



ANNUAL REPORT 2021-2022



The Honourable Linda Dessau AM,
Governor of Victoria

Government House
Melbourne Vic 3004

Dear Governor,

On behalf of the Council of Magistrates, I present the Magistrates' Court Annual Report for the year 1 July 2021 to 30 June 2022 pursuant to section 15(3) of the *Magistrates' Court Act 1989*.

Yours sincerely

JUSTICE LISA HANNAN

Chief Magistrate

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Acknowledgement

The Magistrates' Court of Victoria (MCV) acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples and Traditional Owners and Custodians of the land and waterways.

MCV acknowledges and pays respect to Elders, knowledge holders and leaders – past present and emerging – and we extend this respect to all Aboriginal and Torres Strait Islander peoples.

Accessibility

At MCV, we want everyone to be able to understand what we do. We strive to be a court that is accessible to all Victorians – regardless of ability.

To access this document in a different version to allow you to engage with it more effectively, please refer to our website for instructions www.mcv.gov.au/accessibility-statement.



MESSAGE FROM THE CHIEF MAGISTRATE

I AM PLEASED TO REPORT THAT THE INITIATIVES INTRODUCED EARLY IN THE COVID-19 PANDEMIC ENSURED THE COURT WAS WELL PLACED TO MANAGE THE ONGOING CHALLENGES FACED DURING 2021-22.

All 51 courts around the state remained open to hear urgent and priority matters as pandemic restrictions once again impacted in-person court appearances in the first six months of the financial year.

We increased our online hearing capacity, which enabled MCV to hear new matters as well as taking strides to reduce our pending caseload. Our numbers had increased during 2020 due to reduced operational capacity in the first months of the pandemic.

Thanks to the hard work of our judicial officers, staff and stakeholders, our pending caseload at the end of this financial year was down to 103,238 matters. The reduction this financial year was 19 per cent.

COVID-19 has challenged us in ways we could not have imagined, but its legacy is the opportunity for MCV to embrace the benefits of digital technology and new service delivery methods. We are committed to adapting the way we deliver services to ensure we are providing the best possible justice outcomes for the people of Victoria.

Prior to the pandemic, our rising caseload, combined with our traditional reliance on in-person, paper-based and manual processes, was placing pressure on our ability to deliver a timely, proportionate and, above all, excellent justice response.

Too often, even simple procedural matters could not be addressed or resolved until parties appeared in court, constraining our ability to allocate time and resources to more serious or complex matters.

Our experience during COVID-19 demonstrated that technology can support the delivery of justice, and that the justice system and its users can adapt rapidly. As we move forward in a COVID-normal world, we are building on the lessons learned over the past two years to finalise our digital and service delivery reform strategy to maximise access to justice for all Victorians.

After extensive consultation within the court and with our stakeholders and court participants, we embraced a hybrid hearing model, with a mix of in-person and online hearings. Getting the balance right is a work in progress and we appreciate that the system must work for everybody.

Our new case management system (CMS) lies at the heart of our digital journey, and we look forward to the first stage (civil) being released early in the next financial year. While there is much work to be done, this will be a very important step in our innovation journey.

We launched a pilot of our new service centre in April, which has centralised phone and email queries for a number of our courts. The pilot has already proved successful in reducing the administrative burden on staff in registries, freeing up capacity to focus on case management for more complex matters, and helped to increase the preparedness of parties before court.

Our work and progress are guided by our commitment to the International Framework for Court Excellence, which we adopted in 2020. The framework evaluates the court's

performance against areas of excellence and provides international benchmarks and guidance to improve performance. It is a foundational project to support reform, service improvement and innovation that increases access to justice.

As part of this process, we have identified our *Pathway to Excellence*, which includes 14 priority areas and 29 activities that will help MCV achieve its aim of becoming a court of excellence.

While I am excited to watch our court of the future evolve, the core of our justice response will never change. We are an independent and accessible court delivering fair, transparent and efficient justice.

We are the people's court and exist to serve the community. This is something that we must never lose sight of, and we are committed to keeping the court user at the centre of everything we do. We recognise the importance of identifying any impacts that changes may have on our vulnerable court users and their ability to access justice. We are committed to working with them to maximise engagement and ensure everyone has equal access to our courts.

In-person hearings remain a core part of our work, and court buildings remain critical to how justice is delivered and how support services are provided to the community. Our new court building in Bendigo, which will open in early 2023, and our new facility at Wyndham, which had the soil turned during the year, will deliver fit-for-purpose facilities with secure and safe spaces and improved support to navigate through a day in court.

We have continued our commitment to Koori Justice and self-determination this year with work commencing on actioning MCV's self-determination initiatives that form part of *Yaanadhann Manamith Yirramboi (Striving for a Better Tomorrow)*, CSV's Self-Determination Action Plan. The four key areas for us to focus on are to prioritise culture, address trauma and support healing, address racism and promote cultural safety, and transfer power and resources to communities.

I want to thank our staff for everything they have done this year. Whether they were at court working in a reduced team or working from home, everyone played an important part in keeping courts open and ensuring ongoing access to justice.

I thank our stakeholders who have been supportive and collaborated with us to ensure that services were available and fit-for-purpose. I also want to acknowledge the ongoing support we received from Court Services Victoria and the State Government.

Importantly, I thank our CEO and his leadership team for their support and resilience. We are one court in every sense, and I am grateful for that.

My judicial colleagues have led with determination and passion during what was another turbulent year. I thank them for their support and for their commitment to serving the people of Victoria.

JUSTICE LISA HANNAN
CHIEF MAGISTRATE

ABOUT THE MAGISTRATES' COURT OF VICTORIA

THE MAGISTRATES' COURT OF VICTORIA (MCV) IS A KEY PART OF VICTORIA'S JUSTICE SYSTEM, HEARING MORE THAN 90 PER CENT OF VICTORIA'S CRIMINAL AND CIVIL CASES.

The Criminal Division hears and determines summary offences and some indictable matters, as well as conducting committal hearings in relation to serious indictable offences that are determined in the County or Supreme courts. Despite ongoing disruptions caused by COVID-19, more than 122,578 criminal cases were initiated and 134,351 criminal cases were finalised.

The Civil Division hears disputes arising from debts, claims for damages and other monetary or property disputes up to \$100,000. It also deals with claims for compensation for workplace injuries, and hears claims by employees and employers under the *Fair Work Act 2009*. MCV's new federal jurisdiction now deals with some applications previously heard by VCAT, and Industrial Division reforms introduced in the 2021-2022 financial year have changed the way wage and employment entitlement disputes are heard.

MCV has a dedicated workforce that includes 129 magistrates working across the court's 51 locations, as well as 26 reserve magistrates, 19 judicial registrars and 1163 staff.

In addition to its court operations, MCV also provides a number of specialist courts and programs that aim to improve outcomes for court users and the community. Many of those who come before the court are assessed as having underlying mental health or substance abuse issues, social or cultural disadvantage, or a disability. Our specialist courts and programs are solution-focused. They use the opportunity of an individual's participation in the justice system to prevent offending, improve wellbeing and increase community safety.

These specialist courts and programs include:

ASSESSMENT AND REFERRAL COURT

The Assessment and Referral Court (ARC) is a specialist therapeutic and solution-focused court designed to ensure access to justice and improved outcomes for accused individuals who have a mental illness and/or cognitive impairment. It works collaboratively with the Court Integrated Services Program (CISP) to provide a range of support. ARC operates on a problem-solving court model, where the magistrate hears the matters and reviews the accused person's progress in a less formal setting. A guilty plea is required before an individual support plan is developed.

COURT INTEGRATED SERVICES PROGRAM

The Court Integrated Services Program (CISP) is a statewide, court-based program that supports eligible clients to address their health and/or social needs with an aim to reduce the likelihood of reoffending. CISP works with clients during the bail (or pre-trial) stage of their criminal proceedings. It is a voluntary program and clients are provided with individualised case management to support timely access to community-based treatment and support services, including drug and alcohol treatment, accommodation, disability and/or mental health services.

CISP REMAND OUTREACH PILOT

The CISP Remand Outreach Program (CROP) is a joint initiative with Corrections Victoria. CROP staff work in prisons to proactively identify remand prisoners who may be eligible for bail if appropriate community supports were in place. They work with people on remand to identify and address barriers to receiving these supports.

DRUG COURT

MCV's Drug Court expanded from Dandenong and Melbourne to Shepparton and Ballarat during the year. The Drug Court provides offenders with a drug and/or alcohol dependency the option to serve a sentence of imprisonment in the community under a drug and alcohol treatment order (DATO). The intensive, integrated treatment program is judicially supervised and provides a therapeutic response to address the underlying causes of addiction. Structured to promote honesty, accountability and a change in participants' behaviour, DATO non-compliance attracts swift and significant consequences, including jail.

KOORI COURT

Koori Court is a culturally appropriate sentencing court for Aboriginal and Torres Strait Islander defendants who plead guilty. The Koori Court facilitates conversations with the defendant, their family and lawyer sitting around a table, directly engaging with Koori Court Elders, the magistrate, Victoria Police, Corrections and a Koori Court officer to address underlying issues. Elders and Respected Persons (ERPs) and Koori Court officers reduce cultural alienation, strengthen accountability and ensure the process is culturally safe.

NEIGHBOURHOOD JUSTICE CENTRE

The Neighbourhood Justice Centre (NJC) is a multijurisdictional community justice centre in Collingwood that hears cases involving residents of the City of Yarra. It resolves disputes by addressing the underlying causes of harmful behaviour and tackling social disadvantage. Magistrates hear criminal and civil matters (including VOCAT applications), as well as family violence and personal safety intervention order applications. Children's Court (criminal division) and Victorian Civil and Administrative Tribunal (VCAT) matters are also heard.

SPECIALIST FAMILY VIOLENCE COURTS

Specialist Family Violence Courts (SFVCs) are located at Ballarat, Frankston, Heidelberg, Moorabbin and Shepparton. They deliver an integrated family violence response with specialist magistrates, registry and family violence practitioners. Features of the SFVCs include separate entrances and safe waiting areas, remote witness technology and private interview rooms. Further expansion of SFVCs is planned for 2022-23.

VICTIMS OF CRIME ASSISTANCE TRIBUNAL

The Victims of Crime Assistance Tribunal (VOCAT) provides financial assistance to victims of violent crime to aid their recovery and to cover expenses that resulted from the crime.



MESSAGE FROM THE CEO

EXCELLENCE IS SOMETHING I HAVE SPENT A LOT OF TIME TALKING ABOUT OVER THE PAST TWO YEARS.

Since the court signed up to the International Framework for Court Excellence in 2020, our staff and judicial officers have been focussing on what excellence means for MCV, and how we can ensure we are providing the highest level of service to all court users.

During the year, we launched our *Pathway to Excellence* plan, which details our priorities for 2022 and beyond, including the steps we are going to take to become a recognised court of excellence.

The priorities we have identified through this process will be addressed through a new strategic plan and individual business plans. Our executive leadership team has embraced the opportunity to redefine our goals and set a clear direction for the future. It has been exciting to work with them on this project and to see their passion and enthusiasm for what we plan to deliver.

The focus of our *Pathway to Excellence* program is internal and external. We are committed to delivering improvements in the workplace so our people have the highest levels of job satisfaction, as well as providing the services the Victorian community wants and needs.

There is a saying that excellence is doing ordinary things extraordinarily. To me, excellence is also doing ordinary things in extraordinary times, and we have certainly seen that over the past 12 months.

The COVID-19 pandemic continued to impact court operations and our staff and judicial officers once again went above and beyond to ensure Victorians could continue to access justice. I am proud of everyone's efforts. The determination and hard work I witnessed day in, day out across our organisation was remarkable.

MCV welcomed two new executives during the year with the appointments of Jane Craig (Specialist Courts and Programs) and Melinda Stuart-Adams (Family Violence Division). I want to thank the executive leadership group for their ongoing support. I also want to acknowledge my office for their commitment and hard work.

Our Chief Magistrate, Justice Lisa Hannan, was appointed a Justice of the Supreme Court in March. The appointment was not only an acknowledgement of Justice Hannan's outstanding career achievements but also recognition of MCV's important role in the justice system.

I congratulate Justice Hannan on her appointment and thank her for the support she has provided to me during the year.

SIMON HOLLINGSWORTH
CEO

THE YEAR THAT WAS



New federal jurisdiction launched with 369 matters initiated

All
51

courts remained open during pandemic



134,351
criminal matters finalised



Pathway to Excellence launched

2074

hours of capacity returned to registries thanks to service centre opening



Pending caseload declined to 103,238
-19%



New Drug Courts opened at Shepparton and Ballarat

174,728

Emails and calls to family violence contact centre



New Koori Courts opened at Wodonga and Wangaratta

ORGANISATIONAL STRUCTURE

AS AT 30 JUNE 2022

The Magistrates' Court of Victoria is led by the Chief Magistrate, Justice Lisa Hannan. Her Honour is supported by deputy chief magistrates, supervising magistrates and regional coordinating magistrates. The magistrates are supported by an administrative team, which is led by the CEO, to deliver an innovative and responsive court.

