction training and other courses available under the Justice and Community Safety Directorate's learning and development framework.

## **Mulberry Street Program**

Victim Support ACT continued to develop the Learning to Live pilot program to help traumatised children achieve success in an area of their life, feel good about themselves and believe in their future. A change of name now embraces all the work done with children within the agency. Mulberry Street is based on a Chinese proverb: With time and patience the mulberry leaf becomes a silk gown.

The instability produced by family violence, abuse and neglect significantly affects children's social, cognitive, emotional and physical functioning. It disrupts their schooling and reduces their ability to connect to friends and families. This can lead to challenging, disruptive and aggressive behaviours. The Mulberry Street Program uses a trauma-informed approach to helping children build the resilience they need to overcome the trauma they have suffered. Developing mastery in some area of life, be this school work, gaining greater regulation of their emotions, improved peer relationships, sport, artistic endeavours or greater participation in the community can act as a protective factor to the effects of trauma in childhood.

Since the inception of the program 121 children have undertaken educational assessment and tutoring. In 2011-2012, 21 new clients took part in the program with 570 hours of tutoring and assessment being utilised in the financial year.

## **Early Intervention Team**

The "Early Intervention Team" includes two dedicated workers for the initial contact and intervention with clients. It is now embedded in the case management process of the agency. It has resulted in the following benefits to clients and workers:

- Clients can be given immediate information and assistance as required.
- It is a good point of contact for enquiries where workers can provide a broad range of information.
- It involves the initial administrative tasks of registration and database entry and frees up the time in the work of case managers.
- It is a useful process to determine client's needs.
- Clients can be prioritised according to need.

Further work is required to refine and improve processes including the streamlining of services to avoid duplication of information and work tasks.

## **Justice Advocacy Program**

Victim Support ACT staff provide assistance, support and advocacy to clients involved in the justice process. Approximately 59% of all Victim Support ACT clients are involved in either a criminal and/or civil justice process. A valuable service for clients is the support given while they give their evidence or when they attend sentencing proceedings. Approximately 367 hours of court support was provided to clients in the reporting period.

## **Homicide Support Program**

Fifty one clients affected by homicide were assisted by Victim Support ACT in the reporting period. Approximately half of these were new clients referred in the reporting period. These matters are referred to Victim Support ACT within days of the incident occurring. Early contact ensures that family and friends of homicide victims are informed and cared for through the first phases of shock and grief. This provides a basis for an ongoing supportive relationship which may assist them through many years of distress and involvement in a criminal process.

## **A.4 Outlook**

An ongoing challenge is to expand our service to meet demand within existing resources while ensuring staff maintain reasonable workloads.

Priorities for 2012-13 will include:

- Implementing recommended measures to manage vicarious trauma;
- Address issues of work load;
- Improving the access to justice for Aboriginal and Torres Strait Islander and culturally and linguistically diverse victims of crime;
- Strengthening the focus on vulnerable groups;
- Improving client access to support and services;

- Reducing waiting times for clients;
- Building staff capacity; and
- Improving systems and processes to support service delivery.

A focus for Victim Support ACT next year is further development of inter-agency programs, such as the Family Violence Intervention Program and the Sexual Assault Reform Program. Victim Support ACT will work collaboratively with other criminal justice agencies to maintain and develop these important programs.

## A.5 Management Discussion and Analysis

Discussion on financial results and implications is contained within the Annual Report of the Justice and Community Safety Directorate.

## A.6 Financial Report

Discussion on financial results and audit is contained within the Annual Report of the Justice and Community Safety Directorate.

## A.7 Statement of Performance

Discussion on performance is contained within the Annual Report of the Justice and Community Safety Directorate.

## A.8 Strategic Indicators

Victim Support ACT supports the statutory functions of the Victims of Crime Commissioner to promote and protect victims' rights. The strategic indicator being *the number of community members made aware of their rights*.

This indicator is measured by the number of letters that are sent to victims arranging an "intake" or participating in a "reception appointment." At these points of contact victims are given a brochure on victims' rights and a Victims of Crime Help card. The result for 2010-11 is in the table below.

**TABLE 13: Strategic Indicator**

**Promotion and Protection of Rights and Interests**

Success	Strategic Indicator	2010-11 Estimated Outcome	2010 -11 Outcome	2011-12 Outcome
Increased community awareness of how to access and protect rights	Number of community members made aware of their rights	495	539	656

A.9 Analysis of Agency Performance

Information on how well Victim Support ACT has performed in meeting its objectives is contained at page xx of this Annual Report.

A.10 Triple Bottom Line Reporting

Discussion on triple bottom line reporting is contained within the Annual Report of the Justice and Community Directorate.



# SECTION B: CONSULTATION & SCRUTINY REPORTING

## B.1 Victim Support ACT and the Community

Victim Support ACT continued to develop its working relationship with the Domestic Violence Crisis Service (DVCS) over the reporting period.

