



ACT
Government

Justice and Community Safety

VICTIMS OF CRIME SUPPORT PROGRAM

**ANNUAL REPORT
2010–11**



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Contents

Transmittal Certificate	v
Abbreviations & acronyms	vi
Introduction	1
PART 1: THE VICTIMS OF CRIME COMMISSIONER	3
SECTION A: PERFORMANCE AND FINANCIAL MANAGEMENT REPORTING	5
A.1 Organisation	5
A.2 Overview	6
A.3 Highlights for 2010–2011	10
A.4 Outlook for 2011–2012	11
A.5 Management Discussion and Analysis	14
A.6 Financial Report	14
A.7 Statement of Performance	14
A.8 Strategic Indicators	15
A.9 Agency Performance	15
A.10 Triple Bottom Line Report	15
SECTION B: CONSULTATION & SCRUTINY REPORTING	16
B.1 Community Engagement & Education	16
B.2 Internal & External Scrutiny	16
B.3 Legislative Assembly Committee Inquiries & Reports	16
B.4 Legislation Report	16
SECTION C: LEGISLATIVE & POLICY BASED REPORTING	18
PART 2: VICTIM SUPPORT ACT	19
SECTION A: PERFORMANCE AND FINANCIAL MANAGEMENT REPORTING	20
A.1 Organisation	20
A.2 Overview	25
A.3 Highlights	29
A.4 Outlook	34
A.5 Management Discussion and Analysis	34
A.6 Financial Report	34
A.7 Statement of Performance	35
A.8 Strategic Indicators	35
A.9 Analysis of Agency Performance	35
A.10 Triple Bottom Line Reporting	35

SECTION B: CONSULTATION & SCRUTINY REPORTING	36
B.1 Victim Support ACT and the Community	36
B.2 Internal & External Scrutiny	37
B.3 Legislative Assembly Committee Inquiries and Reports	37
B.4 Legislation Report	37
SECTION C: LEGISLATIVE & POLICY BASED REPORTING	38
C.7 Staffing Profile	38
C.14 Government Contracting	42
C.15 Community Grants/Assistance/Sponsorship	42
C.16 Territory Records	42
C.17 Human Rights Act 2004	42
C.19 Multicultural Strategy 2010–2013	42
C.20 Aboriginal and Torres Strait Islander Reporting	43
C.22 ACT Women’s Plan 2004–2009 and 2010–2015	43
PART 3: VICTIMS OF CRIME (FINANCIAL ASSISTANCE) ACT 1983	45
Contents	46
Explanation as to the operation of the Act for the financial year 2010–2011	47
2010–2011 Summaries	50

12 September 2011

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 2010-2011, 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 Coordinator during the period 1 July 2010 to 27 February 2011 and the Victims of Crime Commissioner during the period 28 February 2011 to 30 June 2011 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

A handwritten signature in black ink, appearing to read 'John Hinchey', with a stylized flourish at the end.

John Hinchey
Victims of Crime Commissioner

Abbreviations & acronyms

AFP	Australian Federal Police (ACT Policing)
AIC	Australian Institute of Criminology
ANU	Australian National University
CRCC	Canberra Rape Crisis Centre
DPP	Director of Public Prosecutions
DVCS	Domestic Violence Crisis Service
DVPC	Domestic Violence Prevention Council
DVC	Domestic Violence Project Coordinator
FVIP	Family Violence Intervention Program
JACS	Justice & Community Safety Directorate
UN	United Nations
VOCAL	Victims of Crime Assistance League (ACT)
VSACT	Victim Support ACT
VSS	Victims Services Scheme



INTRODUCTION

This is the tenth 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.

Part 1: Victims of Crime Commissioner

Part 2: Victim Support ACT

Part 3: Victims of Crime (Financial Assistance) Act 1983



PART 1

THE VICTIMS OF CRIME COMMISSIONER

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*.

Mission:

To enhance the response of the criminal justice system to victims of crime.

Values:

Integrity, independence, trustworthiness, persistence, and effectiveness.

The key objectives of the Victims of Crime Commissioner are to:

- › lead Victim Support ACT, the government's one-stop shop for victims of crime;
- › manage the victims services scheme;
- › advocate for the interests of victims and assist them to participate in justice processes that affect them;
- › ensure that victims receive information and assistance they need in connection with their involvement in the administration of justice;
- › encourage and facilitate cooperation between agencies involved in the administration of justice with respect to victims; and,
- › advise the Minister on matters relating to the interests of victims.

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 victims of crime and the ACT Attorney General. 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 stakeholders of the Victims of Crime Commissioner, particularly the Canberra Rape Crisis Centre and the Domestic Violence Crisis Service.

A.2 Overview

Review of the *Victims of Crime Act 1994*

The *ACT Victims of Crime Act 1994* was one of the first statutes recognising victims in Australia and established an independent statutory officer in the form of a Victims of Crime Coordinator to advocate for the protection of victims rights. In November 2007 a review of the *Victims of Crime Act 1994* was announced by the ACT Government, partly in response to recommendations from the Victims of Crime Coordinator who had called for reform of the Act and partly due to the practicalities that flowed from the Government's amalgamation of victim advocacy and therapeutic services in the creation of Victim Support ACT.

In 2010 the *Victims of Crime Amendment Bill 2010* introduced a number of reforms to the *Victims of Crime Act 1994*, inserting an objects clause into the Act, establishing a Victims Advisory Board and replacing the Victims of Crime Coordinator position with a Victims of Crime Commissioner. An Acting Commissioner was appointed on 28th February 2011 pending a recruitment process for the position.

The reforms also changed the management of complaints by transferring that function to a relevant complaint entity, such as the Human Rights Commission or the Ombudsman. The Commissioner has a function to try to resolve any concern raised by a victim about non-compliance with the governing principles by an agency involved in the administration of justice.

Reasoning behind the shift in complaint investigatory powers from the Commissioner to the ACT Ombudsman was based on a perception of a conflict of interest for the Commissioner to retain that function and to administer the service delivery of Victim Support ACT. The Victims of Crime Coordinator (VoCC) had argued against the transfer of this function, advising that the VoCC had received no substantive evidence, allegation or description of any example of when a conflict of interest had been notified. In addition, the VoCC had in place a policy to deal with complaints against Victim Support ACT.

The inclusion of stated objects in the Act will assist agencies to understand their role and responsibility in regard to meeting the interests of victims.

The establishment of the Victims Advisory Board (the Board) is welcomed. The functions of the Board are to advise the Minister on policies, priorities and strategies for the acknowledgement, protection and promotion of the interests of victims in the administration of justice; and if asked by the Minister, help develop and maintain protocols and procedures for the treatment of victims by agencies involved in the administration of justice.

The Board's role will be to complement and support the Victims of Crime Commissioner to achieve better outcomes for victims of crime. Terms of reference for the Board were being developed at the time of preparing this report.

The Board consists of:

- the Director-General, Justice and Community Safety (chair);
- the Victims of Crime Commissioner;
- the DPP;
- 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 indigenous communities; and,
- one person who is a lawyer.

The reforms also created a Victims of Crime Commissioner and clearly articulated the Commissioner's statutory role to advocate for the interests of victims.

The Commissioner was given statutory responsibility for the management of the Government's victims' service scheme pursuant to s22 of the *Victims of Crime Regulation 2000*. The Commissioner's functions in this regard are:

- to decide the eligibility of people for the different levels of services under the victims services scheme; and
- to provide, or arrange for the provision of, professional services for victims in accordance with this regulation; and
- as appropriate, to refer victims to other entities who provide other assistance and support to victims; and
- to keep records about victims for which services are provided; and
- to train and supervise people engaged by it to provide services; and
- to report to the Director General every 6 months on the services the commissioner provides or arranges; and
- to evaluate the day-to-day operation of the victims services scheme; and
- to establish a victims support network in consultation with community organisations and other entities that deal with victims; and
- to provide a telephone contact for people seeking information about, or services under, the victims services scheme; and
- to develop and maintain a volunteer program to provide practical assistance and support to victims and to train and supervise volunteers for the program; and
- to provide victims with information and assistance about the criminal justice system, the operation of the victims services scheme and complaint procedures; and
- to keep financial records of the commissioner's operations under the victims services scheme.

Ms Robyn Holder: *Victims of Crime Coordinator 1996–2011*

Ms Robyn Holder ended her final term as the Victims of Crime Coordinator on 27th February 2011. Robyn has worked extensively to improve the rights of victims and to give them a voice in the justice system. She has worked tirelessly and passionately to support victims and to advocate on their behalf. She has been central to promoting and progressing victims' rights in the ACT.