THE JUDICIARY

CHIEF MAGISTRATE

Justice Lisa Hannan

DEPUTY CHIEF MAGISTRATES

Ms Susan Wakeling
Ms Felicity Broughton

HEADS OF DIVISION

Crime Ms Donna Bakos
Specialist Courts Ms Pauline Spencer
Civil Mr Phillip Goldberg

SUPERVISING MAGISTRATES

ARC Ms Ros Porter
Drug Court Ms Suzie Cameron
Family Violence Ms Therese McCarthy
Family Violence - Crime Mr Tim Gattuso
Industrial Mr Justin Foster
Koori Justice Ms Rose Falla
Sexual Offences Ms Jo Metcalf
VOCAT Ms Fiona Hayes
WorkCover Ms Meghan Hoare

REGIONAL COORDINATING MAGISTRATES

Barwon South West Ms Ann McGarvie
Broadmeadows Ms Stella Stuthridge
Dandenong Ms Julie O'Donnell
Frankston Mr Gerard Lethbridge
Gippsland Mr Tony Burns
Grampians Mr Hugh Radford
Heidelberg Ms Meagan Keogh
Hume Ms Anne Goldsbrough
Loddon Mallee Ms Megan Aumair
Moorabbin Ms Luisa Bazzani
Melbourne Mr Timothy Bourke
NJC Mr Noreen Toohey
Ringwood Ms Jan Maclean
Sunshine Ms Kay Robertson

MAGISTRATES

Ms Marita Altman
Ms Susan Armour
Mr Julian Ayres
Mr Guillaume Bailin
Mr Stephen Ballek
Ms Julia Barling
Ms Hayley Bate
Mr John Bentley
Ms Amina Bhai
Ms Jacqueline Billings (CHC)
Ms Angela Bolger
Ms Jade Bott
Ms Caroline Boulton
Ms Jennie Bowles (CHC)
Mr Gerard Bryant
Ms Abigail Burchill
Ms Carolyn Burnside
Ms Alexandra Burt
Mr Darrin Cain (CHC)
Ms Victoria Campbell
Mr Andrew Capell
Mr Michael Coghlan
Ms Ann Collins
Mr Gregory Connellan
Ms Erica Contini (CHC)
Ms Suzette Dootjes
Mr Peter Dotchin (CHC)
Ms Alana Duffy
Mr Peter Dunn
Mr David Fanning
Mr David Faram
Mr Bernard Fitzgerald
Ms Lesley Fleming (CHC)
Mr Simon Garnett
Ms Jane Gibson (CHC)
Mr Kieran Gilligan
Ms Julie Grainger
Mr Timothy Greenway
Ms Kirstie Grigor
Mr Martin Grinberg
Ms Jennifer Grubissa
Mr Simon Guthrie
Mr Andrew Halse
Ms Robyn Hamilton
Mr John Hardy
Ms Tara Hartnett
Ms Annabel Hawkins (CHC)

Ms Jacqueline Hawkins (CCOV)
Mr Timothy Hoare
Ms Michelle Hodgson
Ms Cecily Hollingworth
Mr Franz Holzer
Ms Gail Hubble (CHC)
Mr Trieu Huynh
Ms Audrey Jamieson (CCOV)
Mr Graham Keil
Mr Russell Kelly
Mr Costas Kiliadis
Dr Michael King
Mr Randall Kune (CHC)
Ms Elizabeth Langdon (CHC)
Mr Rohan Lawrence
Mr Nunzio La Rosa
Mr Stephen Lee
Mr Dominic Lennen
Ms Denise Livingstone
Ms Cynthia Lynch
Ms Mary-Anne MacCallum
Ms Kay Macpherson (CHC)
Ms Urfa Masood
Mr Ross Maxted
Mr Andrew McKenna
Mr Michael McNamara
Ms Sharon McRae
Ms Fran Medina
Mr Peter Mellas
Mr Peter Mithen
Ms Helen Murphy
Ms Michelle Mykytowycz
Mr John O'Callaghan
Mr Jason Ong
Ms Kim Parkinson (CHC)
Mr Tony Parsons
Mr Shiva Pillai (CHC)
Mr Richard Pithouse
Ms Samantha Poulter
Ms Vicky Prapas
Mr Peter Reardon
Mr Michael Richards
Mr Gregory Robinson
Ms Kristen Rose (CHC)
Mr Mark Sabljak
Mr Ron Saines
Mr Marc Sargent
Mr Paul Smith
Ms Sharon Smith (CHC)
Mr Patrick Southey
Ms Paresa Spanos (CCOV)
Mr David Starvaggi
Mr Robert Stary
Ms Melissa Stead (CHC)
Ms Fiona Stewart

Mr Mark Stratmann
Ms Jacinta Studham
Ms Mia Stylianou
Ms Kimberley Swadesir
Mr Charles Tan
Ms Cynthia Toose
Ms Letizia Torres
Ms Jennifer Tregent
Ms Olivia Trumble
Ms Belinda Wallington
Mr Tim Walsh
Ms Nahrain Warda
Mr Michael Wardell
Mr Ian Watkins
Mr Matthew White
Mr Michael Wighton
Ms Christine Windisch
Mr Simon Zebrowski
Mr Francis Zemljak (CHC)

RESERVE MAGISTRATES

Mr Thomas Barrett
Mr Ross Betts
Mr Barry Braun
Mr Brian Clifford
Mr Bruce Cottrill
Mr Rodney Crisp
Mr John Doherty
Ms Michelle Ehrlich
Ms Margaret Harding
Mr Lou Hill
Mr Jonathan Klestadt
Mr Bob Kumar
Ms Cathy Lamble
Mr John Lesser
Mr Gregory Levine
Mr Lance Martin
Mr Ian McGrane
Mr Gregory McNamara
Mr Dan Muling
Ms Jelena Popovic
Mr Steven Raleigh
Mr Duncan Reynolds
Mr Charlie Rozencajg
Mr Michael Smith
Mr Alan Spillane
Mr Brian Wright

JUDICIAL REGISTRARS

Ms Ruth Andrew
Mr Julian Bartlett
Mr Mick Bolte
Ms Shannon Dellamarta
Ms Samantha Dixon
Ms Kristie Eales

Ms Kathryn Fawcett
Mr Gavin Green
Mr Michael Gurvich
Mr Anthony Gwynne
Ms Leah Hickey
Mr Barry Johnstone
Mr Richard O'Keefe
Ms Alison Paton
Ms Katherine Rynne
Ms Angela Soldani
Ms Allison Vaughan
Mr John Wieladek

CHC indicates magistrates sitting at the Children's Court, CCOV indicates magistrates sitting at the Coroners Court.

EXECUTIVE TEAM

CHIEF EXECUTIVE OFFICER

Mr Simon Hollingsworth

EXECUTIVE DIRECTORS

Business Transformation
Ms Melissa Martino
Court Operations
Ms Simone Shields
Family Violence
Ms Melinda Stuart-Adams
People, Culture and Transformation
Ms Georgia Tsiantas
Specialist Courts and Programs
Ms Jane Craig
Strategy and Corporate Services
Mr Jake Hawley

PRINCIPAL REGISTRAR

Ms Tanya Turner

VISION, VALUES AND STRATEGIC PRIORITIES

DELIVERING OUR VISION

Our vision is to be “an innovative and accessible court delivering fair, transparent and efficient justice for all Victorians”.

To ensure this vision becomes reality, MCV has focussed on delivering excellence across six key areas: court excellence, leadership and professionalism, technology, communication and engagement, wellbeing and coronavirus recovery planning.

MCV'S VALUES ARE:



EXCELLENCE

Striving for excellence in the performance of our work.



RESPECT

People are listened to and treated with courtesy and respect.



INTEGRITY

Honest, ethical and reasonable behaviour.



FAIRNESS

Ensuring due process and equal protection of the law.



TRANSPARENCY

Promote trust and confidence in the work of the court by upholding principles of open justice, engaging with community and being accountable for our use of public resources.



ACCESSIBILITY

Ensuring the court's practices and processes are clear, consistent, user-friendly and non-discriminatory. Making the court physically available to all.



INNOVATION

Being a leader in innovative court practices and leveraging technology to increase our accessibility and support our reform agenda.



INCLUSIVENESS

A court for all Victorians that is respectful of culture and diversity.

TRANSFORMATION THROUGH INNOVATION

A NEW WAY TO DELIVER COURT SERVICES

If MCV is to successfully deliver its vision, it is vital that it continues to modernise processes and review its service delivery offerings.

Our experience during COVID-19 demonstrated that technology can support the delivery of justice.

The pandemic gave MCV's plans for digital evolution greater impetus, and the past two years have shown that technology can be used to further increase access to justice and transform service delivery.

MCV has built on the lessons learned during the pandemic to finalise a digital transformation and service delivery reform strategy that will deliver a modern court.

This process included looking critically at our pathways for access to justice and asking whether they reflect the way court users are best able to engage, including digitally.

Our court users are asking for modern pathways that place them at the centre of our processes and provide the option to complete certain tasks online.

This transformation will steer MCV towards a new service delivery model, supported by a case management system that provides a digital platform for the court's operations and a service centre that will handle administrative enquiries and services outside court buildings.

The new service delivery model will ensure MCV delivers on its vision and is accessible for all Victorians.

COURT MANAGEMENT SYSTEM

The successful deployment of a new case management system is central to the court's plans for digital transformation.

Work has continued on the development of the new CMS, with the next stage of the project, the civil release, due to be launched early in the 2022-23 financial year.

The CMS has been designed and built to create a more modern, efficient and user-friendly system that will enable the court to move away from paper files. This will benefit not only court users, the judiciary and court staff but the broader Victorian community, enhancing access to justice and improving community safety.

Multiple processes for filing and accessing information will be streamlined into one easy-to-use portal where external parties can initiate, view, file and track their cases.

MCV staff worked closely with technology partner Journal Technologies during the year to finalise the civil portal design and navigation, to transfer records from the existing Courtlink system and to complete training for all staff and magistrates.

Following the civil launch, five subsequent stages will be released, including criminal. These are due for delivery over the next two years.

When complete, CMS will be the single point of entry for all cases in the Magistrates' Court of Victoria and Children's Court of Victoria.

The \$89 million project replaces MCV's outdated Courtlink system and was funded under the 2017-18 State Budget, as part of the Victorian Government's response to the Royal Commission into Family Violence.

SERVICE CENTRE DELIVERS

As part of its new service delivery model, MCV launched a service centre pilot in March to relieve pressure on registry staff and to assist to reduce the pending caseload.

Located in Melbourne's central business district, the service centre responds to phone and email inquiries relating to criminal matters that are transferred from suburban and regional courts. This enables registry staff to spend more time managing in-person inquiries, providing judicial support and managing complex cases.

The pilot started with five court locations and was expanded to nine by the end of the financial year.

More than 21,106 phone calls and emails were managed by service centre staff, returning 2074 hours of capacity to the registries.

The average wait time for phone calls to be answered was 18 seconds, while 81 per cent of phone calls were resolved on first contact.

Service centre staff also provide a range of administrative services, including processing applications for extension of infringements and triaging adjournment requests for self-represented litigants.

Central to the success of the service centre was the development of a knowledge management system (KMS) that enables staff to provide consistent information to callers.

The pilot will be expanded to additional locations in the 2022-23 financial year with plans for civil jurisdiction queries to be managed and a web chat service to be offered.

INTERACTIVE VOICE RESPONSE

MCV introduced a first contact telephone menu or interactive voice response (IVR) menu for 13 courts in March, as part of the move towards a consistent service experience for court users.

The IVR menu presents a broad set of options to direct a court user's telephone enquiry to the court service they are seeking.

The change standardises the experience of court users contacting the court and helps manage the flow of enquiries across the registry while also providing more reliable workload data, such as the call volumes and reason for calling.

The technology will be rolled-out statewide early in the 2022-23 financial year.

AUDIO VISUAL LINK SCHEDULER

It is now easier for practitioners to book and schedule audio visual links with the launch of a new online portal in May.

The AVL scheduler has reduced manual processes, allowing practitioners to directly select available times for conferences, view bookings and scheduled hearing times, request bookings for witnesses, add participants to hearings, and manage AVL participants and resources.

Developed by the Magistrates' Court in conjunction with the Department of Justice and Community Safety, the portal coordinates AVL activities across courts, Corrections, Victoria Police and the legal profession.

One hundred and seventy five courtrooms statewide are equipped with AVL technology, which enabled 48,117 links to be facilitated between courts and accused persons in custody appearing remotely during the year. This was a slight decrease on the previous year due to the return to in-person appearances in the last quarter of the financial year.



BENDIGO LAW COURTS ANCHORED IN HERITAGE

Construction of the new Bendigo Law Courts has made significant progress with the building due for completion in December 2022. Court operations are due to commence in early 2023.

Based on best-practice principles for inclusion and openness, the new courts will provide greater access to justice for the community and be fit-for-purpose as a modern court, while being able to respond to changing community and justice needs.

Bendigo's future court will provide specialist courts for the Koori community, for family violence and mental health matters.

