

# Magistrates Courts of Queensland

Annual report 2019 – 2020



CHAMBERS OF THE CHIEF MAGISTRATE

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19 January 2021

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 2020.

Yours sincerely,

Judge Terry Gardiner  
Chief Magistrate

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## 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 2019-2020.

Magistrates and court staff continue to work hard to deliver justice to the people of Queensland in an efficient and accessible way. My thanks go to all magistrates and court staff for their hard work over the past year.

## Court performance

In the 2019-2020 year, although there were decreases in some jurisdictions, Magistrates continued to experience significant workloads throughout the State: in the criminal jurisdiction there was a decrease of 4,644 defendants (-2.24%) but an increase of 4,444 charges (+1.05%); and child protection applications increased by 741 (+12.21%); Domestic violence applications decreased by 1,995 (-6.58%); and civil claims decreased by 5,729 (-22.72%).

## Appointments and Retirements

During the reporting period there were three retirements. The Magistrates Court of Queensland was fortunate to have had the services of the following magistrates who retired during the 2019-2020 year: Magistrate Peter Smid, Magistrate Elizabeth Hall, and Magistrate John Costanzo. In the same period the Magistrates Court of Queensland welcomes the following appointments: Magistrate Trinity McGarvie; Magistrate Robert Walker; Magistrate Rosemary Gilbert; Magistrate Cameron McKenzie; Magistrate Richard Lehmann; and Magistrate Julian Noud.

## Coroners Court of Queensland

During 2019-2020 the Coroner's Court managed a significant case load with 5,631 deaths reported for investigation. Despite the unforeseen difficulties arising from the COVID-19 pandemic, the Court managed to finalise more matters than were lodged. The court farewelled Deputy State Coroner John Lock, and welcomed Magistrate Jane Bentley as Deputy State Coroner. I thank the State Coroner, Terry Ryan, and Deputy State Coroners John Lock (retired) and Jane Bentley, for their leadership and support. I also thank all coroners throughout the State and staff of the Coroner's office for their significant contribution to the court.

## Deputy Chief Magistrates

I acknowledge and thank each of the Deputy Chief Magistrates, Leanne O'Shea and Janelle Brassington, for their support. In particular, Deputy Chief Magistrate O'Shea for the work undertaken in the Childrens Court and Deputy Chief Magistrate Brassington for her contribution as the Coordinating Magistrate Brisbane and the work undertaken in the criminal law and domestic violence jurisdictions.

## COVID-19

The onset of the coronavirus pandemic in late February 2020 presented significant challenges and opportunities for the running of Queensland Courts. Regional Coordinating Magistrates and Coordinating Magistrates have always played a critical role in the efficient running of our large and decentralised court.

The number of people that ordinarily attend the Magistrates Court meant measures had to be taken to reduce the physical presence of people in courthouses and to carry on the work of the court using telephone and video technology.

I would like to especially acknowledge my colleagues and registry staff that continue to meet the daily challenges from the pandemic.

The coordinated and collaborative responses of the legal profession led by the President of the Bar Association of Qld, Rebecca Treston QC and the President of the Queensland Law Society, Luke Murphy was extremely important in continuing the efficient administration of justice.

The pandemic focussed the courts ability to increase the use of video appearances from Correctional Centres for matters other than trials and relieved the Correctional Centres of transporting inmates to courthouses.

I would like to specially acknowledge the magistrates who implemented technology solutions that enabled the continued operations of the Court during this time. These solutions will endure for a long time to come.

The overview in this report of Brigita Cunnington, Executive Director and Principal Registrar, outlines more of the challenges and opportunities that the pandemic has brought.

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 Cunnington who works tirelessly to ensure a united response to the efficient operations of Magistrates Courts across the state. I thank Ms Cunnington for her leadership and counsel during this year. The Magistrates Court is extremely well served by its dedicated registry staff throughout Queensland.

The staff of the Chief Magistrates Office, led by manager Nicola Azgin, provide high quality support to myself, the Deputy Chief Magistrates, magistrates and acting magistrates throughout the state. Each staff member, Trudy Abdurhman, Isabella Young, Samantha Bartlett, Astrid McEachan-Hale, Rhiannon Davy, Kalinda Cheung, Kimone Govender (Brisbane), Josephine Stevens (Cairns), Deanna Cahill (Townsville) and Diane Restieaux (Southport) bring great credit to the Office of the Chief Magistrate and I am extremely proud of the work they do. I acknowledge also past staff members Maddison Kerr, Ellie Stone (Brisbane) and Dianne Long (Cairns) for the contribution to the office.

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

Judge Terry Gardiner  
Chief Magistrate

# Executive Director's Overview

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

MCS comprises over 800 staff who are responsible for delivering justice services in 52 metropolitan, suburban, regional and remote centres across Queensland. MCS supports the operation of Queensland's Magistrates Courts in 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 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.

Additionally, in many regional and remote areas MCS delivers registry services to support the operation of the Supreme and District Courts, and provides a wide range of government service, information and referrals as local registries also operate as Queensland Government Agency Program (QGAP) offices.

MCS is responsible for supporting the Coroners Court of Queensland (CCQ) and Queensland's coroners who reside in Cairns, Mackay, Brisbane and Southport. It also includes the Courts Innovation Program (CIP) which delivers specialist courts and programs such as the Queensland Drug and Alcohol Court, Court Link, specialist domestic and family violence courts, the Murri Court and the Community Justice Group grant program.

## 2019-2020 highlights

### *Response to the COVID-19 pandemic*

The COVID-19 pandemic significantly affected Magistrates Court operations during the final quarter of 2019-2020. From 27 March 2020 Magistrates Courts operated under Practice Directions issued by the Chief Magistrate which were designed to reduce the number of people present in courthouses and limit opportunities for transmission of the virus. This involved adjourning non-urgent matters and requiring appearances by phone or video conference except in limited circumstances.

Following the easing of restrictions in Queensland in June, a new Practice Direction was issued and, from 15 June 2020, Magistrates Courts transitioned to hearing more matters but parties were still encouraged to appear by phone or video conference and to seek electronic adjournments and consent orders and plead guilty online where appropriate.