Robyn has worked in justice, law and service reform for nearly 30 years. Prior to her work in Australia, Robyn worked in the community safety field in local government in the UK. She was

Honorary Advisor on Women's Community Safety to the Association of London Authorities, a member of the Analytical College of the European Forum on Urban Safety and a visiting tutor at the Bramshill Police Staff College.

Since 1998 Robyn was the Chair of the Family Violence Intervention Program (FVIP) Coordinating Committee. She provided strategic direction and planning to the FVIP. Agencies involved in the FVIP rightly acknowledge that Robyn Holder has been the driving force behind the program and was largely responsible for its development and success.

In 2007 the ACT was chosen, along with the UK and US, to partner locations in Canada for three year international research collaboration on justice responses to intimate partner violence. Robyn represents the ACT in this network.

Robyn was also responsible for producing a report into the operations of 10 years of the *Victims of Crime Act 1994*. The report, titled "*The Quality of Justice*" captures all of the major issues facing victims of crime and the justice systems responses to them. *The Quality of Justice* report remains an important reference for victim advocates and law reformers.

Another important report, *We Don't Shoot Our Wounded*, investigated the extent to which Aboriginal and Torres Strait Islander victims of family violence access the justice system in the ACT and the support available to them.

In 2007 Robyn took responsibility for successfully establishing a new victim's agency. Victim Support ACT was created by the amalgamation of Robyn's office with the Department of Health's business unit known as Victims Services Scheme. Victim Support ACT was set to become the Government's "one-stop" shop under Robyn's leadership.

Robyn has been an active member of Victim Support Australia (VSA) Inc for a number of years including several years as Chair of VSA.

Robyn is enrolled as a doctoral candidate at the Australian National University. She will explore the extent to which satisfaction for victims of violent offences with criminal justice intervention is linked to their expectations and experience of procedural fairness in how their case is dealt with by justice authorities.

Robyn Holder's name is synonymous with victims rights. Her contribution as Victims of Crime Coordinator over many years was significant and is gratefully acknowledged by those who continue to advocate for victim participation in our justice systems.

Community based services to victims of crime

In November 2000, the Department of Justice and Community Safety contracted ACT Community Care to deliver the newly established victims services scheme pursuant to the requirements of the *Victims of Crime Regulation 2000*. In December 2000 ACT Community Care sub-contracted the Victims of Crime Assistance League (ACT) Inc. (VOCAL) to deliver the volunteer component of the victims services scheme pursuant to s22(j) of the *Victims of Crime Regulation 2000*.

The contractual arrangement between ACT Community Care and VOCAL remained in operation until 2007 when the Department of Justice and Community Safety (JACS) ended its arrangement with ACT Community Care and took direct responsibility for the delivery of the victim's services scheme. At this time, Victim Support ACT was established as a business unit within JACS and the Victims of Crime Coordinator was given responsibility for the administration of Victim Support

ACT. A new three year contract was negotiated with VOCAL for 2007-08 to 2009-10 to continue its function to deliver the volunteer program. This contract was extended by 12 months in 2010-11.

Since the year 2000, other community service agencies had developed an interest and expertise in running volunteer programs and in delivering services to victims of crime. As no competitive process had ever been undertaken to allow other community based agencies to formally express an interest in delivering the volunteer program, consideration was given to allow an open, transparent tender process to be conducted to test the market for the future delivery of the program. VOCAL's contract was extended to December 2011 to allow it time to prepare for the tender process. It is expected that the tender process will be completed before the end of 2011.

Access to Justice & Access to Services

The creation of the one-stop shop for victims of crime in the ACT is designed to make access to justice and access to services easier and simpler. The report of Victim Support ACT in this volume describes in detail how access is provided.

Of particular note is the 30% increase since 2007/08 in the proportion of people taking up the opportunity for support and advocacy services. This increase suggests a vote of confidence in the one-stop shop approach. However, specific challenges continue to develop including the available capacity to deliver support & advocacy to increased numbers of victims and often over very long periods of time.

Victims often find their lack of rights in the system very upsetting and disturbing. In essence it is the common perception and experience of victims that the rights of the accused and the public interest take precedence over their own rights and interests.

The Women's Legal Centre and Legal Aid ACT have provided invaluable assistance to the Commissioner to secure access to legal advice, assistance and representation for victims. The assistance provided is gratefully acknowledged.

Restorative Justice

The *Crimes (Restorative Justice) Act 2004* has been in operation for over six years. In that time the Restorative Justice Unit has convened over 700 conferences between victims of crime and young people who are responsible for crime. Victims of crime have consistently reported very high satisfaction with their experience of restorative justice, saying that they experience a decrease in levels of anger, fear and anxiety following their participation in a conference with the person who has harmed them.

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. Restorative justice works because the process is fair and reasonable to all parties.

The *Crimes (Restorative Justice) Act 2004* allows restorative justice to become available to victims of adult offenders. Uncertainty about the amount of resources that would be required to open the scheme to adult offenders and their victims has delayed the move into the adult criminal justice system.

A partial expansion of the scheme to the adult system, capturing young adult offenders aged between 18 and 25 years of age, may be a practical and sensible approach. It would require modest resourcing compared to a full roll out and would allow victims of crime greater access to restorative justice. Importantly it would also allow young adult offenders an opportunity to be diverted from the criminal justice system.

Trial by Jury

On 23 June 2011, the Government's *Criminal Proceedings Legislation Amendment Bill 2011* was enacted. The reforms achieved by this Bill require trials of serious offences like murder, manslaughter, culpable driving occasioning death and sexual offences (including child pornography offences), to be heard before a jury. Victims of crime welcome these reforms that have validated and strengthened the role of juries in our justice system.

From a victim's perspective it was concerning that the ACT had the highest rate of election for judge-alone trials in Australia, with 56% of cases being heard without a jury. The next closest jurisdiction, South Australia, with similar legislation to the ACT, has 15% of cases heard by judge alone.

Victims want fairness from the criminal justice process. They want to be treated fairly and they want to see fair processes. When defendants demonstrate a consistent preference for judge alone trials, victims perceive this to be an unfair advantage to defendants. Excluding serious offences from being heard by a judge alone will help maintain community confidence in our trial processes.

Family Violence Court

Victims of crime welcomed the Government's initiative to establish a Family Violence Court, ensuring the continued practice of the Family Violence listing by the Magistrates Court. Formalising a specialist family Violence Court is testament to the importance of the ACT Family Violence Intervention Program (FVIP).

The FVIP has highlighted the complexities of family violence and demonstrated the need for specialist and targeted responses to offenders and victims of domestic violence.

A.3 Highlights for 2010–2011

The partial reform of the *Victims of Crime Act 1994* was achieved.

Major projects that were progressed include the Police Victim Referral Research (a joint project with ACT Policing and involving the Australian Institute of Criminology, AIC), and the evaluation of the Family Violence Intervention Program (*also involving the AIC*).

The Victims of Crime Commissioner in association with the Australian Institute of Criminology & the Australian National University were pleased to sponsor a seminar, delivered by UK academic and author, Dr Jonathan Doak, on the topic of '*Victims Rights in a Human Rights Framework*'.

Dr Doak is a Reader in Law at Nottingham Law School, Nottingham Trent University where he is also Director of the Criminal Justice Research Group. He has published widely in the fields of victimology, restorative justice, and criminal evidence. Dr Doak was welcomed by Ms Helen Watchirs, the ACT Human Rights Commissioner. The event was strongly attended.

A.4 Outlook for 2011–2012

The Victims Services Scheme

Victim Support ACT has made changes to its intake and assessment procedures to attempt to manage the current high demand placed upon its case managers who administer the victims' services scheme. Despite some gains in efficiencies, caseloads remain unacceptably high, with part-time workers carrying 80 cases and full-time caseworkers managing caseloads of 100 or more. The management of such high workloads is an occupational health and safety issue. This workload is not sustainable and is well above comparable other human services.

Other factors indicate that the demand for service will continue to grow. A relatively small proportion of victims currently access the scheme. A joint research with ACT Policing in 2009–10 revealed that only 19% of victims were informed about victim services and, of these, 66% would have accepted a referral at the time of the offence if they had been aware of the services available to them.

Those who are referred have a right of access to the victims' services scheme. Under the *Victims of Crime Regulation 2000*, all victims of crime have an entitlement to receive services from Victim Support ACT ranging from two hours per client to 20 hours. Further entitlements may be provided in exceptional circumstances.

Resolution of the unacceptable high workloads will be a primary objective for the Victims of Crime Commissioner in 2011–12.

The conduct of a new procurement of Approved Providers under the victims services scheme to secure compliance with the *Procurement Act* and the *Victims of Crime Regulation* has consumed significant resources and time within Victim Support ACT. An inadequate number of tenders were received in the first stage. A second and third stage select tender was conducted to minimise exposure to business risk.

