

Magistrates Courts of Queensland

Annual report 2018 – 2019



CHAMBERS OF THE CHIEF MAGISTRATE

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25 October 2019

The Honourable Yvette D'Ath MP
Attorney - General and Minister for Justice
And Leader of the House
GPO Box 149
BRISBANE QLD 4000

Dear Attorney-General,

In accordance with section 57A of the *Magistrates Courts Act 1921* I enclose the report on the operation of the Magistrates Court for the year ended 30 June 2019.

Yours sincerely,

Judge Terry Gardiner
Chief Magistrate

Contents

Chief Magistrate's Overview	1
Executive Director's Overview	3
Queensland's Magistrates	7
Structure and Operation	11
Court Performance	16
<i>Criminal jurisdiction</i>	<i>16</i>
<i>Civil Jurisdiction</i>	<i>20</i>
Coronial Jurisdiction	25
Courts Innovation Program	27
<i>Magistrates Court of Queensland Reconciliation Action Plan (MCS RAP).....</i>	<i>27</i>
<i>Courts Innovation Program (CIP)</i>	<i>27</i>
<i>Indigenous Justice Programs (IJP).....</i>	<i>27</i>
<i>Specialist Courts, Referral and Support Programs</i>	<i>29</i>
<i>Domestic and Family Violence Programs.....</i>	<i>31</i>
Departmental Support	33
<i>Office of the Chief Magistrate</i>	<i>33</i>
<i>Reform and Support Services</i>	<i>33</i>
Library Services	37
Court Network	40
Complaints Policy	41
Appendices	47
<i>Appendix 1 – Criminal Lodgement</i>	<i>49</i>
<i>Appendix 1A – Criminal Breach Lodgements (not reported in RoGS).....</i>	<i>53</i>
<i>Appendix 2 – Civil Claim Lodgement.....</i>	<i>56</i>
<i>Appendix 3 – Domestic and Family Violence Protection Applications.....</i>	<i>59</i>
<i>Appendix 4 – Child Protection Applications</i>	<i>63</i>
Magistrates Courts Locations and Circuits.....	Error! Bookmark not defined.

Warning

Aboriginal and Torres Strait Islander peoples are warned that this document may contain the names of deceased persons. Due care has been taken to ensure that the names have been used with the appropriate consent.

Chief Magistrate's Overview

It is my pleasure to present the Magistrates Court of Queensland Annual Report for 2018-19.

Chief Magistrate Rinaudo concluded his term as Chief Magistrate on 7 July 2019. He presided over the court from 8 July 2014. I gratefully acknowledge the contribution made by His Honour over this period. His Honour worked tirelessly to promote the court, support its Magistrates and champion innovative changes. The re-instatement of Murri Courts and introduction of the Drug Court; Court Link, as well as the specialist Domestic Violence Court, and the development and implementation of the Reconciliation Action Plan were highlights of his term. I am fortunate to have inherited from Judge Rinaudo a strong court both in morale and reputation. I thank him on behalf of all Magistrates and Registry staff for his dedicated stewardship over last five years.

I also acknowledge our hardworking Magistrates, Acting Magistrates, Judicial Registrars and Registry staff who continue to work tirelessly in the timely delivery of justice services in their communities throughout Queensland. Their professionalism and dedication has contributed to successful finalisation outcomes in 2018-19.

Court performance

In the 2018-19 year, Magistrates continued to experience heavy workloads throughout the State notwithstanding modest decreases in the domestic violence and civil claims jurisdictions. In the criminal jurisdiction in 2018-19 there were 207,194 defendants, an increase of 2,969 defendants (+1.45%) from 204,225 defendants in 2017-18. In 2018-19 there were 425,076 charges lodged, an increase of 13,412 charges (+3.26%) from 411,664 charges in 2017-18. There were 6,069 child protection applications in 2018-19, an increase of 1,542 applications (+34.06%) from 4,527 applications in 2017-18. There were 30,307 domestic violence applications in 2018-19, a decrease of 74 applications (-0.24%) from 30,381 in 2017-18. There were 25,214 civil claims in 2018-19, a decrease of 1,189 claims (-4.50%) from the 26,403 in 2017-18.

Appointments and Retirements

During the reporting period there were a large number of appointments and retirements. The Magistrates Court of Queensland was fortunate to have had the services of the following Magistrates who have retired during the 2018-19 year: - Magistrate Bernadette Callaghan, Magistrate Joan White, Magistrate Paul Johnstone, Magistrate Barry Cosgrove, Magistrate Sheryl Cornack and Magistrate Bronwyn Springer. In the same period the Magistrates Court of Queensland welcomed the following appointments: - Magistrate Tracyann Mossop, Magistrate Terence Browne, Magistrate Bronwyn Hartigan, Magistrate Peter Saggars and Magistrate Kurt Fowler. At the end of the reporting period there were 97 Magistrates appointed, with two vacancies to be filled bringing our cohort to 99.

Coroners Court of Queensland

The 2018-19 reporting period marks the 15th anniversary of the *Coroners Act 2003*. It also marks the re-appointment of the State Coroner, Terry Ryan for a second term of five years.

The Coroner's Court has continued to manage a significant caseload of matters. During 2018-19, 5,797 deaths were reported to Coroners, and the coronial registrar, for investigation.

I thank the Coroners and all of the staff of the Coroner's office for their significant contribution. In particular I thank the State Coroner, and Deputy State Coroner for their leadership and support.

Acknowledgements

I acknowledge and thank Deputy Chief Magistrate Leanne O'Shea for her continued support and especially the work undertaken in the Childrens Court.

Special thanks also to the Regional Coordinating Magistrates and Coordinating Magistrates who ensure the efficient running of our large and decentralised court.

The success of the court depends very much on the partnership with the Magistrates Courts Service. I have a strong and valued working relationship with Brigita Cunningham, Executive Director, Magistrates Courts Service. I appreciate the dedication of all the Registry staff throughout Queensland.

The staff of the Chief Magistrates Office managed by Nicola Azgin, have a fine and well deserved reputation for delivering high quality support to myself, the Deputy Chief Magistrates, Magistrates and Acting Magistrates throughout the state. Each staff member, Trudy Abdurhman, Samantha Bartlett, Maddison Kerr, Astrid McEachan-Hale and Ellie Stone (Brisbane); Dianne Long, Deanna Cahill and Diane Restieaux (Regional) bring great credit to the Office of the Chief Magistrate and I am extremely proud of the work they do.

I would also like to thank Maryanne May, Principal Legal Officer, Michelle Weaver, Legal Officer and Danielle Palmer, Legal Officer for their assistance to Judge Rinaudo, the Magistrates, Deputy Chief Magistrate O'Shea and myself throughout the year.

Judge Terry Gardiner
Chief Magistrate

Executive Director's Overview

The Magistrates Courts Service (MCS) is part Court Services Queensland, which sits within the Justice Services Division of the Department of Justice and Attorney-General (DJAG). Court Services Queensland also includes the Supreme, District and Land Courts' Service and Reform and Support Services.

MCS comprises over 750 staff who are responsible for delivering justice services in 52 metropolitan, regional and remote centres across Queensland. MCS supports the operation of Queensland's Magistrates Courts in 52 registries located in the discrete geographical regions of North Queensland, Central Queensland, Sunshine Coast and Western Queensland, South Queensland and Brisbane. As Queensland's court of summary jurisdiction, the Magistrates Courts jurisdiction is the highest volume jurisdiction. Over 90 per cent of all matters that go before a court in Queensland do so before a Magistrates Court. In addition, in 23 of the 52 registries, MCS delivers registry services to support the operation of the Supreme and District Courts.

MCS is also responsible for supporting the Coroners Court of Queensland and Queensland Coroners who reside in Cairns, Mackay, Brisbane and Southport. It also includes the Courts Innovation Program which delivers specialist courts and programs such as the Queensland Drug and Alcohol Court, specialist domestic and family violence (DFV) courts, the Murri Court and the community justice group (CJG) grant program. Additionally, in regional and remote communities, MCS is responsible for providing a wide range of government services, information and referrals as local registries also operate as Queensland Government Agency Program (QGAP) offices.

2018-19 highlights

Additional funding for courts

- On 11 June 2019, the Government announced significant investment in courts in response to demand pressures as part of the 2019-20 Budget. This includes funding for relieving Magistrates who sit when Magistrates are on leave and to ensure that hearing dates stay within acceptable timeframes.
- Funding received in 2018-19 to increase the capacity of the Childrens Court to assist with reducing the number of children on remand was extended into 2019-20 with additional Magistrate sitting days and administrative support being funded. Funding was provided to continue the Townsville High Risk Youth Court and expand the Court Link program to Maroochydore, Redcliffe and Caboolture.
- Funding was received for additional court staff which will make a real difference to the level of support and professionalism that MCS can provide to Magistrates, Coroners and court users.

Transition of 17 year olds to the youth justice system

- Changes to legislation that commenced on 12 February 2018, brought Queensland into line with the rest of Australia and the United Nations Convention on the Rights of the Child, meaning offenders aged 17 years are now dealt with in the youth justice system. Over 500 offenders in the adult jurisdiction aged 17 years old were transferred, with all young people

transitioned by mid-July 2018. Court staff and stakeholders worked collaboratively to ensure the transition went smoothly.

Childrens Court Jurisdictional Lead Team

- In April 2019, as part of the funding received to increase the capacity of the Childrens Court, a temporary dedicated Childrens Court jurisdictional lead team was established to provide co-ordination and central oversight for the children's jurisdiction state-wide. This team will play a key role in understanding the pressure points and opportunities to improve timeliness of court proceedings and make system wide improvements. The team is funded until 30 June 2020.

Expert Assistance Pilot

- An Expert Assistance Pilot commenced on 1 July 2018, in the Childrens Court in Beenleigh and Cairns. The pilot, which is currently funded for two years, is a collaboration between DJAG and the Office of the Chief Magistrate in response to recommendation 13.10 of the Queensland Child Protection Commission of Inquiry. The pilot aims to facilitate access by Magistrates to expert assistance under section 107 of the *Child Protection Act 1999* in complex child protection matters. The pilot will be evaluated to determine the extent to which it improves the court's decision making and its cost effectiveness.

Murri Court

- Murri Courts have now been established permanently in 14 locations across Queensland, with Ipswich Murri Court commencing in June 2019. Murri Court training was provided to the Ipswich CJG Elders and Respected Persons in May 2019. The expansion to Ipswich required additional resourcing for the magistracy, court staff and the local CJG.

Court Link

- Court Link is now operating in Brisbane, Cairns, Ipswich and Southport – replacing the Queensland Integrated Court Referrals in these locations. Court Link is expected to commence in Mount Isa in late 2019.

Specialist DFV Courts

- Significant work has been undertaken in 2018-19 to further roll out and embed a specialist DFV approach. Major court refurbishments commenced at Beenleigh and Townsville Courthouses to support the specialist DFV courts at a cost of \$20 million. In Beenleigh, the specialist DFV civil applications list will continue with the addition of a specialist DFV registry and additional funding for wraparound services. The court will become a fully integrated civil and criminal DFV court during 2019-20 when the building works are complete. In Townsville the civil applications list, together with the civil applications list in Mount Isa and the general list (including civil and criminal DFV matters) on Palm Island is now dealt with by a dedicated DFV Magistrate, with the benefit of the wraparound support services in each location. The Townsville DFV court will commence dealing with criminal DFV matters in 2019-20 following completion of the building works.

Reconciliation Action Plan

- The Reconciliation Action Plan (RAP) recognises the importance of building partnerships with Aboriginal and Torres Strait Islander people and was officially launched in Cairns on

15 June 2018. As part of RAP actions in May 2019, for the first time, cultural awareness training was delivered to Magistrates at the Magistrates' Conferences in Brisbane and Cairns. The training was presented by facilitators from Banaam, who have also been providing cultural awareness training to DJAG staff since September 2018.

Coroners Court Queensland

- Significant reforms are underway across the coronial system, informed by a recent performance audit of coronial services undertaken by the Queensland Audit Office (QAO). The QAO noted the significant increase in demand over recent years, and identified a number of opportunities for improvement.
- Agencies have committed to implementing all recommendations made by the QAO with a Coronial Services Governance Board established to lead implementation, and improve governance and accountability over the delivery of coronial services in Queensland.
- The Queensland Budget 2019-20 provides an additional investment by government in coronial services. Significantly this includes the temporary establishment of a second coronial registrar in the Coroners Court, to more effectively triage apparent natural cause deaths reported by police. Additional temporary resourcing has also been allocated to strengthen the case management support provided to coroners.

Acknowledgements

The MCS is a unique working environment. The work is high pressure and high volume. Queensland Magistrates Courts have a significant workload and cover specialist jurisdictions such as coronial matters, youth justice, diversionary programs and DFV. These matters can have a significant impact on the lives of the participants involved. The Magistrates Court is often the first contact point for many sections of the community with the court system.

It can be demanding work for staff who often deal with emotive issues, vulnerable groups and the challenges of delivering services in such a decentralised state. Every MCS staff member has an important part to play in delivering court and justice services to the Queensland community and in maintaining community confidence in the justice system. I thank staff for their professionalism, hard work and initiative.

Delivery of court services is supported by multi-disciplinary teams in Reform and Support Services which provide services across a range of areas including court technology and systems, policies and procedures, training and development, finance and data. MCS relies on this expert assistance. I thank Stephanie Attard, Executive Director, Reform and Support Services, and her staff for their support for MCS and the Magistrates Courts in the day-to-day operations of the court.

Magistrates and MCS staff have different and separate reporting structures. With no single authority that oversees both cohorts as a whole, a harmonious working relationship between the two professions is vital. Magistrates and MCS staff must depend on each other to ensure that the work of the court is delivered to the best possible standard, with judicial independence free of interference from the executive and its employees, and a public service that has the respect and support of the magistracy. I thank His Honour Judge Orazio Rinaudo, former Chief Magistrate, for supporting and engaging collaboratively with MCS throughout his tenure to provide an efficient, fair and independent court system for the Queensland community. I look forward to working with His Honour Judge Terence Gardiner, Chief Magistrate, to further

strengthen the working relationship between the judiciary and MCS staff with a view to ensuring the community has confidence in the Magistrates Courts of Queensland.