COVID-19 Management Principles were developed in consultation with Queensland Health so that Magistrates Courts across the state had a consistent approach to screening, signage, cleaning, hygiene and social distancing requirements. However, given the wide variation in courthouse facilities, local plans were developed by local Registrars in consultation with key stakeholders about how to make things work in light of the social distancing requirements at

particular locations. This was a huge effort and I thank all MCS staff for their hard work and dedication during this challenging and unprecedented time.

Operating under COVID-19 arrangements presents particular challenges for the Magistrates Courts where processes are still largely paper-based – the need for electronic case management systems is clearer than ever. However, COVID-19 provided the impetus to embed the use of technological solutions in the courtroom including conducting callovers and hearings by phone and video conference. It also provided the impetus to develop a new Online Application for a Court Event Form in the adult criminal jurisdiction encouraging parties to seek appropriate orders without coming to court. Perhaps the biggest ‘silver lining’ was the engagement of stakeholders across the system. It was inspiring to see the deep collaboration across CSQ and DJAG, with the judiciary and with court stakeholders.

#### *Additional funding for court staff*

In September 2019, approval was obtained to create 23 new positions across CSQ to help manage workloads, improve our ability to support the judiciary and provide services to the community.

The positions included two new Senior Director positions that report to the Executive Director, MCS. The Senior Director, Court Operations, oversees the delivery of Magistrates Court operations across the state. The four Regional Directors and the Director, Brisbane Magistrates Court report to this position. The Senior Director is also responsible, through the Regional Directors, for the delivery of Supreme and District Court services outside of Brisbane. Lisa Nother has been appointed to the Senior Director, Court Operations position.

The Senior Director, CIP oversees the delivery of all CIP programs. The three CIP Directors report to this role. The focus of the three CIP Directors were realigned with a Director responsible for policy, research and evaluation, a Director responsible for specialist courts and referral services and a Director responsible for Aboriginal and Torres Strait Islander programs. Angela Moy has been appointed to the Senior Director, CIP position.

Additional funding enabled MCS to create stand-alone Deputy Principal Registrar (DPR) role to focus on excellence in court practice. Melissa Wilson has been appointed as DPR. The DPR is responsible for leading the Court Practice Group (CPG) and Regional Practice Networks (RPN). Both the CPG and the RPN have achieved good outcomes in the last financial year including streamlining registry processes and procedures, improving banking arrangements for registry staff and implementing statewide access to the online search and copy function, including automated payments.

#### *A focus on improving registry practice and innovation*

Additional funding has enabled the creation of a new Practice and Innovation (P&I) team with the DPR being the Director of the newly formed team. Aligning with the role of the DPR, the P&I team analyses current operating practices and looks for innovation opportunities. The P&I team comprises jurisdictional leads (criminal, civil and childrens), a business analyst and legal officers with a development, training and engagement focus. The P&I team is embedded in the CPG and RPNs to learn about local registry innovations and ideas for change that may have state-wide application.

In 2019-2020 the Queensland Government provided funding to establish an actively managed, dedicated remand list to identify and deliver enhanced approaches to remand and implement magistrate-led watchhouse training for Queensland Police Service watchhouse staff. The P&I team were involved in commencing both initiatives in early 2020. Although implementation was disrupted by COVID-19, the remand list recommenced in June 2020.

Other P&I team initiatives during 2019-2020 included:

- Developing a data model to provide data analytics on the operation of the Childrens Court;
- Developing training and ID cards for bailiffs to achieve consistency with Supreme and District Court practices;
- Developing an Electronic Bailiff Book.

#### *Enhancing communication and support for MCS staff*

In January 2020, MCS launched resources to support the development of positive working relationships between staff and magistrates. The “Working with magistrates” resources cover the organisational environment of the Magistrates Court, behaviours that underpin positive working relationships, expectations of both magistrates and MCS staff and practical tools and tips to foster and support positive working relationships.

The dispersed nature of MCS presents challenges for keeping staff informed. Prompted by the success of using Microsoft Teams instead of face to face meetings in response to COVID, on 18 June 2020, I held the first ED Forum via Teams which was open to all staff. 122 people from across the state joined the first forum. ED Forums will be held every two months. Combined with the push of information using Yammer, and dedicated intranet pages on topics relevant to MCS staff can feel assured that they are being kept informed.

#### *Court facilities*

Major court refurbishments occurred during 2019-2020 including:

- Renovations at Townsville and Beenleigh Courthouses to support the specialist DFV courts.
- Work on the façade of the Rockhampton Courthouse.
- A new courtroom and DFV safe room facilities at Richlands Courthouse.
- Refurbishment of the Bundaberg Courthouse including replacement of the air conditioning chiller.

#### *Continuing reform in the Coroners Court of Queensland*

Reforms continued in the Coroners Court of Queensland (CCQ) in response to the Queensland Audit Office review of the coronial system. This included commencing a second Coronial Registrar to create efficiencies by ensuring only deaths requiring investigation and autopsy are brought into the system; and making improvements to arrangements for managing



government-contracted funeral directors and the funeral assistance scheme. Raelene Speers was appointed as the permanent Director, CCQ during 2019-2020.

Other key achievements during the year include:

- bringing leaders and managers together for the Courts Leadership Conferences to talk about our changing business and develop skills to respond to and influence change;
- launching the Workload Management Tool – *Build My Registry* – to help us manage workloads with optimum resources;
- developing the Dispersed Team Strategy – a framework and tools to manage dispersed teams in 52 registries state-wide;
- securing additional resources to progress initiatives such as Murri Court at Ipswich and expand Court Link.

## **Looking forward**

COVID-19 has changed the landscape of court services statewide. The new challenge will be to harness the opportunities and initiatives developed during this time and build them into the business as usual operations of the court. This will require ongoing collaboration between court staff, the judiciary, stakeholders and court clients.

Gatton will soon transition from the One-Stop Shop (OSS) program to the Queensland Government Agent Program (QGAP) under the lead agency management of the Department of Transport and Main Roads (DTMR). Work is progressing on the transfer arrangements that will mirror the Regional Services Outlet program under which 26 DJAG-led QGAPs transferred to DTMR between 2016-2018. There will be no change to services provided at Gatton, including court services. Hub and Spoke arrangements are already in place for Gatton, with Toowoomba being the Hub Court and staff at both locations being used to working together to provide justice services and support the court circuits from Toowoomba.

