

DEPARTMENT OF JUSTICE

Departmental mission statement

The Department provides a policy and organisational management focus for the vision of a safe, just, innovative and thriving Victoria, where rights are respected and diversity is embraced.

Significant challenges facing the Department in the medium term

The Department's challenges include:

- affordable and accessible justice for all Victorians;
- minimising social harm from alcohol misuse;
- reforms to key areas of criminal law and civil procedure;
- changing the patterns of offending and re-offending;
- restructuring the gambling industry;
- reducing the incidence of serious and violent crime in the community;
- building police capability to deal with increasingly sophisticated crime;
- reducing the levels of disadvantage and over-representation of Indigenous persons in the criminal justice system;
- support for victims of crime and their families;
- safe and appropriate containment of prisoners while reducing the rate of recidivism;
- building the capacity of emergency services to respond to increased threats from more extreme weather events; and
- contributing to a national approach to consumer protection.

Immediate challenges facing the Department

The Department's challenges include:

- responding to the 2009 Victorian bushfires – supporting the Royal Commission into Victoria's bushfires;
- intervening to minimise social harm from alcohol misuse – measures contributing to *Restoring the Balance – Victoria's Alcohol Action Plan 2008-2013*;
- implementing *Justice Statement 2* – the Attorney General's vision for modernising the justice system, including reducing the cost of justice, appropriate dispute resolution, civil justice reform and creating an engaged and unified court system;

- *Closing the Gap between Indigenous and Non-Indigenous Australians* – reducing the levels of disadvantage and over-representation of Indigenous Australians in the criminal justice system;
- managing the impact of economic circumstances on the demand for justice services – managing core business and the impact of increasing demand for services whilst continuing to address key business priorities; and
- responding to the Global Financial Crisis.

Major policy directions and strategies

The Department of Justice has seven key objectives:

- community safety and crime reduction;
- consumer empowerment and rights protection;
- responsible business and citizen conduct;
- integrated ‘all hazards – all agencies’ community focused emergency management;
- fair and efficient dispute resolution;
- human rights protection; and
- modern management and business support.

These objectives directly support the *Growing Victoria Together* goals of:

- building friendly, confident and safe communities;
- a fairer society that reduces disadvantage and respects diversity;
- greater public participation and more accountable government; and
- more quality jobs and thriving innovative industries across Victoria.

Ministerial Portfolios

The department supports the Ministerial portfolios of the Attorney-General, Police and Emergency Services, Corrections, Consumer Affairs, Gaming and Racing.

Changes to the output structure

There are no changes to the output structure intended for 2009-10.

Discontinued performance measures are detailed in Appendix C of this budget paper.

The following table summarises the total output cost. It has been prepared on the basis of the Department's 2009-10 output structure and therefore allocations may differ from the Department's previously published budget.

Table 3.4: Output summary

	(\$ million)			Variation ^(a)	
	2008-09 Budget	2008-09 Revised	2009-10 Budget		%
Providing a Safe and Secure Society ^(b)	1 773.9	1 791.3	1 918.5		8.2
Legal Support to Government and Protecting the Rights of Victorians ^(c)	186.3	214.5	209.0		12.2
Dispensing Justice ^(d)	415.2	425.6	441.3		6.3
Community Operations ^(e)	222.1	219.1	259.6		16.9
Supporting the State's Fire and Emergency Services ^(f)	200.0	202.6	217.5		8.7
Enforcing Correctional Orders	570.3	549.3	592.9		4.0
Protecting Consumers	141.2	137.3	144.2		2.2
Regulating Gaming and Racing ^(g)	72.2	80.9	123.7		71.4
Total	3 581.1	3 620.6	3 906.7		9.1

Source: Department of Justice

Notes:

- (a) Variation between 2008-09 Budget and 2009-10 Budget.
- (b) The 2009-10 Budget includes incremental funding to support the Victoria Police 2009-13 *The Way Ahead*.
- (c) The 2009-10 Budget includes increased funding for Victorian Legal Aid.
- (d) The 2009-10 Budget includes new and incremental funding for Victoria's Courts and Tribunals for Family Violence, Mental Health and Reducing Court Delays.
- (e) The 2009-10 Budget includes additional funding for Road Safety initiatives as part of the Arrive Alive 2 strategy.
- (f) The 2009-10 Budget reflects additional funding for the Response to the Victorian Bushfire Emergency.
- (g) The 2009-10 Budget reflects funding for the Gambling Licences Review and Victorian Racing Industry grants.