The working relationship between Victim Support ACT and the Canberra Rape Crisis Centre continues to develop especially with regard to the Wraparound Program.

Victim Support ACT is very appreciative of the assistance given to many Victim Support ACT clients by the Women's Legal Centre (WLC). Victim Support ACT works closely with the WLC in assisting clients making applications under the *Victims of Crime (Financial Assistance) Act 1983*. Women's Legal Centre also provides valuable support on related matters that concern victims of crime such as the issue of parenting orders in the Family Court of Australia when there has been a history of family violence.

## Community Education

Victim Support ACT undertakes community education activities when resources allow. Victim Support ACT conducted information sessions about issues facing victims of crime and the work of the agency. Audiences included ACT Policing officers, Care and Protection Service workers and ANU and University of Canberra Law Students.

## Community Engagement

Victim Support ACT undertakes to engage with the community as the need arises and resources allow.

Victim Support ACT continues to engage with Aboriginal and Torres Strait Islander agencies to provide information about the service to the community. These agencies include Aboriginal Justice Centre, Winnunga Nimmityjah Aboriginal Health Service, Gudan Gulwan and Indigenous counsellors from Relationships Australia.

## B.2 Internal & External Scrutiny

There are no significant developments in external scrutiny of Victim Support ACT to report on over the period 2011-2012.

Internal scrutiny has been underway in the reporting period. On 30 May 2012 Victim Support ACT held a **planning day**. Consultants were engaged to run the day and a summary of the outcomes, "Statement of Strategic Direction 2012-2014" was provided in June 2012. The same consultants have commenced a **review of the organisational structure** of Victim Support ACT. This review will consider the classifications and role of positions in the agency. The CPSU has been contacted and will be consulted on any proposed changes. It is hoped that when completed and implemented the review will enable the agency to better meet its organisational objectives to provide a comprehensive integrated service to victims of crime.

## B.3 Legislative Assembly Committee Inquiries and Reports

There were no commenced or completed inquiries by Legislative Assembly Committees that relate to the operations of Victim Support ACT to report over the period 2011-2012.

## B.4 Legislation Report

Victim Support ACT is responsible for the implementation of the *Victims of Crime Regulation 2000*. Performance in relation to these Regulations is reported in section A.2 of this Annual Report.

Victim Support ACT also supports the Victims of Crime Commissioner discharge statutory functions in relation to the *Victims of Crime Act 1994*, and supports the Domestic Violence Project Coordinator discharge statutory functions pursuant to the *Domestic Violence Agencies Act 1986*.

# SECTION C: LEGISLATIVE & POLICY BASED REPORTING

Information (where relevant) regarding the following areas are contained in the Annual Report of the Justice and Community Safety Directorate:

- Risk Management And Internal Audit (Section C.1)
- Fraud Prevention (Section C.2)
- Public Interest Disclosure (Section C.3)
- Freedom of Information (Section C.4)
- Internal Accountability (Section C.5)
- Human Resource Performance (Section C.6)
- Workplace Health and Safety (C.9)
- Workplace Relations (C.10)
- Strategic Bushfire management Plan (C.11)
- Strategic Asset Management (C.12)
- Capital Works (C.13)
- Commissioner for the Environment (C.18)
- Ecologically Sustainable Development (C.21)
- Model Litigant Guidelines (C.23)

## C.7 Staffing Profile

**TABLE 14: Total Number Employees**

	Female	Male
FTE by Gender	13.2	1.0
Headcount by Gender	15	1
% of Workforce	94%	6%

**TABLE 15: Classification of Employees**

Classification Group	Female	Male	Total
Administrative Officers	4		4
Health Professional Officers	10		10
Senior Officers	1		1
Statutory Office Holders		1	1
<b>TOTAL</b>	<b>15</b>	<b>1</b>	<b>16</b>

**TABLE 16: Employment Category by Gender**

Employment Category	Female	Male	Total
Casual			
Permanent Full-time	9	1	10
Permanent Part-time	4		4
Temporary Full-time	1		1
Temporary Part-time	1		1
<b>TOTAL</b>	<b>15</b>	<b>1</b>	<b>16</b>

**TABLE 17: Average Length of Service by age group by gender**

Average Length of Service	Pre-Baby Boomers		Baby Boomers		Generation X		Generation Y		Total	
	F	M	F	M	F	M	F	M	F	M
0-2			3				2		5	
2-4			1				1		2	
4-6			2		1		1		4	
6-8			1						1	
8-10										
10-12										
12-14					1				1	
14+ years			2	1					2	1

Generation	Year span
Pre-Baby Boomers	Born prior to 1946
Baby Boomers	Born 1946 to 1964 inclusive
Generation X	Born 1965 to 1979 inclusive
Generation Y	Born from 1980 and onwards

**TABLE 18: Age Profile of Employees**

Age Group	Female	Male	Total
<20			
20-24	1		1
25-29	2		2
30-34	1		1
35-39	1		1
40-44	1		1
45-49			
50-54	5	1	6
55-59	3		3
60-64	1		1
65-69			
70+			

## C.8 Learning & Development

Over 2011-2012 Victim Support ACT staff attended a number of training courses and conferences. The wide range and diversity of courses attended reflects the complexity of the work with victims of crime.