## **Thanks and acknowledgements**

Early in 2019-2020 we farewelled Judge Rinaudo as Chief Magistrate and welcomed new Chief Magistrate Judge Terry Gardiner and a new Deputy Chief Magistrate, Magistrate Brassington.

It was an honour to work with Judge Rinaudo during his term as Chief Magistrate. I am proud of the good working relationship between magistrates and court staff. MCS is a unique working environment – magistrates and MCS staff have different and separate reporting structures. With no single authority that oversees both cohorts, a harmonious working relationship is vital. I look forward to continuing to work with His Honour Judge Terry Gardiner, Chief Magistrate, ensuring the community has confidence in the Magistrates Courts of Queensland.

Delivery of Queensland Court services is supported by multi-disciplinary teams in Reform and Support Services (RSS). RSS provide services across a range of areas including court technology and systems, policies and procedures, training and development, finance and data. MCS staff rely on this expert assistance, a reliance that was increased with the

challenges of this year. I thank Stephanie Attard, Executive Director, Reform and Support Services, and her staff for their support for MCS in the day-to-day operations.

Lastly, I wish to thank all MCS staff. The work is high pressure and high volume, and COVID-19 has increased the day to day challenges faced by court staff. MCS staff have shown ingenuity and resilience during difficult times and are to be commended for their professionalism and dedication.

**Brigita Cunningham**  
**Executive Director and Principal Registrar**  
**Magistrates Court Service**

# Queensland's Magistrates

as at 30 June 2020

Beenleigh	LM Shephard	Coordinating Magistrate
	CM Kelly	
	BP Kilmartin	
	KM O'Callaghan	
	MG O'Driscoll	
Bowen	JE Morton	
Brisbane	TD Gardiner	Chief Magistrate
	L J O'Shea	Deputy Chief Magistrate/Children's Court Magistrate
	J Brassington	Deputy Chief Magistrate
	TJ Ryan	State Coroner
	LM Bradford-Morgan	Part-time
	CA Clements	Brisbane Coroner
	SM Coates	
	ST Courtney	
	JM Daley	
	DR Davies	Part-time
	AK Gett	
	RH Gilbert	
	P Hay	
	A Hennessy	Children's Court Magistrate
	JA McDougall	Southern Coroner
	DR MacKenzie	South-East Coroner
	BJ Merrin	
	MG Nolan	
	NF Nunan	Part-time
	T Previtera	
	MP Quinn	Children's Court Magistrate
	CG Roney	Part-time, Brisbane Coroner
	CJ Strofield	
	AC Thacker	
Bundaberg	AM Moloney	Children's Court Magistrate
Caboolture	PW Hasted	Coordinating Magistrate
	JL Blanch	
	AJ Hackett	
Cairns	JN Pinder	Regional Coordinating Magistrate
	CS Benson	
	TJ Black	Part-time
	TA Browne	Children's Court Magistrate
	AJ Comans	Part-time
	JV Payne	
	SL Pearson	Children's Court Magistrate
	K Priestly	
	RD Spencer	Part-time
	NM Wilson	Northern Coroner
Caloundra	SM Tonkin	Part-time
Charleville	PJ Saggars	
Cleveland	DM Vasta	Children's Court Magistrate
Dalby	TE Mossop	

Emerald	RR Walker	
Gladstone	B Manthey	
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	
	DR Kinsella	
	DC Shepherd	
	VE Sturgess	
Kingaroy	A Sinclair	
Mackay	DJ Dwyer	Coordinating Magistrate
	D O'Connell	Central Coroner
	BJ Hartigan	
Mareeba	TJ Braes	
Maroochydore	MM Baldwin	Part-time
	RJ Madsen	
	MR McLaughlin	Part-time
	H Stjernqvist	
Maryborough	TM Duroux	
Mount Isa	TA McGarvie	
Pine Rivers	MJ Ho	Children's Court Magistrate
	TI Morgan	
Redcliffe	MW Bucknall	
Richlands	AP Simpson	Coordinating Magistrate
	SG Shearer	
Rockhampton	C Press	Regional Coordinating Magistrate
	P Beckinsale	
	JR Clarke	
Sandgate	J Batts	Children's Court Magistrate
Southport	K Philipson	Regional Coordinating Magistrate/Children's Court
Magistrate		
	JM Bentley	Deputy State Coroner
	JA McDougall	Southern Coroner
	CI McKenzie	
	ML Dooley	
	PM Dowse	Children's Court Magistrate
	MG Howden	
	LC Pink	
	CA Pirie	
	KT Magee	
Toowoomba	K Ryan	Coordinating Magistrate/Children's Court Magistrate
	GC Lee	
	HB Osborne	
Townsville	RJ Mack	Regional Coordinating Magistrate
	VP Keegan	
	RJ Lehmann	
	SD Mosch	Children's Court Magistrate
	C Wadley	
Warwick	JM Noud	
Wynnum	Z Sarra	

## Acting Magistrates

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

\* Retired Magistrate

Judicial Registrars  
Townsville RJ Lehmann

## Magistrates

### Appointments

**Magistrate Trinity McGarvie**

Mt Isa

Appointed 5 July 2019

(Vacancy: Magistrate Springer)

**Magistrate Rosemary Gilbert**

Brisbane

Appointed 8 October 2019

(Vacancy: Magistrate Cornack)

**Magistrate Cameron McKenzie**

Southport

Appointed 8 October 2019

(Vacancy: Magistrate Comans and  
Magistrate Spencer to part-time)

**Magistrate Robert Walker**

Emerald

Appointed 8 October 2019

**Magistrate Richard Lehmann**

Townsville

Appointed 14 October 2019

**Magistrate Julian Noud**

Brisbane/Warwick

Appointed 6 January 2020

(Vacancy: Magistrate Brassington  
appointed as Deputy Chief Magistrate)

### Retirements

**Magistrate Peter Smid**

Townsville

Retired 25 August 2019

**Magistrate Elizabeth Hall**

Brisbane

Retired 10 February 2020

**Magistrate John Costanzo**

Southport

Retired 24 April 2020

# Structure and Operation

At the end of the reporting period 96 magistrate positions of the 98 positions in the State are occupied. 11 magistrates work part-time, therefore the total number of magistrates appointed is 99.