Brigita Cunningham
Executive Director and Principal Registrar
Magistrates Courts Services

Queensland's Magistrates

as at 30 June 2019

Beenleigh	JM Bentley	Coordinating Magistrate
	BP Kilmartin	
	DR MacKenzie	
	MG O'Driscoll	
Bowen	JE Morton	
Brisbane	O Rinaudo	Chief Magistrate
	L J O'Shea	Deputy Chief Magistrate/Childrens Court Magistrate
	TD Gardiner	Deputy Chief Magistrate
	TJ Ryan	State Coroner
	JB Lock	Deputy State Coroner
	CA Clements	Brisbane Coroner
	GC Lee	South-East Coroner
	LM Bradford-Morgan	Part-time
	SM Coates	
	JM Daley	
	AK Gett	
	EA Hall	Part-time
	P Hay	
	A Hennessy	Childrens Court Magistrate
	BJ Merrin	
	AM Moloney	Childrens Court Magistrate
	NF Nunan	Part-time
	JV Payne	
	T Previtera	
	MP Quinn	Childrens Court Magistrate
	CJ Strofield	
	AC Thacker	
Bundaberg	BJ Hartigan	
Caboolture	PW Hasted	Coordinating Magistrate
	AJ Hackett	
	PJ Saggars	
Cairns	J Brassington	Regional Coordinating Magistrate
	TJ Black	Part-time
	TA Browne	Childrens Court Magistrate
	AJ Comans	
	SL Pearson	Childrens Court Magistrate
	JN Pinder	
	K Priestly	
	RD Spencer	
	NM Wilson	Northern Coroner
Caloundra	SM Tonkin	Part-time
Charleville	JL Blanch	
Cleveland	DM Vasta	Childrens Court Magistrate
Dalby	DR Davies	
Emerald	CS Benson	
Gladstone	DR Kinsella	
Gympie	CJ Callaghan	Regional Coordinating Magistrate
Hervey Bay	SD Guttridge	

Holland Park	SM Young	
Innisfail	CM McLennan	
Ipswich	DM MacCallum	Regional Coordinating Magistrate
	KA Fowler	
	MJ Ho	Childrens Court Magistrate
	TE Mossop	
	DC Shepherd	
	VE Sturgess	
Kingaroy	LC Pink	
Mackay	DJ Dwyer	Coordinating Magistrate
	D O'Connell	Central Coroner
	MG Nolan	
Mareeba	TJ Braes	
Maroochydore	MM Baldwin	Part-time
	RJ Madsen	
	MR McLaughlin	Part-time
	H Stjernqvist	
Maryborough	TM Duroux	
Mount Isa		
Pine Rivers	TI Morgan	
Redcliffe	MW Bucknall	
	CG Roney	Part-time
Richlands	AP Simpson	Coordinating Magistrate
	SG Shearer	
Rockhampton	C Press	Regional Coordinating Magistrate
	P Beckinsale	
	JR Clarke	
Sandgate	J Batts	Childrens Court Magistrate
Southport	K Philipson	Regional Coordinating Magistrate/Children's Court
Magistrate		
	JA McDougall	Southern Coroner
	JJ Costanzo	
	ML Dooley	
	PM Dowse	Childrens Court Magistrate
	MG Howden	
	CM Kelly	
	KT Magee	
	KM O'Callaghan	
	LM Shephard	
	A Sinclair	
Toowoomba	K Ryan	Coordinating Magistrate/Childrens Court Magistrate
	CA Pirie	
Townsville	RJ Mack	Regional Coordinating Magistrate
	ST Courtney	Domestic Violence Magistrate
	VP Keegan	
	SD Mosch	Childrens Court Magistrate
	HB Osborne	
	PR Smid	Childrens Court Magistrate
	C Wadley	
Warwick	B Manthey	
Wynnum	Z Sarra	

Acting Magistrates

Beenleigh	BL Kucks
Bowen	RW Muirhead
Brisbane	PJ Byrne
	RM Carmody
	S Cornack*
	WA Cull*
	WH Ehrich*
	AL Gummow
	GH Kahlert
	AG Kennedy*
	A A Kirkegaard
	PM Kluck*
	M May
	JJ McGrath*
	J Schubert
	WJ Smith*
	B Springer
	D Turner
	RJ Turra
	RR Walker
Bundaberg	LN Lavaring
Caboolture	B Barrett*
	D Wilkinson*
Caloundra	M Bice
Hervey Bay	GJ Tatnell*
	R Woodford*
Ipswich	WA Cridland*
Mackay	JM Aberdeen
Mareeba	R Heggie
Nambour	A Walker
Noosa	GA Hillan*
	JC Parker*
Rockhampton	MT Morrow
Southport	G Finger
	D Kehoe*
	RG Kilner*
	B Tynan*
	J White*
Toowoomba	RJ Stark
	JD Carroll*
Townsville	RJ Lehmann
	S Luxton
	S Warrington

* *Retired Magistrate*

Judicial Registrars

Townsville	RJ Lehmann
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Magistrates

Appointments

Magistrate Tracyann Mossop

Ipswich/Dalby

Appointed 3 September 2018

Magistrate Terence Browne

Cairns/Townsville

Appointed 3 September 2018

Magistrate Bronwyn Hartigan

Bundaberg/Mackay

Appointed 24 June 2019

Magistrate Peter Saggars

Caboolture/Charleville

Appointed 24 June 2019

Magistrate Kurt Fowler

Ipswich

Appointed 24 June 2019

Retirements

Magistrate Bernadette Callaghan

Southport

Retired 3 July 2018

Magistrate Joan White

Southport

Retired 3 September 2018

Magistrate Paul Johnstone

Beenleigh

Retired 5 September 2018

Magistrate Barry Cosgrove

Brisbane

Retired 18 January 2019

Magistrate Sheryl Cornack

Holland Park

Retired 1 February 2019

Magistrate Bronwyn Springer

Brisbane

Retired 31 May 2019

Structure and Operation

At the end of the reporting period 94.2 Magistrate positions of the 96.2 positions in the State are occupied. Eight Magistrates work part-time, therefore the total number of Magistrate positions is 97.

There is a pool of 41 appointed Acting Magistrates who relieve when Magistrates are on leave. The pool includes 19 retired Magistrates.

There is one judicial registrar position in Townsville which is occupied by one appointed judicial registrar.

The Chief Magistrate is the head of jurisdiction of the Magistrates Courts and is its senior Judicial Officer, responsible for:

- the orderly and expeditious exercise of the jurisdiction and powers of the Magistrates Court;
- deciding who is to constitute a Magistrates Court at a particular place;
- assigning duties to Magistrates;
- issuing practice directions;
- nominating a Magistrate to be a Co-ordinating Magistrate for the purpose of allocating court work;
- performing statutory functions.

The Deputy Chief Magistrates, in addition to exercising the functions of a Magistrate, must exercise such other functions as directed by the Chief Magistrate. The Deputy Chief Magistrates may act as the Chief Magistrate when required.

The Chief Magistrate appoints Regional Co-ordinating Magistrates and Co-ordinating Magistrates in the larger court locations to assist in the orderly disposition of court business.

The Regional Co-ordinating Magistrates at the end of the reporting period were:

Brisbane Region	L O'Shea (Brisbane)
South-West Region	DM MacCallum (Ipswich)
South Coast Region	K Philipson (Southport)
North Coast Region	CJ Callaghan (Gympie)
Central Region	C Press (Rockhampton)
Northern Region	R Mack (Townsville)
Far Northern Region	J Brassington (Cairns)

The Co-ordinating Magistrates were:

Beenleigh	JM Bentley
Toowoomba	KA Ryan
Caboolture	PW Hasted
Richlands	AP Simpson
Mackay	DJ Dwyer

Court Governance Advisory Committee

Members: Deputy Chief Magistrate L O'Shea (2018); Deputy Chief Magistrate T Gardiner (2019); State Coroner T Ryan; Magistrates: J Brassington; K Ryan; A Gett.

The Court Governance Advisory Committee is established under the *Magistrates Act 1991*. The Committee supports the Chief Magistrate by providing advice on transfer decisions and the general administration of the Magistrates Courts.

The Advisory Committee has two permanent members (the Deputy Chief Magistrate and the State Coroner) and three temporary members, one of whom must be a Magistrate who constitutes a Magistrates Court at a place outside of South-East Queensland.

Magistrates Internal Committees

As at 30 June 2019

The Magistrates Internal Committees provide vital support to Magistrates across Queensland and advise the Chief Magistrate in fulfilling his responsibility of ensuring the orderly and expeditious running of the Magistrates Courts. The Chief Magistrate and Deputy Chief Magistrates are members of all the committees. The Legal Officers and Executive Support staff of the Office of the Chief Magistrate provide the secretariat and research support to the committees.

Terms and Conditions Committee

Committee Chair: Deputy Chief Magistrate L O'Shea.

This committee monitors developments in terms and conditions of appointment of Magistrates.

Professional Development Committee

Committee Chair: Deputy Chief Magistrate L O'Shea

Orientation programs for newly-appointed Magistrates and ongoing professional development opportunities for Magistrates, Acting Magistrates and Judicial Registrars are vitally important for the quality and consistency of Magistrates Court justice services across Queensland.

The committee's responsibilities include:

- planning the annual state conference, a regional conference series for Magistrates, and professional development opportunities for Acting Magistrates
- maintaining and updating the Magistrates Bench book
- developing an orientation program for newly-appointed magistrates
- identifying professional development needs across the magistracy
- identifying and co-ordinating professional development opportunities.

Some of these responsibilities have been devolved to subcommittees:

Annual State Conference Planning subcommittee

Committee Chair: Magistrate A Gett.

Regional Conference Planning subcommittee

Committee Chair: Magistrate A Gett.

Bench Book subcommittee

Committee Chair: Magistrate C Callaghan.

Indigenous Issues Committee

Committee Chair: Deputy Chief Magistrate T Gardiner.

This committee makes recommendations to the Chief Magistrate on issues relating to Indigenous persons within the criminal justice system and in the Magistrates Courts.

Forms Committee

Committee Chair: Magistrate K Magee.

This committee is one of the most active. The Magistrates Courts deal with over 300 pieces of legislation, which are frequently the subject of amendment. The committee advises on the drafting of forms for the use of Magistrates when making orders and is frequently consulted by the Department in respect of proposed approved forms under various Acts.

Criminal Law Committee

Committee Chair: Deputy Chief Magistrate T Gardiner.

This committee plays a vital role supporting the magistracy in meeting the challenges of recommending and implementing criminal law reforms. It contributes significantly to the professional development of Magistrates, with members preparing and presenting criminal law topics at conferences.

Domestic and Family Violence Committee

Committee Chair: Magistrate A Hennessy.

This committee plays an important role supporting multi-agency responses to domestic and family violence issues. This includes presentation of sessions at the Magistrates Annual State Conference and Regional Conferences; and recommendations for amendments to the *Domestic and Family Violence Protection Act 2012*.

Ethics Committee

Committee Chair: Deputy Chief Magistrate T Gardiner.

This committee contributes to policy and professional development guiding Magistrates as to the ethical standards required of them in the conduct of their duties.

Youth Justice and Child Protection Committee

Committee Chair: Deputy Chief Magistrate L O'Shea.

This committee looks into issues that affect the Childrens Court jurisdiction of the Magistrates Courts.

Therapeutic Jurisprudence Committee

Committee Chair: Deputy Chief Magistrate L O'Shea.

The purpose of the Therapeutic Jurisprudence Committee is to support the Chief Magistrate by advising on and making recommendations on issues relating to therapeutic jurisprudence issues within the Magistrates Court jurisdiction. Specifically the committee will:

- Monitor the progress and implementation of the therapeutic jurisdiction within the operation of the Magistrates Court.
- Liaise with stakeholders such as the Courts Innovation Program to ensure the effective running of courts and programs within the therapeutic jurisdiction of the Magistrates Court.
- Identify operational issues that adversely affect the running of therapeutic courts and make recommendations to the Chief Magistrate as to an appropriate response by the Magistrates Court.

Cultural Diversity Committee

Committee Chair: Deputy Chief Magistrate T Gardiner.

This committee arose out of the commitment to adopting principles outlining the International Framework of Courts Excellence. The committee also seeks to promote the work of the Judicial Council on Cultural Diversity, namely the National Framework to improve accessibility to Australian courts for Aboriginal and Torres Strait Islander women and migrant and refugee women.

Judicial Wellness Committee

Committee Chair: Deputy Chief Magistrate T Gardiner.

This committee encourages and promotes maintaining mental and physical wellbeing of judicial officers.

Sentencing Advisory Committee

Committee Chair: Deputy Chief Magistrate T Gardiner.

This committee was established to encourage consistency in sentencing in the Magistrates Court. The work of this committee is intended to dovetail with the work of the Queensland Sentencing Advisory Council.

Magistrates Professional Development

Regional conference:

The Regional Conferences were held over three weeks:

- in Cairns on Thursday 2 May and Friday 3 May 2019 for Magistrates from north and far north Queensland;
- in Brisbane on Thursday 9 May and Friday 10 May 2019 for Magistrates from the north and south coasts; and
- in Brisbane on Thursday 16 May and Friday 17 May 2019 for Magistrates from Brisbane and south-west Queensland.

The conferences covered a range of topics, including:

- Indigenous Cultural Intelligence
- Sentencing adults and children
- Judicial Wellness
- Ethics
- Legal Services Commission
- Parole Board
- GPS tracking devices

Domestic Violence conference:

A specialist Domestic Violence conference was held in Brisbane on Tuesday 26 February and Wednesday 27 February 2019.

This conference was designed to train specialist Domestic Violence Magistrates and included the following topics:

- The innovative magistrate and legitimacy: Lessons for a mobile ‘solution-focused’ Model
- Litigant Experiences from DFV Courts
- The role of Indigenous sentencing courts in making perpetrators accountable
- Alternatives to no contact orders
- Specialist skills and list management in DFV Courts

Childrens Court conference:

A specialist Childrens Court conference was held in Brisbane on Thursday 28 February and Friday 1 March 2019.

This conference was attended by specialist Childrens Court Magistrates and included the following topics:

- Child Protection legislation update
- Supervised bail accommodation
- Youth Justice issues throughout the State
- Child Protection and Forensic Medical Service
- Complexities of Youth Mental Health in the Youth Justice System

Court Performance

The Magistrates Courts are the courts of summary jurisdiction for the state of Queensland. They are established in law by the *Justices Act 1886* and the *Magistrates Courts Act 1921*. Essentially the *Justices Act 1886* provides for the Magistrates Courts in the conduct of criminal proceedings and the *Magistrates Courts Act 1921* provides for the Magistrates Courts in the conduct of civil proceedings.

Of all the courts in Queensland it is the Magistrates Courts that most people will have contact with; over 90 per cent of all matters that go before a court in Queensland do so before a Magistrates Court.

In addition to the founding *Justices Act 1886* and *Magistrates Courts Act 1921*, there are a number of other pieces of legislation which establish a variety of jurisdictions within the Magistrates Courts. Each of these Acts essentially limits the court to dealing with a particular kind of matter within a specialised court that uses a variant set of rules. Examples are the *Childrens Court Act 1992* which establishes the Childrens Court of Queensland jurisdiction and the *Industrial Relations Act 1999* which establishes the Industrial Magistrates Court jurisdiction.

In these various jurisdictions, the Magistrates Courts are required to deal with an extensive number of different types of offences, claims, applications and appeals incorporated in over 300 different pieces of legislation from Federal, State and Local governments.

Criminal jurisdiction

The work of the Magistrates Courts is generally understood to be broadly divided into two types of proceedings: criminal and civil. Matters are considered criminal if they are a proceeding for the prosecution of an offence. While the criminal jurisdiction includes offences against the Criminal Code, other offences which are often not considered criminal also fall under this wide jurisdictional heading, including minor offences such as those contained in the *Summary Offences Act 2005*, traffic offences and quasi-criminal offences.

The term Quasi-Criminal Offences described those regulatory offences prosecuted by Public Officers. Included are breaches of areas of law controlled by government agencies at the local, state and federal levels (eg. building codes, environment protection laws and taxation).

Approximately 95 per cent of all criminal matters in Queensland are dealt with by the Magistrates Courts. The overwhelming majority of the work of the Magistrates Courts involves criminal matters, and these matters are dealt with in the Magistrates Courts as constituted under the *Justices Act 1886*.

The Magistrates Courts hear and determine all Local, State and Commonwealth summary offences. They also hear and determine a wide range of indictable offences. If the court does not have the jurisdiction to deal with an indictable offence a committal hearing is conducted. This is to determine if there is sufficient evidence to commit the defendant to the District Court or Supreme Court so that the matter can be finalised there. So while the Magistrates Courts actually finalise the vast majority of offences dealt with in the criminal justice system, they also

initially manage the more serious criminal matters which are ultimately finalised in either the Supreme or District Courts of Queensland.

Appendix 1 contains a table showing the statistics for lodgements in the Criminal jurisdiction by defendant.

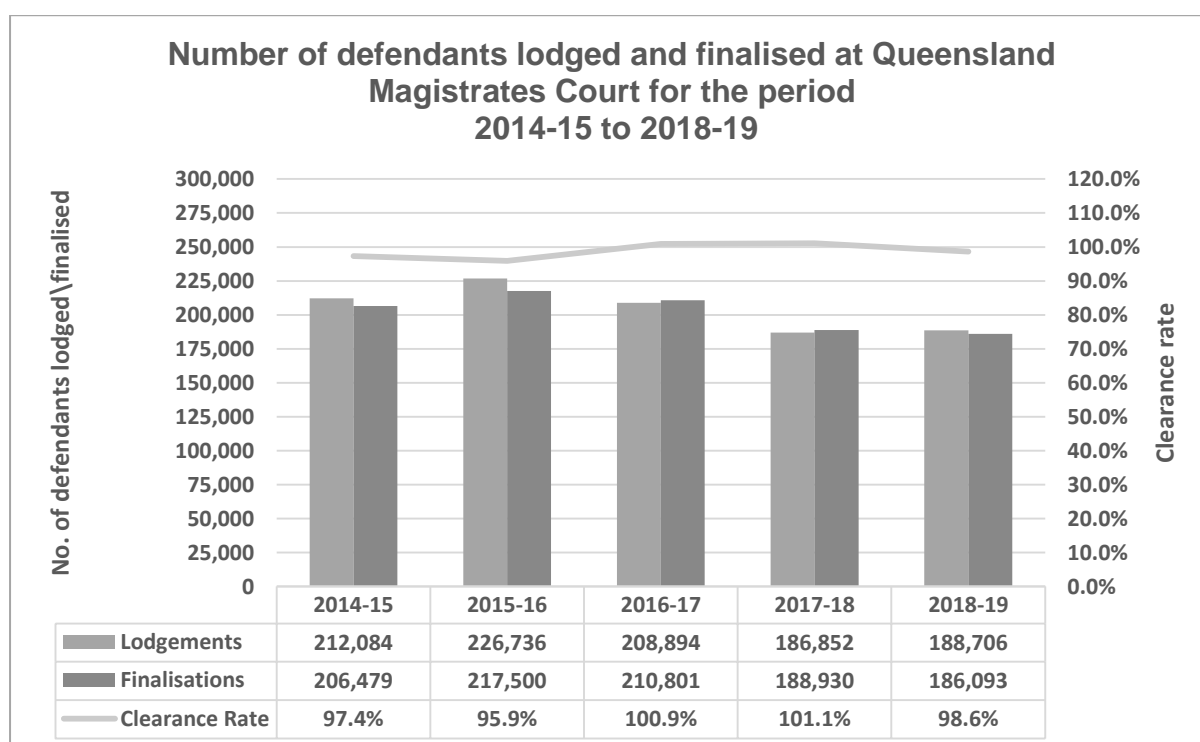
Total Criminal

The total number of defendants dealt with by Magistrates sitting as Magistrates Courts and the Childrens Court in the reporting year is 207,194. This is an increase in the number of defendants dealt with over last year of 2,969 (+1.45 per cent).