**TABLE 19: Staff Development and Training**

<b>Client Service Training</b>	<b>Participants</b>
Accidental Counsellor	1
ACT Mindfully Introduction Workshop	1
But it is True I am Wrong	2
De-escalation Training	2
Domestic Violence and Law	1
Domestic Violence Awareness Training	1
Family Law and Children	1
Grief and Bereavement	2
Managing Difficult Calls	3
Mediation Training	1
Reporting Child Abuse and Neglect	2
Prevention and Resiliency	1
Treating Complex Trauma	2
Truth Testimony and Relevance	1
<b>Management &amp; Administration Training</b>	
Cultural Awareness Training	4
Coaching for Managers	1
Delegations	1
Effective Supervisor part 2	1
Essay Writing Lessons	1
Health Records	4
JACS Induction	5
Leading with Emotional Intelligence	1
RED	7
Senior First Aid	1

## C.14 Government Contracting

### *Victims of Crime Assistance League (VOCAL) Inc*

In 2011-12 under a single select tender, VOCAL Inc received \$128 973.18 (exclusive of GST per annum) for the period of July to December 2011 to provide practical assistance to victims of crime through a volunteer program.

### *Communities@Work*

Following an open tender process, Communities@Work was contracted to deliver a volunteer program to victims of crime. Communities@Work received \$58,000 (exclusive of GST per annum) from 14 February 2012 to 30 June 2012.

Tempo Strategies were contracted to conduct an organisational review (\$24,948).

Approved Providers were contracted to deliver services to victims of crime as determined by Victim Support ACT case managers. Rates of remuneration for Approved Providers are listed in Table 12.

## C.15 Community Grants/Assistance/Sponsorship

Nil

## C.16 Territory Records

Over the reporting period, officers within Victim Support ACT continued to work with relevant officers within the Justice and Community Safety Directorate to implement records management and disposal. This year 619 files which had been closed for three years or more were archived.

## C.17 Human Rights Act 2004

Victim Support ACT is committed to respect, protect and promote human rights in the ACT, and to the delivery of services that uphold Part 2 section 4(a) of the *Victims of Crime Act 1994*.

Consistent with this, Victim Support ACT provides a publication outlining client rights and responsibilities to all new clients that is consistent with the *Human Rights Act 2004*.

## C.19 Multicultural Strategy 2010-2013

Victim Support ACT is committed to ensuring its services are accessible to all in the community.

Focus Area	Progress
Children & young people	<p>The pilot Learning to Live Program for child crime victims has been adopted as the Mulberry Street Program which uses a multimodal intervention approach.</p> <p>Victim Support ACT staff have provided input on two occasions to the “What about me?” training conducted by the Community Services Directorate. This training examines the effects of domestic and family violence on children and young people.</p>
Disaster Recovery Counselling Committee	<p>The Service Manager has been a member of the Disaster Recovery Counselling Committee since its inception following the 2003 Canberra bush fires. Victim Support ACT is part of the contact list in case of a disaster. In this reporting period the agency has participated in two disaster scenario exercises conducted by the committee and is part of reviewing responses to emergencies such as the fire in Mitchell in September 2011.</p>
Culturally and Linguistically Diverse Clients	<p>Victim Support ACT has clients from culturally and linguistically diverse backgrounds. These include recent refugees, migrants and those on visas and those who have Australian citizenship. When required case managers liaise with community services and use the Translating and Interpreter Service, consults with the Migrant and Refugee Service, NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) and Companion House.</p>

## C.20 Aboriginal and Torres Strait Islander Reporting

In 2010 Victim Support ACT engaged two expert consultants to undertake a community consultation with the Aboriginal and Torres Strait islander community in the previous reporting period. The “It’s About Trust” report was published in November 2011. Of the recommendations made in this report Victim Support ACT has acted on the following.

- Recruitment and selection processes including cultural understanding and sensitivity as an essential selection criterion.
- Cultural awareness training has been provided to all staff and it is part of core training.
- Adopted the “principles of best practice for counselling Indigenous clients” developed by



the NSW Victims Services for dealing with Aboriginal and Torres Strait Islander people.

- Undertaken promotion of the agency by attending meeting and support groups and developed a brochure specifically for Aboriginal and Torres Strait Islander people.
- Developed an MOU with Relationships Australia (RA) to provide counselling by trained Indigenous counsellors.
- Provided initial contact in the preferred location of the client, at either RA or VSACT.
- Asked Aboriginal and Torres Strait Islander clients for feedback on the assistance provided. This has led to modification of practices.
- Consulted with Aboriginal and Torres Strait Islander workers from RA to build skills on engaging with Aboriginal and Torres Strait Islander clients.