The following section provides details of the outputs to be provided to Government, including performance measures and costs for each output. Total expenditure for the department can be found in Budget Paper No. 4, Chapter 3, *Departmental Financial Statements*.

Providing a Safe and Secure Society

These outputs enable people to undertake their lawful pursuits confidently and safely and support the aim of providing access to high quality policing services that are delivered fairly and with integrity. Victoria Police contributes to a high quality of life for individuals in the community by ensuring a safe and secure society that underpins the economic, social and cultural wellbeing of Victoria. Its role has expanded from one focused primarily on law enforcement, to one of community assistance, guidance and leadership.

The Office of Police Integrity is an independent and impartial organisation that ensures the highest ethical and professional standards are maintained by Victoria Police at all times.

These outputs contribute to the following key government outcomes:

- building friendly, confident and safe communities; and
- a fairer society that reduces disadvantage and respects diversity.

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
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Policing Services

Victoria Police delivers a range of services:

- responding to calls for assistance in matters of personal and public safety, including emergencies, serious incidents and routine response calls;
- detection and investigation of offences and bringing to justice those responsible for committing them;
- supporting the judicial process to achieve efficient and effective court case management, providing safe custody for alleged offenders and ensuring fair and equitable treatment of both victims and alleged offenders;
- providing community safety and crime prevention programs such as the authorised release of criminal history information in the interests of public safety; and
- promoting safer road user behaviour and enforcing road safety laws.

Quantity

Crime prevention and community safety checks conducted ^(a)	number	480 000	440 000	480 000	531 281
Events responded to ^(b)	number	795 000	780 000	760 000	723 286
Reduction in crimes against the person ^(c)	per cent	2	2	2	(1.4)
Reduction in property crime	per cent	2	1	2	0.4

Quality

Proportion of drivers tested who comply with alcohol limits	per cent	99	99	99	99.5
Proportion of drivers tested who comply with posted speed limits	per cent	99	99	99	99.7
Proportion of drivers tested who return clear result for prohibited drugs	per cent	97	97	97	98.3

Major Outputs/Deliverables Performance Measures	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
Proportion of the community who have confidence in police (an integrity indicator)	per cent	82	82	82	82.4
Proportion of community satisfied with policing services (general satisfaction) ^(d)	per cent	69	69	72	69.7
Proportion of successful prosecution outcomes	per cent	92	92	92	93.1
<i>Timeliness</i>					
Proportion of crimes against the person resolved within 30 days	per cent	56	56	56	52.9
Proportion of property crime resolved within 30 days	per cent	20	20	20	19.1
<i>Cost</i>					
Total output cost	\$ million	1 892.1	1 766.8	1 748.5	1 625.9

Police Integrity

The Office of Police Integrity (OPI) aims to ensure that the highest ethical and professional standards are maintained in the police force, and that police corruption and serious misconduct is detected, investigated and prevented.

<i>Quantity</i>					
Corruption prevention initiatives	number	50	60	50	76
Parliamentary reports published	number	6	8	5	6
<i>Quality</i>					
OPI investigations resulting in significant outcomes	number	75	75	75	nm
<i>Timeliness</i>					
Compliance with complaint handling requirements prescribed in legislation within set timeframes	per cent	100	100	100	nm
<i>Cost</i>					
Total output cost	\$ million	26.4	24.6	25.3	21.5

Source: Department of Justice

Notes:

- (a) The target for the number of crime prevention and community safety checks has been maintained at the same level as that for 2008-09, despite an expected outcome lower than the set target. The decline in the number of checks conducted across the 2008-09 year is attributable to a number of factors. These factors include a reduction in the number of checks conducted as a consequence of Commonwealth aged care legislation (required only on a triennial basis); transfer of some categories of checks to the national agency, Crimtrac; and streamlining of procedures allowing persons to apply for checking once, rather than multiple times.
- (b) The 2009-10 Target reflects a consistent increase in the number of calls for assistance from the community for police attendance at incidents involving potential threats to personal and public safety.