Despite three tender processes the total number of Approved Providers that have tendered and been approved is still well below the number of Approved Providers that were available to Victim Support ACT prior to conducting the tender processes. This shortfall of external assistance to support the victims' services scheme is exacerbating the workloads on Victim Support ACT caseworkers.

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. Additional resources must be identified in 2011–12 to ensure remuneration to Approved Providers is commensurate with similar health schemes.

Structural & Process Review

Work Classifications & Value

Experience over the past three years has shown that victim support work requires an extraordinarily broad range of skills, experience and expertise to manage complex trauma and cases that involve multiple legal processes and systems. Consultations by staff with CPSU delegates have given rise to a request for a review under Section D3 of the Certified Agreement. The review will be a priority in 2011–12.

Business Process Review

Increased client demand, quality assurance problems and cost drives have led to a thorough business process review. A new Early Intervention Team has been developed to create a means to filter and assess intake earlier. A parallel review of case administration practices has identified ways to shift the burden of administration from case workers to administrative assistants. Preliminary indications are that the trial has been successful and 2011–12 will see a focus on establishing a dedicated team to process high volume matters.

The outlook for 2011–2012 is one of expanded statutory functions and law reform that will require examination of operational practices. Also anticipated is a continued increase in the number of victims making contact with the one-stop shop for justice advocacy.

Further attention to reform will also be an aim through renewed consideration of victims' rights under the *Victims of Crime Act 1994*.

This combination of demands will continue to impact heavily on the Victim of Crimes Commissioner's capacity to deal with system-wide programs and reforms such as the Family Violence Intervention Program, the Sexual Assault Reform Program, and the mental health jurisdiction and court developments such as the Galambany Circle Sentencing Court.

Financial assistance for victims

In previous Annual Reports the Victims of Crime Coordinator has commented on problems associated with the statutory Financial Assistance Scheme (FAS) orders and expressed concerns that the process almost re-victimises applicants.

The Victims of Crime Commissioner shares those concerns. The scheme appears to have become adversarial, unnecessarily bureaucratic, difficult to access and often overly dependent upon a perpetrator being convicted of a criminal offence before eligibility for the scheme is assessed.

Victim Support staff spend considerable time to assist and guide clients through the process. It is a relevant function of the Commissioner for staff to do so, however, staff express frustration with the complicated and tedious nature of the work. Many victims decide not to pursue their entitlements because it is too hard for them.

Other jurisdictions, notably Queensland, NSW and the Northern Territory have moved away from court-based liability schemes to those based on an administrative assessment model. The Victims of Crime Commissioner will be advocating for reforms to the financial assistance scheme in 2011–12.

Advocacy for Victims of Crime

Systems Advocacy

“Systems advocacy” comprises activities focussed on policy, procedural, service and legislative reform with agencies engaged in the administration of justice. “Systemic issues” refers to areas of practice, procedure, service or law that affect the ability and capacity of agencies engaged in the administration of justice to meet their obligations to victims of crime in a manner that is consistent, reliable, transparent and that lend themselves to proper performance management and accountability.

The capacity and capability of the justice system to collect and store victim contact information remains very restricted, ad hoc and inefficient. It remains the case that victim information is re-entered in databases in at least three different justice entities with very little systemic sharing and rationalising.

It is hoped that the Victims Advisory Board will assist agencies to develop protocols with Victim Support ACT to an exchange of information that will assist victims to access their rights and entitlements.

Serious crimes, including Homicide and the impact on victims of crime, have had a significant impact on the work of the agency over the reporting period. The working collaboration with ACT Policing in this area is most valuable. Demand upon our services experience peaks that relate to significant events at Court, such as the charge and plea process, media reporting and the content of news items, giving of evidence, decisions, judgements, sentencing and appeals. Victim Support staff who are skilled trauma counsellors provide support to victims and their families at these important times.

Domestic Violence Project Coordinator

Since 2000, the Victims of Crime Coordinator has been appointed by the Attorney General, under section 11 of the *Domestic Violence Agencies Act 2001*, as Domestic Violence (DV) Project Coordinator. The statutory functions of this position focus primarily on measures to promote the coordination and reform of government responses to domestic violence.

The Victims of Crime Commissioner will continue 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 (DVPC).

The DV 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. The data will be published in 2011 as part of a review and evaluation of the FVIP conducted by the Australian Institute of Criminology.

The capacity of the Victims of Crime Coordinator (VoCC) to deliver the statutory functions of the DV Project Coordinator has reduced in recent years since the position was given responsibility for establishing Victim Support ACT. The Victims of Crime Commissioner has been given additional functions to that of the VoCC, in particular the function to deliver the victims services scheme. The capacity of the Victims of Crime Commissioner to adequately perform the role of Domestic Violence Project Coordinator will be a challenge for 2011-12.

A.5 Management Discussion and Analysis

The bringing together of the statutory responsibilities of the Victims of Crime Commissioner and the administration of a Government service to victims of crime within Victim Support ACT continues to present significant resourcing challenges, as has been indicated in the VoCC's last two annual reports.

The Victims of Crime Commissioner is agency head of Victim Support ACT and spends a majority of time managing the administration and service delivery function of Victim Support ACT.

The integration of the victims services scheme formerly administered by the Health Directorate with the justice advocacy and support function of the Victims of Crime Coordinator has achieved the Government's aim to create a one-stop shop for victims of crime. Within Victim Support ACT, victims of crime may now access health professionals for assistance with their therapeutic needs and to advocate on their behalf and support them through their justice process. In particular, this includes significant support and guidance to enable victims of crime to apply for financial assistance under the *Victims of Crime (Financial Assistance) Act.1983*.

The Commissioner's staff also delivers justice advocacy services such as court support to victims. This activity is undertaken on a needs basis and for as long as is required by the client – often over a number of years at irregular intervals, dependent upon the progress of a case through the justice system.

A.6 Financial Report

Over 2009–2010, Victim Support ACT was allocated a budget of \$2,320,000 of which \$1,115,000 was allocated for employee expenses and \$989,000 for non-employee expenses. A further \$216,000.00 was allocated for fixed expenses. Rental costs absorbed \$144,000 in fixed expenses. Other major costs in fixed expenses were fit-out depreciation of the refurbished premises, energy and cleaning costs.

The Victims of Crime Commissioner and the Domestic Violence Project Coordinator are managed within this budget.

Victim Support ACT funded VOCAL for volunteer support workers in the amount \$235,000 (GST exclusive).

Payments totalling \$405,478.00 were paid to Approved Providers for client services.

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

A.7 Statement of Performance

Discussion on the performance of the Victims of Crime Commissioner as hosted within Victim Support ACT is contained within the Annual Report of the Justice & Community Safety Directorate.

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 539 clients were made aware of their rights. This figure is measured by the number of clients who are accepted for intensive case management. The Victim Support ACT database does not provide for the recording of the number of clients who are informed of their rights in particular. For example, when being supported through a court proceeding or making an application for financial assistance, clients will be provided with detailed information about their rights and entitlements. This detail cannot be reflected in the Victim Support ACT database.

A.9 Agency Performance

The performance of the Victims of Crime Commissioner is discussed in the sections regarding the victims services scheme, system advocacy and in the Victim Support ACT annual 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 Justice & Community Safety Directorate.

SECTION B: CONSULTATION & SCRUTINY REPORTING

B.1 Community Engagement & Education

The Victims of Crime Commissioner conducts community education activities as resources allow. These constraints precluded a substantive schedule of activities over the reporting period.

The Victims of Crime Commissioner undertakes to engage with the community as the need arises.

B.2 Internal & External Scrutiny

Some internal and external scrutiny of the activities of the Victims of Crime Coordinator (VoCC) took place over 2010–2011 (up to 27th February 2011 when the position of the VoCC ceased to exist) during the review of the *Victims of Crime Act 1994*. In particular, in response to external concerns about the management of complaints about the service (of which none were formally received), staff received internal briefing about Victim Support ACT policy and procedures.

Agency	Nature of Inquiry	Recommendations/ Outcome of Inquiry	Response to the Outcome of the Inquiry
Victim Support ACT	Review of legislation	Nil recommendations in reporting period	Staff received internal briefing about Victim Support ACT policy and procedures for: Responding to complaints about Victim Support ACT Responding to complaints about Approved Providers Responding to complaints about agencies engaged in the administration of justice

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 2010–11.

B.4 Legislation Report

The Victims of Crime Commissioner has the following functions in connection with the administration of justice:

- 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.

Responsibility for the management of the victims' services scheme was transferred from the Director-General, JACS to the Victims of Crime Commissioner on 28th February 2011 following reforms to the *Victims of Crime Act 1994*.

S11(a) is a daily function of the Commissioner.

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 the attention of the Commissioner.