Many of the discussions in the consultations were informed by the findings contained in the report commissioned by the Victims of Crime Coordinator in 2009 'We Don't Shoot Our Wounded'.

## C.22 ACT Women's Plan 2004-2009 and 2010-2015

Victim Support ACT is committed to service delivery that promotes and supports women's access to service. Women constitute **60%** of the clients to the agency.

Staff within Victim Support ACT supported the Victims of Crime Commissioner and the Domestic Violence Project Coordinator to promote safe, inclusive communities through involvement in the:

- Domestic Violence Prevention Council,
- Family Violence Intervention Program, and
- Sexual Assault Reform Program.

The activities of Victim Support ACT respond to traumatic events and incidents that affect women in their social environment, whether this is inside the home or in public spaces. The interventions that Victim Support ACT provides after victimisation seeks to restore the individual to participate in the *social, economic and cultural life of their community* (section 20(a)(ii) Victims of Crime Regulation 2000).

## Advisory Boards & Committees

Victim Support ACT is a member of the Disaster Recovery Counselling Committee, with two staff on the Disaster Counselling Contacts list. Victim Support ACT is also a member of the Review Advisory Committee for the review of the Mental Health Act by ACT Health. Victim Support ACT also periodically attends meetings of the Mental Health Community Coalition ACT.





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## PART 3

# VICTIMS OF CRIME (FINANCIAL ASSISTANCE) ACT 1983

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# Contents

## Introduction

### Explanation as to the operation of the Act for the financial year 2011 – 2012

#### Establishment of the Scheme

#### Determination of Applications

#### Recovery of Financial Assistance

#### Compensation Levy under the Act

## Tables

### Table 1 – Total number of applications lodged

### Table 2 – Awards made, tabulated by application date

### Table 3 – Awards by type of crime

### Table 4 – Awards by occupation where known

## Introduction

Section 71 of the *Victims of Crime (Financial Assistance) Act 1983* ("the Act") requires this report to include the following:

- the number of applications made during the financial year;
- particulars of awards of financial assistance made in respect of those applications;
- brief descriptions of the facts and circumstances of each award made during the financial year; and
- any other particulars relating to the operation of the Act considered appropriate.

## Establishment of the Scheme

The scheme was established by the Act, which commenced on 24 December 1999. The Act vests jurisdiction in the ACT Magistrates Court for all matters commenced after that date. Prior to this date, the ACT Supreme Court and the ACT Magistrates Court exercised jurisdiction of criminal injury matters under the *Criminal Injuries Compensation Act 1983* ("CIC Act").

There are a number of applications currently unfinalised under the CIC Act. In the reporting year, two of those applications were finalised via the making of an award, (see table 2).

## Determination of Applications

The procedure for the determination of applications requires that each matter be listed before a Deputy Registrar for a conference prior to a hearing. The purpose of the conference is to assess

whether the matter is ready to proceed to determination.

Most applications are resolved by the Territory providing an assessment to the applicant and the Court making an award in accordance with an agreement reached between the parties.

## Recovery of Financial Assistance

Provisional orders for restitution can only be made by the Court upon application by the Territory. The Registrar received 30 such applications in the reporting year. All but one of those applications resulted in provisional orders for restitution being made by the Court. There were 14 provisional orders confirmed during the reporting year.

## Compensation Levy under the Act

The total amount for compensation levies imposed in the reporting year was \$82,517.00. An amount of \$63,665.37 was paid for compensation levies in the reporting year.

## Tables

**Table 1 - Total number of applications lodged**

Reporting Year	Total number of applications lodged
2007 – 2008	114
2008 - 2009	72
2009 – 2010	101
2010 - 2011	119
2011 - 2012	99

**Table 2 – Awards made, tabulated by application date**

Period in which application lodged	Total amount awarded	Number of awards
Before 24 June 1998	\$39,406.45	2
From 24 December 1999	\$1,365,225.53	97
<b>Total</b>	<b>\$1,404,631.98</b>	<b>99</b>

**Table 3 – Awards by type of crime**

<b>Crime</b>	<b>No. of awards 2010- 2011</b>	<b>Pain and suffering</b>	<b>Total award</b>	<b>Pain and suffering as a % of total award</b>	<b>Average award</b>
Armed Robbery	1	\$0	\$25,021.06	0	\$25,021
Assault	44	\$32,500.00	\$342,644.14	9	\$7,787
Assault and Robbery	2	\$0	\$5,038.26	0	\$2,519
Attempting to Effect an Arrest	11	\$49,500.00	\$55,571.56	89	\$5,051
Attempting to restrain	4	\$23,000.00	\$23,716.23	97	\$5,929
Death of a related victim	4	\$0	\$112,071.33	0	\$28,017
Domestic Violence	5	\$0	\$22,735.84	0	\$4,547
Sexual Assault	24	\$718,000.00	\$777,005.86	92	\$32,375
Street Assault	1	\$0	\$34,324.50	0	\$34,324
Nightclub/ Pub/Tavern etc assault	2	\$0	\$3,151.00	0	\$1,575
Property damage	1	\$0	\$3,352.00	0	\$3,352
<b>Total</b>	<b>99</b>	<b>\$823,000.00</b>	<b>\$1,404,631.98</b>	<b>59</b>	<b>\$14,188</b>