The service model emphasises person-centred service delivery including: easy access for court users to information and services online and in-person; a responsive model that enables both online/remote, and in-person hearings; proactive case management and cross-jurisdictional collaboration; clear and timely communication so that users know what to expect, underpinned by customer-service and continuous improvement.

Advanced technology will enable remote hearings, display of digital evidence, video conferencing and livestreaming.

The court's design is anchored in Bendigo's unique heritage and culture of the Dja Dja Wurrung, Bendigo's Traditional Owners.

WYNDHAM TO GET STATE-OF-THE-ART COURT FACILITIES

The soil has been turned on a new state-of-the-art court facility in Melbourne's west.

Wyndham will be the largest court complex outside of Melbourne's central business district when it opens in 2025.

It will bring together multiple Victorian court jurisdictions and specialist courts to the rapidly growing Wyndham area.

Wyndham's future court will prioritise user experience, safety, sustainability, and technological capability. It will deliver specialist services and meet the recommendations of the Royal Commission into Family Violence.

Specialist drug and mental health assessment and referral court services, as well as culturally sensitive services for the Koori community will be available.

The court will be located adjacent to the new Werribee Police Station.

Construction is scheduled to commence in late 2022 and be completed late in 2024.

The 2020-21 State Budget committed \$271.1m to deliver the Wyndham Law Courts, after funding the purchase of land in 2018-19.

INTERNATIONAL FRAMEWORK FOR COURT EXCELLENCE

PATHWAY TO EXCELLENCE

Court excellence is central to delivering our vision.

In 2020, MCV adopted the International Framework for Court Excellence (IFCE) to guide our journey to improve the quality of justice and judicial administration.

Developed by the International Consortium for Court Excellence, the framework is a set of values, concepts and tools that provide a foundation to guide the desired improvement.

IFCE includes seven areas of court excellence that, in combination, support a continuous and holistic approach to improvement.

These are:

-  LEADERSHIP
-  STRATEGIC COURT MANAGEMENT
-  WORKFORCE
-  INFRASTRUCTURE, PROCEEDINGS AND PROCESSES
-  COURT USER ENGAGEMENT
-  AFFORDABLE AND ACCESSIBLE COURT SERVICES
-  PUBLIC TRUST AND CONFIDENCE

In May 2021, the court conducted a self-assessment survey, which was the first step in identifying areas for improvement.

Passionate and dedicated staff, innovative programs and adapting to the COVID-19 climate were highlighted among the court's strengths, while court user engagement, workforce and strategic management were identified as the top three areas for improvement.

Following significant consultation across all areas of the court, 14 high-level priority areas have been identified that have been detailed in the *Pathway to Excellence*.

This outlines the priority areas and steps that will be taken to raise the court to a standard of excellence where it has well-defined innovative approaches with continuous refinement, integrated with organisational needs.

Timelines and action plans for delivery will be addressed through the next strategic plan, which will be launched in the second quarter of the 2022-23 financial year.

A further self-assessment will be undertaken in 2024 to measure the court's progress.

THE 14 PRIORITY AREAS ARE

- 1** Build our organisational culture to ensure high standards of behaviour aligned to MCV's values.
- 2** All leaders, judiciary and staff take responsibility for implementing the Self-determination Action Plan.
- 3** Articulate MCV's governance structure including defining the leadership responsibilities of judicial and administrative roles and committees.
- 4** A strategic plan that shapes our future and drives transformation.
- 5** Foster an organisational culture of information sharing, engagement and collaboration across divisions.
- 6** Drive an organisational focus on quality service outcomes.
- 7** MCV embeds the use of evidence and data to inform organisational decisions and work.
- 8** A unified people strategy to support our people to perform at their best.
- 9** Embed and refine our Health and Wellbeing Plan.
- 10** Transform scheduling and management of operational workloads.
- 11** An integrated approach to continuous improvement and innovation.
- 12** Systematically obtain and use court user feedback.
- 13** A consistent and responsive user-centric service model.
- 14** A strategy to transparently engage with the public and court users.

CIVIL DIVISION

MCV's Civil Division comprises four jurisdictions:

- General Civil deals with proceedings where the disputed amount does not exceed \$100,000 or, in the case of equitable relief, where a court-granted remedy requires a party to act, or refrain from a particular act, the value of the relief does not exceed \$100,000.
- WorkCover is the jurisdiction conferred by the *Workplace Injury Rehabilitation and Compensation Act 2013*, the *Accident Compensation Act 1985* and the *Workers Compensation Act 1958*.
- the third includes proceedings within the Industrial Division
- and the fourth encompasses proceedings in the new Federal jurisdiction.

FEDERAL JURISDICTION

The VCAT and Other Acts Amendment (Federal Jurisdiction and Other Matters) Act 2021 came into effect in November.

The new legislation enables MCV to hear federal jurisdiction matters excluded from VCAT, addressing a gap in VCAT's residential tenancies division where some matters had no forum for resolution.

It took eight months to implement the operational changes required to ensure the jurisdiction could effectively service court users. MCV worked with VCAT to share information, resolve preliminary matters and to expedite those that had been struck-out at VCAT. From launch, 369 matters were initiated with 288 completed.

CIVIL RULE REFORMS

The Magistrates' Court (Miscellaneous Civil Proceedings) (Industrial Division Amendment) Rules 2022 came into operation in April. The amending rules inserted a new Order 13 into the Miscellaneous Civil Proceedings Rules as

the applicable civil process in the industrial division. Practice Direction No 4. of 2022 also took effect on 11 April.

The reforms simplified the process of pre-hearing conferences and expedited the determining of matters, enabling earlier resolution of some matters and leaving matters suitable for formal determination to be appropriately allocated. MCV held a practitioner event to update and educate on procedural amendments.

JUDICIAL REGISTRARS APPOINTED

New judicial registrars were appointed, following the civil jurisdiction changes. The judicial registrars have jurisdiction up to \$25,000 in general matters, including fencing disputes, and \$100,000 in motor vehicle property damage claims. Judicial registrars also conduct pre-hearing conferences in the industrial division and hear matters in the federal jurisdiction. They have been invaluable in the timely resolution of matters.

WORKCOVER

The WorkCover Division has continued to operate online and in person with the improved hybrid processes achieving greater access to justice. WorkCover remains adaptive to the changing demands of Victoria's circuit work. The WorkCover Users Group proactively communicates and manage changes and provides a forum for discussion of procedural issues.

APPROPRIATE DISPUTE RESOLUTION

The Appropriate Dispute Resolution Committee is a consultative body that includes members of the judiciary and court administration, the Victorian Bar, the Law Institute and the Dispute Settlement Centre of Victoria. During the year, the committee focused on reform to the List of External Mediators and the associated application and fee policies.

HEALTH AND WELLBEING

EMBEDDED IN EVERYTHING WE DO

The health and wellbeing of our judiciary and staff are key priorities at MCV, leading to the formation of the Health and Wellbeing Steering Committee in July 2020. Following this, a plan was implemented to ensure the health and wellbeing of all judicial officers and staff.

The plan encompasses physical and mental health, along with workplace environment and culture, and aligns with the International Framework for Court Excellence.

Of the 58 initial planned actions, 23 were completed during 2021-22 and a further 22 actions are on track.

Health appraisals, comprising 30-minute physical and mental checks, continued at court sites across the state throughout the year with 214 appraisals conducted.

Since the program commenced in February 2021, many magistrates and judicial officers have accessed the comprehensive health check, and the Judicial Officer Assistance and Judicial Proactive Wellbeing programs also provided confidential assistance and support from psychologists.

Thirteen judicial officers, including the Chief Magistrate, nine magistrates and three judicial registrars completed mental health first aid training during the year.

The Audit and Risk Committee approved a risk treatment plan for the occupational health and safety and psychosocial wellbeing of judicial officers and staff.

In July 2021, The Resilience Project's Discovering Resilience program was offered, aimed at helping staff build personal resilience, wellbeing and happiness. The 12-month program comprised two live online presentations, a 10-part digital wellbeing series and a wellbeing resource kit for staff.

The Resilience Project's founding director, Hugh Van Cuylenburg, delivered the first online presentation in July. There were 213 MCV staff who attended on the day, with many more watching the recorded presentation over the following two weeks.

Wellbeing resource kits, containing The Resilience Project's *Finding Happiness Through Gratitude, Empathy and Mindfulness* textbook, a wellbeing journal and pen, and a thank you card signed by Justice Hannan, were delivered to more than 1000 MCV staff throughout Victoria, drawing positive feedback.

The inaugural MCV 10,000 Steps Time Out Tournament for staff and judiciary, aimed at improving physical and mental wellbeing during the coronavirus pandemic, was held from 8 November until 3 December.

Forty-nine teams, comprising 203 MCV staff and judicial officers, participated.

Other initiatives included:

- a staff survey on future ways of working
- a pilot training program to assist managers to lead a mentally healthy workplace
- an online presentation for RU Ok? Day
- a dedicated health and wellbeing page for staff on the People and Culture SharePoint page
- a health and wellbeing pulse check in December with 57 responses and suggested initiatives requesting stress, fatigue and mental health initiatives, access to fitness programs, healthy eating, and personal health checks. As a result, specific health services (such as nutrition consultations) have been implemented and an events calendar developed.

CRIMINAL DIVISION

The Criminal Division of the Magistrates' Court continues to work for the whole court by keeping abreast of law reform, legislative changes and all matters relating to criminal practice and procedure.

During the year, Supervising Magistrate Donna Bakos chaired a number of committees. These included the Criminal Law Committee, which met monthly to discuss the division's operations, practice and procedures, as well as the Criminal Court User Group, which comprised stakeholders including court representatives, Victoria Police, the Office of Public Prosecutions, VLA, the Criminal Bar Association, the Office of the Commonwealth Director of Public Prosecutions, the Law Institute, the Victorian Aboriginal Legal Service and the Independent Prosecutors Directorate. This group provides a valuable forum for discussion and court user feedback.

The division was also represented at regular meetings with Forensicare, the Victorian Institute of Forensic Mental Health and the Department of Justice and Community Safety, Youth Justice unit and Community Corrections Victoria, to discuss their respective roles and participation in the work of the court.

LAW REFORM

The criminal division also regularly participated in law reform consultations to ensure the views of the court were represented. This included: *Spent Convictions Act 2021*, *Sentencing Act 1991* reform project, improving the justice system response to sexual offences, review of court powers to make non-disclosure orders, review of the *Terrorism (Community Protection) Act 2003*, victim privacy orders under the *Judicial Proceedings Reports Amendment Bill 2021*, strengthening protections for confidential communications, sentencing for personal safety order offences and stalking

offences and the proposal to amend the *Confiscation Act 1997*.

Magistrate Bakos also contributed to several Sentencing Advisory Council references, including sentencing deferrals and adjourned undertakings.

The division also monitored and reported on case law and legislative changes, and ensured materials used by magistrates and judicial registrars were up-to-date, presented to Forensicare on court report training, and participated in Law Week activities.

The division and the Legal Policy Unit worked closely with the court's Legislative and Operational Support team to consult and advise on the practical implications of implementing the legislative changes that apply with reform projects.

SEXUAL OFFENCES PORTFOLIO

The sexual offences portfolio, led by Supervising Magistrate Johanna Metcalf, continued to undertake a range of projects to ensure high standards of court excellence in sexual offence cases.

The specialist sexual offences list at Melbourne sits Thursday for summary matters and on Friday for committal stream cases. Throughout the pandemic, the portfolio adapted its processes to respond to changing COVID-19 requirements and to reduce delays.

With the support of prosecution agencies, additional sitting days were added to the calendar at Melbourne Magistrates' Court. This provided fixture hearings every Monday for guilty pleas, summary jurisdiction applications, bail applications and Sex Offender Registration Act applications.

Magistrate Metcalf chaired the bi-monthly meetings of the Sexual Offences Management Committee, which comprises representatives from all headquarter court venues. This committee oversees the sexual offences lists across all metropolitan

CIVIL PRACTICE COMMITTEE

The Civil Practice Committee met regularly to consult and discuss procedural civil changes, ongoing work and resolution of issues. It includes representatives from the judiciary and administration, and from the profession. The committee appreciates the invaluable support and attendance of the Office of Chief Parliamentary Counsel.

CIVIL DIVISION ACTION PLAN 2021-22

The Civil Division Action Plan articulates the key initiatives of MCV's vision.

The jurisdiction has worked on ensuring smooth processes and dissemination of information throughout court venues. Judicial education has continued as a priority with publication of the *Civil Jurisdiction Guide: Practice and Procedure* and education seminars held for magistrates and judicial registrars.

Work on strengthening relationships between the divisional head and supervising magistrates continued, to ensure a collaborative approach to court operational leadership. Judicial leadership of committees also provides a process for effective and proactive court communication with user groups.

Technological advancements have assisted with federal jurisdiction and industrial division projects, in particular the website as a means of collating and articulating jurisdictional changes.

Web-based platforms have provided a forum to engage with court users and the profession and to communicate changes. The CMS and KMS projects are significant examples of judicial leadership contributing to the development of projects leveraging technological reform.