The Commissioner has no powers to ensure that concerns and formal complaints about non-compliance with the governing principles are dealt with promptly and effectively (d).

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

The Commissioner promotes 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.

The capacity of the Commissioner to further disseminate information in community or professional education (g) is limited at this time, although the Commissioner plans to conduct an open tender to procure a community organisation to assist the Commissioner meet this obligation in 2011–12.

The Victims of Crime Commissioner provides information concerning the operation of the Act and the functions of the Commissioner (h) in conference presentations and at other appropriate fora.

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

The Commissioner works consistently with other agencies to encourage and facilitate cooperation between agencies involved in the administration of justice with respect to victims (j).

The Commissioner advises 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 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)

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)



PART 2

VICTIM SUPPORT ACT

SECTION A: PERFORMANCE AND FINANCIAL MANAGEMENT REPORTING

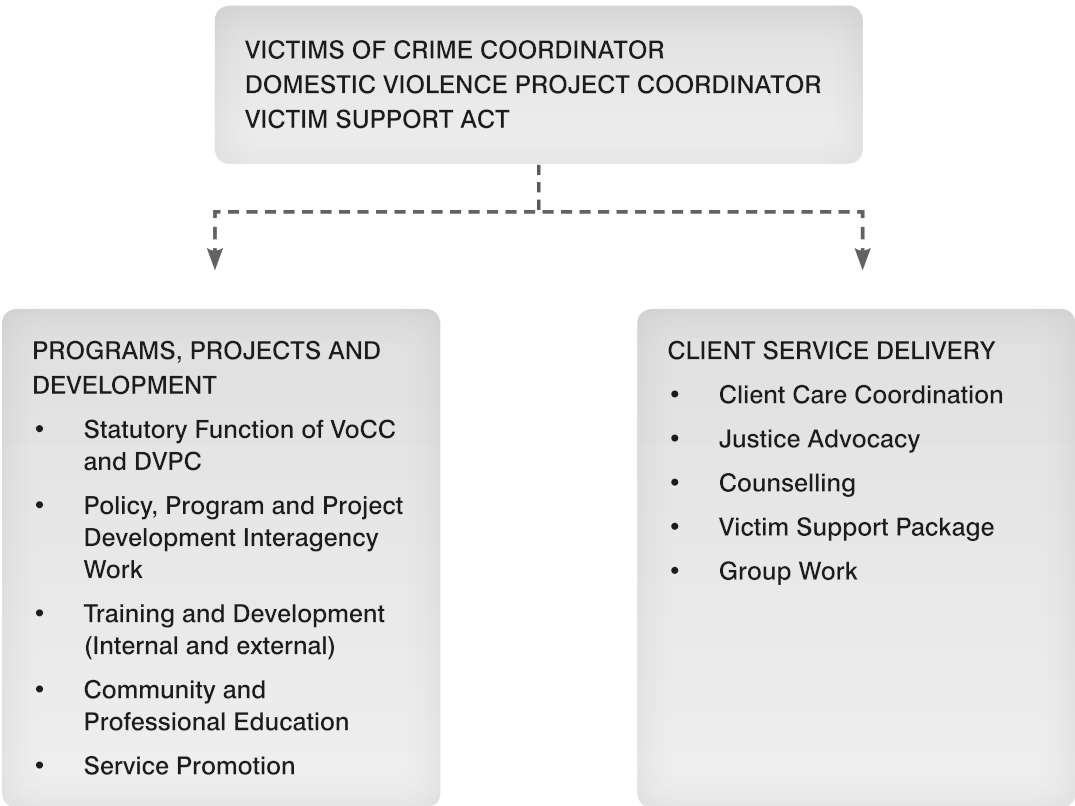
A.1 Organisation

Victim Support ACT is designated as the ACT Government's one-stop shop for victims of crime and their families in the ACT¹. The mission of Victim Support ACT is to create “a centre of excellence in providing assistance to victims of crime in the ACT”.

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



1) The definition of 'victim of crime' is as per the *Victims of Crime Act 1994*.

The services that Victim Support ACT provide include:

- › Victims services scheme
- › Justice advocacy program
- › Homicide families support program
- › Learning to Live program
- › Group work program
- › Wraparound program
- › Professional development
- › Inter-agency programs (FVIP, SARP)
- › Volunteers in the community (VOCAL)
- › Community education
- › Statutory support

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, Canberra Men’s Centre, and VOCAL. 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 developed rapidly 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 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.²

2) 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.

The strategic direction of Victim Support ACT is set by a Strategic Plan 2008–2011 and informed by the Strategic Plan for the Justice and Community Safety Directorate.

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 does not need to have been reported to police, and may even have occurred outside the ACT. Family, significant others, friends and witnesses can also access the service.

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.

People who are affected by crime can be adult or child, male or female and come from a range of different community backgrounds.

(b) How are services provided?

People make contact with Victim Support ACT by a variety of means but primarily by direct telephone contact. As a result of the close working relationships developed with other agencies, Victim Support ACT has seen an increase in the number of referrals received from other agencies.

For some people the services provided at the point of first contact are sufficient for their needs. 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
- › Appointments – phone or face-to-face

In response to the increase in demand in recent years, Victim Support ACT piloted new processes to better manage the increase in new clients and new referral pathways. The processes include:

1. *Expanded reception* intended to better assist and respond to matters in high volume.
2. *Early intervention* that seeks to finalise cases early through an expanded and combined reception/intake.
3. *An allocations* process where all cases not resolved at reception/early intervention is reviewed at a weekly meeting where managers will consider the appropriate distribution of cases to particular staff.

For those clients who wish to engage more fully with professional staff a case worker is allocated who then provides a more extensive *assessment*. The assessment can also be conducted over the phone but for some 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 will include more 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 will also include 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.

Case planning aims to be holistic, practical, and therapeutic. It can include aspects of people's involvement with various justice processes, housing and employment. It is always tailored to the individual's circumstances.

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 private practitioners (Approved Service Providers) is limited to those who experience a violent crime in the ACT. However, support, case management and coordination as well as advocacy to access rights and entitlements are restricted only by caseload demands.

Central to the provision of client-centred and practical intervention is the victim support package. The package is available to those who are eligible for services under the Victim Services Scheme. Through the means of a 'package' Victim Support staff 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 may additionally include justice advocacy services. Many people who have experienced crime will become involved in some legal or justice process. This could be reporting to police or appearing in court or 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.'*³

An important aspect of service delivery is that staff review and evaluate whether the care plan is meeting the client's needs. This will happen often as different impacts following crime become apparent over time, and while some issues are resolved, others can emerge. In addition, different events or anniversaries can affect how people recover from crime.

3) s11(i) *Victims of Crime Act 1994*.

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

- The Victims' Services Scheme enables the provision of professional services for victims as prescribed by the *Victims of Crime Regulation 2000*. The Victims Services Scheme extends services incrementally to victims according to the case goals of individuals and the capacity of clients to meet those goals.
- Justice advocacy services include assistance and support to people who need to be involved in a justice or legal process as a result of the crime or who wish to be involved as part of their recovery process. 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. It may also include assisting victims with particular justice processes such as appearing at the Galambany Circle Sentencing Court or for a restorative justice conference. This area of support will often require coordination and liaison with others in the justice system, notably police, prosecutors, court officers, correctional staff and lawyers.

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 providing assistance for people to apply for victims of crime financial assistance or reparation orders at sentence hearings or assisting victims when their offender becomes subject to the mental health jurisdiction of the ACT Administrative & Civil Tribunal.

- 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.
- The **learning to live program** is a pilot program aiming 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 and a service response to this assessment will often include tutoring and behavioural interventions.
- The **group work program** is an eight week course for people to learn and practice 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 proceeding through the criminal justice system.
- **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, to 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.

A.2 Overview

The Year in Review

The reporting period 2010–2011 saw a continuation of the increase of demand on our services that has occurred in recent years. 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 Service Delivery

Nearly 1400 victims were assisted in 2010–2011

TABLE 2: Total clients who initiated contact in 2010–2011

Total clients who initiated contact in 2010–2011	
Total number of new clients	757
Total number of existing clients with new episodes of victimisation	35
TOTAL NEW CLIENTS	792

Table 3 identifies the percentage breakdown for the different levels of service provided to clients under the Victims Services Scheme.

TABLE 3: Victims Services Scheme categories

% of all current active clients (approx 1400)	
Level 1	22%
Level 2	65%
Level 3	30%
Exceptional Circumstances	1%

In the reporting period 737 client files were closed. File closure follows a procedure whereby case plan goals are recognised as being met or the client has ceased contact. In the latter case, Victim Support staff attempt to make contact with the client by telephone and in writing. If direct contact is not established the file is closed. The client is provided with a letter advising them of this but with an invitation to re-contact should the need arise.