**Table 4 – Awards by occupation where known**

Victim type	Number of Awards
Administrative Assistant	2
Bank Teller / Officer	1
Businessman	2
Child	5
Computer consultant	2
Home duties	8
Hospitality worker	3
Kitchen hand	1
Labourer	3
Nurse	1
Pensioner	1
Police Officer	17
Public Servant	12
Sales person	4
Student	15
Taxi driver	1
Tradesman	7
Unemployed	2
Unknown	12
<b>Total</b>	<b>99</b>

## 2011 – 2012 Summaries

### Magistrates Court

NUMBER		TOTAL AWARD	DATE OF AWARD
98/158	The applicant was a child of 2 years old when she witnessed an attack on her father (98/155) causing emotional distress. A further award pursuant to section 6(1)(c) of the Criminal Injuries Compensation Act 1983 was made.	\$25,000.00	13/09/11
01/58	The female applicant was 4 years old when she was sexually assaulted by a person known to her. An award pursuant to sections 10(1)(c) and 10(1)(f) was made.	\$20,037.00	13/01/12
02/100	New occupants were victims of vandalism by having bricks and eggs thrown at their new home. A confrontation occurred outside their property and a female occupant sustained a shattered femur after being pushed and is still undergoing various treatments. A further interim award pursuant to section 10(1) (a) was made.	\$685.95	18/10/11
03/41	The female applicant was the victim of several attacks by a male acquaintance over a period of time. She suffered from head injuries and various psychological and social issues. The final award made on 17 June 2005 was varied under section 46 of the Victims of Crime (Financial Assistance) Act 1983 and an award pursuant to section 10(1)(a) was made.	\$2,244.30	2/03/12
05/10	The female applicant was the victim of assault and robbery and menacing phone calls by an unknown person. She was struck in the head causing injury to her nose and right ear and now suffers from anxiety. An award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$2,124.23	3/02/12
05/30	A female of domestic violence was abused over a number of years. Some of her injuries were dental and psychological in nature. A further interim award pursuant to section 10(1)(b) was made.	\$1,486.24	2/11/11



05/31	The mother of a female victim who was hit by a relative applied for assistance for legal advice and to change locks on the doors of her home. An award pursuant to section 10(1)(a) was made.	\$2,320.00	2/11/11
07/76	The female applicant was the victim of sexual assault, strangulation and physical violence when walking home . She now suffers severe emotional damage. An interim award pursuant to section 10(1)(f) was made.	\$40,000.00	1/06/12
07/83	A male taxi driver was sexually assaulted, hit and kicked whilst driving a passenger to his destination. He suffered whiplash, bruising and various psychological injuries. An award pursuant to sections 10(1)(a) and 10(1)(f) was made.	\$19,000.00	2/12/11
09/22	A female student was assaulted by another student. Her injuries included a broken nose. An award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$10,791.05	28/09/11
09/27	The female applicant was the victim of domestic violence over a period of time. She is now physically and mentally scarred, and the offender is before the courts. Awards pursuant to sections 10(1)(a), 10(1)(c) and 10(1)(d) were made.	\$38,116.61	27/09/11
		\$571.45	1/06/12
09/33	A young male applicant was in a public place when an unknown person approached him and hit him in the face several times causing him to fall backwards onto the pavement. As a result the young male had a fracture to his front tooth. A further award pursuant to section 10(1)(a) was made.	\$2,532.00	12/12/11
09/59	A male was attacked by a person known to him after the attacker became aggressive and was not allowed to enter a bar. His injuries included broken jaw in two places, broken teeth and numbness to the lower face. An interim award pursuant to section 10(1)(a) was made.	\$3,856.27	11/07/11

09/72	The applicant was the victim of an assault whilst walking on a street with 2 friends when they were attacked by a group of about 8 males. He was punched in the face causing him to fall and black out. He regained consciousness when he was being transported by ambulance to hospital. The offender was charged and convicted of the assault. A further award pursuant to section 10(1) (d) was made.	\$21,000.00	21/07/11
09/73	A male was the victim of an armed robbery by 2 men at his place of work. The victim now suffers from post traumatic stress disorder and anxiety. An award pursuant to section 10(1)(b) was made.	\$25,021.06	18/07/11
09/82	On his way home from work the victim was attacked by 2 unknown males at a bus interchange. He suffered a fractured jaw and damage to his teeth. An award pursuant to section 10(1)(a) was made.	\$794.15	7/07/11
09/85	A male was assaulted at a party by a glass bottle by another male who was in the company of 3 or 4 others. He suffered significant damage to his eye, including some loss of vision, as well as suffering anxiety and distress. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(d) was made.	\$30,701.78	24/02/12
10/1	The applicant sustained psychological injury as a result of sexual assault by her uncle. An award pursuant to sections 10(1)(a) and 10(1)(f) was made.	\$40,030.00	22/05/12
10/15	When leaving a hotel the male applicant was assaulted by 4 unknown persons and punched in the face. He required dental work after the crown of a tooth was fractured. A final award pursuant to section 10(1)(c) was made.	\$4,369.69	24/04/12