There is a pool of 47 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 responsible for:

- the orderly and expeditious exercise of the jurisdiction and powers of the Magistrates Courts
- deciding who is to constitute a Magistrates Court at a particular place
- deciding for the *Childrens Court Act 1992* the magistrates who are to constitute the Childrens Court at particular places and times
- issuing Practice Directions
- deciding the magistrates to exercise the jurisdiction of the Magistrates Court in particular matters or particular classes of matters
- 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	J Brassington (Brisbane)
South-West Region	D 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 Pinder (Cairns)

The co-ordinating magistrates were:

Beenleigh	L Shephard
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Toowoomba	KA Ryan
Caboolture	PW Hasted
Richlands	AP Simpson
Mackay	DJ Dwyer

### **Court Governance Advisory Committee**

Members: Deputy Chief Magistrate L O'Shea (2020); Deputy Chief Magistrate T Gardiner (2019); Deputy Chief Magistrate J Brassington (2019); State Coroner Ryan; Magistrates: K Ryan (until 1 January 2020); A Gett (1 July 2019 to 1 January 2020); N Wilson (October 2019 to 1 January 2020); G Lee; C Pirie; and C Press (1 January 2020 to 30 June 2020).

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 2020*

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.

### **Conference Planning Committee**

Committee Chair: Deputy Chief Magistrate J Brassington

Orientation programs for newly-appointed magistrates and ongoing professional development opportunities for magistrates, 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
- developing an orientation program for newly-appointed magistrates
- identifying professional development needs across the magistracy

- identifying and co-ordinating professional development opportunities.

### **Bench Book Committee**

Committee Chair: Magistrate C Callaghan

This committee is responsible for maintaining and updating the Magistrates Court Criminal Law Benchbook.

### **Indigenous Issues Committee**

Committee Chair: Chief Magistrate, Judge 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 updates and maintains Bench forms for the use of magistrates when making orders. The committee is frequently consulted by the Department in respect of proposed forms under various Acts.

### **Criminal Law Committee**

Committee Chair: Deputy Chief Magistrate J Brassington

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: Deputy Chief Magistrate J Brassington

This committee plays an important role supporting multi-agency responses to domestic and family violence issues. This includes working with the Forms Committee in relation to Bench forms and approved forms, presentation of sessions at the Magistrates Conferences; and recommendations for amendments to the *Domestic and Family Violence Protection Act 2012*.

### **Ethics Committee**

Committee Chair: Deputy Chief Magistrate J Brassington

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 Court.

## **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:

- Monitors the progress and implementation of the therapeutic jurisdiction within the operation of the Magistrates Court
- Liaises 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.
- Identifies 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: Magistrate A Gett

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 J Brassington

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

## **Civil Law Committee**

Committee chair: Magistrate J Pinder

This committee advises and makes recommendations to the Chief Magistrate on issues relating to the Civil Law jurisdiction of the Court.

## **ICT Committee**

Committee Chair: Magistrate A Gett

This committee supports the Chief Magistrate by making recommendations in relation to the IT needs of the magistracy; and by identifying opportunities to improve the efficient operation of the Magistrates Court by use of IT.

# Magistrates Professional Development

## Annual State Conference

The Annual State Conference was held in Brisbane on Wednesday 23 October to Friday 25 October 2019.

The conference covered a range of topics including:

- Recent Court of Appeal decisions
- Police Prosecutions Update
- Parole Board
- Industrial and Workplace Accident Prosecutions
- Physical and Mental Health Effects of Methylamphetamine
- Domestic Violence
- Bail Benchbook
- Penalties and Sentences Act amendments
- ALRC Inquiry into the Incarceration rate of Aboriginal and Torres Strait Islander Peoples

Workshops were an important part of the program. These included:

- Court management, skills and practices
- Supreme Court Library Research
- Human Rights Act and Implications for the Court
- Civil refresher; Child Protection Proceedings
- Evidence Refresher

## Domestic Violence conference

A specialist Domestic Violence conference was held in Brisbane on Thursday 13 February 2020 and Friday 14 February 2020. The focus was 'A practical approach'.

All newly appointed magistrates attended, with the remaining magistrates to be rotated through the conference on a five yearly basis.

Topics covered included:

- Domestic violence through an Aboriginal and Torres Strait Islander lens
- E-Safety: Addressing abuse facilitated through technology
- Experiences of non-fatal strangulation

- Impact of exposure of DFV on the developing brain/consequences of early childhood trauma
- Intersection of family law and family violence
- Perpetrator interventions in Australia
- How the experience of court users impacts on compliance with court orders and future engagements.
- The DFV Specialist Court model and an integrated response
- Case law update.

The specialist Childrens Court Conference scheduled for May 2020 and the Regional Conferences scheduled for September 2020 were cancelled due to the COVID-19 pandemic.

# Court Performance

Of all the courts in Queensland it is the Magistrates Courts that most people will have contact with; over 90 percent 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 magistrates to dealing with a particular kind of matter within a specialised court or tribunal that uses a variant set of rules. This includes:

- The *Childrens Court Act 1992* which establishes the Childrens Court of Queensland jurisdiction;
- The *Industrial Relations Act 1999* which establishes the Industrial Magistrates Court jurisdiction;
- The *Coroners Act 2003* which establishes the Coroners Court jurisdiction; and
- The *Queensland Civil & Administrative Tribunal Act 2009* which establishes the Queensland Civil & Administrative Tribunal jurisdiction.

A number of specialist courts have also been administratively established to provide expertise and support, both in the delivery of sentencing processes and programs implementing governing principles under the *Penalties and Sentences Act 1992* to address the needs of persons from marginalised and disadvantaged backgrounds, and for persons experiencing domestic violence. These include:

- Domestic & Family Violence specialist courts (implementing jurisdiction conferred on magistrate courts by the *Domestic & Family Violence Protection Act 2012*)
- Drug & Alcohol Courts (which provide an intensive and targeted response to adult offenders with severe drug and alcohol use directly associated with their offending)
- Murri Courts (which connect Aboriginal and Torres Strait Islander defendants with treatment and support services prior to sentencing)

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 describes 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 (e.g. 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.