TABLE 4: Age Distribution of Clients

Age Group	%
Below 10 Years	9
10 – 17 years	15
18 – 25 years	19
25 – 30 years	10
31 – 35 years	8
36 – 40 years	9
41 – 45 years	9
46 – 50 years	6
51 – 55 years	5
56 – 60 years	3
Above 60 years	3
Unknown	4

TABLE 5: Gender

Gender	%
Female	62
Male	31
Unspecified	7

TABLE 6: Ethnic Identity of Clients

Ethnic identity	%
Aboriginal or Torres Strait Islander	3
Neither Aboriginal nor Torres Strait islander	74
Unspecified	23

The predominant client group are those who have been directly harmed by the incident of crime and are “primary” victims. A significant client cohort are those family and friends who are supporting the primary victim and who themselves are affected by the incident to varying degrees.

TABLE 7: Type of Victim

Type of Victim	%
Not Stated	1
Primary	78
Related	9
Witness	12

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

- 83% of clients are victims of personal crime
- 32% of clients presented as victims of domestic violence
- 14% of clients present as victims of a sexual offence

TABLE 8: Type of Crime

Offence	%
Assault	24
Assault (DV)	32
Sexual assault	14
Armed Robbery	3
Attempted Murder	1
Burglary	1
Harassment	3
Murder	3
Robbery	1
Stalking	2
Threat to kill	1
Other	2
Not recorded	13

The majority of victims presenting to Victim Support ACT know their offender.

TABLE 9: Relationship to Offender

Relationship to Offender	%
Ex-partner	18
Family Member	19
Known Other	16
Neighbour	3
Partner	5
Not recorded	20
Not known other	19

Offence Consequences

Victims of crime experience a wide range of impacts and consequences, which Victim Support ACT categorises as: psychological-emotional, physical, social, and financial. There is capacity on the database to record more than one consequence of the offence as experienced by the clients. Notwithstanding this, 85% of clients identify the primary impact of the offence as being psychological-emotional.

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. Where this data is collected —

- 53% of clients made contact within one month of the offence
- 24% of clients made contact within six months of the offence
- 8% of clients made contact within one year of the offence
- 8% of clients made contact within two years of the offence
- 7% of clients made contact when the offence occurred over two years ago.

A.3 Highlights

Victim Services Scheme

Under section 11 of the *Victims of Crime Act 1994*, the Victims of Crime Commissioner (the Commissioner) is responsible for managing the victims' services scheme. Under s22 of the *Victims of Crime Regulation 2000*, the Commissioner is also responsible for deciding the eligibility of people for the different levels of service under the victims services scheme.

The victims services scheme has the following levels of service.

Level 1

- All eligible victims of crime are entitled to receive Level 1 service under the Victims Services Scheme (VSS).
- Level 1 consists of no more than 2 contact hours.
- Level 1 is available to people who have experienced a property or a violent crime in the ACT

Level 2

- 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.
- Level 2 service consists of not more than 6 contact hours in addition to the level 1 service contact hours.
- Level 2 is available to people who have experienced a violent crime in the ACT

Level 3

- An eligible victim entitled to receive level 2 service is entitled to receive level 3 service under the VSS if —
 - (a) the victim has completed level 2 service for the crime concerned in accordance with the Care Plan; and
 - (b) 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.
- Level 3 service consists of not more than 12 contact hours in addition to the level 1 and level 2 contact hours.
- Level 3 is available to people who have experienced a violent crime in the ACT

Victim Support ACT delivers the victims services scheme through the employment of qualified case managers and intake officers employed under the *Public Sector Management Act 1994*, and through engaging private practitioners as Approved Service Providers pursuant to Division 3.4 of the *Victims of Crime Regulation 2000*.

Administrative arrangements for the recruitment, approval, contracting, management and regulation of Approved Service Providers were implemented and continued over the reporting period. ACT Procurement Solutions was engaged to commence a tender process to recruit and contract providers to the new arrangements. Two tender processes were completed this year to establish a panel of service providers for the provision of a range of disciplines to deliver support, health and clinical services to clients of Victim Support ACT.

Over the reporting period, a total of 58 Approved Service Providers were engaged to provide counselling, psycho-therapy, natural therapies, massage therapy, psychological services, and educational assessment and tutoring to victims of crime.

An additional 24 private providers were approved to deliver services to people victimised in the ACT but resident elsewhere.

Approximately 3538 hours of private professional service was delivered to clients of the Victims Services Scheme at a cost of \$404,701, which represents a 6% increase on the previous year.

The fee schedule to Approved Service Providers was reviewed in 2009–10 following which a decision was made to increase fees to better reflect market rates. This was the first increase in rates for Approved Service Providers since 2004. Most professional activities have attracted an increase in remuneration in that time and it is unsatisfactory that our providers have had no increase. For example, the basic Australian Psychological Society (APS) rates for psychologists have increased significantly over this period from \$160 to more than \$200 per hour.

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

Table 10: Approved Service Provider Fees

Discipline	Rate per hour
Psychologist	\$120 per hour
Counsellor	\$120 per hour
Social Worker	\$120 per hour
Physiotherapy – GST free	\$110 per hour
Massage Therapy	\$80 per hour
Occupational Therapy	\$110 per hour
Acupuncture	\$70 per hour
Chiropractor	Negotiated case by case
Naturopathy	\$110 per hour
Educational Support Services	
Educational Assessment	\$120 per hour
Tutoring	\$60 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.

Agencies involved in 'Wraparound' include the Canberra Rape Crisis Centre, ACT Policing, the Office of the Director of Public Prosecutions and the 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. The number of referrals to the Wraparound Program and the subsequent number that are referred on to Victim Support ACT are provided in the following table.

In 2010–11, a total of 161 sexual assault victims were referred to the Wraparound program by police. Of the total, 47 victims were then referred on to Victim Support.

Over the reporting period Victim Support ACT finalised an integrated information website about the criminal justice system for victims of sexual assault and victims of other offences. The website includes fact sheets on specific aspects of the process. The site is expected to be live in September 2011.

Business Audit

In 2010–2011 the Justice and Community Safety Directorate conducted a rolling compliance audit programme. The programme tests key legislative, regulatory, fraud and integrity risks. Rotation 5 of the rolling compliance audit programme focused on travel and related services, accounts payable and discretionary expenditure, and leave and attendance management.

Specific controls around accounts payable, discretionary expenditure, and leave and attendance management were tested and no issues were noted for Victim Support ACT. Notwithstanding that, Victim Support ACT introduced the consolidation of leave approval records and attendance sheets to facilitate reconciliation between leave taken and attendance sheets.

Group Work Program

Victim Support ACT ran another group this year, the Surviving and Thriving Group, for clients of the service. The group ran for 8 weeks from October to December. We had five participants attend the group. One participant reported that the group was very beneficial in helping her get through a time when both her counsellor and case manager were away and in particular with learning strategies that she used when giving evidence at court.

Service Development

Victim Support ACT provides a supportive environment for student work placements and to student interns and graduates from a number of disciplines. This year Victim Support ACT was pleased to provide a work placement to a social work student. Working relationships with the Australian Catholic University, University of Canberra and the Australian National University continue to evolve to support our shared interest in building the capacity of the victim support industry.

Victim Support ACT sent staff to a number of training courses this year, and the annual national victims of crime conference, to help build the professional development of staff.

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

Learning to Live Program

Victim Support ACT continues to develop a program to help traumatised children achieve success at school, feel good about themselves and believe in their future.

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 Learning to Live Program is helping children to build the resilience they need to overcome the trauma they have suffered

Max, a 10 year-old boy, is an example of how Victim Support ACT is trying to help traumatised children. Max had experienced long term abuse and neglect from his biological mother and her partners. He was removed from his mother's care and placed in the care of his father and stepmother when he was six. After this happened Max's biological mother ceased all contact with him.

Max's behaviour was extremely problematic in his new family setting. He displayed intense anger, depression, anxiety and fear. He destroyed property and was physically and verbally abusive towards his stepmother. He also became disengaged from education, refusing to attend school.

Victim Support ACT placed Max in the Learning to Live Program. He was assessed by our health professionals and referred to specialist services, including a psychiatrist and a specialist educator who works with traumatised children who have learning difficulties. Initially Max attended an intensive learning program for three hours per day for two terms after which time he returned to school full-time.

At home there is a dramatic change in Max's behaviour. He stopped abusing his step mother and has formed a very positive relationship with her. He still suffers anxiety in new situations however; he is much more settled in himself. Max is now attending school each day. Academically he is a high achiever and is more settled in his school environment. He has also developed positive friendship groups.

Justice Advocacy Services

Victim Support ACT provides justice advocacy services to people who need to be involved in a justice or legal process as a result of the crime or who wish to be involved as part of their recovery process. 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 often requires coordination and liaison with others in the justice system, notably police, prosecutors, court officers, correctional staff and lawyers.