The total number of criminal charges dealt with by Magistrates in the year of reporting is 425,076. This is an increase from last year of 13,412 (+3.26 per cent). These total figures include both adult and juvenile defendants.

Magistrates Court (Adult Criminal)

In relation to adult defendants 188,706 adults were dealt with on 381,494. This is an increase in the number of adult defendants from last year of 1,854 (+0.99 per cent) and an increase in the number of charges from last year of 10,971 (+2.96 per cent).



Childrens Court of Queensland (Magistrates) – Criminal Jurisdiction

The Childrens Court of Queensland is established under the *Childrens Court Act 1992* and provides for the appointment of a Childrens Court Magistrate. Deputy Chief Magistrate O'Shea is one of the Childrens Court Magistrates and sits at the Brisbane Childrens Court. The Act

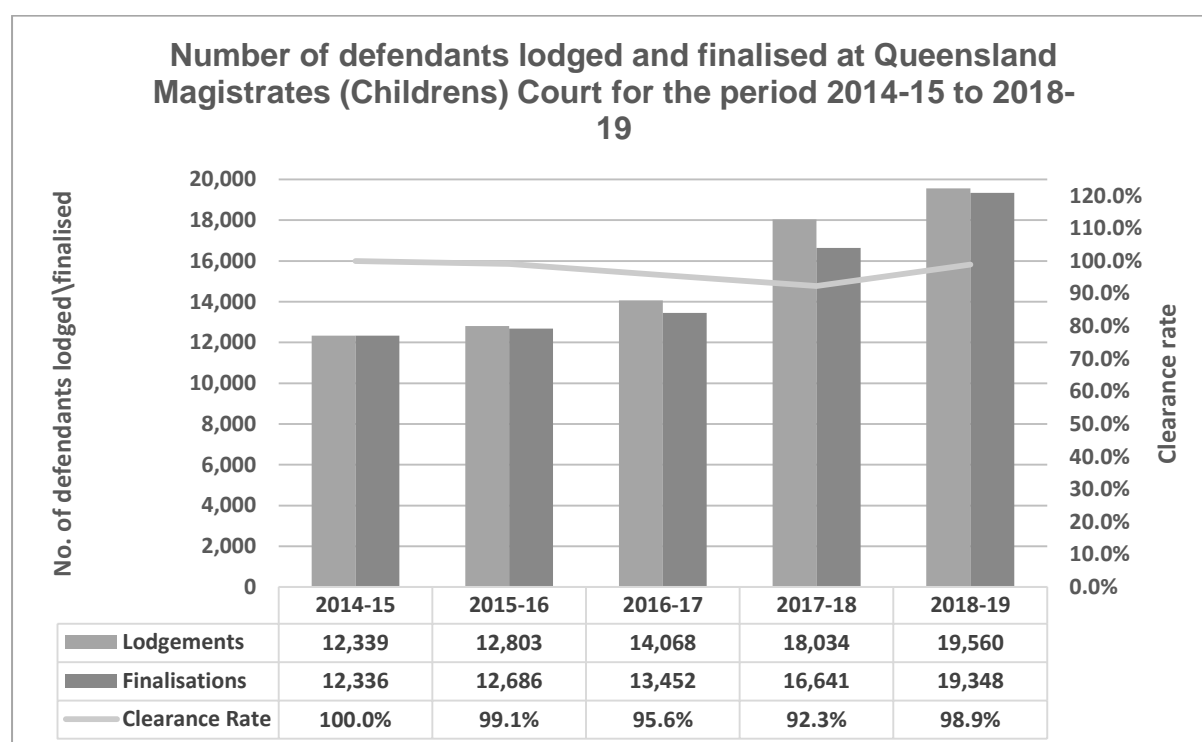
provides that any Magistrate may constitute a Childrens Court when required. Its criminal jurisdiction is exercised under the *Youth Justices Act 1992* and it provides comprehensive law for dealing with young people who are charged with offences, including the diversion of young people from the criminal justice system by such methods as police issuing cautions or referring offences to youth justice conferencing.

Youth justice conferencing brings the young person and their victim together to discuss the offence, its impact on the victim and the community and how the young person can address the harm caused. In the majority of these conferences all of the parties are satisfied with the outcome and the matter does not have to go before the Court.

18,488 young people appeared before Magistrates sitting as the Childrens Court during the reporting year on a total of 43,582 charges. This is an increase from last year of 1,115 young people (+6.42 per cent) and an increase of 2,441 charges (+5.93 per cent).

Magistrates deal with virtually all Childrens Court criminal matters, either finalising them or conducting a committal hearing before referring them to the District Court, Supreme Court or Childrens Court of Queensland Judge to be finalised there. Magistrates sitting in the Childrens Court finalise approximately 96 per cent of all Childrens Court criminal matters.

Further information about the operations of the Childrens Court can be obtained from the Childrens Court of Queensland Annual Report.



Appendix 1 contains a table including statistics for criminal lodgements of the Childrens Court of Queensland (Magistrates). For an explanation of the statistical method used in this report see the explanatory notes to the Appendices.

Commonwealth

The Judiciary Act 1903 (Commonwealth) provides that state courts have jurisdiction in relation to people who are charged with offences against the laws of the Commonwealth. While these proceedings are conducted according to state laws the sentencing is provided for by the *Crimes Act 1914 (Commonwealth)*. The main areas dealt with by the court under Commonwealth legislation relate to taxation, social security, customs and immigration.

The number of defendants before the court on Commonwealth matters for the year of reporting was 2,242, a decrease of 313 (-24.64). The number of charges for Commonwealth offences dealt with by the Magistrates Courts during the reporting year was 9,049, which is a decrease from last year of 2,958 (-24.64 per cent).

Industrial Magistrates Court

The *Industrial Relations Act 1999* authorises every Magistrate in Queensland to sit as an Industrial Magistrate. The matters Industrial Magistrates hear are wage claims and prosecutions that relate to workplace health and safety and electrical safety.

Under the *Workplace Health and Safety Act 1995* the court dealt with 33 defendants who were charged with a total of 42 charges. That is a decrease of 30 defendants (-47.62 per cent) and a decrease of 42 charges (-50.00 per cent) from last year. During the reporting period the Industrial Magistrates Court dealt with 20 defendants on 20 charges under the *Electrical Safety Act 2002*.

Civil Jurisdiction

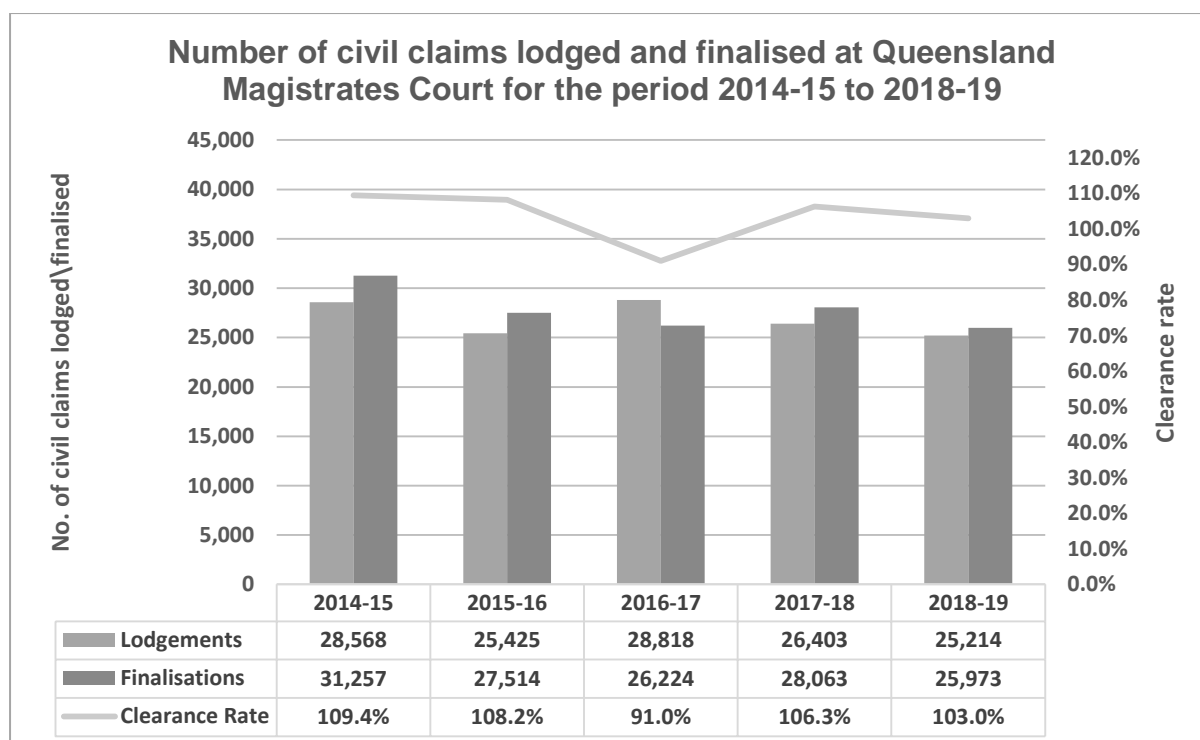
The work of the Magistrates Courts is generally understood to be broadly divided into two types of proceedings: civil and criminal. Essentially all proceedings that are not for the prosecution of an offence are considered civil.

The term civil is derived from the area of civil litigation, but there are other kinds of matters included in the civil jurisdiction, such as applications for domestic violence protection orders and child protection applications.

Civil claims

The Magistrates Courts, as established by the *Magistrates Courts Act 1921*, are able to determine civil claims up to a value of \$150,000. The number of claims dealt with by the Magistrates Courts during the reporting year was 25,214, a decrease of 1,189 from last year (-4.50 per cent).

Appendix 2 contains a table showing the statistics for lodgements in the civil claims jurisdiction by the number of cases.



Note: The clearance rates reported above differ from the DJAG Annual Report. The civil figures in the DJAG Annual Report include Domestic and Family Violence protection order applications, as per the Report on Government Services counting rules. Domestic and Family Violence applications are reported separately in this report.

Queensland Civil and Administrative Tribunal

The Queensland Civil and Administrative Tribunal (QCAT) is a separate entity from the Magistrates Courts and produces its own annual report.

QCAT deals with many kinds of proceedings however its largest jurisdiction is minor civil disputes. In South-East Queensland minor civil disputes are heard by specialised QCAT adjudicators. In the rest of the state however, minor civil disputes are heard by Magistrates sitting as ordinary members of QCAT. The hearing of QCAT matters forms a significant portion of the workload of Magistrates who sit outside of South-East Queensland.

During the reporting year, out of the 23,535 minor civil disputes that were lodged with QCAT 7,345 (31.21 per cent) were lodged in locations where they would be dealt with by a Magistrate.

Childrens Court of Queensland (Magistrates) – Civil Jurisdiction

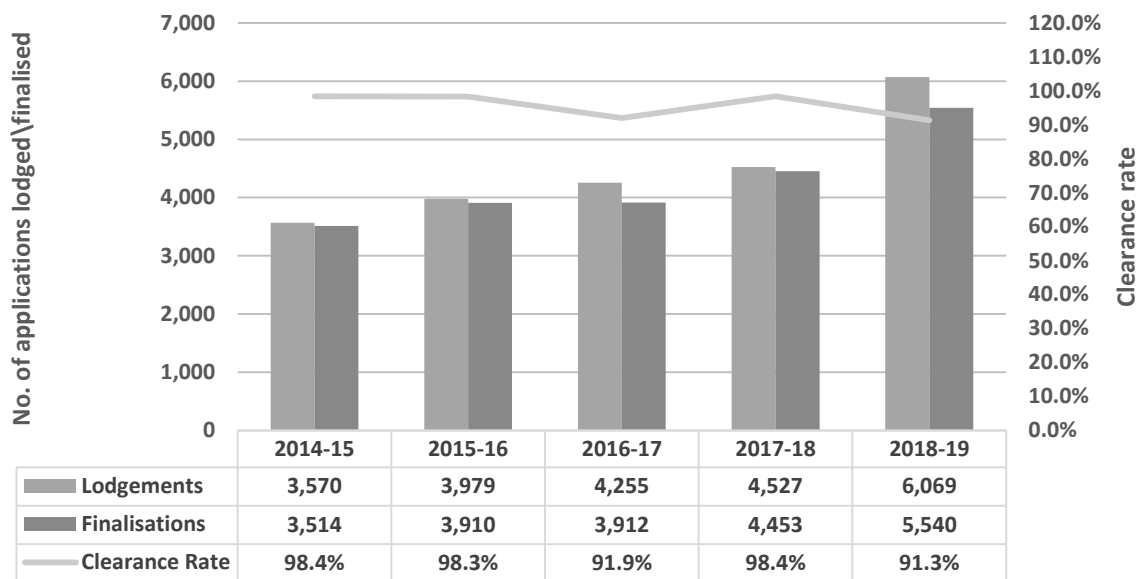
The Childrens Court of Queensland is established under the *Childrens Court Act 1992* and exercises its civil jurisdiction mainly under the *Child Protection Act 1999*, but also under other legislation such as the *Child Protection (Offender Prohibition Order) Act 2008* and the *Adoption Act 2009*.

Child protection applications are heard by Magistrates sitting in the Childrens Court, and additionally urgent temporary applications may be made after hours by telephone or facsimile. Many of the child protection applications are contested, however a large portion are resolved in court ordered conferences. During the reporting year 6,069 child protection applications were lodged, an increase from last year of 1,542 (+34.06 per cent).

Further information about the operations of the Childrens Court can be obtained from the Childrens Court of Queensland Annual Report.

Appendix 4 contains a table showing the statistics for lodgements in the Child Protection jurisdiction by the number of cases. For an explanation of the statistical method used in this report see the explanatory notes to the Appendices.

**Number of Child Protection applications lodged and finalised
at Queensland Magistrates (Childrens) Court for the period
2014-15 to 2018-19**



Domestic and Family Violence

The purpose of the *Domestic and Family Violence Protection Act 2012* is to provide safety and protection for people from further violence occurring in domestic relationships through the making of protection orders. The Act covers physical, emotional and financial violence committed in spousal, intimate personal, family and informal care relationships.

This is a demanding area for the courts as the parties are often unrepresented and unfamiliar with court proceedings, and in addition may be distraught, emotional, anxious and in fear for their personal safety.

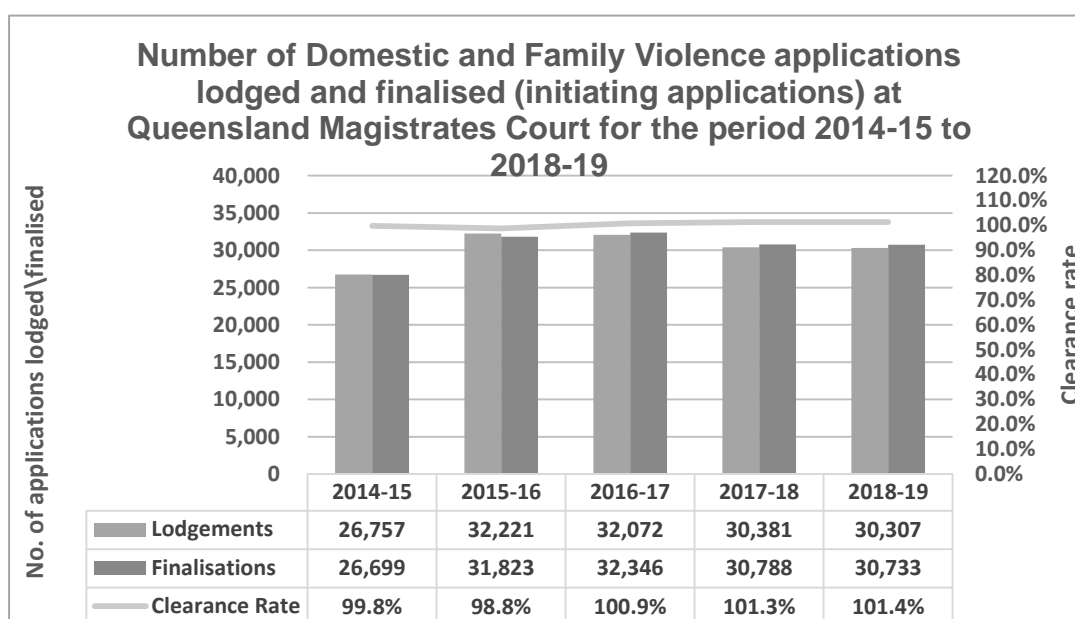
The importance of protection orders is well recognised – they not only provide for the physical safety and security of the aggrieved person (the person seeking protection) but also provide an element of control and stability which helps them to carry on with their lives.