The division has established strong working relationships and effective community engagement through its federal jurisdiction and industrial division projects. Working collaboratively with VCAT and registry representatives, the

court proactively established processes to manage incoming cases and to share appropriate information. The court's relationship with VCAT was integral to informing the judiciary, both prior to and post-implementation. MCV continues to engage with VCAT through attendance at its quarterly Residential Tenancies User Group meeting. The court has also developed its own relationships with user groups in the residential tenancies area, particularly with Legal Aid and the Real Estate Institute of Victoria.

Supervising magistrates have actively contributed to programs focused on judicial wellbeing, and education programs have ensured judicial officers feel informed and prepared.

The civil jurisdiction has actively reviewed its processes throughout the pandemic to manage processes aimed at short-term relief and retain processes that have assisted the operation of the jurisdiction. To this end, the divisional head and supervising magistrates have engaged with the profession to glean the processes that have been most beneficial and workable for court users, with those processes integrated into the court's recovery practice directions.

ACKNOWLEDGEMENTS

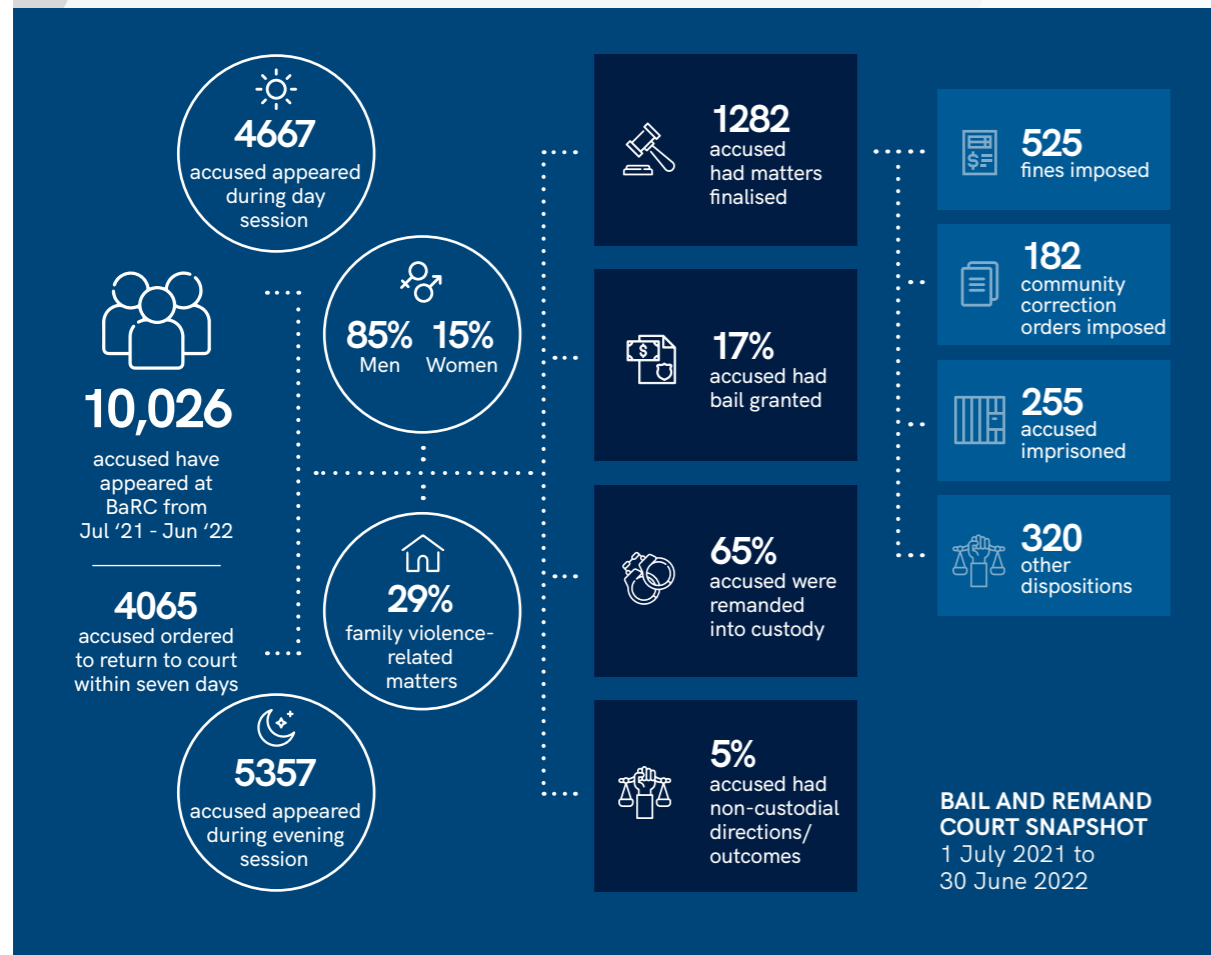
I would like to acknowledge the support of the magistracy and judicial registrars, as well as the leadership of Supervising Magistrates Meghan Hoare (WorkCover) and Supervising Magistrate Justin Foster (Industrial).

Thanks to divisional lawyer Rachel Matulis; coordinators Stephanie Goldis and Chris Paterson (General Civil), Anna Gleeson and Karyn Bennett (WorkCover) and Nicole Cardullo (Federal); self-represented litigant coordinators Frank Virgona and Renee Konstantellos; and court officers Meg Stevenson and Frances Nival.

MAGISTRATE PHILLIP GOLDBERG

Head of the Civil Division

CRIMINAL DIVISION



and regional court venues to ensure effective statewide case management of sexual offence matters.

In May 2022, the portfolio circulated a comprehensive *Sexual Offences Case Management Guide* to all magistrates. The guide is a practical resource for magistrates to assist with the complexities of sexual offences by minimising delays through the early identification of issues and application of relevant statutory provisions.

Magistrate Metcalf provided regular updates to magistrates about recent case law and legislative change in the area of sexual offences and held induction sessions for all newly appointed magistrates. She also chaired a session for magistrates on court craft and how to

sensitively manage cases with confronting evidence.

Magistrate Metcalf also worked with the Judicial College of Victoria to develop a webinar on how to identify communication issues with vulnerable witnesses in the courtroom, and two podcasts covering ground rules hearings with, and without, intermediary involvement.

She also represented MCV on multi-agency steering committees for the Intermediary Program and Child Witness Service.

In the law reform sphere, the portfolio has been involved in numerous consultations with the Department of Justice and Community Safety on reforms arising out of the Victorian Law Reform Commission's

report, *Improving the Response of the Justice System to Sexual Offences*. It includes reforms to the definition of consent and introducing an affirmative model of an accused's reasonable belief in consent for sexual offences, image-based sexual offences, the offence of persistent sexual abuse of a child under 16, expands the use of ground rules hearings for complainants and to improve the operation of confidential communication protective provisions.

FAMILY VIOLENCE CRIME PORTFOLIO

Supervising Magistrate Timothy Gattuso has achieved a great deal in leading the family violence crime portfolio, including the re-drafting of the Family Violence Fast-Track Practice Direction, modification of the family violence adjournment policy, providing regular reports to the magistracy on legislative issues and relevant family violence case law.

He also represented MCV on a number of committees including the Family Violence Committee that comprises Victoria Police, Children's Court, Legal Aid; Family Violence Policy and Practice Group; Criminal Law Committee; and the Digitally Recorded Evidence in Chief and Body Worn Camera Steering Group.

As supervising magistrate of the portfolio, Mr Gattuso has worked to promote consistency of practice and uniformity across metropolitan and regional court venues.

He also contributed to various law reform projects, including the stalking reference by the Victorian Law Reform Commission; sentencing breaches of IVOs and safety notices; and the intersection of sexual offences in family violence.

He conducted training seminars on sentencing and bail hearings in family violence crime for newly appointed magistrates and worked with the

Supervising Magistrate for Family Violence to streamline listings to ensure related IVOs were listed with criminal matters.

ACKNOWLEDGMENTS

It is a privilege to head the criminal division of the Magistrates' Court of Victoria.

I would like to thank the Legislative and Operational Support team and its leader, Misty Summers, for their exceptional diligence in drafting court documents, recording orders, implementing system changes and preparing relevant communication content for judiciary and staff. The work of the criminal division could not progress without their efforts.

Similarly, I wish to acknowledge MCV's Legal Policy Unit, led by Kate Clark, which has been instrumental to the work of the criminal division. Their support, advice and guidance has been exceptional.

The division's supervising magistrates have worked tirelessly within their portfolios and have provided invaluable support to the whole court. I thank them for their professionalism, dedication and commitment to the work of the division throughout the past year. Similarly, to divisional lawyer Michael Nguyen, for his significant and tireless contributions to the work of the division.

MAGISTRATE DONNA BAKOS

Head of the Criminal Division

SPECIALIST COURTS DIVISION

MCV has a range of therapeutic programs and specialist courts that aim to link people who are coming before the court with the treatment and support they require in the community. These mainstream court programs and specialist courts seek to address the drivers of offending and support people who are impacted by offending behaviour and family violence to be safe and to heal.

Where appropriate, judicial supervision or monitoring is utilised to encourage and motivate participants' engagement in rehabilitation activities. This year has been challenging for the Specialist Courts Division as judiciary and staff have continued to innovate and strive for excellence while managing the court's COVID response and recovery.

COURT SUPPORT SERVICES — CISP

The Court Integrated Services Program (CISP), which supports people on bail, continued to provide services at all existing sites throughout COVID-19 restrictions. Extensive work was undertaken to ensure clients were appropriately managed with magistrates and participants properly supported. CISP accepted 2118 new clients and 1050 completed the program. That was a 9 per cent increase on last year as the court upped the number of face-to-face hearings and undertook work to finalise matters.

A pilot that expanded CISP to the indictable crime stream and the County Court has been extended by a year. Prior to the pilot's inception in January, CISP was only available at the Magistrates' Court, with the accused being case-managed up to the point they were either sentenced at MCV or committed for trial at the County Court.

NAVIGATION AND TRIAGE PILOT

The Navigation and Triage Pilot began at the Melbourne Magistrates' Court in October to improve outcomes for the most vulnerable accused who require support.

Accused are assessed before their first court hearing so a plan can be developed for consideration by the magistrate. It could recommend referrals to mainstream court supports, specialist courts or community-based emergency housing, mental health treatment, alcohol and/or drug counselling and other services.

In the case of an Aboriginal or Torres Strait Islander accused, this plan may also include establishing cultural supports or a pathway to establishing their connection to country and identity. As a result of the high volume of Koori people accessing the service, a Koori support practitioner role has been developed.

The pilot is aimed at improving outcomes for accused while also reducing hearing times and the number of court appearances. The pilot was funded for six months but received a 12-month extension and will be expanded to two sites.

SPECIALIST COURTS — ARC

The Assessment and Referral Court (ARC) aims to assist participants with mental impairment to address the underlying factors that contribute to their offending.

Many ARC participants experience health and social issues from an early age and this often contributes to an inability to cope with daily life, especially if they are left undiagnosed or unsupported, which can result in them entering the criminal justice system. During lockdowns when ARC participants could not attend court venues, the ARC team connected remotely by telephone or by WebEx, often working collaboratively with community supports to assist people to connect.

There were 97 new clients accepted into ARC, with 15 completing the program.

A new guide was developed for stakeholders to ensure those working with ARC participants deliver services in accordance with the framework and principles that underpin the program.

Preliminary work began on ARC's expansion as recommended by the Royal Commission into Victoria's Mental Health System. This will result in ARC expanding from its current sites at Melbourne, Frankston, Moorabbin and the Latrobe Valley to Heidelberg, Dandenong, Sunshine, Broadmeadows, Ringwood, Geelong, Ballarat, Bendigo and Shepparton.

DRUG COURT

The Drug Court celebrated its 20th anniversary as well as expanding to regional Victoria. The Ballarat Drug Court was opened in March by Attorney-General Jaclyn Symes who also launched the Shepparton Drug Court three months later.

Drug Court gives offenders with entrenched drug and/or alcohol addiction in those areas access to the therapeutic program for the first time. Koori liaison and support officers have been embedded in the multi-disciplinary teams at Shepparton and Ballarat to support Aboriginal and Torres Strait Islander participants. They also assist the broader team to provide culturally appropriate support to Drug Court participants.

DRUG COURT STATISTICS

2021-22	Dandenong	Melbourne	Total
DATOs - imposed	46	56	102
DATOs* - active participants	98	152	250
Graduations	5	8	13
Completions	7	13	20
Exited	41	56	97
DATOs not suitable or refused	33	24	57
Sitting days via WebEx	144	244	388

*Figures include both imposed DATOs and active participants

ARC STATISTICS

COVID-19 and the impact of reduced in-person attendances had a significant impact on ARC numbers over the past two years.

Location	Referral (# of clients)		Acceptance (# of clients)		Acceptance rate (%)	
	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22
Frankston	24	27	8	16	33%	59%
Latrobe Valley	46	42	22	26	47%	61%
Moorabbin	16	27	16	19	100%	70%
Melbourne	41	64	27	36	65%	46%

*Latrobe Valley includes ARC at the Korumburra and Wonthaggi Magistrates' Courts

Drug Court, which also sits at Dandenong and Melbourne, returned to face-to-face operations after using a modified service delivery model during COVID lockdowns. During the year, the court issued 11 drug and alcohol treatment orders at Ballarat, 12 at Shepparton, 46 at Dandenong and 56 at Melbourne. Thirty-three participants successfully completed the program.