The provision of justice advocacy services cuts across a number of offence categories and can include:

- liaison with & advocacy on behalf of a client with justice agencies;
- provision of case status information;
- information about the criminal justice process, and the rights & responsibilities of witnesses;
- information about legal rights and entitlements across a range of legal areas;
- preparation & assistance with victims of crime financial assistance applications and submissions regarding reparation orders;
- preparation & assistance with Victim Impact Statements; and,
- assistance with victim registration in adult & youth corrections and with regard to forensic patients.

Justice advocacy services also include providing assistance for people to apply for victims of crime financial assistance. Victim Support ACT case workers spend a considerable amount of time assisting clients to prepare complex paperwork and to comply with bureaucratic processes that are part of the application process for the victims of crime financial assistance scheme.

As reported in last year's annual report, clients consistently find the victims of crime financial assistance scheme to be extremely time-consuming, emotionally draining and adversarial. While the scheme is a valuable means to assist people with the impact and consequences of crime, the process can also re-victimise people.

Volunteer Program

Up until 27th February 2011, the Director-General (JACS) was responsible for developing and maintaining a volunteer program to provide practical assistance and support to victims and to train and supervise volunteers for the program.

The Director-General met this responsibility by contracting the Victims of Crime Assistance League Inc. (VOCAL) in 2010–11 to the value of \$235,520 (excl GST) to:

1. Provide general support and information to victims and their families.
2. Coordinate, train and support volunteers to support victims and their families.
3. Refer clients to appropriate counselling services and other services.
4. Promote and support victim services in the ACT.
5. Work in partnership and collaboration with other victim services and government agencies to ensure victims and their families get the best possible service.
6. Monitor services and support provided so they are in accordance with best practice, the legal framework and any relevant code of practice applicable.

The Director-General delegated primary responsibility for management of the contract to the Executive Director, Governance, Justice and Community Safety Directorate. The Director-General delegated secondary responsibility for management of the contract to the (former) Victims of Crime Coordinator.

From 28th February 2011, the Victims of Crime Commissioner became responsible for developing and maintaining the victims of crime volunteer program.

A.4 Outlook

The Government's partial reform of the *Victims of Crime Act 1994* this year reinforces Victim Support ACT as the Government's one-stop shop for the provision of information, support, and advocacy for victims of crime in the ACT.

The reforms that established a Victims of Crime Commissioner as agency head of Victim Support ACT brings clearer responsibility for Victim Support ACT to develop programs other than the Victims Services Scheme to meet the interests of victims of crime.

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.

Another challenge will be to grow our service to meet client needs within existing resources. Previous annual reports have reported significant increases in client numbers since 2007, when the Victims Services Scheme was amalgamated with the office of the Victims of Crime Coordinator.

This year nearly 800 new clients were registered for service and this was in addition to 600 clients who remained on our books from last financial year. 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. The time and resources expended to deliver justice advocacy services needs to be better measured and reported upon in future reports to reflect client demand for this critical program.

Further priorities for 2011–12 will include:

- Embedding of Early Intervention Team
- Developing the Learning to Live Program
- Advocating for victims attempting to access the financial assistance scheme;
- Building the pool of Approved Service Providers, both in number and in type of service that is offered to victims of crime;
- Up-grade of website
- Encouraging and facilitating cooperation between agencies involved in the administration of justice with respect to victims

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.

Strategic Indicator – Promotion and Protection of Rights and Interests

Success	Strategic Indicator	2010–11 Estimated Outcome	2010–11 Outcome	2011–12 Target
Increased community awareness of how to access and protect rights	Number of community members made aware of their rights	495	539	569

A.9 Analysis of Agency Performance

Information on how well Victim Support ACT has performed in meeting its objectives is contained in section A.2 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 Safety Directorate.

SECTION B: CONSULTATION & SCRUTINY REPORTING

B.1 Victim Support ACT and the Community

Victim Support ACT continues 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.

The Women's Legal Centre (WLC) supports clients of Victim Support ACT. We are very appreciative of the assistance given to many Victim Support ACT clients and we value the expertise of the WLC. In particular Victim Support ACT works closely with the WLC in assisting clients making applications under the *Victims of Crime (Financial Assistance) Act 1983*.

Community Education

Victim Support ACT undertakes community education activities when it can. However, resource constraints precluded a substantive schedule of activities over the reporting period.

Community Engagement

Victim Support ACT undertakes to engage with the community as the need arises. These activities are described below.

Line Area	Project	Consultation Process	Groups/ Individuals Consulted	Approximate No. Consulted	Outcome
	ATSI Access to Services	Consultants engaged to conduct focus groups & interviews	Young Women's Group (Gugan Gulwan), Women's Group (Winnunga), Men's Group (Winnunga)	31 (+5 staff)	Draft report produced

B.2 Internal & External Scrutiny

There are no significant developments in internal or external scrutiny of Victim Support ACT to report on over the period 2010–11.

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 2010–2011.

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.3 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 11: Total Number Employees

	Male	Female
FTE by Gender	1	13
Headcount by Gender	1	15
% of Workforce (headcount)	7%	93%

TABLE 12: Classification of Employees

Classification Group	Female	Male	Total
Administrative Officers	3		3
Health Professional Officers	11		11
Senior Officers	1		1
Statutory Office Holder		1	1
TOTAL	15	1	16

TABLE 13: Employment Category by Gender

Employment Category	Female		Male	Total
Casual				
Permanent Full-time	9		1	10
Permanent Part-time	3			3
Temporary Full-time	2			2
Temporary Part-time	1			1
TOTAL	15		1	16

TABLE 14: 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	1				1		2		4	
2-4			3				2		5	
4-6							1		1	
6-8			1						1	
8-10										
10-12			1		1				2	
12-14										
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 15: Age Profile of Employees

Age Group	Female	Male	Total
<20			
20–24			
25–29	4		4
30–34	2		2
35–39	1		1
40–44			0
45–49	2		2
50–54	4	1	5
55–59	1		1
60–64			0
65–69	1		1
70+			0

C.8 Learning & Development

Over 2010–2011 Victim Support ACT staff attended a number of training courses and conferences. Staff were allocated a sum of \$1,000.00 per person per year for attendance at relevant training. The wide range and diversity of courses attended reflects the complexity of the work with victims of crime.

TABLE 16

Client service training	No. of participants
Act Mindfully Workshop	9
Adults Surviving Childhood Abuse	1
Antisocial Personality Disorders	2
Assessing and Managing Suicidality	6
Anxiety	1
Canberra Rape Crisis Training	1
CBT	2
Complex Case Practice	1
Cultural Awareness Training	2
De-escalation Training	2
Emotionally Focused Therapy	1

Client service training	No. of participants
Grief and Bereavement	1
Intimate Partners Sexual Violence	1
Law Support	2
Mental State Examination	1
Neurobiology	1
Post Traumatic Stress Disorder	1
Skills and Strategies for Difficult Calls	1
Test Trauma	1
The Body Remembers	2
Torture and Trauma – Impacts on Aging	3
Transforming Childhood Trauma	7
Working With Adults Surviving Child Abuse	1

TABLE 17

Management & Administration Training	No of participants
Freedom of Information	1
Human Rights Act for ACT Agencies	1
JACS Induction	2
Justice Symposium	1
Managing Workplace Harassment and Bullying	1
Meeting the Needs of the Minister	1
Practical Assessment and Report Writing	1
Privacy Act	1
Privacy Reforms Act	1
Professional Supervision	1
RED Workplace Bullying	1
Window 7	1
Writing Retreat	1
Workplace Bullying and Harassment	1

C.14 Government Contracting

No contracts were let in 2010–11.

C.15 Community Grants/Assistance/Sponsorship

No	Organisation/ Recipient	Project Description/ Process/ Period of time engaged	Amount
1	Victims of Crime Assistance League (VOCAL) Inc.	Recruit & train community volunteers. Single select tender 2010–2011	\$235,520 exclusive of GST per annum.

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.

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	The pilot Learning to Live Program for child crime victims has been adopted as the Mulberry Street Program which uses a multimodal intervention approach. 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.
Disaster Recovery	Three staff attended training on “Psychological First Aid” conducted by Professor Beverley Raphael in October 2010.

C.20 Aboriginal and Torres Strait Islander Reporting

Victim Support ACT undertook a community consultation with the Aboriginal and Torres Strait Islander community this year. Two expert consultants were engaged to:

- a. investigate and highlight factors that inhibit Aboriginal & Torres Strait Islander people using the Victim Support ACT services; and
- b. consider and recommend ways to address these factors to enhance the provision of support and assistance for this group in the community.