Notes (continued):

- (c) The target for this performance measure is a percentage reduction in the crimes against the person (represented as a positive number), the negative result for the 2007-08 Actual, represents an increase in the percentage of crimes against the person.*
- (d) The 2009-10 Target has been adjusted to reflect a level consistent with the 2008-09 expected outcome, whilst maintaining a level above the national average.*

Legal support to government and protecting the rights of Victorians

These outputs provide the Department's primary focus for state law reform, the development of justice policy and procedures, provision of legal advice to other departments and the implementation of new or amended legislation.

Increasing awareness of rights and obligations, and reducing levels of individual and systemic discrimination are key challenges in the effective promotion and protection of human rights. These outputs support the administration of equal opportunity legislation and the *Information Privacy Act 2000*, the provision of advocacy and guardianship services for adults with disabilities, maintenance of the Victorian electoral system and the Births, Deaths and Marriages database.

The outputs also incorporate the provision of legal aid for system users, support to victims of crime and forensic pathology and scientific services.

These outputs contribute to the following key government outcomes:

- a fairer society that reduces disadvantage and respects diversity;
- building friendly, confident and safe communities; and
- greater public participation and more accountable government.

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
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Legal Policy, Advice and Law Reform

Provides support to government in the provision of:

- legal policy, particularly in relation to new or amended legislation and administrative reforms and assistance with executive matters including through the Victorian Government Solicitor's Office (VGSO);
- legal advice on constitutional and other legal matters on behalf of client government departments;
- law reform in relation to issues referred to the Victorian Law Reform Commission (VLRC) by the Attorney-General and the provision of advice in relation to minor changes of the law without a reference; and
- management of Native Title claims on behalf of the State and leadership on whole of government Native Title policy.

<i>Quantity</i>					
Community education and consultation sessions conducted by VLRC	number	50	50	50	60
Legal policy briefings, memorandums, Cabinet submissions and correspondence prepared	number	5 300	5 300	5 300	7 132
Law reform projects conducted by Legal Policy (including legislative program matters)	number	28	28	28	28

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
Law reform projects conducted by VLRC	number	4	4	4	5
Native Title claims for which evidence has been assessed	number	3	3	3	3
<i>Quality</i>					
Client satisfaction with quality of legal advice provided (VGSO)	per cent	80	nm	nm	nm
Stakeholder satisfaction with consultation/education processes (VLRC)	per cent	85	85	85	85
Stakeholder satisfaction with law reform projects, briefings and consultations (legal policy)	per cent	80	80	80	80
<i>Timeliness</i>					
Client satisfaction with timeliness of legal advice provided (VGSO)	per cent	80	nm	nm	nm
<i>Cost</i>					
Total output cost	\$ million	45.6	49.7	39.8	34.5

Protecting Community Rights

Protects community rights through:

- provision of complaints handling, investigation, research, advice, education and training services provided by the Victorian Equal Opportunity and Human Rights Commission (VEOHRC);
- supporting the Public Advocate in its role as the statutory guardian of last resort for adults with disabilities; and
- management of a database of Victorian births, deaths and marriages, name changes and adoptions, and provision of certificates for official use.

<i>Quantity</i>					
Community education/training programs, services and events delivered by VEOHRC	number	350	350	350	nm
Public Advocate protective interventions for people with a disability	number	2 510	2 510	2 510	2 415
<i>Quality</i>					
Births, Deaths and Marriages registration transaction error rate	per cent	0.9	0.9	0.9	0.3
Customer satisfaction rating: Community education/training programs, services and events delivered by VEOHRC	per cent	85	85	85	nm

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
<i>Timeliness</i>					
Timely provision of Births, Deaths and Marriages certificates	per cent	90	90	90	95
VEOHRC complaints finalised within agreed timeframe	per cent	85	85	85	nm
<i>Cost</i>					
Total output cost	\$ million	29.5	29.7	28.7	26.6

Supporting the Judicial Process

Support the judicial process by:

- providing legal assistance and representation to members of the community in legal cases through Victoria Legal Aid and Community Legal Centres;
- providing forensic pathology and scientific services through the Victorian Institute of Forensic Medicine (VIFM), which is responsible for the production of reports to the Coroner as part of death investigations; and
- providing referral to appropriate support agencies for victims of crime, administering a Victims Counselling Scheme and funding community programs to establish victim support networks and specialist statewide victim support services.