NEIGHBOURHOOD JUSTICE CENTRE

Magistrate Noreen Toohey became Australia's second community justice magistrate this year when she joined the Neighbourhood Justice Centre (NJC).

In its 15th year, NJC provided 648 unique episodes of support and continued to expand its reach and impact through hosting new partner services. These included Project Sunrise, which supports and provides treatment to Yarra's young African-Australians struggling with substance addiction, and Uniting Service's Disability Employment Service.

The NJC worked with North Richmond Community Health and Victoria Police to pilot a pre-charge diversion program, which aims to prevent new offenders from entering the justice system. The three-year eRecovery pilot, testing the efficacy of app-based drug and alcohol relapse prevention support, concluded with Monash University now evaluating.

The NJC also began piloting a pre-hearing clinic with its duty lawyer service to drive

clients to engage legal representation as early as possible.

A pilot program with a court support dog tested the merits of giving clients time with a therapy dog to deal with the anxiety of going to court. Early results suggest the pilot was a success.

VOCAT

The Victims of Crime Assistant Tribunal (VOCAT) awarded \$54,435,121 and \$6,326,454 in legal costs during the year. There were 7325 applications filed with 7441 finalised.

A Tribunal Officer List was added during the year to address the pending caseload. Tribunal officers have the power to determine primary victim applications pursuant to section 33 of the *Victims of Crime Assistance Act 1996*, save for applications where the act of violence alleged is sex or family violence-related or was not reported to police within a reasonable time.

All new files statewide from 1 July that fall within the tribunal officer delegation have been managed by that list. During the year, tribunal officers finalised 23.5 per cent of VOCAT matters.

In September 2018, the Victorian Government made an election commitment to replace the existing judicial model with an administrative scheme to align with best practice and build greater confidence in the system. The new Financial Assistance Scheme is due to commence in 2024.

LEARNING AND DEVELOPMENT

During the 2021 lockdowns, MCV partnered with the Law Institute of Victoria to deliver the Specialist Courts and Programs Continuing Professional Development series online. This was to give advocates a better understanding of therapeutic justice options for their clients and an opportunity to ask the experts questions about practice, procedure and the expectations of the bench.

Supervising Magistrate Pauline Spencer (Specialist Courts Division) represented the division at the annual Federation of Community Legal Centres event where she presented a session on MCV's specialist courts, programs and supports. Eighty people attended the online event, which was part of MCV's work in increasing referrals to specialist courts and programs, and encouraging a therapeutic approach to vulnerable client practice.

The Specialist Courts Division also participated in online community events for Law Week with Supervising Magistrate Rose Falla (Koori Justice) presenting a session on the Koori Court, Supervising Magistrate Ros Porter (ARC) moderating a session on ARC and Supervising Magistrate Suzie Cameron (Drug Court) delivering a session on the Drug Court.

The division also launched new training for staff to ensure its work was informed by the latest evidence and to raise its profile within MCV. Specialist Courts and Programs developed an interactive induction pack to introduce new staff to the unique and important work undertaken by the division.

It provides important contextual and operational information about problem-solving courts and the vision we hold for our staff and the services we deliver. It will also form part of the new trainee court

registrar program to increase awareness of the division among registry staff.

The expansion of Drug Court to regional Victoria provided an opportunity for the division to develop online training for new team members, which also supports the educational and workforce development needs of Drug Court staff at all locations.

This is in addition to ongoing professional education delivered twice yearly to ensure the Drug Court continues to deliver an evidence-informed, high-quality service based on best practice principles and current research.

The Koori Court delivered a family violence training pilot to Elders and Respected Persons in Melbourne and Dandenong. It focussed on how offenders can be held accountable for their behaviour as part of the healing and cultural conversations that are at the heart of Koori Court practice.

At VOCAT, a new Learning and Development advisor position was created. They created and delivered a comprehensive induction and training package for MCV registrars, administrative deputy registrars and tribunal officers statewide. Tribunal officers also completed specialised decision-making and legal research training and assessment while an e-learning module was created for trainee court registrars.

REFLECTIONS FROM AN ARC PARTICIPANT

"My experience on the ARC program was nothing but great. I have realised that with a whole lot of effort I was able to resolve my legal issues in a way where I felt confident and less anxious. I have had no police interaction in one year and seven months. I train every day and try to eat healthier, plus I try to get my eight to nine hours of sleep every night ... as a result I continue to kick goal after goal. ARC has taught me that redemption and discretion is a very real part of the judicial court system that can benefit anyone who is willing to do the right thing. I am extremely proud and content about the outcome."

SPECIALIST COURTS DIVISION KOORI JUSTICE

2021-22 saw the continuation of MCV's commitment to improving court responses for Aboriginal and Torres Strait Islander people through the whole-of-court work of the Koori Justice portfolio, led by Supervising Magistrate Rose Falla.

The Koori Justice portfolio welcomed Mason Atkinson, MCV's inaugural director of Koori Strategy and Engagement, and work commenced on actioning MCV's self-determination initiatives that form part of *Yaanadhann Manamith Yirramboi (Striving for a Better Tomorrow)*, which is CSV's Self-Determination Action Plan. The four priority areas are to prioritise culture; address trauma and support healing; address racism and promote cultural safety; and transfer power and resources to communities.

MCV judicial leadership and staff participated in Regional Aboriginal Justice Advisory Committees (RAJACs), the Aboriginal Justice Forum and the Dhelk Dja family violence forum, as well as working with CSV's Dhumba Murmuk Djerring Unit and other court jurisdictions through the Courts Collaborative Working Group.

The Koori Justice portfolio also met regularly with Victorian Aboriginal Legal Service and Victoria Legal Aid and presented webinars with the Law Institute of Victoria and the Law Foundation's Law Week to enhance best practice and promote Koori Court. MCV Koori Justice also attended a range of community events including NAIDOC events across the state.

JUDICIAL EDUCATION

All new MCV judicial officers participated in cultural induction, and Koori Court training was conducted for magistrates assigned to sit in Koori Courts. Practice sessions were held with magistrates on considerations for Aboriginal and Torres Strait Islander people in bail applications, sentencing and the Spent Convictions scheme.

MCV worked with the Victorian Judicial Officers' Aboriginal Cultural Awareness Committee and the Judicial College to deliver two *Koori Twilights* educational sessions and plan for a *Back to Country* immersive weekend for judicial officers.

KOORI COURT

Some of the Koori Courts were able to return to face-to-face hearings during the year, with the pending caseload from the first months of the pandemic cleared early in the financial year. MCV worked to ensure the online model responded to the needs of Aboriginal and Torres Strait Islander people, and custody matters were prioritised. Ensuring the health and safety of ERPs was a paramount consideration as in-person hearings returned.

It was another year of significant expansion for Koori Courts across the state with the launch of new sites at Wodonga and Wangaratta. MCV now operates 15 Koori Courts and, due to their success, another two are planned for Bendigo and Echuca.

Significant capital works have also been completed across all sites. More than 50 Aboriginal artists, artisans and tradespeople were engaged to make Koori Court facilities more culturally welcoming and relevant. This included improvements to rooms for Elders and Respected Persons and the development of cultural spaces for staff and the community to enjoy. Artwork and artefacts created by local communities, representing local history and storytelling, were also obtained including possum skin cloaks.

Additional Koori Court officers have been appointed to increase capacity, as well as three new Koori community engagement officers and 17 new Elders and Respected Persons across the state.

KOORI FAMILY VIOLENCE UMALEK BALIT

Umalek Balit, or "give strength" in Woiwurrung, is MCV's dedicated Aboriginal and Torres Strait Islander family violence support program. It provides culturally safe and appropriate, non-legal support for Aboriginal and Torres Strait Islander people accessing the court for family violence matters.

Koori family violence practitioners have helped support Aboriginal and Torres Strait Islander families by assessing risk, safety planning, explaining the court process and providing referrals.

Of court users who identified as Aboriginal and Torres Strait Islander and were contacted by the Pre-Court Engagement team, 43 per cent requested referral to Umalek Balit. This demand further confirmed the need for this service.

MCV will continue to make Umalek Balit services more readily available with work underway to plan for delivery of online support at court sites without Koori Family Violence practitioners.

Work continued on the learnings from the pilot of the hearing of contraventions of intervention order matters in the Koori Court at Mildura with a view to statewide expansion.

Cultural awareness was built into the rollout of the Specialist Family Violence Courts through the holding of Yarning Circles at each of the new locations with staff and judiciary prior to the commencement of Umalek Balit.

KOORI SUPPORT AT COURT

In recognition of the need to improve the cultural support MCV developed the role of Koori Support practitioner. This role supports Aboriginal and Torres Strait Islander people at court as well as supporting the broader MCV Court Support Services team to provide culturally appropriate support to Aboriginal and Torres Strait Islander participants

engaged in mainstream court support and specialist courts.

The role has a strong focus on Aboriginal and Torres Strait Islander people appearing before the court who are in custody. This role, based at the Melbourne Magistrates' Court, is part of the Navigation and Triage Pilot. Through this role MCV is learning about the demand and opportunities of such a role with a view to working closely with community on future design and possible expansion of such a role across MCV.

KOORI VOCAT

The Victims of Crime Assistance Tribunal (VOCAT) launched its Dhumbumana Healing Strategy in June to better support Koori applicants and deliver a targeted outreach program to improve engagement with local Koori communities.

The healing strategy is focused on continuous improvement within VOCAT's Koori List and enhancing its capacity to engage with Aboriginal and Torres Strait Islander communities and assist in their journey to heal. It aligns with the self-determination principles of the Victorian Aboriginal Justice Agreement (Burra Lotjpa Dungaludja) and CSV's Self-Determination Action Plan.

Koori List applications rose by 24.7 per cent during the year.

KOORI CIVIL JUSTICE

MCV Koori Justice worked with the MCV Civil Division to establish a cultural response to the new Federal Civil Jurisdiction.

COURT INFRASTRUCTURE AND FUTURE COURTS

MCV Koori Justice delivered on expansive capital works project injecting Koori culture into court infrastructure. Judiciary and staff had extensive input to the design of future courts at Bendigo and Wyndham.

SPECIALIST COURTS DIVISION FAMILY VIOLENCE

MCV continued to transform its specialist family violence response in 2021-22, providing more support, resources and programs to the community.

At the heart of this is the planning and delivery of another seven Specialist Family Violence Courts (SFVC) as well as boosting remote and online specialist family violence services to better reach court users across the state.

The delivery of the remote hearing pilot and pre-court engagement project builds on the existing suite of centralised services provided by the court, such as the family violence contact centre and the online intervention order form. These services support greater accessibility and information for parties involved in family violence matters.

Remote and online services have been integral over the past year as MCV continued to provide access to justice and support services during the coronavirus pandemic.

Recent legislative changes have given affected family members greater flexibility in how they can appear before the court. These changes, together with other operational and process changes, have further improved how the court supports victim survivors and those who use family violence.

SPECIALIST FAMILY VIOLENCE COURTS

Funding delivered in the 2021-22 Victorian Budget supported the rollout of SFVCs at all remaining headquarter courts: Broadmeadows, Dandenong, Geelong, Latrobe Valley, Melbourne, Ringwood and Sunshine, noting there are separate whole-of-court developments taking place at Bendigo and Wyndham, which include SFVCs.

The seven SFVCs are on track for gazettal in the first quarter of the 2022-23 financial year and will deliver an integrated family

violence court service with specialist magistrates, registry staff and family violence practitioners. Capital works at these seven courts for enhanced safety features will be delivered by 2025. Bendigo is expected to commence operations in 2023, with Wyndham to follow in 2025.

Across the existing network of SFVCs there were 48,071 civil case finalisations and 24,805 criminal case finalisations in 2021-22.

SFVC operations were supported by a specialist and dedicated team of court staff, including family violence implementation managers and judiciary, led by family violence lead magistrates.

Family Violence Supervising Magistrate Stella Stuthridge departed the role in December after serving for more than two years. Magistrate Thérèse McCarthy took over in January.

PRE-COURT ENGAGEMENT

The pre-court engagement model is designed to help prepare parties for court. It is delivered with Victoria Police, Victoria Legal Aid and community legal services to ensure a smooth and efficient court process.

Between October and June, the team processed 15,486 pre-court information forms and referred 9606 parties to legal services.

The team has also been assisting in the development and implementation of a family violence coordination tool, which automates administrative work required for legal and support referrals. This supports court users to be referred to appropriate legal and support services in a timely manner.

REMOTE HEARINGS

Legislative changes in February 2022 allowed those affected by family violence to have more agency over how they take part in the court hearing to ensure their safety.

Practice direction three of 2022 (PD3) supported this by allowing for family violence intervention order applicants to choose how they take part in the court hearing — in-person or online.

The safety of affected family members is always the priority and MCV will support them to take part in the court hearing at a venue they choose, if safe and practical.