10/16	A female was the victim of domestic violence. Her husband attempted to strangle her and she lost consciousness. Her injuries included haemorrhage of the eyes, broken capillary vessels over her face and neck, swelling to her throat, bruising and tingling sensations in her arm and hand. She also suffered trauma symptoms including stress and anxiety. An ambulance was called, she was taken to hospital and her husband was taken into custody. Further interim awards pursuant to sections 10(1)(a), 10(1)(c) and 10(1)(d) were made.	\$30,640.00	11/07/11
		\$480.00	29/09/11
		\$800.00	23/11/11
		\$980.00	10/02/12
		\$2,768.70	26/03/12
		\$800.00	21/05/12
10/28	A young female person was the victim of many sexual assaults over a number of years by her father. She now suffers severe psychological injuries. An interim award pursuant to sections 10(1)(a), and 10(1)(f) was made. \$40,000.00 is to be invested pursuant to the Public Trustee Act 1985.	\$40,384.00	19/07/11
10/30	The mother of a sexual assault victim applied for extra security for her home as she fears for her safety.. An award pursuant to section 10(3)(a) was made.	\$514.85	7/07/11
10/34	A young male person was sexually assaulted by a family member over a period of 2 years. An award for financial assistance pursuant to section 10(1)(f) was made.	\$50,000.00	12/7/11
10/36	A female was the victim of a sexual assault at a party. As a result she suffers psychological injury. An award pursuant to sections 10(1)(a) and 10(1)(f) was made.	\$22,195.00	7/07/11
10/55	A male police officer suffered injury while attempting to apprehend a male person. He sustained injuries to his left shoulder, back and suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$3,633.00	18/07/11
10/57	Relatives of a murdered person were awarded special assistance pursuant to section 19(2)(b) of the Victims of Crime (Financial Assistance) Act.	\$30,000.00	14/06/12

10/58	The female victim was sexually assaulted. The offender was convicted and sentenced to four and a half years in prison. Her life has changed since the assault and she is unable to trust, suffers from anger/aggression, anxiety and depression. An award pursuant to section 10(1)(f) was made.	\$35,000.00	7/07/11
10/61	The male applicant was assaulted by an unknown person/s outside a club. His injuries included broken teeth and lacerations to the lip and face. An award pursuant to section 10(1)(a) was made.	\$3,206.35	23/01/11
10/64	A male police officer suffered injury while attempting to apprehend a male person at residential premises. He sustained injuries to his face, eyes and mouth, fear of infection and also suffers from psychological injury.  An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,395.00	4/07/11
10/69	A young male person was raped when he was a small child by a teenage person known to the family. He suffered considerable and ongoing psychological and behavioural issues due to the assault. An award pursuant to sections 10(1)(c) and 10(1)(f) was made.	\$21,210.00	20/12/11
10/72	The male applicant was the victim of an unprovoked attack as he was walking to his car by a number of unknown people. He sustained multiple injuries to his face and required reconstructive surgery; his psychological injuries include depression and hyper vigilance. An award pursuant to sections 10(1)(a), 10(1)(b), 10(1)(c) and 10(1)(d) was made.	\$34,952.09	13/01/12
10/82	A male police officer suffered injury whilst attempting to apprehend a male person. The male person spat into the applicant's mouth, face and eyes. He had to undergo testing for infection and suffers psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,581.00	10/02/12

10/83	The male applicant was attacked by 4-5 males from behind in an unprovoked attack whilst leaving a bar. He sustained concussion, damage to his teeth and bruising and swelling to his eye. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$6,633.04	19/12/11
10/85	A female victim of domestic violence hired a truck to relocate. An award for costs incurred pursuant to section 10(1)(a) was made.	\$468.12	13/01/12
10/86	A female police officer suffered injury while attempting to restrain a female person. She suffered injuries to her thumb and leg and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$4,151.68	10/02/12
10/91	The female applicant was the victim of sexual assault whilst a minor. She suffered depression, anxiety and high levels of stress. An award pursuant to section 10(1)(f) was made.	\$15,000	02/03/12
10/93	A male police officer suffered injury while attempting to apprehend a male person at a scout hall. He sustained injuries to his left foot/ankle and also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$11,317.92	4/07/11
10/106	The father of an infant has been investigated relating to charges of pornography in relation to his young son. The mother applied for financial assistance to relocate her family and for psychological help. Awards pursuant to section 10(1)(a) and 10(1)(b) were made.	\$11,894.28	27/07/11
		\$38,105.72	18/10/11
10/108	At the age of 12 -13 years the female applicant was the victim of sexual assault by her mother's partner, ending in pregnancy which was terminated. An award pursuant to section 10(1)(f) was made.	\$50,000.00	7/11/11
10/111	A female was the victim of an assault by four girls who attended the same school. The victim suffered a broken nose and fractures to her front teeth. Awards pursuant to sections 10(1)(a) and 10(1)(c) were made.	\$545.10	02/03/12
		\$7,445.50	22/05/12
10/113	The applicant was sexually abused as a child for about 12 years. The offenders have been convicted and the victim suffers psychological injuries. An award pursuant to section 10(1)(f) was made.	\$50,000.00	18/08/11