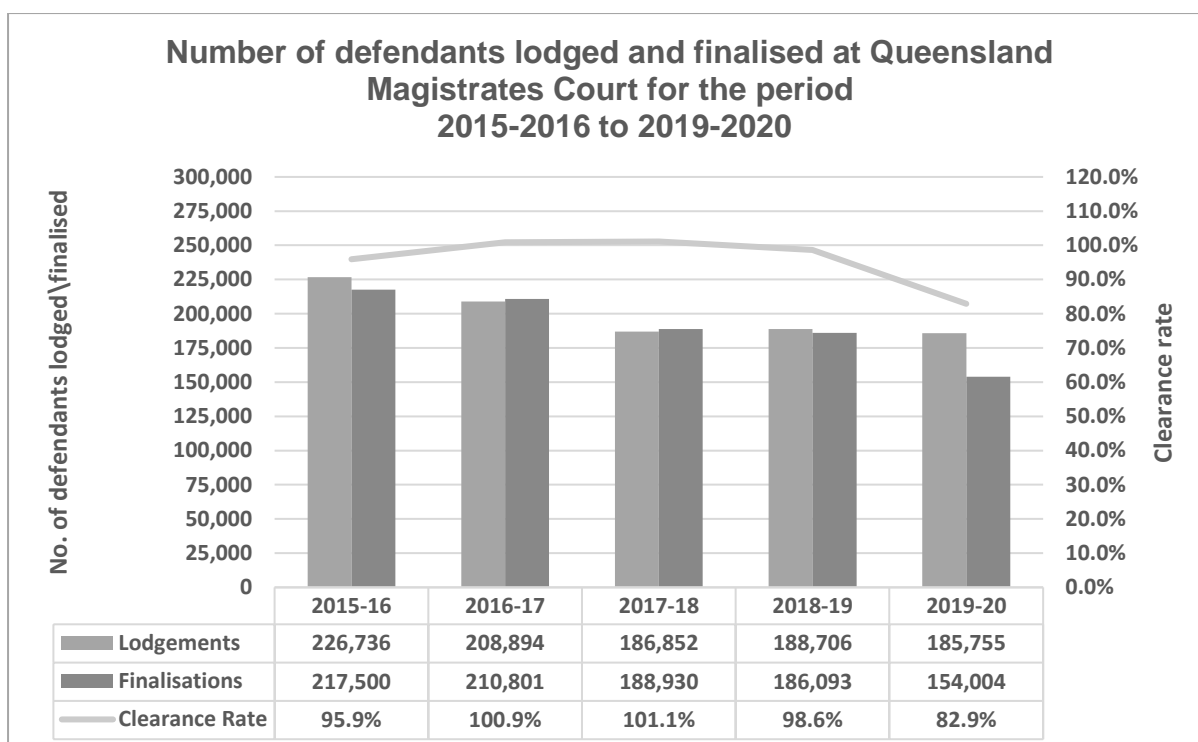
### **Total Criminal**

The total number of defendants dealt with by magistrates sitting as Magistrates Courts and the Childrens Court in the reporting year is 202,550. This is a decrease in the number of defendants dealt with over last year of 4,644 (-2.24 per cent).

The total number of criminal charges dealt with by magistrates in the year of reporting is 429,520. This is an increase from last year of 4,444 (+1.05 per cent). These total figures include both adult and juvenile defendants.

### **Magistrates Court (Adult Criminal)**

In relation to adult defendants 185,755 adults were dealt with on 387,270 charges. While this is a decrease in the number of adult defendants from last year of 2,951 (-1.56 per cent) there was an increase in the number of charges from last year of 5,776 (+1.51 per cent).



### Childrens Court of Queensland (Magistrates) – Criminal Jurisdiction

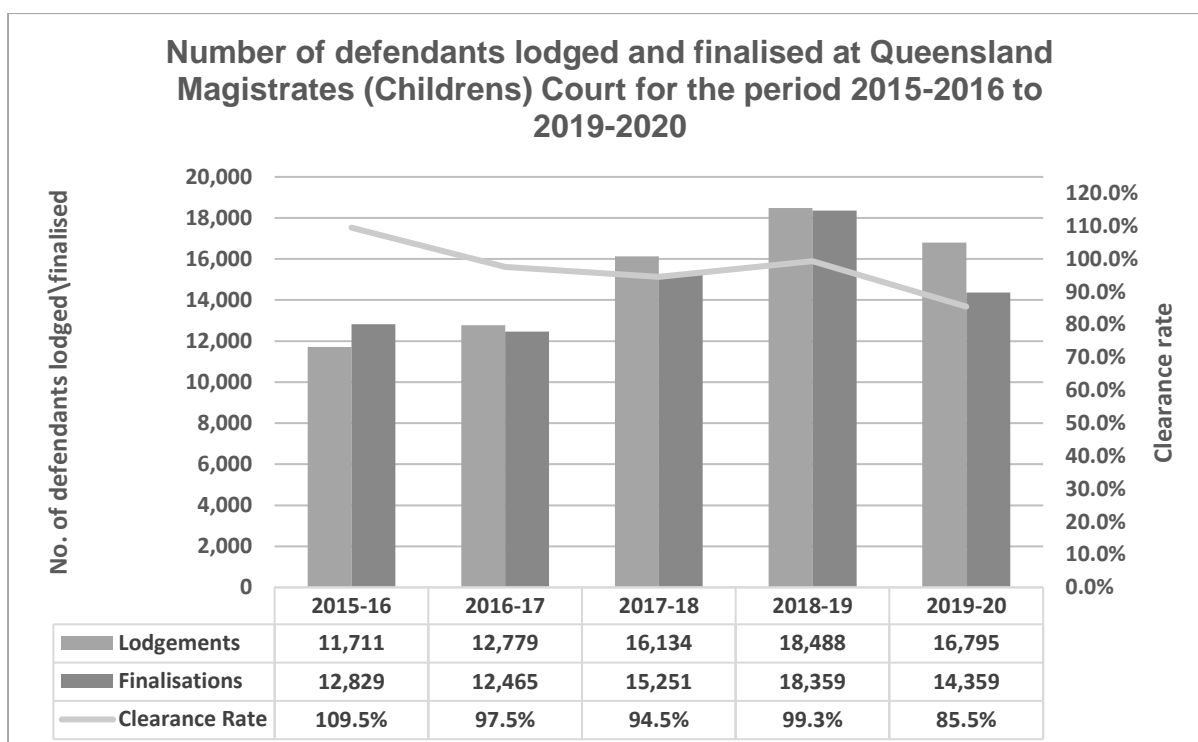
The Childrens Court of Queensland is established under the *Childrens Court Act 1992* and provides for the appointment of a Childrens Court magistrate. Deputy Chief Magistrate O'Shea is one of the Childrens Court Magistrates and sits at the Brisbane Childrens Court. The Act provides that any magistrate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