PD3 also supported the Remote Hearing Support Service, which was expanded in June 2022 to provide a supported remote hearing service at 11 locations across Victoria.

MCV's remote hearing family violence practitioners support affected family members to access the service and provide support before and after hearings. Demand for the service is steadily increasing, with many affected family members supported within the first month of all sites becoming operational.

MULTI-DISCIPLINARY TRAINING

Ahead of the gazettal of the new SFVCs, MCV facilitated workshop and networking events for court staff and family violence support and service agencies.

More than 1000 participants gathered at these events that were held at the seven new SFVC locations in Ringwood, Sunshine, Dandenong, Melbourne, Broadmeadows, Bendigo, Geelong and Latrobe Valley.

Presenters from the magistracy, Victoria Legal Aid, Victoria Police Prosecutions, applicant and respondent practitioners

(including LGBTQI+ practitioners and Koori practitioners) and registry staff participated in panels facilitated by expert family violence consultants.

The full-day session and supplementary online material, *SFVC: Towards a Co-ordinated response*, provided participants with a strong overview of the SFVC model and ongoing opportunities to collaborate.

Importantly, it allowed the local community to collaborate on a family violence response specific to its area. The court is appreciative of the effort and contribution of all those who participated in and presented at the gatherings.

MCV is also ensuring staff have the skills and knowledge they need by delivering comprehensive training.

The foundational family violence course induction has been completed by 166 staff, including trainee court registrars, court officers, contact centre staff and pre-court engagement officers.

Trainee court registrars received additional support through two courses *Family Violence: The Ugly Truth* and *In Practice: Responding to Family Violence*, delivered online and via a full-day workshop. The programs were completed by 122 staff and bolstered their understanding of the nature and dynamics of family violence as well as their skills in interviewing affected family members, creating intervention order narratives, determining high-risk factors, indicators and levels, and making referrals.

MCV has also continued delivering cultural safety training, including online learning that was completed by 298 staff.

Other key areas of training this year have been part of the preparation of gazettal of the next seven SFVC sites.

- Ten family violence capability uplift sessions were delivered to 227 staff at the sites of the new SFVCs to help staff assess risk and safely respond to people experiencing family violence.
- Judicial officers undertook specialised training, as part of a broader suite of sessions supporting magistrates ahead of the SFVC expansion.
- Six Yarning Circles have been held, with 175 staff informally gathering with a representative of the Koori FV Unit to build a deeper understanding of the dynamics of the local Aboriginal and Torres Strait Islander community, and to discuss the impacts of family violence within that community. Participants of the Yarning Circles reported having more confidence in working with Koori clients and a greater understanding of family violence.

MULTI-AGENCY RISK ASSESSMENT AND MANAGEMENT FRAMEWORK AND INFORMATION SHARING

The Family Violence Multi-Agency Risk Assessment and Management (MARAM) framework utilises research and evidence to strengthen family violence risk assessment and management practice.

MCV will continue to build a consistent approach to identify and understand family violence risk, support people through their court journey, and encourage collaboration with specialist and universal services.

Information sharing is a key enabler of the MARAM framework and MCV is part of the Family Violence and Child Information Sharing Schemes, which supports sharing of relevant information to reduce family violence and promote the wellbeing and safety of children and young people.

Information is shared with authorised organisations prescribed under the schemes including the Orange Door Network; Department of Families, Fairness and Housing; Child Protection; publicly

funded hospitals; schools and a range of other government departments and community-based service providers.

In the 2021-22 financial year MCV received 34,326 requests for information, up by more than 20 per cent on the previous year.

COURT MANDATED COUNSELLING ORDER PROGRAM

The Court Mandated Counselling Order Program has continued to provide services to the five SVFCs, despite the challenges of the coronavirus pandemic.

The five courts – both in metropolitan and regional areas – facilitated some face-to-face sessions using COVID-safe measures, supplemented by an online pilot.

Online delivery also helped respondents finish their mandated counselling from different locations and supported respondents who undertake shift work.

Program impacts from COVID have been reduced with the return to face-to-face services.

CONTACT CENTRE

The family violence contact centre has helped families living with violence with information about the justice system by responding to phone and email enquiries.

A total of 174,728 inquiries were received across the period, with 95,146 phone calls received and 79,582 emails.

INTEGRATED COUNSELLING AND CASE MANAGEMENT

The 12-month Integrated Counselling and Case Management pilot at Ballarat Magistrates' Court finished in March. This program provided greater case management to connect a small group of respondents presenting with mental health, alcohol or other drug issues with appropriate support services and interventions to address their use of violence.

The learnings are being considered as part of MCV's continuous improvement approach for these types of programs.

LGBTIQ+ FAMILY VIOLENCE PRACTITIONER SERVICES

MCV continues to deliver the LGBTIQ+ Practitioner Service program. This program provides non-legal practitioner support and advice to the LGBTIQ+ community.

The program was established in July after a successful pilot at three courts. The program has since been rolled out as a remote service around the state, supporting 3318 court users with non-legal advice. There has been an increase in demand across Werribee, Ringwood, Dandenong, Frankston, Moorabbin, Geelong and Sunshine.

Of court users who identify as LGBTIQ+ who are contacted by the pre-court engagement team, 48 per cent requested a referral to the service.

INTERPRETERS AT COURT

In response to recommendation 158, MCV engaged Monash University to develop and deliver a professional development course to provide family violence and court-specific professional development to 63 interpreters across 34 different language groups.

Almost the entire cohort of interpreters who attend the course (99 per cent) agreed or strongly agreed the training improved their understanding of family violence court matters and boosted their confidence in accepting family violence court interpreting assignments.

A more highly skilled interpreter workforce will help improve the court experience for culturally and linguistically diverse Victorians.

FAMILY VIOLENCE INTERVENTION ORDER ONLINE FORM

MCV's online family violence intervention order application form was recognised at the Anthem Awards, acknowledging changemakers from across the world. In February, the project was awarded silver in the Diversity, Equity and Inclusion Innovation category for Product, Innovation or Service.

The statewide implementation has been vital in providing an additional point of access for court users seeking family violence protection, allowing victim survivors the chance to seek protection directly through their devices. The program also ensured service continuity during the challenges of coronavirus lockdowns and reduced manual administration by court staff.

The form has been accessed by 30,575 unique users, with about 50 per cent of family violence applications now lodged through the online portal.

"I am so grateful. My LGBTIQ+ practitioner is the reason I kept pushing ... the reason I have got this help, assurance, support. They've been there every step of the way and I couldn't have done it without them."

Affected family member (May 2022)

SPECIALIST COURTS DIVISION

ACKNOWLEDGEMENTS

I would like to acknowledge the contribution made by all staff across our specialist courts and programs and family violence. Your hard work, resourcefulness, commitment and creativity has ensured that MCV has been able to continue to support vulnerable court users in difficult times.

I would like to acknowledge executive director Jane Craig (Specialist Courts and Programs), executive director Melinda Stuart-Adams (Family Violence) and the managers and team leaders of all MCV programs who have led our staff through challenging and demanding times and provided high level support to judiciary.

I would like to welcome Mason Atkinson, our inaugural director of Koori Strategy and Engagement. Thank you also to Suzan Gencay, who provided invaluable support as division lawyer, and court officers and judicial support officers who work tirelessly alongside the Specialist Court Division judiciary: Alicia Fitzgerald, Karla Hand, Tim Overton, Nethmi Nalawattage, Michael Sidari and James Sioros.

Finally, I would like to acknowledge and thank Supervising Magistrates Rose Falla (Koori Justice), Suzie Cameron (Drug Court), Ros Porter (ARC), Noreen Toohey (NJC), Thérèse McCarthy (Family Violence), Fiona Hayes (VOCAT) and all the other judiciary who, on top of their work in court, contribute their time, energy and knowledge to improving people's experience of the justice system.

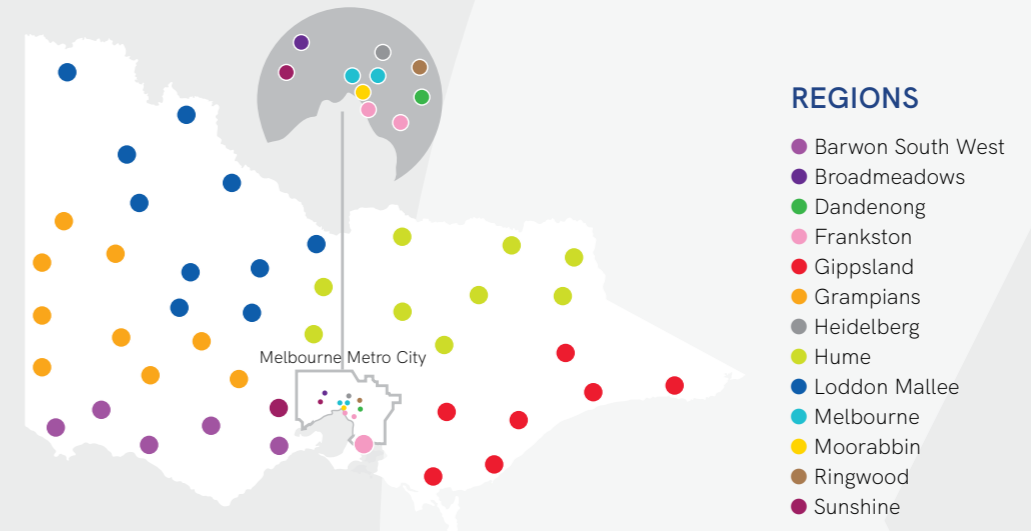
MAGISTRATE PAULINE SPENCER

Head of the Specialist Courts Division

Justice delivered differently: Reserve Magistrate Peter Reardon hears a matter via WebEx in the Online Magistrates' Court list. Magistrates sit in hearing rooms with parties appearing online.



SERVING AROUND THE STATE



The court is divided into 13 administrative regions, each managed by a regional coordinating magistrate and a senior registrar.

Suburban regions are Broadmeadows, Dandenong, Frankston, Heidelberg, Melbourne, Moorabbin, Ringwood and Sunshine.

The Barwon South West region includes courts at Geelong (headquarter court), Colac, Hamilton, Portland and Warrnambool.

The Gippsland region comprises seven courts with the headquarter court situated at Morwell and other venues at Sale, Bairnsdale, Orbost, Omeo, Korumburra and Wonthaggi.

The Grampians region includes Ballarat (headquarter court), Bacchus Marsh, Ararat, Stawell, Horsham, Nhill, St Arnaud, Edenhope and Hopetoun courts.

The Hume region encompasses Benalla, Seymour, Shepparton (headquarter court), Wangaratta,

Wodonga, Cobram, Corryong, Mansfield and Myrtleford.

The Loddon Mallee region consists of 10 venues including Bendigo (headquarter court), Kyneton, Castlemaine, Maryborough, Echuca, Swan Hill, Kerang, Mildura, Robinvale and Ouyen.

FACILITY UPGRADES

Dromana Court reopened in February following three months of work to repair fire damage. Building repairs valued at more than \$300,000 were needed after the building was vandalised and set on fire on 4 November. The work included electrical rewiring, new heating and air conditioning systems as well as updated security.

Extensive refurbishment works were completed at Hamilton Court, including exterior painting and repairs to roofing and guttering.

Garden works were completed at Portland, with funding from the Koori Court enabling new paving and seating to be installed, as

SERVING AROUND THE STATE



A warm welcome: Bunjil features in art that was installed at the Melbourne Magistrates' Court, including in the Elders and Respected Persons room (above).

well as planter boxes filled with indigenous plants. Bench seating was also added to the exterior of Bairnsdale, thanks to Koori Court funding.

Building works to improve access for those with a disability were undertaken at Benalla and Cobram. Access has been improved and bathroom facilities upgraded.

Renovation work was also completed at Werribee Magistrates' Court with improvements to bathroom and staff facilities. Security was also upgraded.

Building works started at Sunshine to add two new courtrooms and upgrade two others to custody courts.

Planning is underway for building upgrades at Ringwood ahead of its gazettal as a Specialist Family Violence Court. Planned works include upgrades to entrances and interview rooms as well as the addition of in-court screens, remote witness facilities and child-friendly spaces.

Further work was done at the William Cooper Justice Centre to enable Online Magistrates' Court hearings.

BUNJIL FLIES HIGH

Indigenous artwork was installed at the Melbourne Magistrates' Court during the year. The works, by Koori Court officer Gary Saunders, tell the story of the court from an indigenous perspective.

A feature of the artwork is the wedge-tailed eagle, Bunjil, which is a symbol of strength, respect, leadership and wisdom. Bunjil is the totem of the Wurundjeri people of the Kulin nations, traditional owners of the land where the court now stands.

The main mural tells the story of the court in Victoria. It shows a wedge-tailed eagle, Bunjil, flying over the land looking at the many circles below, each representing the Magistrates' Courts across the state.

Art was also installed in the Elders and Respected Persons' room and staff areas.