The police may assist an aggrieved person in their application to the court by appearing for them, which is a great help in expediting the matter and helping the aggrieved persons obtaining appropriate protection. The police also have a responsibility to make applications for protection orders should they witness domestic violence. Usually this happens with the support of the aggrieved person, but even where there is oppositions by the aggrieved person the police are obliged to pursue the making of a protection order.

In many centres domestic violence support services are available and they are of great benefit to the aggrieved persons that come to court. They assist in explaining the process to obtain, and the value of, protection orders, as well as making the attendance at court less stressful. They also provide information about, and referrals to, other support services.

During the reporting year there were 30,307 applications for protection orders lodged in Queensland which is a decrease from the year before of 74 (-0.24 per cent).

Appendix 3 contains a table showing the statistics for lodgements in the domestic and family violence jurisdiction by the number of cases.



Industrial Magistrates Court

The *Industrial Relations Act 1999* authorises every Magistrate in Queensland to sit as an Industrial Magistrate. The civil aspect of the Industrial Magistrates Court consists of a limited range of appeals under the *Workers' Compensation and Rehabilitation Act 2003*.

The number of appeals dealt with by the court for the year of reporting was 4, which is a decrease of 2 from last year.

Coronial Jurisdiction

The Coroners Court of Queensland provides Queenslanders with a consistent and coordinated system to review deaths occurring in circumstances where further explanation is needed. The role of a Coroner is to investigate reportable deaths with a view to making findings about the identity of the deceased person, when, where and how they died and the medical cause of death. Where an inquest is held, a Coroner may make recommendations about preventing similar deaths in future.

The State Coroner, Mr Terry Ryan, was appointed for a second term of five years on 5 July 2018, and is responsible for overseeing and coordinating Queensland's coronial jurisdiction which is governed by the *Coroners Act 2003*.

The 2018-19 reporting period marks the 15th anniversary of the *Coroners Act 2003* and operation of a modern coronial system. At the commencement of the Act, there were only two full-time Coroners appointed to deal with about 20% of deaths reported around the State. All other deaths at that time continued to be investigated by local Magistrate Coroners.

A full time coroner model was implemented during 2012-13. All deaths are now reported to one of Queensland's seven full time Coroners located in Brisbane, Southport, Mackay, Cairns and a coronial registrar in Brisbane.

At the end of the reporting period the court farewelled Brisbane Coroner, Mr Graham Lee who returned to the general magistracy in Toowoomba. Of note, Coroner Lee finalised by inquest, the re-opened coronial investigation into the death of Joseph Scaturchio who died while competing in a jet-ski race on the Gold Coast in 2012. Mr Donald MacKenzie was appointed to the position of Brisbane Coroner from 1 July 2019 and assumed carriage of all Mr Lee's investigations.

The Queensland coronial system continued to manage a significant caseload of matters. During 2018-19, 5,797 deaths were reported to Coroners, and the Coronial Registrar for investigation. Despite this, the court achieved a clearance rate of 101.09 per cent, meaning it finalised more matters than were lodged.

In most cases Coroners are able to make findings required under the Act without convening an inquest. However, the Act mandates an inquest be held if the person died in custody, the death occurred in the course of a police operation (if the coroner considers the circumstances warrant an inquest), the death occurred while in care and there are issues about the care provided; the Attorney-General directs that an inquest be held; or where it is in the public interest, for example, where an inquest might lead to recommendations to prevent deaths happening in similar circumstances.

A number of significant inquests were finalised by the court during 2018-19. The State Coroner handed down his findings of inquest into the suspected death of Daniel Morcombe, making two recommendations, in relation to mandatory reviews and inquests into missing person cases and the return of remains. The Deputy State Coroner, Mr John Lock, recommended the Queensland Government facilitate a counselling support program for families, witnesses or others involved in coronial investigations in his findings of inquest into the death of Marcia Maynard. Brisbane Coroner, Ms Christine Clements published 'public interest' investigation findings into the mixed drug toxicity related death of Matthew McLachlan, where it appeared he developed an opioid dependency after a life changing spinal injury.

Regional Coroners across the state published inquest and public interest investigation findings into a number of noteworthy matters. The Central Coroner, Mr David O'Connell made a number of recommendations which were accepted by Queensland Health in relation to the death of Baby M, a newborn infant who was dropped by a nurse minutes after birth. The death of Betty Quayle, an elderly aged care resident who was assaulted by another resident was investigated by the Northern Coroner, Ms Nerida Wilson who made comments about the inadequate response to the death by the Australian Aged Care and Quality Agency. The suspected overdose death of Renae Mann investigated at inquest by the South-eastern Coroner, Mr James McDougall, found that measures introduced by the Gold Coast University Hospital were sufficient to address concerns arising from the care and treatment provided to her, following her admission.

A major focus of the court during this period was the response to the Queensland Audit Office (QAO) report, *Delivering Coronial Services*¹, tabled in the Queensland Parliament on 18 October 2018. The report outlines the findings of a performance audit of the coronial systems key agencies, the Department of Justice and Attorney General (DJAG), the Queensland Police Service (QPS) and Queensland Health (QH). The Auditor-General noted the significant increase in reportable deaths over the preceding years and highlighted concerns about the sustainability and governance of the system. Seven recommendations to improve the provision of services to Coroners and families were made.

In response, a Coronial Services Governance Board (the Board), consisting of the State and Deputy State Coroner, as well as senior representatives from DJAG, QH, QPS, Queensland Treasury and the Department of the Premier and Cabinet, has been established. The Board is established to provide greater leadership, governance and accountability over the delivery of coronial services in Queensland and lead implementation of all QAP recommendations.

The Queensland Budget 2019-20 provides an additional investment by government in coronial services of \$3.9M over the next four years, including \$474,000 per annum ongoing. This funding has been allocated to DJAG, QH and QPS to address immediate demand pressures and to support the implementation of the QAO recommendations.

Further information in relation to the coronial system may be found in the Coroners Court of Queensland Annual Report for 2018-19.

¹ Queensland Audit Office report – Delivering Coronial Services (Report 6:2018-19)

Courts Innovation Program

Magistrates Court of Queensland Reconciliation Action Plan (MCS RAP)

The MCQ RAP 2018-2021 was launched in June 2018. The MCQ RAP aims to address the barriers that exist for Aboriginal and Torres Strait Islander people when coming into contact with Magistrates Courts in Queensland.

The MCQ RAP contains 14 actions and 72 deliverables. A working group comprised of judicial officers and MCQ staff oversee the implementation of the MCQ RAP. The MCQ RAP Working Group has embraced the opportunity to improve relationships and court performance by developing innovative and tangible initiatives on the journey of reconciliation.

Throughout 2018-19 a number of initiatives were introduced as part of the MCQ RAP. These included: creating a DJAG intranet page to ensure all staff have quick access to resources; National Reconciliation Week and NAIDOC Week events; cultural awareness training for court staff and Magistrates and developing Acknowledgement of Country palm cards for Magistrates and staff to use in court and at meetings to pay respect and acknowledge Aboriginal and Torres Strait Islander peoples.

Looking ahead to 2019-20, work will continue to deliver the MCQ RAP actions, including the development of an induction booklet for Magistrates which contains important cultural and historical information about Aboriginal and Torres Strait Islander communities throughout Queensland.

Courts Innovation Program (CIP)

The primary goal of CIP is to design and facilitate programs that respond to the needs of people as they interact with the justice system, who may be from marginalised and disadvantaged backgrounds, especially those with multiple and complex needs.

CIP has three specific program areas:

- Indigenous Justice Programs
- Specialist Courts, Referral and Support Programs
- Domestic and Family Violence Programs

CIP programs addressing the underlying causes of offending by linking offenders to health and social services, supporting victims of crime and providing culturally appropriate responses for Aboriginal and Torres Strait Islander people to help address their over representation in the criminal justice system both as offenders and victims.

Indigenous Justice Programs (IJP)

Elders and Respected Persons are the cornerstone of the Indigenous Justice programs delivered by CIP. Elders and Respected Persons throughout Queensland are heavily involved in the operation of Community Justice Groups (CJG's). Their ongoing support and commitment to working within their communities to support people engaged with the justice

system is respected and acknowledged. CJGs are key to the success of the CJG program, Murri Courts, the Domestic and Family Violence (DFV) Enhancement Program, the DFV Specialist Courts, Remote JP Courts and the Aurukun Restorative Justice Program.

Community Justice Groups (CJG)

The CJG program supports CJGs to work with their local community to develop strategies for dealing with justice-related issues and support Aboriginal and Torres Strait Islander people who have come into contact with the criminal justice system. More broadly, the program aims to build the CJG's local authority to address justice-related issues within their community.

The Department of Justice and Attorney-General (DJAG) funds 39 CJGs throughout Queensland and provides a smaller amount of funding to 10 CJGs in the outer islands of the Torres Strait to support circuits.

CJGs perform important activities to support courts including, making cultural submissions on behalf of defendants, identifying culturally appropriate support and treatment programs and providing cultural support to defendants as they progress through the Murri Court program. In doing so, CJGs also increase and enhance cultural understanding within the courts and the wider criminal justice system.

The CJG Program provides community members with the opportunity to work collaboratively with the courts, police, and staff from other government agencies to address criminal behaviour, and provide support and assistance to victims of crime. CJGs continue to develop and maintain strong working relationships with many non-government agencies to identify and promote referral pathways for Aboriginal and Torres Strait Islander defendants and link victims and defendants to appropriate support services.

In 2018-19, CJGs provided 1,732 written or oral bail and sentence submissions to the Magistrates Court. Collectively, CJGs throughout Queensland provided 3,363 referrals to support services.

Community Justice Groups (CJG) Domestic and Family Violence (DFV) Enhancement

The CJG DFV enhancement program aims to build the capacity of CJGs in discrete communities to respond to DFV. It also aims to support the CJGS to establish, or develop the capacity of local authority groups to respond to DFV, crime and violence.

Since 2017-18, DJAG has undertaken co-design activities in 11 discrete communities. These communities include Cherbourg, Coen, Doomadgee, Hope Vale, Mornington Island, Mossman, Northern Peninsula Area, Palm Island, Thursday Island, Woorabinda and Wujal Wujal. The local responses implemented range from employment of male and female DFV support workers, employment of DFV program manager/coordinators and enabled delivery of on-country and cultural healing programs.

Work is continuing in 2019-20 with the remaining seven communities to finalise the roll out of the program in Napranum, Pormpuraaw, Lockhart River, Mapoon, Aurukun, Kowanyama and Yarrabah. Learnings and tools developed will be used to continue to work with discrete communities to develop, support and build capacity of communities to respond to DFV.

Specialist Courts, Referral and Support Programs

Queensland Drug and Alcohol Court (QDAC)

The Queensland Drug and Alcohol Court (QDAC) commenced in Brisbane on 29 January 2018, in response to the *Queensland Drug and Specialist Courts Review: Final Report*. It provides an intensive and targeted response to adult offenders with severe drug and/or alcohol use directly associated with their offending.

The QDAC aims to improve community safety by focusing on the rehabilitation of offenders so they can reintegrate back into the community. Long term goals of the program include reducing crime and increasing the community's confidence in the criminal justice system.

Referrals to QDAC are assessed through a multi-agency assessment process and suitable participants are sentenced to a drug and alcohol treatment order as an alternative to imprisonment.

The operation of QDAC relies on an integrated approach by the judiciary and other participating agencies including the Queensland Police Service, Queensland Corrective Services, Legal Aid Queensland, Queensland Health and the Department of Justice and Attorney-General. This ensures all QDAC participants receive the necessary supervision, treatment and interventions to address their drug and alcohol use and offending behaviour.

A component of the QDAC program is access to culturally appropriate support. Aboriginal and/or Torres Strait Islander participants are provided with support via a dedicated QDAC Aboriginal and Torres Strait Islander Cultural Liaison Officer.

In 2018-19, 181 referrals were made to the QDAC and 80 Drug and Alcohol Treatment Orders were made.

Court Link

As a response to recommendations made by the *Queensland Drug and Specialist Courts Review: Final Report*, Court Link was introduced in Brisbane and Cairns in 2017-18. In 2017-18, Court Link was also introduced in Ipswich and Southport and work commenced to prepare for the introduction of the program at Mount Isa in late 2019.

Court Link is a single, generic integrated court assessment, referral and support program. Court Link aims to address the underlying contributors to offending behaviour while a person is on bail. Court Link assists individuals with their health and social needs by addressing their needs and risks, including drug and/or alcohol dependency or abuse, mental illness, impaired decision-making capacity and homelessness or risk of homelessness.

Court Link assesses a referred person's presenting risk and needs to determine the level of service required. Persons deemed of lower risk and needs, who are not already involved with treatment or support services, are provided with a referral to specialist support services. A person with moderate or higher risk and needs may be offered case management. Case management involves individualised support to meet goals and incorporates judicial monitoring of the participant's progress throughout their participation.

In 2018-19 Court Link received 727 referrals across four Court Link locations (Brisbane, Southport, Ipswich and Cairns). This resulted in 122 community referrals made for defendants

to receive treatment in the community, 237 participants placed on the program for case management and a total of 107 participants completing 12 weeks on case management.

Murri Court

Murri Court is a bail-based specialist court program which provides an opportunity for members of the Aboriginal and Torres Strait Islander community (including Elders and victims) to participate in a court process.

Defendants are required to take responsibility for their offending and Elders or Respected Persons from the community are in the courtroom to guide and encourage defendants, and help Magistrates understand more about defendants' personal and cultural circumstances. Participants can be referred to treatment and support services, as well as taking part in cultural activities including, yarning circles and Men's and Women's groups.

Stakeholders participating in Murri Court are encouraged to speak in "plain English" rather than legal jargon, and Aboriginal and Torres Strait Islander flags and local artwork are displayed in the courtrooms.

In 2018-19, the Queensland Government provided additional funding to introduce a Murri Court at Ipswich. With the launch of Murri Court in Ipswich in June 2019, there are currently 15 Murri Courts operating in Queensland.

Murri Courts operate at Maroochydore, Brisbane, Caboolture, Cairns, Cherbourg, Cleveland, Mackay, Mount Isa, Richlands, Rockhampton, St George, Toowoomba, Townsville, Ipswich and Wynnum.

In 2018-19, Murri Courts received 426 referrals into the program which resulted in 587 participants on the program (including 171 participants who commenced in the previous financial year) and 395 finalisations.

High Risk Youth Court

The High Risk Youth Court (HRYC) was established on 2 February 2017, as part of the Townsville Community Youth Response developed out of the Queensland Government's five-point plan to reduce youth crime in Townsville.

The HRYC is for defendants aged between 10 and 17 who are identified as being repeat offenders, who have multiple factors associated with a high risk of future offending. With a dedicated Magistrate, the HRYC provides an opportunity to monitor young people's engagement with Youth Justice and other services, and prioritise sentencing options which ensure young people are giving back to the community.

In 2018-19, 38 defendants appeared before the HRYC.

Queensland Magistrates Early Referral into Treatment (QMERIT)

QMERIT is a bail-based diversion program available at the Maroochydore and Redcliffe Magistrates Court. Eligible adult offenders with drug-related problems are required to complete a 12 to 16 week rehabilitation and treatment program, as a condition of bail.

In 2018-19, 379 defendants were referred to QMERIT, with 242 defendants ordered to participate in the program. In 2018-19, 63 defendants graduated from the program.

Illicit Drugs Court Diversion Program (CDP)

CDP is a program targeting offenders who plead guilty to eligible minor drug offences. It aims to address defendants' drug use in its early stages and reduce further drug-related offending. For adult offenders, the court orders they attend a drug assessment and education session (DAES) as a condition of a recognisance order imposed, instead of a traditional fine. The court refers juvenile offenders to attend a DAES by way of a verbal direction. CDP is available in all Magistrates and Childrens Courts in Queensland.