10/115	A male was attacked by an unknown person whilst walking across a street. He suffered injuries to his jaw. An interim award pursuant to sections 10(1)(a) and 10(c) was made.	\$1,079.35	28/09/11
11/07	A male police officer suffered injury while transporting a female person to the hospital. He sustained injuries to his face and jaw and also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$14,238.00	11/07/11
11/08	A male police officer suffered injury whilst attempting to affect an arrest at residential premises. He injured his left shoulder whilst attempting to apprehend the offender as the offender was running away. An award pursuant to sections 10(1)(c) and 10 (1)(e) was made.	\$4,12.65	26/08/11
11/11	A male police officer suffered injury while attempting to apprehend a person at a shopping centre. He sustained injuries to his shoulder, fell ill with a staph infection following admission to hospital and also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$5,328.05	30/01/12
11/14	A female was the victim of a violent relationship with her partner. She suffered multiple sexual assaults over a number of years and the attacks included a broken bone. She now suffers from post traumatic stress disorder. An award pursuant to section 10(1)(f) was made.	\$30,000.00	28/09/11
11/15	The male applicant was the victim of an unprovoked attack whilst walking home. He sustained multiple face fractures. An award pursuant to section 10(1)(a) and 10(1)(b) was made.	\$3,658.12	4/11/11
11/16	A male police officer was kicked in the face while attempting to restrain a male person. The victim suffered injuries to his head, face and nose as well as general bruising and psychological injury. Awards pursuant to sections 10(1)(a), 10(1)(c) and 10(1)(e) were made.	\$6,165.63 \$800.00	26/03/12 21/05/12

11/17	Whilst jogging with two friends the female victim was punched by an unknown male. She suffered many injuries including reconstruction of her ankle. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$13,932.99	29/09/11
11/19	The son of the applicant became abusive and threatened violence. He kicked the front door and broke the lock, and security screens were fitted. An award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$3,352.00	21/12/11
11/24	The female applicant was a victim of sexual abuse by her mother's partner for about 5 years as a child. The offender was convicted in relation to the offences. An award for financial assistance pursuant to section 10(1)(f) was made.	\$40,000.00	1/08/11
11/25	A female sex worker was sexually abused by a client. She now suffers psychological symptoms. The offender is currently before the court. An award pursuant to sections 10(1)(a), 10(1)(c) and 10(1)(f) was made.	\$6,358.01	22/08/11
11/26	A student was punched in the face inside a night club by a bouncer trying to evict him and others because one of their friends was too intoxicated. He suffered injuries to his scalp, lip and dental fractures. Interim awards pursuant to sections 10(1)(a) and 10(1)(c) were made.	\$1,331.00	23/11/11
		\$1,820.00	24/04/12
11/29	A male police officer suffered injury whilst attempting to arrest a male person. He suffered injuries to his face, chin and teeth and also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$4,186.71	24/02/12
11/30	A male police officer suffered injury whilst attempting to control a male person held at the police station. He suffered injuries to his foot and ankle and also suffers from psychological injury. An award pursuant to sections 10(1)(a) and 10(1)(e) was made.	\$6,261.30	24/04/12
11/39	The grandparents of 2 children whose mother was murdered by her husband applied for assistance for the benefit of the children of the victim. An award for financial assistance pursuant to section 10(1)(a) was made	\$20,000.00	28/09/11