<i>Quantity</i>					
Duty lawyer services ^(a)	number	60 000	nm	nm	nm
Grants of assistance ^(b)	number	35 000	nm	nm	nm
Legal advice to clients ^(c)	number	90 000	90 000	72 000	86 598
Medico-legal death investigations ^(d)	number	4 992	4 860	4 710	4 309
Number of victims receiving a service	number	7 500	7 500	7 500	6 896
<i>Quality</i>					
Victorian Institute of Forensic Medicine quality audit	per cent	95	95	95	98
<i>Timeliness</i>					
Applications for legal aid processed within 15 days	per cent	95	95	95	96
Medical and scientific investigations on the body of the deceased completed within two days ^(e)	per cent	65	55	65	nm
Medico-legal death investigation reports issued within agreed period ^(e)	per cent	70	65	70	67
<i>Cost</i>					
Total output cost	\$ million	108.9	98.0	80.7	76.7

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
Privacy Regulation					
The Office of the Victorian Privacy Commissioner administers the <i>Information Privacy Act 2000</i> , which includes complaints handling, investigation and audit, advice and guidance, and education and training for state and local government and the general public.					
<i>Quantity</i>					
Compliance activities conducted	number	2 640	2 630	2 630	2 378
Privacy awareness activities conducted	number	190	186	186	186
<i>Quality</i>					
Client satisfaction with services provided	level	high	high	high	high
<i>Timeliness</i>					
Statutory or agreed timelines met	per cent	90	90	90	90
<i>Cost</i>					
Total output cost	\$ million	2.4	2.3	2.2	2.1

State Electoral Roll and Elections

The Victorian Electoral Commission (VEC) maintains the integrity of the Victorian electoral system through the conduct of fair and impartial elections.

<i>Quantity</i>					
State Government, Municipal and Non-government elections, by-elections and polls ^(f)	number	26	97	90	25
<i>Quality</i>					
Challenges to VEC conduct upheld in court	number	0	0	0	0
<i>Timeliness</i>					
Elector enrolment changes and new enrolments processed within set timeframes ^(g)	per cent	98	nm	nm	nm
<i>Cost</i>					
Total output cost	\$ million	22.6	34.8	34.8	18.1

Source: Department of Justice

Notes:

- This measure and the measure 'Grants of Assistance' were previously amalgamated and referred to as the 2008-09 measure 'Legal representation to clients'. They have been separated in recognition of the different levels of resource intensity for each activity.
- This measure and the measure 'Duty lawyer services' were previously amalgamated and referred to as the 2008-09 measure 'Legal representation to clients'. They have been separated in recognition of the different levels of resource intensity for each activity.
- The increased target in 2009-10 is a reflection of the increased demand for legal services delivered to the public by Victoria Legal Aid in recent times.

Notes (continued):

- (d) The increased target in 2009-10 is a prediction based on the ageing Victorian population and increased number of deaths reported to the Coroner with requests for medico-legal investigation by the VIFM in recent years.*
- (e) The 2008-09 expected outcome has been influenced by an increased workload resulting from the extreme weather conditions and bushfires experienced by Victoria in 2008-09.*
- (f) This measure is a consolidation of the 2008-09 measures 'State Government elections, by-elections and polls', 'Municipal elections, by-elections and polls' and 'Non-government elections, by-elections and polls'. The 2008-09 outcome was impacted by Municipal elections being held in Victoria, a higher than anticipated number of by-elections and fee-for-service elections. The 2009-10 Target is lower than the 2008-09 outcome because neither general municipal nor State elections are scheduled in 2009-10.*
- (g) This measure replaces the 2008-09 measure 'Elector enrolment changes', with the focus being on the timeliness of processing. The previous measure included an estimate of the number of enrolment changes attributed to the Australian Electoral Commission (AEC) activity that is outside of the VEC's control.*

Dispensing Justice

These outputs involve supporting the State's judiciary in their dispensation of criminal and civil matters, maintaining the administrative operations of the system of courts and statutory tribunals, and providing alternative civil dispute resolution mechanisms. These outputs also incorporate the management of criminal prosecutions on behalf of the State.