16,795 young people appeared before Magistrates sitting as the Childrens Court during the reporting year on a total of 42,250 charges. This is a decrease from last year of 1,693 young people (-9.16 per cent) and a decrease of 1,332 charges (-3.06 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 92.9 per cent of all Childrens Court criminal matters.





Note: The clearance rates reported above differ from the DJAG Annual Report. The DJAG Annual Report includes Childrens Court figures from all Court levels.

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 1,989, a decrease of 253 (-11.28 per cent). The number of charges for Commonwealth offences dealt with by the Magistrates Courts during the reporting year was 6,062, which is a decrease from last year of 2,987 (-33.01 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 94 defendants who were charged with a total of 124 charges. That is an increase of 61 defendants (+184.85 per cent) and an increase of 82 charges (+195.24 per cent) from last year. During the reporting period the Industrial Magistrates Court dealt with 14 defendants on 20 charges under the *Electrical Safety Act 2002*.

## Civil Jurisdiction

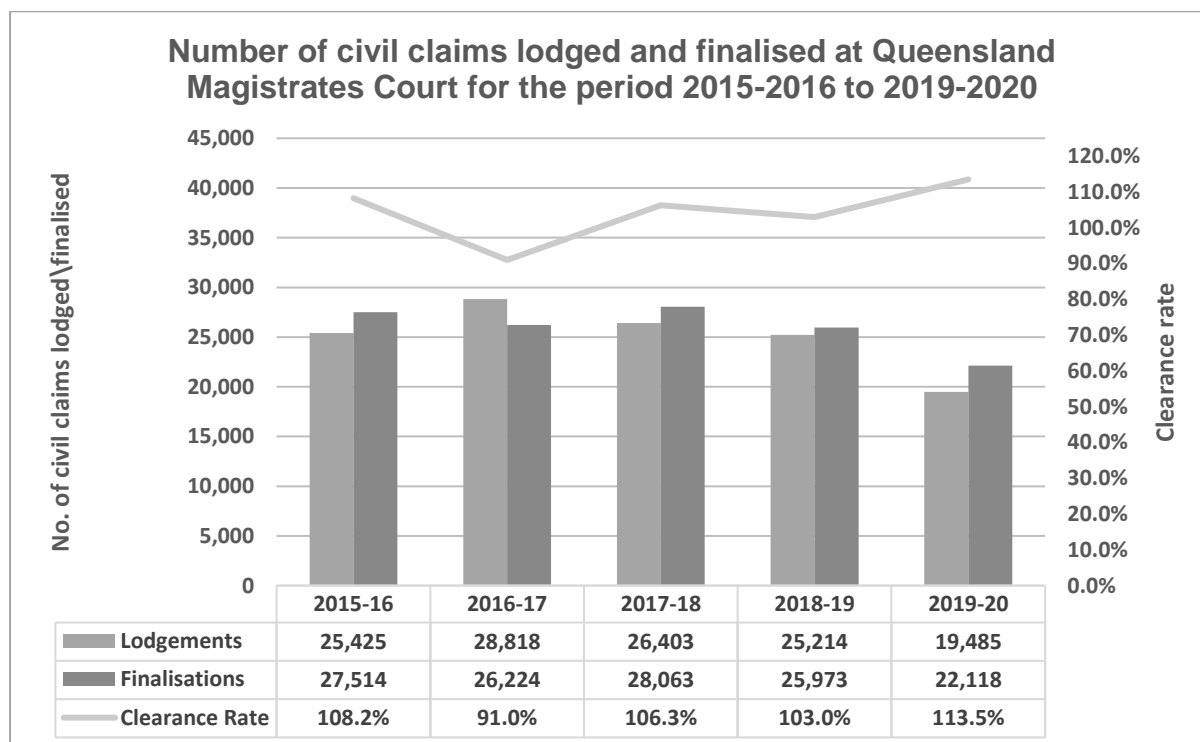
The work of the Magistrates Courts is generally understood to be broadly divided into two types of proceedings: civil and criminal. Essentially all proceedings that are not for the prosecution of an offence are considered civil.

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 Court during the reporting year was 19,485, a decrease of 5,729 from last year (-22.72 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 21,829 minor civil disputes that were lodged with QCAT 6,668 (30.55 per cent) were lodged in locations where they would be dealt with by a magistrate.