In 2018-19, 3,643 defendants (3,315 adults and 328 juveniles) were assessed for CDP and 3,305 defendants (3,024 adults and 281 juveniles) were found to be eligible and ordered to complete a drug assessment and education session. Of these, 2,848 defendants (2,627 and 221 juveniles) completed their session.

Drug and Alcohol Assessment Referrals (DAAR)

The DAAR program was created as part of the *Safe Night Out Strategy* aimed at reducing alcohol and drug-related violence in Queensland's nightlife. A DAAR course is available to defendants who identify substance use as a contributing factor to their offending behaviour but not drug and/or alcohol dependent. A person can participate in a DAAR either whilst on bail or as part of a condition of their recognisance (good behaviour bond) at sentence.

Under the DAAR program, offenders are required to complete a one-off course involving a drug and alcohol assessment. Offenders are also provided with information by prescribed service providers funded by Queensland Health. If a DAAR participant is assessed as drug and/or alcohol dependent, the course providers can refer the person to more intensive drug and/or alcohol treatment.

In 2018-19, 1,104 defendants were assessed for DAAR and 940 defendants (12 bail conditions and 928 recognisance) were found to be suitable and ordered to complete a DAAR course. Of these, 781 defendants completed the course.

Domestic and Family Violence Programs

Specialist Domestic and Family Violence Court Program

Following the establishment of the Southport specialist domestic and family violence (DFV) court as a permanent specialist DFV court in October 2017, specialist DFV courts are now established across four additional locations in Queensland including Beenleigh, Townsville, Mount Isa and Palm Island. The continued roll-out of the specialist courts delivers on the Queensland Government's commitment to a specialist court approach in dealing with DFV matters, as recommended by the *Not Now Not Ever* report of the Special Taskforce on Domestic and Family Violence.

Significant work has been undertaken in 2018-19 to further roll out and embed a specialist DFV approach. Major court refurbishments commenced at Beenleigh and Townsville Courthouses to support the specialist DFV courts at a cost of \$20 million. In Beenleigh, the specialist DFV civil applications list will continue with the addition of a specialist DFV registry and additional funding for wraparound services. The court will become a fully integrated civil

and criminal DFV court during 2019-20 when the building works are complete. In Townsville the civil applications list, together with the civil applications list in Mount Isa and the general list (including civil and criminal DFV matters) on Palm Island is now dealt with by a dedicated DFV Magistrate, with the benefit of the wraparound support services in each location. The Townsville DFV court will commence dealing with criminal DFV matters in 2019-20 following completion of the building works.

Departmental Support

Office of the Chief Magistrate

The Office of the Chief Magistrate provides administrative support to Magistrates, acting Magistrates and Judicial Registrars throughout Queensland. The office is situated in Brisbane, with staff also located in Cairns, Townsville and Southport.

The operation of the Chief Magistrates Office relies on the support provided by the Legal Officers, the Executive Support Manager, Court Coordinator and the Executive Support Officers to the Chief Magistrate, and Regional Coordinating Magistrates in relation to issues pertinent to the regions, including the budget, transfer arrangements, organisation of sittings for circuit courts, leave requirements, travel arrangements, accommodation bookings and the organisation of the magistrate's conferences. The office is also responsible for the publication of the Chief Magistrate's Notes and Practice Directions and rosters concerning Magistrates.

The Legal Officers provide advice on legal, policy and legislative matters concerning the court, together with the assistance of court committees.

All members of the office are dedicated to carrying out their tasks in a manner which is supportive to the Chief Magistrate, Deputy Chief Magistrates and all Magistrates.

Reform and Support Services

The Reform and Support Services (RSS) branch of the Court Services Queensland provides administrative and technical assistance to court staff. It comprises of the following units:

- Information and Technology Branch (I&CT)
- Business Reform Branch
- Strategic Procurement & Contract Management
- Support Services
- Integrated Criminal Justice (ICJ) Governance and Program Management
- Programs/Projects

2018-19 Highlights:

- To support better access to, and delivery of services to Queensland Courts, RSS completed enhancements of our IT systems and digital capacity. The improvements involved building the resilience of the core Criminal and Quasi-Criminal case management system (QWIC) by establishing disaster recovery environments for the production environment at the Centre for Information Technology and Communications (CITEC).
- QWIC enhancements resulted in a number of business improvements being realised. This includes:
 - Protecting court information by securing QWIC records to ensure access is limited to those who have legislative authority.

- Ensuring court transactions are entered into the correct system through the implementation of visual differences in the QWIC environments.
- These RSS initiatives are streamlining and modernising our risk management processes to improve the resilience of our systems capabilities into the future.
- Courts rely on a number of IT systems on a daily basis, including QWIC, CLAIMS, and QJAS to produce and maintain critical court records. To ensure courts continue to function, it is important that our IT systems are regularly assessed, risks identified, and strategies put in place to manage these risks.
- Over the past twelve months RSS has reviewed and updated existing risks analysis for all IT systems to ensure that important risks are seen and assessed by the right people at the right time.
- Consistent with Queensland Government principles, RSS is ensuring sensitive court records are appropriately secured. This year, RSS has implemented a number of actions to improve QWIC Security, including reviewing access to QWIC, limiting privileged access and, updating our manuals and procedures. Additional work is underway and will extend into 2019-20 to further enhance our QWIC security systems and procedures.
- The implementation of these risk mitigation strategies has enhanced IT systems and digital capabilities to better support access to, and delivery of RSS services across the courts. This ensures the technology services provided by RSS are able to keep pace with our operational demands, strategic priorities and resourcing needs.
- To alleviate the Judiciary's heavy reliance on paper-based legal commentary services, RSS initiated a pilot digital delivery for legal commentary services to the Judiciary in portable user-friendly devices (iPads). iPad's have been rolled out to all Magistrates over the last few months, and ongoing enhancements to services available to the Judiciary via these devices will progress over the coming year.
- The audio visual systems in a number of Magistrates courtrooms were replaced and a significant number of those courtrooms had their audio visual systems capability increase.

Location	Courtroom	Upgrade description
Brisbane (BMC)	Courtroom 18	Video Conferencing Court – <i>like for like replacement</i>
Brisbane (BMC)	Courtroom 19	Video Conferencing Court – <i>like for like replacement</i>
Brisbane (BMC)	Courtroom 21	Video Conferencing Court – <i>upgraded from Video Court</i>
Brisbane (BMC)	Courtroom 23	Video Conferencing Court – <i>upgraded from Audio Court</i>
Brisbane (BMC)	Courtroom 25	Video Conferencing Court – <i>upgraded from Video Court</i>
Brisbane (BMC)	Courtroom 34	Video Conferencing Court – <i>like for like replacement</i>
Brisbane (BMC)	Courtroom 35	Video Conferencing Court – <i>upgraded from Video Court</i>
Brisbane (BMC)	Courtroom 36	Video Conferencing Court – <i>like for like replacement</i>
Brisbane (BMC)	Courtroom 39	Video Conferencing Court – <i>upgraded from Audio Court</i>
Bundaberg	Courtroom 1	Video Conferencing Court – <i>upgraded from Amplified Court</i>
Bundaberg	Courtroom 2	Audio Court – <i>like for like replacement</i>
Cairns	Courtroom 2	Video Conferencing Court – <i>upgraded from Recording Only Court</i>

Cairns	Courtroom 7	Video Conferencing Court – <i>like for like replacement</i>
Cleveland	Courtroom 2	Audio Court – <i>like for like replacement</i>
Innisfail	Courtroom 1	Audio Court – <i>like for like replacement</i>
Innisfail (DC also used for MC)	Courtroom 1	Video Conferencing Court – <i>upgraded from Audio Court</i>
Ipswich	Courtroom 2	Video Conferencing Court – <i>like for like replacement</i>
Ipswich	Courtroom 4	Video Conferencing Court – <i>like for like replacement</i>
Ipswich	Courtroom 3	Audio Court – <i>like for like replacement</i>
Ipswich	Courtroom 5	Audio Court – <i>like for like replacement</i>
Ipswich	Courtroom 8	Audio Court – <i>like for like replacement</i>
Mareeba	Courtroom 1	Video Conferencing Court – <i>like for like replacement</i>
Maroochydore	Courtroom 4	Video Conferencing Court – <i>upgraded from Audio Court</i>
Maryborough	Courtroom 1	Video Conferencing Court – <i>like for like replacement</i>
Pine Rivers	Courtroom 2	Video Conferencing Court – <i>upgraded from Audio Court</i>
Rockhampton	Courtroom 1	Video Conferencing Court – <i>upgraded from Audio Court</i>
Roma (DC also used for MC)	Courtroom 1	Video Conferencing Court – <i>like for like replacement</i>
Southport	Courtroom 4	Video Conferencing Court – <i>upgraded from Audio Court</i>
Southport	Courtroom 8	Video Conferencing Court – <i>like for like replacement</i>
Southport	Courtroom 9	Video Conferencing Court – <i>like for like replacement</i>
Southport	Courtroom 10	Video Conferencing Court – <i>like for like replacement</i>
Toowoomba	Courtroom 2	Audio Court – <i>like for like replacement</i>
Townsville	Courtroom 4	Video Conferencing Court – <i>upgraded from Recording Only Court</i>
Tully	Courtroom 1	Audio Court – <i>upgraded from Recording Only Court</i>

- More than 28,000 court videoconferences (VC) with in-custody defendants in correctional centres were scheduled in 2018-19.
- On average 70 per cent of defendants in custody in a correctional centre that were required to appear for a court proceeding were scheduled to appear by VC.
- Developed new and updated policies, procedures, training and communication material to support legislative changes and process reform, including engagement with stakeholder agencies.
- Provided significant data to support the development and implementation of government reforms and the provision of routine reporting on court activity.
- Completed a review of the Verdict and Judgment Record development, communication and consumption arrangements. Commenced implementation of the review recommendations.

- Further developed the online DV4 Application to Vary a Protection Order to make it available in PDF format, and to enable the form to be saved and returned to at a later time.
- Developed communication tools to improve the understanding of domestic violence and related court processes in Aboriginal and Torres Strait Islander communities.
- Commenced implementation of the Building Resilience and Managing Vicarious Trauma framework and supporting materials across Queensland Courts.
- Expanded the SMS reminder service state-wide for all adults on bail in the Magistrates Courts.
- Provided financial, procurement, and transcript coordination support to court operations.
- Implemented the whole of government panel of interpreters in Queensland Courts from December 2018. The panel comprises a greater number of organisations able to provide face-to-face, video and phone interpreting, improving access to justice for court users.
- Partnered with QPS to undertake a pilot to remotely link watch-houses with courts. This pilot has a strong focus on improving safety to people in the court room, reducing the likelihood of defendants escaping, reduced applications to Magistrates and reduced court waiting times.
- Queensland Courts and Corrective Services continued to develop the concierge model (currently utilised at the Woodford Correctional Centre). The model was expanded to the Capricornia Correctional Centre during this centres extensive renovations.
- Work continues on the adoption of the Recommended National Standards for Working with Interpreters in Courts and Tribunals; and National framework to improve accessibility to Australian courts for Aboriginal and Torres Strait Islander women and migrant and refugee women.
- A registry protocol for working with interpreters has been developed.
- RSS provided substantial support to Courts staff across the state to facilitate instalment of the new VOIP Digital telephone solution undertaken by ITS.

Library Services

The Supreme Court Library Queensland (SCLQ) was established under statute to serve the administration of justice in Queensland through provision of legal information services to the Queensland judiciary, legal profession and public. As the primary legal information provider for the state's judiciary and legal profession, the library provides a comprehensive suite of services including reference, research and document delivery, training and support, and publication of the official unreported decisions of Queensland courts and tribunals, together with a variety of current awareness services offering access to the latest developments in Queensland law. All of these services are freely available to Queensland's Magistrates across the state.

The library maintains print collections in eight provincial courthouses in addition to the main library collection in Brisbane at the QEII Courts of Law. It also continues to service the library collection in the Central Brisbane Magistrates Courts building as well as chambers collections by undertaking regular maintenance of print subscription services and processing new acquisitions. In 2018-19 our combined print collection comprised over 160,000 items, with the library purchasing 225 new monographs during the year, and maintaining over 300 print subscriptions.

For members of the judiciary their state-wide desktop access to an expanding collection of over 1,000 online resources available via the library's Judicial Virtual Library (JVL) is their most comprehensive, current and reliable source of legal information. In 2018-19 the library catalogue enabled access to more than 65,000 online full text titles, with 779 new records added to the catalogue during the year. During 2015-16 the library negotiated expanded access rights for many library members to a selection of the most popular online publications as part of its Virtual Legal Library (VLL) offering to the legal profession, and during 2018-19 an additional 181 Queensland legal practitioners registered for and began using this ground breaking service.

As the publishing arm of the Queensland courts, the library has maintained its commitment to timely publication of the official version of full text judgments from Queensland courts and tribunals. Most decisions are published online within an hour of being handed down, making the SCLQ website the primary and most current and authoritative access point for Queensland case law. In 2018-19 the library published over 1,900 new decisions from Queensland courts and tribunals (excluding new collections). The library also expanded the publicly available case law with the addition of historical decisions of the Queensland Industrial Relations Commission and judgments of the Industrial Court of Queensland for the period 2006 to 2009, and all content that was previously only available via the library's paid subscription service QLI Online. By the end of June 2018 the total number of full text Queensland decisions available from the library website was over 45,500. The number of public sentencing remarks the library made available on its website also increased substantially.

The library is also responsible for provision and maintenance of the Queensland Sentencing Information Service (QSI), with use of the service continuing to steadily increase. During 2018-19 there were over 46,500 visits to the QSI database, 16% more than the previous year (and an average of 154 unique visits a day), resulting in over 830,000 page views. In the course of the year subscriptions to QSI by sole practitioners, law firms and small public sector

agencies or business units increased by 17 per cent, from 691 to 806 (in addition to the 'corporate' subscriptions of major criminal justice sector agencies such as DPP, LAQ and QPS which provide access to many individuals employed by them). QGIS is relied upon by the prosecution, defence and judiciary to promote consistency and fairness in sentencing criminal offenders and is available to all Magistrates.

Our library's websites are the primary means of accessing our information resources and services for the majority of our customers. In 2018-19 more than 7.5 million page views were recorded from the SCLQ public website, JVL, VLL and library catalogue combined. Specialist legal research tools developed by the library, including the Uniform Civil Procedure Rules Bulletin, comprise part of the wide range of legal content available to the judiciary via the library's websites. In all, Caselaw services (including the official unreported judgments collection) recorded more than 5.1 million page views over the year.

The library provides a range of current awareness services to Magistrates, including the *Magistrates Daily Update* service, a daily news and current awareness newsletter tailored specifically for the magistracy. It also publishes and distributes the *Queensland Legal Updater* (QLU), a weekly email bulletin designed to update legal professionals on changes to legislation and developments in case law relevant to legal practice in Queensland. Together, the judicial current awareness services and QLU recorded over 121,000 views during the year.

Throughout the year the library's Information Services team continued to assist the judiciary and legal profession with navigating the legal research tools within the library's print and online collections. The team responded to a total of almost 8,500 information enquiries (nearly 7% higher than the previous year), comprising 4,780 reference, 1,769 research and 1,947 basic requests. A total of over 20,000 documents were supplied in response to these queries (almost double the previous year's total). During 2018-19 the library maintained weekly afternoon clinics on level 9 of the Central Brisbane Magistrates Courts building to assist Magistrates with their legal information needs. In that same year the library became the official member library of the Bar Association of Queensland and saw a significant increase in the level of service provision to the private bar after welcome that new member group.

The library's legal heritage and education programs are designed to foster broad appreciation of Queensland's legal heritage and to promote an understanding of the Queensland justice system and its role in society. Highlights during 2018-19 included:

- Almost 7,000 visitors (a 5% increase on 2017-18) participated in the popular education program, including over 2,000 participants in judges' or magistrates' information sessions and over 5,000 students witnessing the law in action by observing court proceedings.
- A new exhibition, *Overturing terra nullius: the story of native title*, opened to the public on 1 April 2019 in the Sir Harry Gibbs Legal Heritage Centre. That exhibition charts the important events and milestones in the history of recognising land rights in Australia and explores the process of law reform that made this possible, focusing on the period of the landmark court judgments of *Mabo v Queensland (No.2)* [1992] HCA 23 and *Wik Peoples v Queensland* [1996] HCA 40 and the enactment of the *Native Title Act 1993* (Cth) and its amendment in 1998.
- Another exhibition, *Next Witness*, was installed in the library space on level 12 of the QEII courts building and opened on 2 May 2019. Based on artist Julie Fragar's experience as an observer from the public gallery of a criminal trial, the exhibition comprises five large

and three smaller works that cut across time, space and perspectives, to consider – all at once – a crime’s circumstances, the courtroom as a very specific social space, and the inextricable role of the public as witness.