Through these outputs, the Department aims to reduce crime through early intervention, build the capacity of law enforcement agencies, divert and rehabilitate offenders, ensure a more flexible and efficient justice system, protect the vulnerable, resolve disputes appropriately, and engage and consult with the community.

These outputs contribute to the following key government outcomes:

- building friendly, confident and safe communities; and
- a fairer society that reduces disadvantage and respects diversity.

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
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Court Matters and Dispute Resolution

This includes services provided by the Supreme Court, County Court, Magistrates' Court of Victoria, Children's Court of Victoria, Coroner's Court, Victorian Civil and Administrative Tribunal, and the Dispute Settlement Centre of Victoria.

<i>Quantity</i>					
Criminal and non-criminal matters disposed ^(a)	number	355 914	356 400	335 614	359 248
<i>Quality</i>					
Quality of court registry services	per cent	85	85	85	95
Quality of dispute resolution services	per cent	90	90	90	92
<i>Timeliness</i>					
Criminal and non-criminal matters disposed within agreed timeframes	per cent	80	80	80	80
<i>Cost</i>					
Total output cost	\$ million	380.8	369.7	358.5	315.5

Public Prosecutions

The Office of Public Prosecutions prepares and conducts proceedings on behalf of the Director of Public Prosecutions in the High Court, Supreme Court, County Court and Magistrates' Court in an effective and efficient manner.

<i>Quantity</i>					
Judicial Officer sitting days requiring prosecutors ^(b)	number	11 250	nm	nm	nm
Number of briefs prepared and hearings attended	number	72 500	70 000	72 000	nm
Number of victim and witness consultations ^(c)	number	5 000	nm	nm	nm

Major Outputs/Deliverables Performance Measures	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
<i>Quality</i>					
Guilty outcomes (guilty pleas and trial convictions) as a percentage of case completions ^(d)	per cent	85	nm	nm	nm
<i>Timeliness</i>					
Proportion of trials listed which did not proceed to adjournment on application of the Crown ^(e)	per cent	99	nm	nm	nm
<i>Cost</i>					
Total output cost	\$ million	60.4	55.8	56.7	50.1

Source: Department of Justice

Notes:

- (a) The increase in the 2009-10 Target is due largely to the expansion of, and increases in, offences subject to infringements flowing into the Magistrates' Court and Children's Court and the inclusion of CAYPINS (Children and Young Persons Infringement Notice System) matters.
- (b) This measure provides an indicator of the overall court-related workload of the OPP and shows the number of days OPP is required to provide prosecutors to the County Court, Supreme Court, Circuit Courts and Magistrates' Court committal listings.
- (c) This performance measure replaces the 2008-09 performance measure 'Number of witness assistance case referrals'. The 2009-10 performance measure shows the service provided by OPP to victims and witnesses and is broader in scope compared to the 2008-09 measure that has been replaced.
- (d) This performance measure replaces the 2008-09 performance measure 'Guilty pleas as a percentage of case disposals'. The 2009-10 performance measure is a more comprehensive quality measure as it reflects outcomes of both pre-trial and trial activities.
- (e) This performance measure replaces the 2008-09 performance measure 'Number of adjournments sought by the Crown in the County Court and Magistrates' Court on the grounds of insufficient time to prepare'. The 2009-10 performance measure is a more comprehensive timeliness measure as it refers to all adjournments sought by the Crown.

Community Operations

These outputs involve enforcing judicial fines, court orders and warrants, and processing traffic infringement notices. Unpaid fines are also followed up on behalf of local government, on a fee-for-service basis. A key strategic priority of these outputs is to ensure the infringements notice system remains fair and effective.