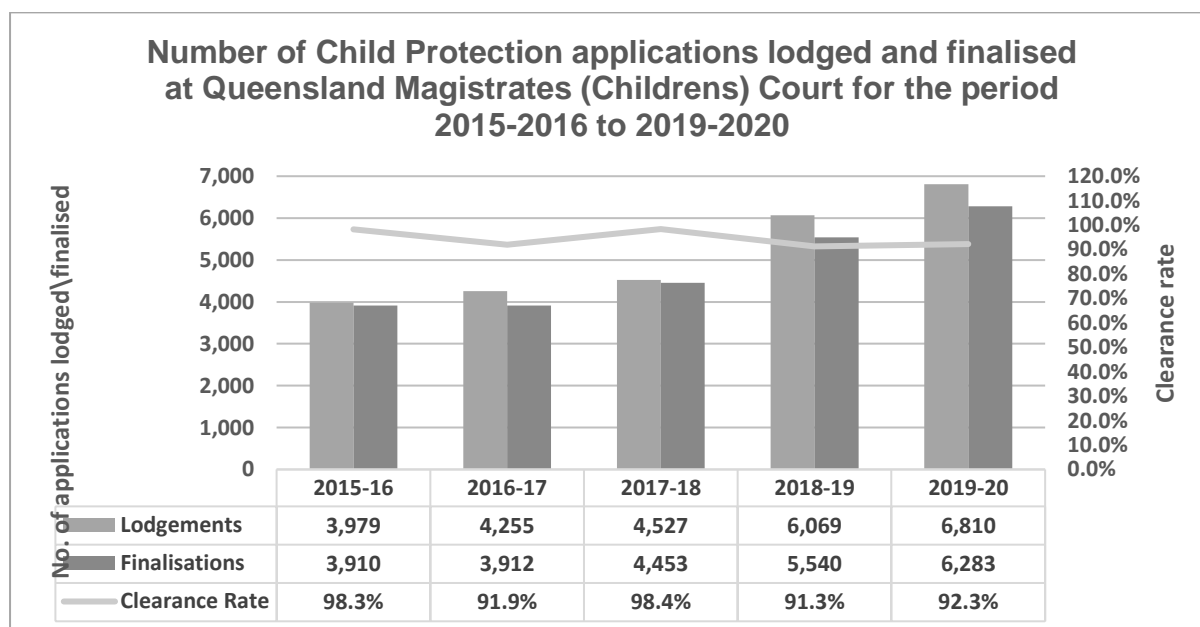
### Childrens Court of Queensland (Magistrates) – Civil Jurisdiction

The Childrens Court of Queensland is established under the *Childrens Court Act 1992* and exercises its civil jurisdiction mainly under the *Child Protection Act 1989*, 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 6,810 child protection applications were lodged, an increase from last year of 741 (+12.21 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.



## 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.

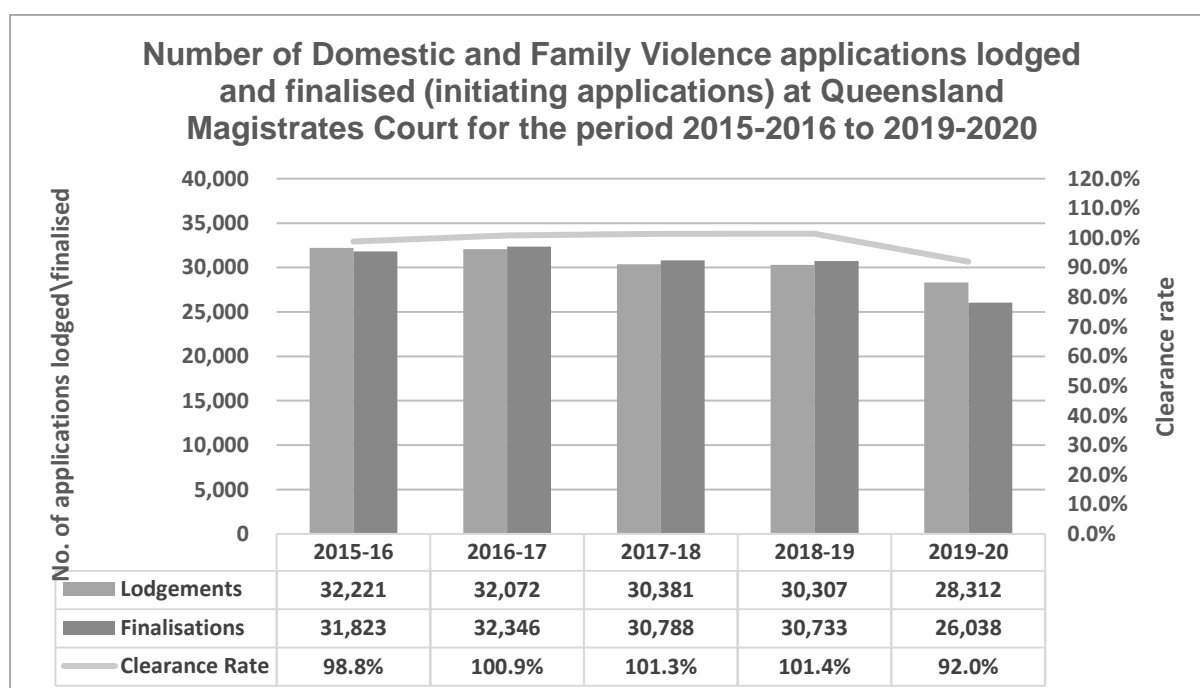
The importance of protection orders is well recognised – they not only provide for the physical safety and security of the aggrieved person (the person seeking protection) but also provide an element of control and stability which helps them to carry on with their lives.

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 opposition 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 28,312 applications for protection orders lodged in Queensland which is a decrease from the year before of 1,995 (-6.58 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 2, 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 State Coroner, Magistrate Terry Ryan, is responsible for overseeing and coordinating Queensland's coronial jurisdiction which is governed by the *Coroners Act 2003* and supported by key agencies, the Department of Justice and Attorney-General (DJAG), the Queensland Police Service (QPS) and Queensland Health (QH).

Queensland's seven specialist coroners located in Brisbane, Southport, Mackay and Cairns investigate certain deaths as mandated by the *Coroners Act 2003*. The Chief Magistrate has also allocated a part-time magistrate and an acting magistrate to work in the coronial jurisdiction on an ongoing basis. The primary function of a coroner is to make findings (if possible) about the cause and circumstances of a death. A coronial registrar and deputy registrar based in Brisbane 'triage' deaths from apparent natural causes and review potentially reportable deaths lodged by medical practitioners and funeral directors.

During 2019-2020 the court managed a significant case load with 5,631 deaths reported for investigation and encountered unforeseen difficulties as a result of the impact of COVID-19. Despite this the court achieved a clearance rate of 102.02 percent at the end of the reporting period, meaning it finalised more matters than were lodged.

As part of a phased approach the court, in conjunction with the Coronial Services Governance Board,<sup>1</sup> continued planning and implementing the seven recommendations made in the Queensland Audit Office report, *Delivering Coronial Services*.<sup>2</sup> The 2018 audit identified system pressures, such as increasing demand and complexity of cases, growing family expectations and the need for legislative changes to drive system improvements.