11/40	A male was hit by an unknown person while at a dance. The victim suffered bruising, concussion and required stitches to his face. An award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$847.00	25/08/11
11/42	A male police officer suffered injury while attempting to place a female person into custody. He suffered injuries to his face, eyes and mouth and also suffers from psychological injury and fear of infection. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,537.00	1/06/12
11/43	A young person was the victim of sexual and emotional abuse by a person known to the victim. An award for financial assistance pursuant to section 10(1)(f) was made.	\$50,000.00	15/05/12
11/48	The applicant was grabbed from behind by a man exposing himself to the victim. She now suffers from loss of confidence. An award pursuant to sections 10(1)(c) and 10(1)(f) was made.	\$12,037.00	9/05/12
11/49	A male police officer suffered injury when the male person he was attempting to arrest outside a nightclub spat in his face. He suffered injury to the face, eyes and mouth and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,581.00	14/03/12
11/50	The male applicant was the victim of an unprovoked attack. He has no recollection of the incident, however witnesses saw a male attacking him from behind. He suffered significant damage to his teeth and received counselling for depression after the assault. Awards pursuant to sections 10(1)(a) and 10(1)(b) were made.	\$8,904.80	21/12/11
		\$439.40	18/04/12
11/51	Whilst waiting for a taxi the male applicant was struck by an unknown person causing him loss of consciousness. Among his injuries he suffered a fractured skull, bruises, lacerations and concussion. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$4,613.60	18/10/11
11/52	The male applicant was the victim of an unprovoked attack by a group of people not known to him. He sustained a traumatic brain injury and required a long rehabilitation process. Awards pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(d) were made.	\$16,686.20	13/01/12
		\$30,000.00	6/06/12



11/53	The mother of the applicant was killed by his father. Financial assistance was awarded pursuant to section 17(1)(d).	\$15,000.00	13/09/11
11/54	The mother of the applicant was killed by his father. Financial assistance was awarded pursuant to section 17(1)(d).	\$15,000.00	13/09/11
11/58	The female victim was sexually and physically assaulted by a male known to her. She has incurred psychological injury as a result. The offender is currently before the Supreme Court for sentencing. An award for financial assistance pursuant to section 10(1)(f) was made.	\$35,000.00	28/09/11
11/59	A male was attacked by a person known to him at a bar. He sustained injuries including facial cuts and severe dental damage. An award for financial assistance pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$5,081.95	23/11/11
11/62	The female victim arrived home from work to find a man at her house. She was hit on the head. She suffered facial injuries including multiple fractures and a broken nose. Interim awards pursuant to sections 10(1)(a) and 10(1)(b) were made.	\$1,689.41	23/11/11
		\$3,348.85	30/01/12
11/65	The female victim of domestic violence sustained many attacks over about 6 years. She incurred both physical and psychological injuries as a result. An award for financial assistance pursuant to section 10(1)(a) was made. A further interim award pursuant to section 10(1)(b) was made.	\$1,700.00	11/11/11
		\$4,802.72	13/01/12
		\$765.00	21/05/12
11/66	A male police officer was injured whilst attempting to apprehend a person. He suffered injury to his face, hands and ribs as well as sustaining psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$4,037.00	15/06/12

11/68	A female police officer suffered injury whilst attending a disturbance. She was spat in the face, eyes and mouth by a female person. This person was subsequently charged. She suffered injury to her face and also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,081.00	10/02/12
11/69	The male applicant was the victim of road rage. He was continually punched until the police intervened. He suffered a broken fifth metacarpal during the attack. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$3,852.30	11/11/11
11/72	A young female child was the victim of sexual assault by her father. He was sentenced to imprisonment. An award pursuant to section 10(1)(f) was made.	\$50,000.00	28/05/12
11/75	The wife of a murder victim applied for expenses incurred as a consequence of the murder. An interim award pursuant to sections 17(1)(a) and 19(2) was made.	\$47,071.33	30/01/12
11/77	The male applicant was waiting for a bus when he was attacked by 2 unknown males. He suffered abrasions and bruising to his body and now suffers depression. An award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$717.10	12/12/11
11/79	A young girl was assaulted by her father. He was fined and convicted for the assault. Interim awards pursuant to sections 10(1)(a) and 10(1)(c) were made.	\$3,356.59	23/01/12
		\$480.24	24/02/12
11/84	A female police officer was injured whilst attempting to apprehend a male person. She suffered injury to her face, neck and lower back as well as sustaining psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$6,118.05	26/03/12
11/86	The male applicant was the victim of an unprovoked attack. He sustained bruising to his brain and injuries to his face. An award pursuant to section 10(1)(a) was made.	\$816.10	10/02/12
11/93	A young person was the victim of chronic sexual abuse by a person known to her. She now suffers from psychological injuries. An award pursuant to section 10(1)(f) was made.	\$40,000.00	21/05/12

11/94	The male applicant was the victim of an unprovoked attack by an unknown person. His injuries included a laceration to the front section of his skull. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$3,674.93	9/04/12
11/97	The female applicant was hit in the face by an unknown person after approaching her neighbours regarding noise levels at a party. She suffered injuries to her face, knees and neck. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$1,121.97	26/03/12
11/98	The female applicant was the victim of sexual abuse by her father as a child. She suffers from ongoing post traumatic stress symptoms. An award pursuant to sections 10(1)(a), and 10(1)(f) was made.	\$45,240.00	23/05/12
12/1	The applicant was the victim of sexual assault as a child by a person known to her. An award pursuant to section 10(1)(f) was made. She suffers psychological injuries, trauma and stress. The offender was charged and convicted.	\$45,000.00	15/06/12