These outputs also involve the implementation of crime prevention strategies which aim to reduce the propensity to offend. These include programs such as the Working with Children initiative and the Aboriginal Justice agreement. The administration of the *Working with Children Act 2005* aims to protect children from sexual or physical harm.

These outputs contribute to the following key government outcomes:

- building friendly, confident and safe communities; and
- a fairer society that reduces disadvantage and respects diversity.

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
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Infringement and Orders Management

Enforcement and management of infringements and orders through:

- administering the processing of traffic infringement notices, penalty payments and referral for enforcement action where required;
- providing for the coordination of confiscations and the management or conversion of assets tainted through criminal activity; and
- supporting enforcement action by the Office of the Sheriff as and where necessary to ensure judicial fines, court orders and warrants are discharged, and delivering fines enforcement services to other state and local government agencies.

<i>Quantity</i>					
Infringement notices processed ^(a)	number (million)	2.55-2.75	2.50	2.70-2.90	2.28
Warrants actioned ^(b)	number	675 000	672 000	600 000	723 220
<i>Quality</i>					
Prosecutable images	per cent	88	88	88	87
<i>Timeliness</i>					
Assets converted within 90 day conversion cycle ^(c)	per cent	80	86	80	85
Clearance of infringements within 180 days	per cent	75	75	72	75
<i>Cost</i>					
Total output cost	\$ million	220.0	182.4	185.9	132.9

Major Outputs/Deliverables Performance Measures	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
Community Safety and Crime Prevention					
Ensures community safety and crime prevention through:					
<ul style="list-style-type: none"> protecting children from sexual or physical harm by ensuring that people who work with, or care for, them have their suitability to do so checked by a government body; and contributing to the implementation of crime prevention initiatives with particular focus on addressing the over representation of the Indigenous population in the criminal justice system. 					
<i>Quantity</i>					
Crime prevention initiatives established to support the Koori community	number	35	34	35	36
Number of Working with Children checks processed ^(a)	number	100 000-1 50 000	150 000-20 0 000	100 000-1 50 000	227 299
<i>Quality</i>					
Issuing of Working with Children Check assessments in accordance with the <i>Working with Children Act 2005</i>	per cent	100	100	100	100
<i>Timeliness</i>					
Timely commencement of occupational phasing for Working with children checks	per cent	100	100	100	100
<i>Cost</i>					
Total output cost	\$ million	39.6	36.6	36.1	31.6

Source: Department of Justice

Notes:

- (a) The 2008-09 Expected Outcome for Infringement notices processed is below the forecast due to a number of contributing factors including lower than expected traffic volumes and tolling infringements on Eastlink, roadwork improvements to a number of major roads and increased public awareness of road safety matters. The 2009-10 Target has been set to reflect these trends.
- (b) The increase in the 2008-09 Expected Outcome is largely attributable to the strategic targeting of sheriff's operations on multiple warrant holders. The 2009-10 Target has also been adjusted to reflect continued management of outstanding warrants.
- (c) The increase in the 2008-09 Expected Outcome is driven by improved efficiency in current asset confiscation conversion process conducted by Victoria Police on behalf of the Department.
- (d) The 2008-09 Expected Outcome has been driven by a higher than anticipated demand for Working with children checks, particularly from the volunteer sector in the latter part of the year.

Supporting the State's Fire and Emergency Services

This output supports emergency prevention and response services provided by the Metropolitan Fire and Emergency Services Board, Country Fire Authority and Victoria State Emergency Services, to reduce death and injury rates and to improve emergency response times. Key strategic priorities involve emergency services working together in a coordinated manner, developing common arrangements that apply to a range of hazards facing the community, focusing on prevention and therefore minimising the risk of emergencies and ensuring emergency services work in active partnership with the community.

This output contributes to the key government outcome of building friendly, confident and safe communities.

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
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Emergency Management Capability

Delivering emergency management through:

- provision of fire suppression, emergency prevention and response services in the metropolitan fire district and in rural and regional Victoria including outer metropolitan Melbourne;
- management of major natural disasters, provision of road accident rescue and support of local government and communities in disaster prevention and mitigation; and
- monitoring performance standards for fire and emergency services and provision of high level emergency management advice.