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*'.

A report following the consultation was prepared for Victim Support ACT and will be used to inform our practice with Aboriginal and Torres Strait Islander clients.

Indigenous Cultural Awareness training is part of core training for all staff.

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 **62%** of the clients to the agency.

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

- The Domestic Violence Prevention Council,
- The Family Violence Intervention Program, and
- The 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 then 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 and there is 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 meeting of the Mental Health Community Coalition ACT.



PART 3

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

Contents

Introduction

Explanation as to the operation of the Act for the financial year 2010–2011

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**

2010 – 2011 Summaries

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.

Explanation as to the operation of the Act for the financial year 2010–2011

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, one of those applications was 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 10 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 no provisional orders confirmed during the reporting year.

Compensation Levy under the Act

For the reporting year there were 1,211 compensation levies imposed by the ACT Magistrates Court.

The total amount for compensation levies imposed in the reporting year was \$60,445.00. An amount of \$27,165.00 was paid for compensation levies in the reporting year.

Tables

Table 1 - Total number of applications lodged

Reporting Year	Total number of applications lodged
2006–2007	84
2007–2008	114
2008–2009	72
2009–2010	101
2010–2011	119

Table 2 – Awards made, tabulated by application date

Period in which application lodged	Total amount awarded	Number of awards
Before 24 June 1998	\$1,037.50	1
From 24 December 1999	\$735,338.86	69
Total	\$736,376.36	70

Table 3 – Awards by type of crime

Crime	No. of awards 2010–2011	Pain and suffering	Total award	Pain and suffering as a % of total award	Average award
Armed Robbery	2	\$0	\$12,433.13	0	\$6,216
Assault	39	\$0	\$356,538.49	0	\$9,142
Assault and Robbery	1	\$0	\$653.62	0	\$653
Attempting to Effect an Arrest	14	\$65,200.00	\$68,317.43	95	\$4,879
Attempting to restrain	2	\$15,191.00	\$22,291.00	68	\$11,145
Death of a related victim	1	\$0	\$50,000.00	0	\$50,000
Domestic Violence	2	\$0	\$21,026.13	0	\$10,513
Sexual Assault	7	\$191,260.00	\$203,523.14	94	\$29,074
Street Assault	2	\$0	\$1,593.42	0	\$796
Total	70	\$271,651.00	\$36,376.36	37	\$10,519

Table 4 – Awards by occupation where known

Victim type	Number of Awards
Bank Teller	1
Bus Driver	1
Child	1
Customer Service Representative	2
Home duties	5
Unknown	7
Pensioner	2
Police Officer	16
Public Servant	8
Retired	2
Self employed	3
Student	12
Tradesman	6
Unemployed	4
Total	70

2010–2011 Summaries

Table – 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 interim award for expenses pursuant to section 5(4) of the Criminal Injuries Compensation Act 1983 was made.	\$1,037.50	11/01/11
01/26	A young male was assaulted at a party; he was punched in the face and felt his jaw snap, then was punched and kicked by about 20 people. He has since had many operations and now suffers depression and undergoes psychological treatment. An award pursuant to section 10(1)(b) was made.	\$50,000.00	1/09/10
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. Two further interim awards pursuant to section 10(1)(a) were made.	\$450.00 \$2,057.28	2/07/10 27/04/11
02/104	A young male victim was assaulted by a person at a party with a baseball bat. He sustained significant injuries to his head and other parts of his body, the offender was charged with grievous bodily harm. An award pursuant to section 10(1)(d) was made.	\$30,000.00	18/08/10
04/17	A female was sexually assaulted at a party by a known male, she required immediate surgery to an arm to repair damage and suffers psychological disturbances and symptoms as a result of the crime. An award pursuant to section 10(1)(f) was made.	\$8,000.00	3/08/10
04/76	During the course of his work the male victim was held up by a person with a large butcher's knife. He sustained severe lacerations to his body and now suffers psychological problems. A further award pursuant to section 10(1)(a) was made.	\$9,982.13	14/04/11
07/10	A young male was sexually abused by the coach of a sports team. He now suffers psychological injuries. An award pursuant to section 10(1)(f) was made.	\$25,000.00	9/12/10

Number		Total Award	Date of Award
07/26	A male student was sitting near a road with 3 of his friends when he was struck in the head with a bottle of beer. The victim suffered several fractures to the skull, bruising to the brain and has tinnitus in the right ear. A further interim award pursuant to section 10(1)(a) was made.	\$132.80	18/08/10
07/51	A male police officer was injured attempting to take a male person into custody. He sustained injuring to his right thumb and ankle, some bruising and abrasions and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$6,191.00	15/07/10
07/52	A young female was sexually abused for approximately 8 years by her father. The abuse has affected her relationships with family and now suffers emotionally and psychologically on many levels. An award pursuant to section 10(1)(f) was made.	\$48,260.00	9/12/10
07/54	After visiting a takeaway shop a young girl went to a skate park where she was raped. She is now suffering from post-traumatic stress disorder and has been admitted to hospital numerous times under psychiatric care after self harming, suicidal tendencies, drug and alcohol binges, she also suffers from erratic and unstable behaviours: depression, anger, anxiety. An award pursuant to sections 10(1)(a) and 10(1)(f) was made.	\$49,102.41	10/08/10
08/17	A female victim of an abusive relationship suffered severe bruising to her body, broken ribs and psychological trauma. Her ex partner was charged with common assault, assault occasioning grievous bodily harm and sexual assault. A further interim award pursuant to section 10(1)(c) was made.	\$1,300.00	15/07/10
08/33	The applicant is the person responsible for the maintenance of a young man who was assaulted by strangers. He was struck in his jaw causing dental problems. A interim award pursuant to section 10(3)(a) was made.	\$223.00	7/01/11
08/40	A female with a history of domestic violence was assaulted by her ex-partner. She endured many injuries including a broken jaw. An award pursuant to section 10(1)(a) was made.	\$878.38	6/12/10

Number		Total Award	Date of Award
08/42	A female police officer suffered injury while attempting to restrain a male person. She sustained injuries to her head and arms and also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$8,625.00	10/02/11
08/52	The male victim was camping and had been talking with the offender. He was hit from behind and lost consciousness, when he came to, his car and all his belongings including work tools were on fire, the offender also tried to push him into the fire. He suffered head injuries, burns and dental damage. A further award pursuant to sections 10(1)(c) and 10(1)(d) was made.	\$24,238.50	21/06/11
09/21	The female applicant is a victim of domestic violence; during the relationship her partner became very controlling and violent towards the victim and her children. She finished the relationship after her partner kicked her dog to death. She now suffers from agoraphobia, post traumatic stress disorder, acute anxiety and hyper vigilance. A further award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$19,556.39	22/10/10
09/29	The male victim was stabbed by a family member at a cemetery while trying to intervene after another family member was stabbed. His injuries included stab wounds to his elbow and abdomen. An award pursuant to section 10(1)(a) was made.	\$906.21	10/03/11
09/30	The female victim was stabbed by a family member at a cemetery. Her injuries included stab wounds to her chest, fingers and abdomen. An award pursuant to section 10(1)(a) was made.	\$1,267.62	10/03/11
09/39	The applicant was the victim of an assault at his home; the offender was charged and ordered to pay reparation. The victim sustained injuries to his nose, back and required dental treatment. An interim award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$6,738.78	5/01/11
09/58	A male victim died as the result of injuries sustained in a violent assault and his home was burnt down by the offender. An award pursuant to sections 10(1)(a) and 10(1)(d) was made to a relative.	\$50,000.00	13/08/10
09/65	The applicant was the victim of an unprovoked stabbing. He was awarded costs for relocation, an award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$421.65	24/06/11

Number		Total Award	Date of Award
09/66	The male victim was head butted in the face in an unprovoked attack by a former colleague. He sustained a fracture jaw bone and deviated nasal septum. An award pursuant to section 10(1)(b) was made.	\$1,216.47	30/03/11
09/69	A male victim was sharing a taxi home with four other unknown people; they expected him to pay the full fare. When he didn't one of the males exited the taxi at the same time as the victim who now does not have any recollection of exiting the taxi and only regained consciousness once he reached the hospital. He sustained a fractured skull amongst other injuries and now has permanent facial nerve damage. A further award pursuant to Sections 10(1)(a), 10(1)(b) was made.	\$2,529.67	25/03/11
09/71	A male police officer suffered injury while attempting to arrest a male person following a disturbance at a club. He sustained injuries to his left hand and also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,721.00	10/08/10
09/72	The applicant was the victim of an assault while 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. An interim award pursuant to sections 10(1) (a), 10(1)(b) and 10(1)(c) was made.	\$14,864.20	2/07/10
09/75	The male victim while walking through a car park was violently attacked by 2 unknown males. He suffered extensive injuries including multiple fractures, severe cerebral injury, loss of vision and multiple facial injuries. An award pursuant to sections 10(1) (a), 10(1)(b), 10(1)(c) and 10(1)(d) was made.	\$50,000.00	7/07/10
09/84	The applicant, a victim of domestic violence, incurred psychological injuries as well as bruising, neck sprain and elbow bone damage and relocated to another state. An interim award pursuant to section 10(1)(a) was made.	\$1,469.74	6/07/10
09/86	A male police officer suffered injury while attempting to process a person in the city watch house. The person became angry and while trying to restrain the person the police officer was wrestled to the floor. His injuries included thoracic ligament strain to his spine. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$16,100.00	6/09/10