- The 2019 Supreme Court Oration was presented by Her Excellency Margaret Beazley AO QC Governor of New South Wales, and two lectures in the Selden Society series were presented by Queensland judges, The Hon Justice Patrick Keane AC of the High Court and The Hon John Dowsett AM, President of the National Native Title Tribunal.
- The *Queensland Legal Yearbook 2017* reviewed the year’s legal events and statistics, and contained speeches by members of the judiciary in 2017.

Looking ahead to 2019-20, there will be a continued focus by the library on providing a high level of support to Queensland’s busy Magistrates. We will continue to support adoption by Magistrates of the ‘go anywhere’ electronic versions of popular legal loose-leaf publications designed to be downloaded to tablets and other mobile devices, as well as providing training and support in identifying, locating and making more effective and efficient use of the range of print, electronic and online resources available to the judiciary via the JVL. The former will be greatly assisted by provision of new iPad tablet devices to all Magistrates during the latter part of 2019. We look forward to increased use of the Virtual Legal Library service by eligible Queensland legal practitioners, and to redeveloped SCLQ CaseLaw services and website. Together these initiatives will contribute to improved legal information services for the Queensland judiciary, legal profession and public.

David Bratchford, Supreme Court Librarian

Court Network

Court Network Inc is a not-for-profit organisation which provides services within the courts. It provides non-legal information, support, and referral services to court users in the Brisbane, Cairns and Townsville Magistrates Court and specialised victim support services through its Victim Support Unit to victims of violent crime attending Brisbane CBD, Ipswich, Maroochydore and Gympie Courts. All of its front-line services are provided by volunteers, called Networkers.

Court Network Services are available, free of charge, to any court user – applicants/complainants, respondents/defendants, victims, witnesses, family and friends. Networkers offer pre-court tours, in-court support, assist people to navigate the courts, provide emotional support and explain some aspects of legal process and procedure. For many people, attending court is a daunting experience and Networkers provide a friendly and helpful presence in a challenging environment. The majority of support is provided through outreach on the day of attendance at court but Court Network also welcomes referrals.

The Victim Support Unit provides short or long-term support across the life of a criminal case. A professional program manager prepares support plans and volunteers are assigned to liaise with individuals, offering assistance with preparation of victim impact statements, financial assistance applications, pre and in-court support, emotional support and referral to services including counselling.

Within the Magistrates' Courts, Court Network services are provided at a range of locations including:

- Information desk at entrance
- Domestic violence courts
- Arrest Court
- Traffic Courts

Court Network Services in Magistrates Court			
Magistrates Court	2018-19	2017-18	2016-17
Brisbane	34,811	29,548	19,131
Townsville	2,430	1,780	2,173
Cairns	10,909	8,130	11,012

The majority of services were provided at the information desks. For locations where more extended support was provided, the highest number of services were provided to court users in the Domestic and Family Violence courts (55%), with 29% in criminal cases and 16% in civil cases.

Complaints Policy

Our complaints policy and procedure offers a process for bringing complaints about judicial conduct to the attention of the Chief Magistrate and, if appropriate, the Magistrate or Judicial Registrar concerned.

What this policy covers

This policy covers complaints about two types of conduct of Magistrates (including Acting Magistrates) and Judicial Registrars:

- Judicial conduct.
- Delays in the delivery of reserved judgments.

This policy **does not** provide a mechanism for dealing with complaints about:

- The result of a case, or a Magistrate's decision. Decisions can be reviewed on appeal.
- Parties to a matter of their legal representatives.
- Police officers.

The Chief Magistrate of Queensland has administrative responsibility for the Magistrates Court. However, due to the principle of judicial independence observed in Australian Courts the Chief Magistrate is not able to direct, influence or seek to direct or influence judicial officers as to how to conduct or decide matters that come before them. The Chief Magistrate has no power to review decisions of Magistrates or remove Magistrates.

Download the policy document

Before making a complaint about a Magistrate or Judicial Registrar, see the full policy document for information to help you decide whether you have a complaint, about whom and your rights.

How to make a complaint

Make a complaint by either:

- email: cmoffice@justice.qld.gov.au
- post: The Chief Magistrate, GPO Box 1649, Brisbane QLD 4001

Include the following information:

- your full name
- postal address
- contact telephone number
- case name and file number (if applicable)
- details of the relevant events
- any evidence that supports your complaint
- whether you have reported your complaint to anyone else
- action you would like to see as a result of your complaint.

Acknowledgment of complaints

The court usually acknowledges receipt of complaints within 7 working days.

The Chief Magistrate provides a considered response within 20 working days of receiving the complaint.

If it's not possible to respond within that time, you'll receive a letter outlining the reason for the delay.

Magistrates Court of Queensland Magistrates Complaint Policy

Background and introduction

The Chief Magistrate has administrative responsibility for the orderly and expeditious exercise of the jurisdiction and powers of the Magistrates Courts.

However, due to the principle of judicial independence observed in Australian Courts, this does not extend to directing, or influencing, or seeking to direct or influence the Court's judicial officers as to how to decide matters that come before them.

In Queensland the *Magistrates Act 1991* provides that a Magistrate (including Acting Magistrates) must not be removed from office unless the Supreme Court decides that a proper cause exists.

Magistrates are accountable through the public nature of their work. They have an obligation to hear both sides of a case and to give reasons for their decisions. Their decisions are subject to appeal. They must disqualify themselves from hearing a case in which they have a personal interest.

With limited exceptions, court hearings are open to the public, and, subject to certain statutory limitations can be reported in the news media.

This complaints policy offers a process by which complaints about judicial conduct can be brought to the attention of the Chief Magistrate and, if appropriate, the Magistrate concerned.

It also provides:

- An opportunity for complaints to be dealt with in an appropriate manner;
- Valuable feedback to the Court and to its Magistrates;
- Opportunities for the Court to explain the nature of its work, correct misunderstandings where they have occurred; and
- Where appropriate, opportunities to improve the performance of the Court.

A Magistrate is not obliged to respond to a Complaint received directly from a member of the public.

Objectives

The objective of this complaints policy is to provide a framework for complaints management across the magistracy.

Policy statement

The complaint policy and the procedures that follow are underpinned by principles of openness and accountability; responsiveness; natural justice and procedural fairness; and privacy.

- Members of the public will have access to information about how and where to make a complaint.
- Complaints will be dealt with in a timely manner.
- Principles of natural justice and procedural fairness will be applied to all complaints.
- Parties to a complaint will receive information that clearly explains how the complaint was dealt with by the Chief Magistrate.
- Complainants will be assured of anonymity and the complaint will be treated in confidence.

What is a complaint?

For the purposes of this policy, a complaint is defined as an expression of dissatisfaction about the judicial conduct of a Magistrate.

Judicial conduct, for the purposes of this policy and procedure, means conduct of a Magistrate in court or in connection with a case in the Magistrates Court, or in connection with the performance of a Magistrate's judicial functions.

This complaint policy and procedure does not, and cannot, provide a mechanism for:

- Disciplining a Magistrate
- Dealing with complaints about the conduct of proceedings
- Dealing with complaints about a decision of Magistrate that could be dealt with on appeal
- Dealing with complaints about parties to a matter or their legal representatives
- Dealing with complaints about policy officers.

Complaint categories

Administrative issues

A party may make a complaint about the services delivered by the registry staff. Such complaints are generally referred to the Clerk of the Court of the Court concerned.

A party may complain about other administrative staff of the Court. Such complaints are generally referred to the Executive Director, Magistrates Courts Services.

Complaints about judicial decisions and conduct of proceedings – cases that could be dealt with on appeal or review

Parties who are concerned about the result of a case, or about any other matter in connection with the case, should consider whether or not to appeal or seek review. There are strict time limits for appeals and reviews and parties to act promptly.

The Chief Magistrate has no power to interfere with any decision made by a Magistrate and complaints about the result of a case are outside the scope of the complaints policy and procedure.

Complaints in pending proceedings

Generally, it will not be appropriate for the Chief Magistrate to investigate complaints about the conduct of pending proceedings. In most cases it will be appropriate for you to raise your complaint in court when your matter is next listed for hearing.

Complaints about judicial conduct

A complaint about judicial conduct must be made in writing addressed to the Chief Magistrate.

If the Chief Magistrate receives such a complaint they will first make sure that the complaint is about judicial conduct. They will make sure that the complaint is not about the result of the case or about something else that was capable of being raised in an appeal or on review and therefore outside the scope of the complaints policy and procedure.

If the Chief Magistrate considers that the complaint is about judicial conduct, they will then consider whether, on the facts, the complaint has substance; and whether to invite the Magistrate concerned, to respond.

If the Chief Magistrate considers that dealing with the complaint might have an adverse effect on the disposition of a matter currently before the Court they may defer dealing with the complaint until the determination of the matter. If so, the Magistrate dealing with the matter would not normally be advised of the complaint to avoid any possible perception of bias, and the complainant would be informed of this.

The Chief Magistrate will generally provide a formal acknowledgement of receipt of your complaint within 7 working days of your complaint. A considered response will ordinarily be forwarded within 20 working days of receipt of your complaint. If it is not possible to respond within that time a letter will be sent outlining the reason for the delay.

Because the process cannot provide a mechanism for disciplining Magistrates, the Court's response will not address anything other than the substance of the complainant. However, as indicated, it provides an opportunity for the Chief Magistrate to improve the performance of the Court if behaviour falls short of expected judicial standards.

If the matter warranted it, the Chief Magistrate would bring the conduct complaint to the attention of the Crime and Misconduct Commission.

Once the matter is referred to the Crime and Misconduct Commission the *Crime and Misconduct Act 2001* applies. Consistent with the *Magistrates Act 1991* the Crime and Misconduct Commission in exercising its powers in relation to the conduct of the Magistrate must proceed having proper regard for, and proper regard for the importance of preserving, the independence of judicial officers.

This means that the Chairperson of the Crime and Misconduct Commission must consult with the Chief Justice of the Supreme Court in conducting any investigation into the conduct of the Magistrate; and the Crime and Misconduct Commission's authority is limited to investigating misconduct of a kind that, if established, would warrant the Magistrate's removal.

Complaints about delay in delivery of reserved judgements

A party may express concerns or make complaints about delay in the delivery of a judgement. A legally represented party may approach the President of the Queensland Law Society and request that the President take up the matter with the Chief Magistrate, or alternatively, write directly to the Chief Magistrate. The Chief Magistrate will look into the matter and, if appropriate, take it up with the Magistrate concerned.

Self-represented litigants should write directly to the Chief Magistrate.

The Court aims to deliver all judgements promptly and has a bench mark of three (3) months from the date the case is last heard. Most judgements are delivered within this timeframe, but sometimes they take longer, particularly in complex cases.

Vexatious complaints and complainant misconduct

The Court may not respond to your complaint if it is vexatious or lacks substance. If a complaint raises issues which have already been responded to then no further response will be provided.

Lawyers appearing in proceedings

If you have a complaint about the conduct of your lawyer, about a bill you have received from your lawyer, or about the conduct of another lawyer, you should consider contacting the relevant professional body below.

Legal Services Commission

The Legal Services Commissioner
Level 25, 307 Queen Street
Brisbane QLD 4000
PO Box 10310
Brisbane Adelaide Street Qld 4000
Telephone: 3406 7737 (Brisbane)
1300 655 754 (outside Brisbane – cost of a local call)
Email: lsc@lsc.qld.gov.au

Queensland Law Society

The President,
Queensland Law Society
179 Ann Street
Brisbane Qld 4000
GPO Box 1785
Brisbane Qld 4001
Telephone: 3842 5842
Email: info@qls.com.au

The Bar Association of Queensland

The President,
Bar Association Queensland
Level 5 Inns of Court
107 North Quay
Brisbane Qld 4000
Telephone: 3238 5100
Email: qldbar@qldbar.asn.au

Complaints about Police

If you have a complaint about the conduct of a police officer involved in your matter, you should consider contacting the Queensland Police Service or alternatively the Crime and Misconduct Commission.

Queensland Police Service

State Coordinator ESC
Qld Police Headquarters
200 Roma Street
Brisbane Qld 4000
Email: escstatecoordinator@police.qld.gov.au

Crime and Misconduct Commission
The Chairperson
Crime and Misconduct Commission
Level 2, North Tower Green Square
515 Pauls Terrace, Fortitude Valley
(by appointment)

GPO Box 3123
Brisbane Qld 4001
Telephone: 3360 6060 or 1800 061 611 (toll free)

Complaints about Federal Circuit Court Judges

If you have a complaint about the conduct of a Federal Circuit Court Judge, please refer your complaint to the below.

Federal Circuit Court of Australia
The Chief Judge
Harry Gibbs Commonwealth Law Courts Building
Level 6, 119 North Quay
Brisbane Qld 4000
Telephone: 3248 1100
Email: gldreg@fedcourt.gov.au
Website: www.federalcircuitcourt.gov.au

Appendices

Explanatory Notes

Report on Government Services Counting Rules

The counting system used for the tables of statistics that follow in this report is that of the Report on Government Services (RoGS). Each year the Productivity Commission issues RoGS which compares the activity of courts across the nation. RoGS measures lodgements, as lodgements reflect community demand for court services.

The different ways of counting a court's workload reflect the variety of work undertaken within the courts. These are the counting units for the tables that follow:

Criminal lodgements – The units of measurement of workload used for criminal jurisdictions are lodgements based on the number of defendants and charges.

Civil claim lodgements – The units of measurement of workload used for civil jurisdictions are lodgements based on the number of a cases.

Domestic and family violence protection applications – The unit of measurement of workload for these applications are lodgements based on the number of cases.

Child protection applications - The units of measurement of workload used for these applications in Childrens Court are lodgements based on the number of cases.

Definitions of key terms and indicators:

Defendant – The measurement of workload in the criminal jurisdiction. A defendant is “one defendant; with one or more charges laid on the same complaint/notice”. Each defendant's case with one or more related charges is counted as a separate lodgement. Where the same defendant has two cases lodged on the same day this is counted as two lodgements. Where the same defendant has multiple cases lodged on different days one lodgement is counted for each case. Note that breach charges (e.g. bail, probation, suspended sentences, etc.,) are not included in the count.

Case – The measurement of workload in the civil jurisdiction. It is the issues, grievances or complaints that constitute a single and related series of disputes brought by an entity (or group of entities) against another entity (or group).

Lodgement – The initiation or commencement of a matter before the court. The date of commencement is counted as the date of registration of a court matter.

The Report on Government Services (RoGS) can be found at: <https://www.pc.gov.au/research/ongoing/report-on-government-services/2019>

Breach charges

RoGS does not include breach charges in its count of criminal lodgements. RoGS considers charges relating to a breach of a court order (e.g. bail, probation, suspended sentences, etc.) as a continuation of the original proceeding in which the order was made. Each breach charge

however requires the lodgement of a new charge and requires the same Court resources to be finalised as any other charge. *Appendix 1A* contains a table showing the statistics for lodgements of criminal breach charges by the number of charges. It has been added as a report of the court's workload that is not distinguished in RoGS.

Childrens Court of Queensland Annual Report

Please note that the Childrens Court of Queensland Annual Report uses a different counting system based on the Australian Bureau of Statistics (ABS) counting rules so the two reports cannot be compared. The main difference is the unit counted in the RoGS counting rules is lodgements, which gives a measure of workload, while the unit counted in the ABS counting rules is disposals, which gives a measure of results.