Quantity

Emergency service delivery points	number	1 400	1 400	1 400	1 400
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Quality

Advice meets internal benchmarks	per cent	95	95	95	94
Municipal customer satisfaction	per cent	85	85	85	87
Structural fire contained to room or object of origin	per cent	70	70	70	73

Timeliness

Emergency response times meeting benchmarks	per cent	90	90	90	91
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Cost

Total output cost	\$ million	217.5	202.6	200.0	187.5
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Source: Department of Justice

Enforcing Correctional Orders

These outputs ensure that correctional dispositions of the courts and orders of the Adult Parole Board are implemented through the management of the State's system of correctional facilities and programs for the containment and rehabilitation of prisoners as well as the community based supervision of offenders.

These outputs contribute to the key government outcome of building friendly, confident and safe communities.

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
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Prisoner Supervision and Support

Provides constructive containment of prisoners.

Quantity

Average daily prison utilisation rate of total prison capacity	per cent	90-95	93	90-95	92.3
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Total annual daily average numbers of prisoners ^(a)	number	4 400-4 600	4 400	4 200-4 400	4 177
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Quality

Proportion of benchmark measures in prison services agreement achieved	per cent	90	91	90	93
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Cost

Total output cost	\$ million	511.1	479.9	504.9	438.1
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Community Based Offender Supervision

Provides for supervision in the community of offenders on court orders.

Quantity

Average daily offenders under community based supervision	number	5 810	5 820	5 810	5 536
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Community work hours performed ^(b)	number	700 000-8 00 000	nm	nm	nm
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Quality

Community supervision orders successfully completed	per cent	65	64.1	68	62.6
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Timeliness

Offenders with a treatment or personal development program condition who have been appropriately referred to a program within set timelines	per cent	90	92	90	91.4
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Major Outputs/Deliverables Performance Measures	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
Cost					
Total output cost	\$ million	81.8	69.4	65.4	59.5

Source: Department of Justice

Notes:

- (a) *The increase in the 2009-10 target can be attributed to a number of factors such as change in sentencing practices for serious offences, reduction in the number of prisoners in police cells and a tougher breach policy by community corrections.*
- (b) *This performance measure replaces the 2008-09 measure 'Average daily offenders on community work-only orders'. The 2009-10 measure provides a more comprehensive and accurate account of Community Correctional Services (CCS) performance.*

Protecting Consumers

The output ensures that consumers are protected through appropriate regulation and education that promotes awareness and compliance with consumer laws, specifically focusing on the needs of vulnerable and disadvantaged consumers, and providing flexible dispute resolution and fostering business and industry growth.

This output involves developing and administering consumer protection legislation, including legislation relating to misleading and deceptive conduct, unconscionable conduct and unfair contract terms, product safety, trade measurement and the sale of liquor. It informs people of their rights and responsibilities in the marketplace, promotes more informed and educated buying decisions, provides assistance to those seeking redress and promotes the compliance of business with the law. Business registers and licences are maintained to ensure minimum standards of transparency and competence and, where necessary, to influence and regulate trading behaviour.

This output contributes to the following key government outcomes:

- building friendly, confident and safe communities;
- more quality jobs and thriving, innovative industries across Victoria; and
- a fairer society that reduces disadvantage and respects diversity.

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
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Promoting and Protecting Consumer Interests

This output provides information and advice to consumers and traders, and provides dispute resolution services, monitors and takes action to promote and enforce compliance with legislation, manages the delivery of trade measurement and product safety services, and registers or licenses certain occupations or industries (including liquor sales), business names, and community organisations.