Number		Total Award	Date of Award
10/2	A male was seen by the victim suspiciously walking around a neighbour's home and opening the neighbours' car door. When approached the male was holding a bottle and a screwdriver, the victim was struck with the bottle to the side of his head and was repeatedly punched. His injuries included injury to a hand, cuts and bruising and blood exposure to HIV and hepatitis C, the offender was arrested and charged. An award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$7,035.54	15/07/10
10/7	A female police officer suffered injury to her left hand while attempting to place a female person into custody. She feared from infection and also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$3,971.00	7/07/10
10/9	A male victim was assaulted by 3 men at a nightclub, while trying to get away he was struck from behind causing him to fall unconscious. He suffered severe facial injuries and now suffers from anxiety. An award pursuant to section 10(1)(a) was made.	\$2,842.35	22/07/10
10/11	The male victim was selling his car; a prospective buyer wanted the price lower so the victim decided not to sell his car. The prospective buyer at a later date punched the victim in the face causing a broken nose. An award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$706.60	17/06/11
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 off. An interim award pursuant to section 10(1)(a) and 10(1)(c) was made.	\$727.45	21/01/11
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. Interim awards pursuant to section 10(1)(a) were made.	\$9,521.69 \$720.00 \$720.00	24/09/10 1/02/11 24/06/11

Number		Total Award	Date of Award
10/24	A male was assaulted while trying to restrain a person punching a friend at a club. He received head injuries including bruising and was taken to hospital. He received an award pursuant to section 10(1)(a) for ambulance costs.	\$750.00	6/08/10
10/25	A male was assaulted outside a nightclub by an unknown person. He has had extensive dental work and physio therapy and suffers from psychological injury. An interim and a final award pursuant to section 10(1)(a) was made.	\$5,710.80 \$4,808.00	3/08/10 27/10/10
10/26	A female was punched on the left side of her head causing intense pain and bleeding whilst talking to a security guard at a nightclub by another woman who mistook her for someone else. She now has ongoing hearing loss and psychological injuries. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$4,886.95	23/05/11
10/27	A young female person was the victim of many sexual assaults over a number of years by her father. The defendant is now before the court. She now suffers severe psychological injuries. An award pursuant to sections 10(1)(c), and 10(1)(f) was made.	\$45,504.00	17/06/11
10/29	The mother of a young victim of sexual abuse by her biological father, now before the courts, applied for additional security for her home. The female applicant is a victim of domestic violence; during the relationship her partner became very controlling and violent towards the victim and her children. She finished the relationship after her partner kicked her dog to death. She now suffers from agoraphobia, post traumatic stress disorder, acute anxiety and hyper vigilance. An award pursuant to Section 10(3)(a).	\$2,656.73	30/05/11
10/31	The male applicant was assaulted by a group of males while picking up his brother at an interchange. He sustained injuries to his face and legs and now suffers psychological injuries. An award pursuant to sections 10(1)(a) and (b) was made.	\$13,860.00	24/06/11

Number		Total Award	Date of Award
10/35	The female victim was a receptionist at a club when 2 people entered the club wearing hoods with their faces partly covered; one of the men had his finger on the trigger of a gun asking for money and the manager. She now suffers from psychological injuries including post traumatic stress disorder. An interim award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$2,451.00	6/08/10
10/38	While investigating loud noises outside his home, the applicant was punched several times and lost consciousness during the assault. He sustained severe facial bruising including nerve damage and required many stitches to his head. He now requires regular psychiatric care and has been unable to work. The offenders pleaded guilty and have yet to be sentenced. An award pursuant to sections 10(1)(a), 10(1)(b) and 10(1)(c) was made.	\$43,186.35	4/01/11
10/39	The male victim was attacked by 2 unknown males, he was punched causing him to fall to the ground and then kicked to his head, during the attack his mobile phone was stolen. An award pursuant to sections 10(1)(b) and 10(1)(c) was made.	\$653.62	22/12/10
10/41	A female police officer suffered injury while attempting to place a male person in custody. She sustained injuries to her face, has fear of infection and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,721.00	5/01/11
10/44	A male police officer suffered injury whilst one of his colleagues was attempting to place a male person in an escort hold. He sustained injuries to his head, face, nose, received general bruising, abrasions and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$6,424.00	22/02/11
10/46	While attending a friend's birthday party the applicant was investigating a disturbance when he was punched by an unknown person. His injuries included bruising, swelling and lacerations to his face, a broken tooth and nerve damage. An interim award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$2,917.00	29/09/10

Number		Total Award	Date of Award
10/48	A male police officer suffered injury to his face, eyes and mouth while attempting to place a female person into custody. He also suffered from fear of contraction of HIV and Hepatitis. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,581.00	14/01/11
10/49	A male police officer suffered injury to his left foot while attempting to apprehend a male person. He also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$6,788.05	14/01/11
10/52	The applicant was working at a cash register in a takeaway when a male person entered the shop and walked behind the cash register. As the victim spoke to his employee to contact the police he was stabbed in the back of his neck and fell to the floor. He sustained many stab wounds and the knife snapped off in the victims back. His injuries included 11 stab wounds, damaged spinal cord and paralysis of the left side of his body and now suffers psychological injury. An award pursuant to section 10(1)(d) was made.	\$30,000.00	5/04/11
10/54	A male police officer suffered injury to his left shoulder while attempting to apprehend a male person. He also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$6,449.05	9/12/10
10/56	A young male victim was investigating loud noises when he was attacked by a group of men. The unprovoked attack resulted in the applicant being transported to hospital with a broken nose, bruising, cuts and abrasions. An award pursuant to section 10(1)(a) was made.	\$782.70	22/03/11
10/63	A male police officer suffered injury to his nose, face and eyes while attempting to apprehend a male person. He also suffers from psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$9,775.00	19/01/11
10/68	While heading to a bus interchange, the applicant was assaulted by a group of unknown males. He suffered injuries to his face and his glasses were broken. An award pursuant to sections 10(1)(a) and 10(1)(c) was made.	\$376.50	30/11/10

Number		Total Award	Date of Award
10/70	A young girl was sexually assaulted over 6 months by a person known to her. He was convicted and entered into a good behaviour order for 18 months. She now suffers mental harm. An award pursuant to section 10(1)(f) was made.	\$25,000.00	17/05/11
10/71	A male applicant was the victim of an assault by an unknown person while walking through a bus interchange. He was struck in the face with an elbow causing damage to his teeth. Awards pursuant to sections 10(1)(a) and 10(1)(c) were made.	\$2,499.00 \$5,430.00 \$12,930.00	10/02/11 8/03/11 24/06/11
10/73	The male victim was approached by 2 unknown men demanding cigarettes; he was repeatedly punched and kicked. He suffered bruising and cuts to his face and his teeth were badly damaged. Awards pursuant to sections 10(1)(a) and 10(1)(c) were made.	\$10,490.00 \$8,413.00	21/02/11 15/06/11
10/74	A male police officer suffered injury whilst attempting to arrest a male person. He sustained injury to his stomach and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,570.00	11/04/11
10/75	A male police officer suffered injury whilst attempting to arrest a male person. He sustained injury to his lower right leg, fear of infection and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,938.00	22/02/11
10/76	A male police officer suffered injury whilst attempting to apprehend a person. He sustained injury to his lower back and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$8,592.33	20/04/11
10/99	The young applicant was attacked and punched in the face by an unknown drunk person as he was walking in a street. He suffered and cut to the mouth and a broken and loosened tooth. An interim award pursuant to sections 10(1)(a) and 10(1)(b) was made.	\$555.90	5/04/11
11/2	A male police officer suffered injury whilst attempting to place a male person into custody. He sustained injuries to his face, eyes and mouth, fear of infection and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,081.00	13/05/11

Number		Total Award	Date of Award
11/3	A male police officer suffered injury whilst attempting to place a female person into custody. His sustained injuries to his face, eyes and mouth, fear of infection and psychological injury. An award pursuant to sections 10(1)(c) and 10(1)(e) was made.	\$2,081.00	09/04/11