The Australian Bureau of Statistics can be found at: www.abs.gov.au

Appendix 1 – Criminal Lodgement

Locations	Magistrates Court		Childrens Court		Total Charges	% of State Total	% of defendants that are children
	Number of Defendants	Number of Charges	Number of Defendants	Number of Charges			
Atherton	784	1,280	67	161	1,441	0.34%	7.87%
Aurukun	811	1,133	127	209	1,342	0.32%	13.54%
Ayr	610	1,040	46	103	1,143	0.27%	7.01%
Badu Island	30	55	4	8	63	0.01%	11.76%
Bamaga	170	296	41	122	418	0.10%	19.43%
Barcaldine	56	79	1	1	80	0.02%	1.75%
Beaudesert	1,392	2,308	32	52	2,360	0.56%	2.25%
Beenleigh	12,505	25,598	1,199	2,859	28,457	6.69%	8.75%
Biloela	454	675	15	40	715	0.17%	3.20%
Birdsville	2	2	-	-	2	0.00%	0.00%
Blackall	55	88	-	-	88	0.02%	0.00%
Blackwater	298	478	16	50	528	0.12%	5.10%
Boigu Island	10	14	1	1	15	0.00%	9.09%
Boulia	16	20	-	-	20	0.00%	0.00%
Bowen	717	1,301	31	88	1,389	0.33%	4.14%
Brisbane	25,803	57,048	3,363	7,646	64,694	15.22 %	11.53%
Bundaberg	3,725	7,056	318	793	7,849	1.85%	7.87%
Burketown	20	29	-	-	29	0.01%	0.00%
Caboolture	7,307	15,927	624	1,524	17,451	4.11%	7.87%
Cairns	9,641	18,379	1,230	3,464	21,843	5.14%	11.31%
Caloundra	2,216	4,088	1	1	4,089	0.96%	0.05%
Camooweal	42	89	1	3	92	0.02%	2.33%
Charleville	234	382	20	48	430	0.10%	7.87%
Charters Towers	446	761	25	63	824	0.19%	5.31%
Cherbourg	147	196	4	6	202	0.05%	2.65%
Childers	180	476	4	5	481	0.11%	2.17%
Chinchilla	662	1,469	88	182	1,651	0.39%	11.73%
Clermont	64	131	1	2	133	0.03%	1.54%
Cleveland	3,499	8,606	226	576	9,182	2.16%	6.07%
Cloncurry	202	276	39	61	337	0.08%	16.18%
Coen	78	111	3	3	114	0.03%	3.70%
Cooktown	541	870	34	67	937	0.22%	5.91%
Coolangatta	1,226	1,909	2	2	1,911	0.45%	0.16%

Locations	Magistrates Court		Childrens Court		Total Charges	% of State Total	% of defendants that are children
	Number of Defendants	Number of Charges	Number of Defendants	Number of Charges			
Cunnamulla	273	400	20	31	431	0.10%	6.83%
Dajarra	7	9	-	-	9	0.00%	0.00%
Dalby	1,167	2,541	79	208	2,749	0.65%	6.34%
Darnley Island	25	37	1	3	40	0.01%	3.85%
Doomadgee	314	543	82	207	750	0.18%	20.71%
Emerald	900	1,637	34	79	1,716	0.40%	3.64%
Gatton	1,253	2,061	53	115	2,176	0.51%	4.06%
Gayndah	149	328	3	7	335	0.08%	1.97%
Georgetown	22	35	-	-	35	0.01%	0.00%
Gladstone	2,592	4,880	101	260	5,140	1.21%	3.75%
Goondiwindi	522	929	46	66	995	0.23%	8.10%
Gympie	1,588	2,966	82	173	3,139	0.74%	4.91%
Hervey Bay	2,211	5,042	137	327	5,369	1.26%	5.83%
Holland Park	4,436	7,310	11	19	7,329	1.72%	0.25%
Hope Vale	2	2	-	-	2	0.00%	0.00%
Hughenden	72	134	1	1	135	0.03%	1.37%
Ingham	388	575	40	82	657	0.15%	9.35%
Inglewood	129	244	3	5	249	0.06%	2.27%
Innisfail	1,157	2,116	126	312	2,428	0.57%	9.82%
Ipswich	11,766	23,156	1,646	3,104	26,260	6.18%	12.27%
Julia Creek	24	36	-	-	36	0.01%	0.00%
Kingaroy	991	2,369	96	313	2,682	0.63%	8.83%
Kowanyama	315	394	23	37	431	0.10%	6.80%
Lockhart River	102	174	19	36	210	0.05%	15.70%
Longreach	258	354	9	25	379	0.09%	3.37%
Mabuiag Island	8	8	-	-	8	0.00%	0.00%
Mackay	4,482	8,575	185	448	9,023	2.12%	3.96%
Mareeba	1,656	2,644	174	412	3,056	0.72%	9.51%
Maroochydore	5,441	13,060	678	1,611	14,671	3.45%	11.08%
Maryborough	1,304	3,055	80	212	3,267	0.77%	5.78%
Mer Island	16	29	1	3	32	0.01%	5.88%
Millmerran	50	67	1	3	70	0.02%	1.96%
Mitchell	81	215	-	-	215	0.05%	0.00%
Moa Island	17	30	2	6	36	0.01%	10.53%
Moranbah	334	523	5	12	535	0.13%	1.47%

Locations	Magistrates Court		Childrens Court		Total Charges	% of State Total	% of defendants that are children
	Number of Defendants	Number of Charges	Number of Defendants	Number of Charges			
Mornington Island	339	548	46	72	620	0.15%	11.95%
Mossman	417	646	41	83	729	0.17%	8.95%
Mount Garnet	34	56	2	2	58	0.01%	5.56%
Mount Isa	1,957	3,693	629	1,830	5,523	1.30%	24.32%
Murgon	711	1,786	177	426	2,212	0.52%	19.93%
Nambour	1,064	1,416	1	4	1,420	0.33%	0.09%
Nanango	440	741	1	1	742	0.17%	0.23%
Noosa	1,305	2,160	3	3	2,163	0.51%	0.23%
Normanton	291	495	80	255	750	0.18%	21.56%
Oakey	220	316	8	20	336	0.08%	3.51%
Palm Island	422	722	67	135	857	0.20%	13.70%
Pine Rivers	4,887	10,320	692	1,602	11,922	2.80%	12.40%
Pittsworth	55	79	-	-	79	0.02%	0.00%
Pormpuraaw	150	193	28	70	263	0.06%	15.73%
Proserpine	1,049	1,867	24	51	1,918	0.45%	2.24%
Quilpie	11	14	-	-	14	0.00%	0.00%
Redcliffe	3,735	7,529	422	1,106	8,635	2.03%	10.15%
Richlands	4,344	10,031	490	1,240	11,271	2.65%	10.14%
Richmond	51	116	1	1	117	0.03%	1.92%
Rockhampton	4,915	9,539	522	1,544	11,083	2.61%	9.60%
Roma	691	1,258	68	137	1,395	0.33%	8.96%
Saibai Island	9	10	-	-	10	0.00%	0.00%
Sandgate	2,619	4,101	3	4	4,105	0.97%	0.11%
Sarina	387	615	9	12	627	0.15%	2.27%
Southport	18,017	37,129	1,580	3,329	40,458	9.52%	8.06%
St.George	297	618	8	15	633	0.15%	2.62%
Stanthorpe	559	1,050	31	73	1,123	0.26%	5.25%
Tambo	18	24	-	-	24	0.01%	0.00%
Taroom	30	39	-	-	39	0.01%	0.00%
Thursday Island	221	358	50	99	457	0.11%	18.45%
Toogoolawah	317	508	2	3	511	0.12%	0.63%
Toowoomba	6,830	14,715	630	1,571	16,286	3.83%	8.45%
Townsville	8,849	20,256	1,095	2,605	22,861	5.38%	11.01%
Tully	454	714	4	13	727	0.17%	0.87%
Warraber Island	14	30	-	-	30	0.01%	0.00%

Locations	Magistrates Court		Childrens Court		Total Charges	% of State Total	% of defendants that are children
	Number of Defendants	Number of Charges	Number of Defendants	Number of Charges			
Warwick	1,452	2,772	81	201	2,973	0.70%	5.28%
Weipa	449	648	42	90	738	0.17%	8.55%
Winton	40	51	-	-	51	0.01%	0.00%
Woorabinda	353	509	67	181	690	0.16%	15.95%
Wujal Wujal	58	71	-	-	71	0.02%	0.00%
Wynnum	1,883	3,778	126	222	4,000	0.94%	6.27%
Yam Island	7	12	2	4	16	0.00%	22.22%
Yarrabah	197	291	39	80	371	0.09%	16.53%
Yeppoon	550	1,003	115	240	1,243	0.29%	17.29%
Yorke Island	13	19	1	1	20	0.00%	7.14%
Total	188,706	381,494	18,488	43,582	425,076	100.00 %	8.92%

Appendix 1A – Criminal Breach Lodgements (not reported in RoGS)

Locations	Magistrates Court		Childrens Court		Total Charges	% of State Total
	Number of Defendants	Number of Charges	Number of Defendants	Number of Charges		
Atherton	63	77	1	1	78	0.20%
Aurukun	81	94	1	1	95	0.24%
Ayr	65	119	1	1	120	0.31%
Badu Island	2	2	-	-	2	0.01%
Bamaga	20	29	2	2	31	0.08%
Barcaldine	2	2	-	-	2	0.01%
Beaudesert	139	160	2	3	163	0.41%
Beenleigh	3,168	3,847	239	267	4,114	10.47%
Biloela	55	63	4	4	67	0.17%
Blackwater	62	87	5	5	92	0.23%
Bowen	62	89	1	1	90	0.23%
Brisbane	3,663	4,791	279	333	5,124	13.04%
Bundaberg	482	606	40	49	655	1.67%
Caboolture	1,125	1,482	73	78	1,560	3.97%
Cairns	1,738	2,124	123	149	2,273	5.78%
Caloundra	192	229	-	-	229	0.58%
Camooweal	3	3	-	-	3	0.01%
Charleville	19	30	2	2	32	0.08%
Charters Towers	20	21	4	4	25	0.06%
Cherbourg	14	21	-	-	21	0.05%
Childers	5	5	1	1	6	0.02%
Chinchilla	64	97	11	11	108	0.27%
Clermont	2	2	-	-	2	0.01%
Cleveland	444	607	15	16	623	1.59%
Cloncurry	14	15	2	3	18	0.05%
Coen	10	13	-	-	13	0.03%
Cooktown	49	61	-	-	61	0.16%
Coolangatta	202	223	-	-	223	0.57%
Cunnamulla	42	57	4	4	61	0.16%
Dajarra	1	1	-	-	1	0.00%
Dalby	136	183	12	14	197	0.50%
Darnley Island	2	3	-	-	3	0.01%
Doomadgee	71	102	24	25	127	0.32%
Emerald	106	148	6	6	154	0.39%

Locations	Magistrates Court		Childrens Court		Total Charges	% of State Total
	Number of Defendants	Number of Charges	Number of Defendants	Number of Charges		
Gatton	92	118	4	5	123	0.31%
Gayndah	3	3	-	-	3	0.01%
Gladstone	448	689	15	16	705	1.79%
Goondiwindi	41	43	-	-	43	0.11%
Gympie	155	221	6	6	227	0.58%
Hervey Bay	307	412	26	29	441	1.12%
Holland Park	344	385	-	-	385	0.98%
Hughenden	1	1	-	-	1	0.00%
Ingham	37	39	-	-	39	0.10%
Inglewood	3	4	-	-	4	0.01%
Innisfail	185	230	15	17	247	0.63%
Ipswich	1,844	2,736	262	287	3,023	7.69%
Julia Creek	4	4	-	-	4	0.01%
Kingaroy	157	210	11	13	223	0.57%
Kowanyama	22	23	1	1	24	0.06%
Lockhart River	19	20	4	4	24	0.06%
Longreach	15	16	1	2	18	0.05%
Mackay	656	983	24	25	1,008	2.56%
Mareeba	184	249	14	15	264	0.67%
Maroochydore	767	1,080	108	119	1,199	3.05%
Maryborough	150	183	10	11	194	0.49%
Mer Island	2	2	-	-	2	0.01%
Mitchell	1	1	-	-	1	0.00%
Moa Island	2	2	-	-	2	0.01%
Moranbah	13	13	-	-	13	0.03%
Mornington Island	115	167	13	14	181	0.46%
Mossman	38	42	-	-	42	0.11%
Mount Garnet	1	1	-	-	1	0.00%
Mount Isa	445	595	90	96	691	1.76%
Murgon	92	144	26	29	173	0.44%
Nambour	29	31	-	-	31	0.08%
Nanango	41	46	-	-	46	0.12%
Noosa	102	112	-	-	112	0.28%
Normanton	51	77	2	3	80	0.20%
Oakey	10	10	1	1	11	0.03%

Locations	Magistrates Court		Childrens Court		Total Charges	% of State Total
	Number of Defendants	Number of Charges	Number of Defendants	Number of Charges		
Palm Island	114	235	4	4	239	0.61%
Pine Rivers	502	624	41	54	678	1.72%
Pormpuraaw	23	26	-	-	26	0.07%
Proserpine	90	125	-	-	125	0.32%
Quilpie	1	1	-	-	1	0.00%
Redcliffe	706	875	57	69	944	2.40%
Richlands	575	721	53	62	783	1.99%
Richmond	4	5	-	-	5	0.01%
Rockhampton	800	1,060	56	69	1,129	2.87%
Roma	73	98	6	6	104	0.26%
Saibai Island	2	2	-	-	2	0.01%
Sandgate	327	371	-	-	371	0.94%
Sarina	23	25	1	1	26	0.07%
Southport	2,854	3,633	183	222	3,855	9.81%
St.George	46	81	4	4	85	0.22%
Stanthorpe	43	45	1	1	46	0.12%
Thursday Island	42	53	5	5	58	0.15%
Toogoolawah	10	16	1	3	19	0.05%
Toowoomba	1,189	1,919	72	83	2,002	5.09%
Townsville	1,170	1,889	81	85	1,974	5.02%
Tully	27	33	-	-	33	0.08%
Warraber Island	1	1	-	-	1	0.00%
Warwick	123	146	7	7	153	0.39%
Weipa	39	49	2	2	51	0.13%
Winton	1	1	-	-	1	0.00%
Woorabinda	91	114	13	13	127	0.32%
Wujal Wujal	14	14	-	-	14	0.04%
Wynnum	263	389	4	6	395	1.00%
Yam Island	2	2	-	-	2	0.01%
Yarrabah	9	9	1	1	10	0.03%
Yeppoon	64	84	1	1	85	0.22%
Yorke Island	3	3	-	-	3	0.01%
Total	27,730	36,934	2,078	2,371	39,305	100%

Appendix 2 – Civil Claim Lodgement

Location	Personal Injury Claims	Debt Recovery	Australian Registered Judgments	Total Claims
Atherton	-	127	-	127
Ayr	-	67	1	68
Barcaldine	-	4	-	4
Beaudesert	-	230	7	237
Beenleigh	-	1,447	26	1,473
Biloela	-	10	1	11
Blackwater	-	14	1	15
Bowen	-	26	-	26
Brisbane	35	10,253	102	10,390
Bundaberg	-	631	9	640
Caboolture	-	158	12	170
Cairns	1	445	13	459
Caloundra	-	152	5	157
Charleville	-	3	-	3
Charters Towers	-	46	-	46
Childers	-	12	-	12
Chinchilla	-	9	1	10
Clermont	-	18	-	18
Cleveland	-	332	18	350
Cloncurry	-	4	-	4
Cooktown	-	3	-	3
Coolangatta	1	175	13	189
Dalby	-	287	1	288
Emerald	-	218	2	220
Gatton	-	239	1	240
Gayndah	-	57	1	58
Gladstone	2	112	3	117
Goondiwindi	-	56	3	59
Gympie	-	99	3	102
Hervey Bay	-	97	4	101
Holland Park	-	457	16	473
Ingham	-	125	-	125
Innisfail	-	54	-	54
Ipswich	-	509	20	529
Kingaroy	-	119	1	120

Location	Personal Injury Claims	Debt Recovery	Australian Registered Judgments	Total Claims
Landsborough	-	25	-	25
Longreach	-	11	-	11
Mackay	1	506	7	514
Mareeba	-	46	-	46
Maroochydore	1	201	12	214
Maryborough	1	50	6	57
Mitchell	-	3	-	3
Moranbah	-	56	-	56
Mossman	-	71	1	72
Mount Isa	-	247	1	248
Murgon	-	6	-	6
Nambour	-	1,208	3	1,211
Nanango	-	6	-	6
Noosa	-	70	11	81
Normanton	-	3	-	3
Oakey	-	8	-	8
Pine Rivers	-	744	12	756
Pittsworth	-	6	-	6
Pomona	-	16	-	16
Proserpine	-	74	4	78
Redcliffe	-	87	6	93
Richlands	-	208	11	219
Rockhampton	1	583	8	592
Roma	-	181	-	181
Sandgate	-	85	5	90
Sarina	-	46	2	48
Southport	6	2,045	92	2,143
St George	-	53	-	53
Stanthorpe	-	10	-	10
Thursday Island	-	4	1	5
Toogoolawah	-	8	-	8
Toowoomba	5	179	14	198
Townsville	1	638	15	654
Tully	-	55	1	56
Warwick	-	299	1	300
Weipa	-	5	2	7

Location	Personal Injury Claims	Debt Recovery	Australian Registered Judgments	Total Claims
Wynnum	-	100	2	102
Yeppoon	-	139	1	140
Totals	55	24,677	482	25,214