FINANCIALS AND STATISTICS

MAGISTRATES' COURT OF VICTORIA FINANCIAL STATEMENT
FOR YEAR ENDING 30 JUNE 2022

FINANCIALS

Schedule A - Controlled income and expenses by jurisdiction for the year ended 30 June 2022

	Notes	2022 \$'000	2021 \$'000
Income from transactions			
Output appropriations	1	194,151	185,419
Special appropriations	1	62,410	59,972
Grants		3,959	3,279
Other income		0	0
Total income from transactions		260,520	248,670
Expenses from transactions			
Employee expenses and judicial officer remuneration		167,741	149,168
Depreciation and amortisation		22,884	25,811
Interest expense		698	762
Grants and other transfers		4,129	5,124
Capital asset charge	1	0	13,208
Supplies and services		58,022	52,379
Compensation payment		0	0
Total expenses from transactions		253,474	246,452
Net result from transactions (net operating balance)		7,046	2,219
Other economic flows included in net result			
Net gain/(loss) on revaluation of building		0	(26,487)
Net gain/(loss) on non-financial assets		0	238
Net gain/(loss) on financial instruments		0	0
Other gains/(losses) from other economic flows		2,152	3,193
Total other economic flows included in net result		2,152	(23,055)
Net result from continuing operations		9,199	(20,836)
Other economic flows — other comprehensive income			
Items that will not be reclassified to net result			
Changes in physical asset revaluation reserve	1	0	(28,299)
Total other economic flows — other comprehensive income		0	(28,299)
Comprehensive result		9,199	(49,135)

Schedule B - Controlled assets and liabilities by jurisdiction as at 30 June 2022

	Notes	2022 \$'000	2021 \$'000
Financial assets		20,633	18,697
Non-financial assets	1	353,506	348,446
Total assets		374,138	367,143
Liabilities		122,749	120,002
Total liabilities		122,749	120,002
Net assets		251,390	247,140

Note 1: Non-financial assets, capital asset charge and changes in physical asset revaluation reserve have been allocated by jurisdiction.

CRIMINAL

Summary

	Notes	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Cases initiated		158,946	150,465	144,455	133,487	122,578	-8%
Cases finalised		154,102	142,909	115,575	105,784	134,351	27%
Bail application orders made		44,202	40,637	37,372	31,624	31,624	0%
Applications finalised		68,906	62,273	50,905	40,388	43,461	8%
Contravene sentencing order cases		10,441	10,185	8203	6881	3484	-49%
Total criminal listings		713,062	660,262	606,061	607,167	703,571	16%

Caseload

	Notes	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Cases initiated	1	158,946	150,465	144,455	133,487	122,578	-8%
Cases finalised	1	154,102	142,909	115,575	105,784	134,351	27%
Cases finalised per court region							
	2						
Barwon South West		8251	8372	7555	6720	9243	38%
Broadmeadows		11,255	10,528	8697	8495	10,447	23%
Dandenong		12,234	11,546	9679	7719	8950	16%
Frankston	4	14,536	13,401	11,746	10,000	15,446	54%
Gippsland		10,127	8924	6624	7749	8494	10%
Grampians		5144	4945	4545	4673	5586	20%
Heidelberg	3	12,882	11,399	8257	6594	9822	49%
Hume		7242	7134	5711	5299	7616	44%
Loddon Mallee		7452	7948	7314	8447	8285	-2%
Melbourne		36,457	29,683	23,836	21,927	26,904	23%
Ringwood		13,716	13,553	10,261	9636	10,075	5%
Sunshine		13,757	14,416	10,492	7777	12,440	60%
NJC		1049	1060	858	748	1043	39%
Total		154,102	142,909	115,575	105,784	134,351	27%

Note 1: Cases initiated and finalised refer to criminal cases commenced or finalised in the Magistrates' Court of Victoria for the financial year specified. The totals do not include some enforcement hearings or applications, relisted warrants to arrest, or contravention of sentencing order cases.

Note 2: The above totals breakdown the criminal cases finalised by region.

Note 3: The methodology used for case finalisations has been amended this year. These numbers now align with our BP3 reporting requirements.

Note 4: Moorabbin became its own region in January. Its numbers will be reported separately from the 2022-23 annual report.

Initiations								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Charge and summons		107,133	99,311	103,076	94,136	88,622	80,534	-9%
Charge and information		42,140	41,050	42,777	45,425	41,438	38,657	-7%
Charge and warrant		4409	4105	4378	4630	3142	2911	-7%
Notice to appear		357	284	182	264	284	476	68%
Infringement revocation	1	11,286	14,196	52	0	1	0	-100%
		165,325	158,946	150,465	144,455	133,487	122,578	-8%

Cases in the Magistrates' Court can be commenced by different processes. Cases coming before the court where the accused is either in custody or on bail will be subject to a charge and information or charge and warrant.

Note 1: The introduction of the *Fines Reform Act 2014* saw legislation relating to infringement revocations repealed. As such, infringement revocation matters are no longer referred to the Magistrates' Court and will be removed from future reports.

Bail orders								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Bail application orders made								
Bail granted		20,873	19,405	17,613	16,942	14,333	16,889	18%
Bail refused		11,744	11,609	11,487	10,100	8076	7429	-8%
No application for bail		57,653	55,910	60,685	54,539	49,157	51,387	5%
	1	90,270	86,924	89,785	81,581	71,566	75,705	6%
Applications where bail was revoked		4042	4055	3468	2970	3644	3427	-6%
Applications where bail was varied		9861	9133	8069	7360	5571	6300	13%
Listings where bail was extended		108,782	100,609	87,348	89,291	98,825	123,479	25%
Other orders								
Application for bail - struck out/withdrawn		2769	2794	2677	2682	1589	1554	-2%
Application for bail variation - struck out/withdrawn		532	528	392	403	209	197	-6%
Application for revocation of bail - struck out/withdrawn		969	1283	2631	4179	6138	5728	-7%
Total bail applications struck out/withdrawn	2	4270	4605	5700	7264	7936	7479	-6%

Note 1: For those applications, the accused in the case came before the court in custody.

Note 2: Struck out/withdrawn means the listed application did not proceed before the court.

The above table records the number of individual applications heard and determined by the court. These figures do not reflect the number of individual cases or persons who have bail granted or refused. The following are counted in these figures: an accused person with multiple cases, and applications for bail on all of those cases; bail revocation applications lodged on multiple cases for the one accused; multiple applications heard on the one case (either applications for bail, to vary or revoke bail).

Applications								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Application types								
Licence restoration applications	1, 2	39,497	42,672	42,815	38,993	30,537	32,569	7%
Interlock removal applications	4	7586	8107	8000	4122	2765	2869	4%
Rehearing applications	4	5067	4780	4676	1563	0	0	0%
Application to vary or cancel sentencing order		1898	1597	496	415	1243	878	-29%
Application under section 84U Road Safety Act		1964	1933	1356	716	737	591	-20%
Application to question/investigate a person in custody		1017	1305	1211	1055	619	378	-39%
Application for forfeiture of property		39	31	52	38	11	15	36%
Application for forensic procedure		439	393	321	257	213	191	-10%
Applications for special mention		7043	6932	7239	2662	188	94	-50%
Committal-related applications		1113	1367	1324	1238	1150	1427	24%
Infringement-related applications		2052	1846	2234	2422	2278	2254	-1%
Application for AVL order for accused	3	6248	9817	4930	5096	5333	6554	23%
Application for physical appearance of accused	3	3077	7540	8641	9473	6872	2479	-64%
All remaining applications		3383	6184	6401	5170	202	81	-60%
		21,334	17,074	15,392	16,678	18,777	25,650	37%
Applications finalised		62,260	68,906	62,273	50,905	40,388	43,461	8%

Note 1: There are many different types of applications that can be determined in the criminal jurisdiction of the Magistrates' Court of Victoria. Some applications are heard in conjunction with a case also before the court, whereas others can be listed independent of a pending case. This total is capturing applications where a formal application is filed with the Magistrates' Court. Common application types are highlighted above.

Note 2: In previous annual reports this section included applications for bail, applications for bail variation and applications for revocation of bail for both written applications and oral applications made in open court. These have been removed from this section and can now be found in the bail orders section.

Note 3: These applications were introduced on 1 December 2016 pursuant to s42L & s42M of the *Evidence (Miscellaneous Provisions) Act 1958* and relate to an accused in custody either physically appearing before the court or appearing via audio visual link.

Note 4: Since December 2019, the majority of licence eligibility order applications and interlock removal applications have been determined by VicRoads and not the Magistrates' Court. This has caused a significant reduction in these applications.

Contravention of sentencing orders								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Number of cases listed for a contravention of sentencing order	1	10,662	10,441	10,185	8203	6881	3484	-49%
Total		10,662	10,441	10,185	8203	6881	3484	-49%

Note 1: Finalised cases with particular sentencing orders can be relisted at the Magistrates' Court under contravention proceedings if a charge is issued. This does not include contravention of intervention order or bail charges. These hearings are attached to the original case and are not counted as part of cases initiated. The above are the number of contravention cases that had their first listing in the specified financial year.

Committals and appeals								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Committal proceedings finalised		3182	3426	2355	2568	2589	3122	21%
Appeals lodged against conviction and/or sentence	1	2870	2853	4801	1906	1130	1315	16%

Note 1: Appeals lodged against conviction and/or sentence to the County Court.

No appearances by accused								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Warrants to arrest issued by the Magistrates' Court		66,531	61,181	48,561	33,996	32,347	44,383	37%
Relisted warrants to arrest by the Magistrates' Court		64,603	60,694	49,768	41,362	20,111	36,417	81%

If an accused fails to appear on the listed date, a magistrate may issue a warrant to arrest. If a warrant is executed, the person subject to the warrant will be bailed or remanded for further hearing to the Magistrates' Court. Relisted warrants are counted if the relist date is in the financial year specified.

Timeliness								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Criminal cases finalised within six months		72.7%	71.8%	70.5%	70.1%	44.1%	40.7%	-3%
Number of cases pending as at 30 June 2022		51,554	49,516	52,840	83,260	101,787	83,194	-18%
Number of cases pending for more than 12 months		4918	5187	4251	9299	28,802	25,226	-12%

MCV is required to report to the State Government on this target as part of Budget Paper No. 3 requirements. The drop in clearance rate since the COVID-19 pandemic is due to a greater focus on finalising older cases that were delayed due to court closures. More than 85 per cent of cases were finalised within 18 months.

Listings								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Listing types	1							
Mention listings		360,869	340,826	320,092	299,974	328,783	394,926	20%
Plea of guilty hearings		74,132	77,353	77,443	64,702	56,655	79,623	41%
Contest mention listings		18,673	18,704	17,713	16,355	12,533	20,197	61%
Contested hearing listings		8678	8419	7230	7218	6023	7366	22%
Committal mention listings		5421	5220	4828	5248	6164	5752	-7%
Committal hearing listings		2607	3560	3372	3039	4113	3773	-8%
Application listings		114,411	96,414	92,121	81,400	78,767	74,381	-6%
Breach sentencing order listings		40,870	43,538	45,221	40,722	36,615	36,236	-1%
Judicial monitoring listings		5633	6821	8094	7685	6112	5083	-17%
Court Integrated Services Program listings		5180	5487	4676	3917	2534	3796	50%
Drug Court listings	2	3666	7052	7358	7255	5867	6937	18%
Diversion listings		14,311	15,257	15,335	15,182	14,539	19,445	34%
Infringement warrant listings		11,798	6868	344	62	38	195	413%
All remaining listings	3	60,000	77,543	56,435	53,302	48,424	45,861	-5%
Total listings in the Magistrates' Court of Victoria	3,4	726,249	713,062	660,262	606,061	607,167	703,571	16%

Note 1: The above table highlights the common hearing types of the Magistrates' Court. Important: A case can be determined by a plea of guilty at different stages of a court proceeding, not limited to the plea of guilty hearing type.

Note 2: Drug Court at Melbourne became operational in March 2017 resulting in a large increase in listings.

Note 3: All remaining listings includes hearing types not specified above.

Note 4: Total listings include all cases and applications that have been before the court for a hearing in the specified financial year.

CIVIL

Summary								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Total complaints issued		39,978	38,697	40,100	34,131	17,877	21,921	23%
Total claims finalised		44,932	43,968	43,245	41,576	33,483	21,545	-36%
Total number of cases where a defence notice filed		7845	7256	7237	8387	6803	6765	-1%
Applications finalised		14,355	13,698	15,640	11,515	9631	11,629	21%

Complaints								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Complaints issued or filed								
Up to \$10,000 claimed		28,383	25,785	25,485	20,238	8808	10,753	22%
More than \$10,000 claimed		11,595	12,912	14,615	13,893	9069	11,168	23%
Total complaints issued		39,978	38,697	40,100	34,131	17,877	21,921	23%

Complaints can be filed in the Magistrates' Court of Victoria for a monetary value up to \$100,000.

Claims finalised								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Defended claims finalised at a hearing ¹								
Arbitration		2563	2225	2177	1654	2164	1278	-41%
Hearing		2300	2185	2440	2097	2218	2432	10%
Pre-hearing conference or mediation		1041	1003	911	1032	1378	860	-38%
Any other hearing type		1922	1779	1715	3276	1244	2397	93%
Total of defended claims finalised at hearing		7826	7192	7243	8059	7004	6967	-1%
Default orders made	²	20,263	19,722	19,596	17,387	7592	6737	-11%
Complaints dismissed (under Regulation 21.11 of Magistrates' Court Civil Procedure Rules 2010)	³	16,843	17,054	16,406	16,130	18,887	7841	-58%
Total claims finalised	⁴	44,932	43,968	43,245	41,576	33,483	21,545	-36%

Note 1: Cases where defences have been lodged and have been finalised, sorted by the hearing type where the matter was finalised.