Quantity

Information and advice provided to consumers and traders ^(a)	number	598 000	598 000	598 000	nm
Inspections, compliance monitoring and enforcement activities ^(b)	number	33 250	7 750	7 750	8 108
Registration and licensing transactions ^(a)	number	600 000	600 000	600 000	628 520

Quality

Customer satisfaction with services provided	per cent	90	90	90	89.7
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Timeliness

Services provided within agreed timeframes	per cent	90	90	90	93.5
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Major Outputs/Deliverables Performance Measures	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
Cost					
Total output cost ^(c)	\$ million	144.2	137.3	141.2	127.9

Source: Department of Justice

Notes:

- (a) This measure is comprised of activities delivered by Consumer Affairs Victoria and Responsible Alcohol Victoria. Responsible Alcohol Victoria deliver services that are associated with liquor licensing that contribute to the Victorian Alcohol Action Plan.
- (b) The increase in the 2009-10 target is attributed to activities delivered by Consumer Affairs Victoria and Responsible Alcohol Victoria, in particular activities associated with liquor licensing that contribute to the Victorian Alcohol Action Plan.
- (c) The primary component of the cost for this output is Trust expenditure, in particular grants made to private organisations and other departments to provide services.

Regulating Gaming and Racing

The Victorian community expects the best outcomes from gambling and racing activities for all Victorians. Accordingly, the output focuses on policy development, regulation, research and community education and the delivery of problem gambling services to achieve responsible, safe and sustainable gambling and racing environments.

The output provides strategic policy advice to the Minister for Gaming and leadership on the responsible management and regulation of the gaming sector. The output provides advice and support to the Minister for Racing in the interactions between government and the racing industry and supports the racing industry through a range of advisory, administrative and regulatory services, and selected initiatives.

It also advances awareness of and access to problem gambling services, particularly for the vulnerable and disadvantaged. Consultative processes are established to encourage input from a wide variety of people interested in the gambling sector, including stakeholders and the broader community.

The output also promotes the ongoing enhancement of the regulatory environment, the conduct of enforcement activities to ensure compliance with gambling laws and measures that assist and protect problem gamblers and those at risk of becoming problem gamblers. High standards of probity and transparency are maintained for gambling service providers and, to the extent possible, gaming services operate in a competitive environment.

This output contributes to the following key government outcomes:

- building friendly, confident and safe communities;
- a fairer society that reduces disadvantage and respects diversity;
- more quality jobs and thriving, innovative industries across Victoria;
- greater public participation and more accountable government; and
- sound financial management.

Major Outputs/Deliverables <i>Performance Measures</i>	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
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Gaming and Racing Management and Regulation

Provides for:

- monitoring and regulation of gambling activities in Victoria; and
- leadership and strategic policy advice to the Minister for Gaming and the Minister for Racing on the responsible management and regulation of the gaming and racing industries.

Quantity

Office of Gaming and Racing briefings processed ^(a)	number	900	900	700	823
Racing matters processed (including licences, permits, appeals, registrations and grant applications) ^(b)	number	160	650	800	1 994
Regulatory services including licensing and compliance activities ^(c)	number	29 024	25 962	26 606	24 068

Service Delivery 2009-10

Justice

161

Major Outputs/Deliverables Performance Measures	Unit of Measure	2009-10 Target	2008-09 Expected Outcome	2008-09 Target	2007-08 Actual
<i>Quality</i>					
Accuracy of regulatory compliance activities	per cent	100	100	100	100
<i>Timeliness</i>					
Gamblers Help Service clients who receive a service within five days of referral	per cent	90	95	90	95.5
Racing and gaming applications and initiatives completed within elapsed time benchmark	per cent	100	100	100	100
Regulatory compliance and licensing activities progressed within set timeframes	per cent	85	85	85	83.6
<i>Cost</i>					
Total output cost	\$ million	123.7	80.9	72.2	62.6

Source: Department of Justice

Notes:

- (a) The increase in the 2009-10 Target recognises the increased level of briefing activity experienced in 2008-09.
- (b) Bookmakers and bookmakers' clerks registrations occur on a triennial basis. All current registrations were renewed in 2007-08 and are not due for renewal again until 2010-11. The 2009-10 Target has been reduced to reflect this cycle. Some Racing activities will be performed on behalf of Racing by the Victorian Commission for Gambling Regulation (VCGR) at the commencement of 2009-10 and have been incorporated into the 'Regulatory Services including Licensing and Compliance Activities' measure.
- (c) The increase in the 2009-10 Target is due to some racing activities being delivered on behalf of Racing by the VCGR.