Appendix 3 – Domestic and Family Violence Protection Applications

Locations	Number of Orders Made					Number of Originating Applications Dismissed	% of State Total (Originating Applications)
	RoGS (Originating Applications)	Protection Order	Temporary Protection Order	Vary Protection Order	Total Protection Orders		
Atherton	185	161	42	39	242	23	0.61%
Aurukun	132	126	11	-	137	4	0.44%
Ayr	140	107	65	25	197	23	0.46%
Badu Island	4	18	3	1	22	2	0.01%
Bamaga	59	52	33	6	91	3	0.19%
Barcaldine	10	10	1	-	11	-	0.03%
Beaudesert	250	210	138	62	410	46	0.82%
Beenleigh	2,568	2,124	1,400	1,000	4,524	383	8.47%
Biloela	87	73	26	21	120	17	0.29%
Blackall	12	10	2	-	12	1	0.04%
Blackwater	69	58	23	23	104	10	0.23%
Boigu Island	1	1	1	-	2	-	0.00%
Boulia	3	2	1	-	3	-	0.01%
Bowen	84	73	51	26	150	10	0.28%
Brisbane	1,951	1,628	981	737	3,346	321	6.44%
Bundaberg	589	466	215	213	894	108	1.94%
Burketown	-	4	-	-	4	-	0.00%
Caboolture	1,079	877	609	344	1,830	216	3.56%
Cairns	1,220	1,031	515	260	1,806	183	4.03%
Caloundra	414	333	299	73	705	84	1.37%
Camooweal	1	2	-	-	2	-	0.00%
Charleville	32	20	12	13	45	10	0.11%
Charters Towers	90	73	32	21	126	13	0.30%
Cherbourg	-	-	-	-	-	-	0.00%
Childers	5	3	2	3	8	2	0.02%
Chinchilla	96	75	31	22	128	17	0.32%
Clermont	2	6	2	2	10	-	0.01%
Cleveland	685	548	263	366	1,177	123	2.26%
Cloncurry	41	42	11	3	56	4	0.14%
Coen	26	30	7	1	38	3	0.09%
Cooktown	162	150	59	24	233	11	0.53%
Coolangatta	176	128	70	48	246	36	0.58%

Locations	Number of Orders Made					Number of Originating Applications Dismissed	% of State Total (Originating Applications)
	RoGS (Originating Applications)	Protection Order	Temporary Protection Order	Vary Protection Order	Total Protection Orders		
Cunnamulla	22	19	6	5	30	4	0.07%
Dajarra	-	-	-	-	-	-	0.00%
Dalby	168	134	51	60	245	38	0.55%
Darnley Island	2	4	-	-	4	-	0.01%
Doomadgee	153	172	47	24	243	13	0.50%
Emerald	124	114	75	66	255	16	0.41%
Gatton	163	113	87	21	221	32	0.54%
Gayndah	28	21	13	5	39	7	0.09%
Georgetown	-	-	-	1	1	-	0.00%
Gladstone	622	551	241	225	1,017	86	2.05%
Goondiwindi	58	45	14	12	71	14	0.19%
Gympie	317	265	167	129	561	54	1.05%
Hervey Bay	515	409	230	157	796	111	1.70%
Holland Park	776	627	375	242	1,244	184	2.56%
Hope Vale	-	-	-	-	-	-	0.00%
Hughenden	10	12	1	3	16	-	0.03%
Ingham	63	55	20	10	85	16	0.21%
Inglewood	7	5	-	2	7	-	0.02%
Innisfail	220	190	118	60	368	39	0.73%
Ipswich	1,674	1,393	1,014	539	2,946	380	5.52%
Julia Creek	3	-	1	-	1	1	0.01%
Kingaroy	124	109	71	30	210	30	0.41%
Kowanyama	69	65	23	6	94	5	0.23%
Lockhart River	24	25	2	4	31	-	0.08%
Longreach	35	23	12	1	36	9	0.12%
Mabuiag Island	-	-	-	-	-	-	0.00%
Mackay	720	585	373	232	1,190	118	2.38%
Mareeba	320	302	75	78	455	27	1.06%
Maroochydore	1,014	831	443	416	1,690	187	3.35%
Maryborough	354	275	146	60	481	58	1.17%
Mer Island	-	3	-	-	3	-	0.00%
Millmerran	5	5	2	-	7	1	0.02%
Mitchell	3	5	-	1	6	-	0.01%
Moa Island	3	4	2	-	6	-	0.01%

Locations	Number of Orders Made					Number of Originating Applications Dismissed	% of State Total (Originating Applications)
	RoGS (Originating Applications)	Protection Order	Temporary Protection Order	Vary Protection Order	Total Protection Orders		
Monto	-	-	-	-	-	-	0.00%
Moranbah	47	43	14	24	81	6	0.16%
Mornington Island	120	120	26	23	169	7	0.40%
Mossman	92	84	23	18	125	5	0.30%
Mount Garnett	-	-	-	-	-	-	0.00%
Mount Isa	590	468	287	152	907	69	1.95%
Murgon	145	128	83	36	247	29	0.48%
Nambour	11	-	1	13	14	7	0.04%
Nanango	65	50	26	6	82	16	0.21%
Noosa	166	126	50	56	232	34	0.55%
Normanton	85	78	14	18	110	6	0.28%
Oakey	40	34	12	9	55	8	0.13%
Palm Island	177	160	74	76	310	13	0.58%
Pine Rivers	1,010	716	404	275	1,395	286	3.33%
Pittsworth	22	20	6	5	31	2	0.07%
Pompuraaw	40	37	9	2	48	6	0.13%
Proserpine	142	104	72	46	222	21	0.47%
Quilpie	5	8	2	-	10	-	0.02%
Redcliffe	761	602	371	360	1,333	125	2.51%
Richlands	724	500	294	121	915	216	2.39%
Richmond	7	8	3	2	13	1	0.02%
Rockhampton	960	824	335	284	1,443	142	3.17%
Roma	97	78	38	10	126	19	0.32%
Saibai Island	3	4	3	-	7	-	0.01%
Sandgate	405	349	190	96	635	82	1.34%
Sarina	6	5	2	5	12	1	0.02%
Southport	2,967	2,541	1,789	1,100	5,430	645	9.79%
St.George	26	16	13	4	33	10	0.09%
Stanthorpe	64	56	16	11	83	5	0.21%
Tambo	-	-	-	1	1	-	0.00%
Taroom	2	1	-	-	1	-	0.01%
Thursday Island	123	75	80	16	171	19	0.41%
Toogoolawah	26	19	15	3	37	4	0.09%

Locations	Number of Orders Made					Number of Originating Applications Dismissed	% of State Total (Originating Applications)
	RoGS (Originating Applications)	Protection Order	Temporary Protection Order	Vary Protection Order	Total Protection Orders		
Toowoomba	773	582	407	294	1,283	200	2.55%
Townsville	1,684	1,342	798	714	2,854	342	5.56%
Tully	101	79	61	26	166	30	0.33%
Warraber Island	1	2	1	-	3	-	0.00%
Warwick	212	172	77	66	315	31	0.70%
Weipa	74	80	23	13	116	11	0.24%
Winton	13	8	2	1	11	2	0.04%
Woorabinda	110	107	35	13	155	3	0.36%
Wujal Wujal	-	-	-	-	-	-	0.00%
Wynnum	306	247	126	66	439	56	1.01%
Yam Island	2	3	1	1	5	-	0.01%
Yarrabah	129	126	50	14	190	3	0.43%
Yeppoon	203	159	66	40	265	39	0.67%
Yorke Island	2	4	2	-	6	-	0.01%
Total	30,307	24,967	14,415	9,742	49,124	5,584	100%

Appendix 4 – Child Protection Applications

Location	Number of Applications			Number of Orders Made				Number of Applications Dismissed / Withdrawn	% of state total
	R.o.G.S.	Child Protection Order	Extend Protection Order	Interim Order	Revoke Protection Order	Vary Protection Order	Total		
Alpha	-	-	-	-	-	-	-	-	0.00%
Atherton	31	22	5	48	-	-	75	-	0.51%
Aurukun	2	4	-	19	-	-	23	-	0.03%
Ayr	30	32	4	75	-	-	111	-	0.49%
Badu Island	-	-	-	-	-	-	-	-	0.00%
Bamaga	5	5	-	18	-	-	23	-	0.08%
Barcaldine	-	-	-	-	-	-	-	-	0.00%
Beauresert	-	-	-	-	-	-	-	-	0.00%
Beenleigh	806	728	106	2,267	2	37	3,140	10	13.28 %
Biloela	5	12	-	38	-	-	50	-	0.08%
Birdsville	-	-	-	-	-	-	-	-	0.00%
Blackall	-	-	-	-	-	-	-	-	0.00%
Blackwater	-	-	-	-	-	-	-	-	0.00%
Boigu Island	-	-	-	-	-	-	-	-	0.00%
Boulia	-	-	-	-	-	-	-	-	0.00%
Bowen	2	3	-	-	-	-	3	-	0.03%
Brisbane	670	560	59	1,970	2	6	2,597	24	11.04 %
Bundaberg	42	84	6	263	5	2	360	-	0.69%
Burketown	-	-	-	-	-	-	-	-	0.00%
Caboolture	251	194	11	772	-	2	979	9	4.14%
Cairns	416	335	44	1,094	3	1	1,477	19	6.85%
Caloundra	-	-	-	1	-	-	1	-	0.00%
Camooeweal	-	3	-	-	-	-	3	-	0.00%
Charleville	-	4	-	10	-	-	14	-	0.00%
Charters Towers	-	3	-	16	-	-	19	-	0.00%
Cherbourg	-	-	-	-	-	-	-	-	0.00%
Childers	-	-	-	-	-	-	-	-	0.00%
Chinchilla	5	10	-	53	-	-	63	-	0.08%
Clermont	-	-	-	-	-	-	-	-	0.00%
Cleveland	168	151	21	341	-	2	515	8	2.77%
Cloncurry	-	-	-	-	-	-	-	-	0.00%
Coen	-	-	-	-	-	-	-	-	0.00%

Location	Number of Applications		Number of Orders Made					Number of Applications Dismissed / Withdrawn	% of state total
	R.o.G.S.	Child Protection Order	Extend Protection Order	Interim Order	Revoke Protection Order	Vary Protection Order	Total		
Cooktown	21	11	-	34	-	-	45	-	0.35%
Coolangatta	-	-	-	-	-	-	-	-	0.00%
Cunnamulla	3	4	-	13	-	-	17	-	0.05%
Dajarra	-	-	-	-	-	-	-	-	0.00%
Dalby	53	50	10	120	-	1	181	-	0.87%
Darnley Island	-	-	-	-	-	-	-	-	0.00%
Dirranbandi	-	-	-	-	-	-	-	-	0.00%
Doomadgee	-	-	-	-	-	-	-	-	0.00%
Duaringa	-	-	-	-	-	-	-	-	0.00%
Emerald	75	75	5	275	-	1	356	6	1.24%
Gatton	-	-	-	-	-	-	-	-	0.00%
Gayndah	-	-	-	-	-	-	-	-	0.00%
Georgetown	-	-	-	-	-	-	-	-	0.00%
Gladstone	268	218	36	406	-	-	660	7	4.42%
Goondiwindi	5	3	-	17	-	-	20	-	0.08%
Gympie	62	80	6	207	-	6	299	3	1.02%
Hervey Bay	114	112	6	138	1	8	265	-	1.88%
Holland Park	11	11	-	-	-	-	11	-	0.18%
Hope Vale	-	-	-	-	-	-	-	-	0.00%
Hughenden	-	-	-	-	-	-	-	-	0.00%
Ingham	4	2	2	39	-	-	43	-	0.07%
Inglewood	-	-	-	-	-	-	-	-	0.00%
Innisfail	66	61	3	65	2	1	132	-	1.09%
Ipswich	511	593	53	1,989	3	12	2,650	8	8.42%
Julia Creek	-	-	-	-	-	-	-	-	0.00%
Kingaroy	67	138	10	281	-	1	430	1	1.10%
Kowanyama	5	3	-	18	-	-	21	-	0.08%
Landsborough	-	-	-	-	-	-	-	-	0.00%
Lockhart River	-	-	-	-	-	-	-	-	0.00%
Longreach	1	2	-	4	-	-	6	-	0.02%
Mackay	103	105	11	232	3	1	352	2	1.70%
Mareeba	38	39	-	71	-	-	110	2	0.63%
Maroochydore	188	184	14	501	1	1	701	4	3.10%
Maryborough	45	37	11	247	-	-	295	3	0.74%

Location	Number of Applications			Number of Orders Made				Number of Applications Dismissed / Withdrawn	% of state total
	R.o.G.S.	Child Protection Order	Extend Protection Order	Interim Order	Revoke Protection Order	Vary Protection Order	Total		
Mer Island	-	-	-	-	-	-	-	-	0.00%
Millmerran	-	-	-	-	-	-	-	-	0.00%
Mitchell	-	-	-	-	-	-	-	-	0.00%
Moa island	-	-	-	-	-	-	-	-	0.00%
Monto	-	-	-	-	-	-	-	-	0.00%
Moranbah	-	-	-	-	-	-	-	-	0.00%
Mornington island	1	1	-	2	-	-	3	-	0.02%
Mossman	12	11	-	37	-	-	48	-	0.20%
Mount Garnet	-	-	-	-	-	-	-	-	0.00%
Mount Isa	121	106	16	242	1	5	370	8	1.99%
Murgon	6	19	1	133	-	-	153	4	0.10%
Nambour	-	-	-	-	-	-	-	-	0.00%
Nanango	-	-	-	-	-	-	-	-	0.00%
Noosa	-	-	-	-	-	-	-	-	0.00%
Normanton	1	-	-	1	-	-	1	-	0.02%
Oakey	1	1	1	-	-	-	2	-	0.02%
Palm Island	2	3	-	40	-	-	43	-	0.03%
Pine Rivers	145	178	21	680	1	2	882	10	2.39%
Pittsworth	-	-	-	-	-	-	-	-	0.00%
Pomona	-	-	-	-	-	-	-	-	0.00%
Pompuraaw	1	1	-	5	-	-	6	-	0.02%
Proserpine	7	9	1	15	-	-	25	-	0.12%
Quilpie	-	-	-	-	-	-	-	-	0.00%
Redcliffe	67	92	17	299	-	3	411	-	1.10%
Richlands	7	7	-	-	-	-	7	-	0.12%
Richmond	-	-	-	-	-	-	-	-	0.00%
Rockhampton	238	209	47	725	-	5	986	4	3.92%
Roma	10	18	-	102	-	-	120	1	0.16%
Saibai Island	-	-	-	-	-	-	-	-	0.00%
Sandgate	-	-	-	2	-	-	2	-	0.00%
Sarina	-	-	-	-	-	-	-	-	0.00%
Southport	439	411	44	864	9	19	1,347	13	7.23%
Springsure	-	-	-	-	-	-	-	-	0.00%
St.George	7	6	-	1	-	-	7	-	0.12%

Location	Number of Applications		Number of Orders Made					Number of Applications Dismissed / Withdrawn	% of state total
	R.o.G.S.	Child Protection Order	Extend Protection Order	Interim Order	Revoke Protection Order	Vary Protection Order	Total		
Stanthorpe	-	-	-	-	-	-	-	-	0.00%
Tambo	-	-	-	-	-	-	-	-	0.00%
Taroom	-	-	-	-	-	-	-	-	0.00%
Thursday Island	1	1	-	4	-	-	5	-	0.02%
Toogoolawah	-	-	-	-	-	-	-	-	0.00%
Toowoomba	289	283	21	1,003	5	4	1,316	8	4.76%
Townsville	537	489	86	1,006	2	18	1,601	18	8.85%
Tully	2	2	-	6	-	-	8	-	0.03%
Warraber Island	-	-	-	-	-	-	-	-	0.00%
Warwick	45	39	-	136	-	1	176	3	0.74%
Weipa	7	7	-	32	-	-	39	-	0.12%
Winton	-	-	-	-	-	-	-	-	0.00%
Woorabinda	-	-	-	-	-	-	-	-	0.00%
Wujal Wujal	-	-	-	-	-	-	-	-	0.00%
Wynnum	50	41	5	119	-	1	166	5	0.82%
Yam Island	-	-	-	-	-	-	-	-	0.00%
Yarrabah	-	-	-	-	-	-	-	-	0.00%
Yeppoon	-	-	-	-	-	-	-	-	0.00%
Yorke Island	-	-	-	-	-	-	-	-	0.00%
TOTAL	6,069	5,812	683	17,096	40	140	23,771	180	100%