Note 2: Plaintiff applies to the court for an order in default of a defence being filed by the defendant.

Note 3: Regulation 21.11 of the Magistrates' Court Civil Procedure Rules 2010 states that a complaint will be dismissed against any defendant three months after the expiration of the validity of service period of the complaint.

Note 4: Total claims finalised is the total of both the defended claims finalised at a hearing and default orders made.

Claims finalised (continued)								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Civil cases finalised per court region								
Barwon South West		895	964	797	567	290	317	9%
Broadmeadows		1008	1199	1616	1340	565	724	28%
Dandenong		1699	1626	1598	1409	725	792	9%
Frankston	¹	2003	2376	2264	1998	1146	1163	1%
Gippsland		674	741	635	476	137	194	42%
Grampians		574	622	569	405	164	202	23%
Heidelberg		708	1227	1104	1062	734	786	7%
Hume		987	775	780	548	171	267	56%
Loddon Mallee		1090	898	598	525	214	302	41%
Melbourne		13,088	9888	10,853	10,030	7382	5086	-31%
Ringwood		1495	1839	2004	1820	1055	898	-15%
Sunshine		1946	2269	2300	1969	767	576	-25%
Total		26,167	24,424	25,118	22,149	13,350	11,307	-15%

The above totals breakdown the civil cases finalised at either arbitration, hearing, pre-hearing conference or default order by region. Across the state, court locations are divided into 12 regions. Each region consists of a headquarter court and some regions are made up of satellite courts.

Note 1: Moorabbin became its own region in January. Its numbers will be reported separately from the 2022-23 annual report.

Defence notices								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Defence notices filed								
Against complaints of up to \$10,000 claimed		3124	2642	2572	3179	2310	1926	-17%
Against complaints of more than \$10,000 claimed		3237	3182	3328	4073	3644	4171	14%
Workcover defences filed		1484	1432	1337	1135	849	668	-21%
Total number of cases where a defence notice filed		7845	7256	7237	8387	6803	6765	-1%

A defendant to a claim can file a defence within specified timeframes depending on the complaint type. Defences can be filed outside specified timeframes as long as a default order has not been made. When a defence is filed with the Magistrates' Court, the case will be listed for either an arbitration, pre-hearing conference, or referred to the Dispute Settlement Centre of Victoria for mediation.

Timeliness								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Defended claims finalised within six months		82.6%	74.0%	79.3%	77.0%	49.6%	66.1%	17%
Defended claims pending as at 30 June		1786	1890	1881	2209	2008	1806	-10%
Of the pending cases, the amount of cases that have been pending for over 12 months		1196	171	183	188	380	296	-22%

The Magistrates' Court aims to finalise 80 per cent of civil cases within six months or less. MCV is required to report to the State Government on this target as part of Budget Paper No. 3 requirements.

INTERVENTION ORDERS

Intervention orders summary — family violence and personal safety combined

	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Total finalised cases with one or more interim orders		26,528	26,932	28,800	24,880	28,792	44,205	54%
Total original matters finalised		44,093	43,151	44,608	41,189	44,733	53,096	19%
Total applications finalised		7471	7336	7616	7479	8283	9623	16%
Total listings for finalised matters		131,301	139,741	139,999	131,455	165,968	211,852	28%

Caseload

	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Family violence intervention order applications								
Finalised cases with one or more interim orders	1	20,622	21,073	22,487	19,837	22,515	35,049	56%
Original matters finalised	2	33,748	32,790	33,914	32,094	33,828	40,670	20%
Application for extension	3	1842	1876	1874	1686	1950	2237	15%
Application for revocation	3	796	707	686	726	816	1100	35%
Application for variation	3	4333	4215	4501	4601	4929	5645	15%
Total		61,341	60,661	63,462	58,944	64,038	84,701	32%

Personal safety intervention order applications

Finalised cases with one or more interim orders	1	5906	5859	6313	5043	6277	9156	46%
Original matters finalised	2	10,345	10,361	10,694	9095	10,905	12,426	14%
Application for extension	3	280	307	307	259	298	291	-2%
Application for revocation	3	43	43	45	29	44	70	59%
Application for variation	3	177	188	203	178	246	280	14%
Total		16,751	16,758	17,562	14,604	17,770	22,223	25%

Total family violence and personal safety matters		78,092	77,419	81,024	73,548	81,808	106,924	31%
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Note 1: Interim orders can be made before a final order is made on the case. The number expresses the amount of finalised cases that had an interim order made during the case. If more than one interim order was made on a case, only one is counted in this total.

Note 2: Original matters refer to finalising orders made on an application and summons, an application and warrant or a family violence safety notice. Finalising order does not necessarily mean an intervention order has been made.

Note 3: Applications refer to application for extension, variation and revocation. These applications can occur at any time of the hearing and after a final order is made. Any party to the proceeding is able to make an application.

Applications

	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Application types								
Interlocutory applications		1142	1118	1194	927	882	1128	28%
Applications for preliminary discovery		15	54	52	197	160	208	30%
Applications for substituted service		3982	3936	4193	4005	4632	6047	31%
Applications for summary order		69	64	32	39	34	15	-56%
Applications to extend complaint		254	217	271	312	335	159	-53%
Application for rehearing		3353	3326	3436	2736	2062	1916	-7%
Applications under s24 of <i>Second-Hand Dealers and Pawnbrokers Act 1989</i>	2	275	282	255	180	94	79	-16%
All remaining applications		143	149	137	97	88	133	51%
Enforcement applications	1	5122	4552	6070	3022	1344	1944	45%
Applications finalised		14,355	13,698	15,640	11,515	9,631	11,629	21%

Note 1: There are numerous types of applications that can be determined in the civil jurisdiction of the Magistrates' Court of Victoria. Some applications are heard in conjunction with a case also before the court, whereas others can be listed independent of a pending case. The total applications above also capture the applications in the civil enforcement section below, except for warrants to seize property. Common application types are highlighted above.

Note 2: Applications under s24 of the *Second-Hand Dealers and Pawnbrokers Act 1989* are generally dealt with by a registrar. Persons who identify their property at a second-hand dealer or pawn shop, and have sufficient evidence to prove it is their property, can apply to the court to obtain an order to have their goods returned.

Civil enforcement

	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Oral examinations finalised (including those under the <i>Judgement Debt Recovery Act 1984</i>)	1	3659	3314	4606	2307	1040	1562	50%
Attachment of earnings hearings finalised	1	1151	904	1207	753	158	230	46%
Attachment of debt hearings finalised	1	71	109	84	47	45	62	38%
Applications for instalment order finalised	2	241	191	173	146	96	90	-6%
Warrants to seize property issued	3	3548	3643	3324	3289	1730	1649	-5%
Total		8670	8161	9394	6542	3069	3593	17%

Note 1: The above are hearings where a debtor in a civil matter must attend. These hearings are conducted by a registrar of the court.

Note 2: A debtor or creditor can apply to the registrar for an instalment order. The applicant does not need to appear for a determination to be made.

Note 3: Warrants to seize property are requested by the creditor and filed with the Sheriff's Office of Victoria for execution.

Caseload (continued)								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Family violence and personal safety matters per region								
Barwon South West		6430	6587	6360	5389	7410	8162	10%
Broadmeadows		6073	5860	5771	5339	5337	7472	40%
Dandenong		7086	7204	7665	6685	6526	9627	48%
Frankston	1	8880	8019	8447	7910	8447	13,003	54%
Gippsland		7128	6999	7579	6646	7511	8216	9%
Grampians		4070	3992	4043	3568	4561	5006	10%
Heidelberg		6029	6455	6567	5546	6502	7463	15%
Hume		4704	4636	5460	4949	5978	6326	6%
Loddon-Mallee		6027	6050	6780	6731	7963	8482	7%
Melbourne		6383	6497	6805	6500	6520	9887	52%
Ringwood		6405	6356	6294	5672	6104	10,307	69%
Sunshine		7950	7923	8350	7614	8034	11,774	47%
NJC		927	841	903	999	905	1199	32%
Total		78,092	77,419	81,024	73,548	81,798	106,924	31%

The above totals breakdown the cases finalised by region. If more than one interim order was made on a finalised case, only one one interim order is counted in these totals.

Note 1: Moorabbin became its own region in January. Its numbers will be reported separately from the 2022-23 annual report.

Mode of issue								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
FV and PSIO applications commenced (by initiation type)								
Application and summons	1	28,636	27,628	27,754	24,733	28,329	35,307	25%
Application and warrant to arrest		7459	7537	8244	7831	7593	8135	7%
Family violence safety notice		15,469	15,317	16,226	16,104	17,090	19,267	13%
Total		51,564	50,482	52,224	48,668	53,012	62,709	18%
Family violence applications commenced (by applicant)								
Victoria Police	2	28,931	28,212	30,226	30,147	31,923	37,127	16%
Private application		11,788	11,376	10,747	8957	9586	12,525	31%
Personal safety intervention orders commenced (by applicant)								
Victoria Police	2	3171	3413	4063	3923	5186	6745	30%
Private application		7674	7486	7186	5638	6307	6322	0%
Total Victoria Police applications		32,102	31,625	34,289	34,070	37,109	43,872	18%
Total private applications		19,462	18,862	17,933	14,595	15,893	18,847	19%

Note 1: The above shows a breakdown of how the family violence or personal safety intervention order case commenced. Applications and warrants and safety notices are commenced by Victoria Police.

Note 2: The above shows the breakdown between applications in which police were applicants and private applicants.

Listings								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Number of family violence listings		106,356	112,135	112,728	108,375	133,518	172,724	29%
Number of personal safety intervention order listings		24,945	27,606	27,271	23,080	32,450	39,128	21%
Total		131,301	139,741	139,999	131,455	165,968	211,852	28%

The above total represents the number of listings the finalised cases in the specified financial years had before completion. A case may come before the court on multiple occasions before it is finalised.

Family Law								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Total Family Law finalisations		995	981	1107	1054	913	700	-23%

The Magistrates' Court of Victoria has limited powers under the *Family Law Act 1975*.

After-hours service								
	Notes	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	% diff 21-22
Intervention order applications received		10,465	9931	10,098	9382	9287	9509	2%

A significant proportion of the after-hours service of the Magistrates' Court of Victoria comprises family violence and personal safety intervention order matters.

SNAPSHOT

Cases finalised per court region								
	Criminal	% diff 21-22	Civil	% diff 21-22	IVOs	% diff 21-22	Total	
Barwon South West	9243	38%	317	9%	8162	10%	17,722	
Broadmeadows	10,447	23%	724	28%	7472	40%	18,643	
Dandenong	8950	16%	792	9%	9627	48%	19,369	
Frankston	15,446	54%	1163	1%	13,003	54%	29,612	1
Gippsland	8494	10%	194	42%	8216	9%	16,904	
Grampians	5586	20%	202	23%	5006	10%	10,794	
Heidelberg	9822	49%	786	7%	7463	15%	18,071	
Hume	7616	44%	267	56%	6326	6%	14,209	
Loddon Mallee	8285	-2%	302	41%	8482	7%	17,069	
Melbourne	26,904	23%	5086	-31%	9887	52%	41,877	
Ringwood	10,075	5%	898	-15%	10,307	69%	21,280	
Sunshine	12,440	60%	576	-25%	11,774	47%	24,790	
NJC	1043	39%			1199	32%	2242	
Total	134,351	31%	11,307	-15%	106,924	31%	252,582	

% diff 21-22 — Percentage increase or decrease in 21-22 compared to 20-21.

IVOs — Family violence and personal safety intervention orders, including interim orders made and applications.

Note 1: Moorabbin became its own region in January. Its numbers will be reported separately from the 2022-23 annual report.

COURT LOCATIONS

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ABBREVIATIONS

- ARC** Assessment and Referral Court
- CASO** Court advice and support officer
- CISP** Court Integrated Services Program
- CMS** Court management system
- CROP** CISP Remand Outreach Program
- CSV** Court Services Victoria
- DATO** Drug and alcohol treatment order
- ERP** Elders and Respected Persons
- FV** Family violence
- FAS** Financial Assistance Scheme
- IFCE** International Framework for Court Excellence
- ISP** Individual support plan
- IVR** Interactive voice response
- KLO** Koori liaison officer
- KMS** Knowledge management system
- MARAM** Multi-Agency Risk Assessment and Management Framework
- MCV** Magistrates' Court of Victoria
- NJC** Neighbourhood Justice Centre
- OMC** Online Magistrates' Court
- PSIO** Personal safety intervention order
- RAJAC** Regional Aboriginal Justice Advisory Committee
- SFVC** Specialist Family Violence Court
- VCAT** Victorian Civil and Administrative Tribunal
- VOCAT** Victims of Crime Assistance Tribunal

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