In June 2019, the State Government committed an additional investment in coronial services of \$3.9M over the next four years, including \$474,000 per annum ongoing. This funding was allocated to DJAG, QH and the QPS. Of note, it included funding to establish a temporary second coronial registrar and multidisciplinary team to triage all apparent natural causes' deaths, which represent a significant percentage of deaths reported to the court each year. The trial commenced in September 2019 and is intended to reduce service demands on partner agencies and ensure bereaved families avoid unnecessary contact with the coronial system.

A key highlight for the coronial system during the reporting period were amendments to the *Coroners Act* with the passing of the *Justice and Other Legislation Amendment Act 2020*. Significantly, the amendments mean that the *Coroners Act 1958* will no longer apply to deaths investigated by coroners. Coroners have been given greater powers to compel witnesses to give evidence at inquests where the death occurred prior to 2003. The amendments also authorise 'preliminary examination procedures' without the need for a coroner to make a formal order for post-mortem examination.

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<sup>1</sup> The Board consists of the State and Deputy State Coroner's, senior representatives from DJAG, QH, QPS, Queensland Treasury and the Department of the Premier and Cabinet.

<sup>2</sup> Queensland Audit Office report – *Delivering Coronial Services* (Report 6:2018-19).

The court farewelled Deputy State Coroner, John Lock, who retired from the general magistracy after more than a decade's service with the Coroners Court. Mr Lock investigated thousands of deaths and presided over several noteworthy, high-profile inquests during his term as Brisbane Coroner and Deputy State Coroner. Magistrate Jane Bentley was appointed to the position of Deputy State Coroner for a term ending 19 March 2023. Magistrate Don MacKenzie was also appointed as Brisbane Coroner for two years from 1 July 2019. The court further welcomed a permanent director with Ms Raelene Speers commencing in the role in October 2019.

Community and media interest in the coronial jurisdiction continued with the handing down of high-profile inquests findings including the Dreamworld deaths which received world-wide media attention, the tragic deaths from the Ravenshoe Café explosion, the multiple fatality tandem parachute deaths at the Caboolture airfield and the joint inquest into the capsizing of two fishing vessels which resulted in the loss of eight lives. The inquest into the child death of Mason Lee held in the 'public interest' received considerable media attention and resulted in six recommendations being made to reduce the risk of a death in those circumstances from happening again in future.

Further information in relation to the coronial system may be found in the Coroners Court of Queensland Annual Report for 2019-2020.



# Courts Innovation Program

## Magistrates Court of Queensland Reconciliation Action Plan (MCQ 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 2019-2020 a number of initiatives were introduced as part of the MCQ RAP. These included:

- establishing an Aboriginal and Torres Strait Islander staff peer network for support;
- engaging Tagai Management Consultants to develop a recruitment and retention strategy for Aboriginal and Torres Strait Islander staff;
- creating a cultural awareness training matrix for staff and magistrates;
- hosting online events for National Reconciliation Week, including an online Deadly Tukka cooking class, participating in a panel discussion about the Australian Dream documentary and completing a RAP challenge over seven weeks focused on language and culture;
- a presentation by the Cherbourg Dormitory Boys to commemorate the anniversary of the National Apology to the Stolen Generations hosted by Chief Magistrate, Judge Gardiner, and
- completing the RAP Impact Measurement Questionnaire for the 2018-2019 period.

Looking ahead to 2020-2021, work will continue to deliver the MCQ RAP actions, including:

- finalising the Magistrates Induction Booklet, which includes relevant excerpts from the Equal Treatment Benchbook and information on how to engage with local Aboriginal and Torres Strait Islander communities across the state;
- developing systems to track, measure and report on RAP activities;
- building the cultural competency of Magistrates and court staff, including the development of a gratuitous concurrence training package; and
- working with Traditional Owners and Community Justice Groups to rename some of the Murri Courts in Aboriginal or Torres Strait Islander language.

## 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:

- Aboriginal and Torres Strait Islander Justice Programs and Partnerships
- Specialist Courts, Referral and Support Programs
- Domestic and Family Violence Programs

CIP programs address 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.

## **Aboriginal and Torres Strait Islander Justice Programs and Partnerships**

Elders and Respected Persons are the cornerstone of the Aboriginal and Torres Strait Islander Justice programs delivered by CIP. Elders and Respected Persons throughout Queensland are heavily involved in the operation of Community Justice Groups (CJGs). Their ongoing support and commitment to working within their communities to support people engaged with the justice system is acknowledge and deeply appreciated. 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 40 CJGs throughout Queensland and provides a smaller amount of funding to 10 CJGs in the outer islands of the Torres Strait to support court 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-governmental agencies to identify and promote referral pathways for Aboriginal and Torres Strait Islander defendants and link victims and defendants to appropriate support services.

In the 2019-2020 Budget, CJGs received further funding of \$19.4 million over four years (and \$5.4 million ongoing) so they can continue to support Aboriginal and Torres Strait Islander peoples in the criminal justice system.

The enhanced CJG program funding is being rolled out in two phases. Phase one has concluded with an additional one-off grant of \$65,000 provided to the CJGs in 2019-2020. Phase two requires direct funding negotiation of new triennial service agreements for the period of 1 July 2020 to 30 June 2023.

As part of the funding increase, DJAG has been working with CJGs and other government agencies to develop a whole-of-government strategic framework to support CJGs. This framework will provide clarity about the role of CJGs and operate as a vehicle for government departments and agencies to identify ways of working together to acknowledge, remunerate and support the work of CJGS. This framework will be released in the second half of 2020.

In 2019-2020, CJGs provided 1,333 written or oral bail and sentence submissions to Magistrates Courts. Collectively, CJGs throughout Queensland provided 2,565 referrals to support services.

### **Community Justice Groups (CJG) Domestic and Family Violence (DFV) Program**

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 2017-2018, DJAG has undertaken co-design activities in discrete communities throughout Queensland. The local responses implemented range from employment of male and female DFV support workers, employment of DFV program manager/coordinators and delivery of on-country and cultural healing programs.

In 2019-2020 work has been completed with 13 discrete communities, including Cherbourg, Coen, Doomadgee, Mornington Island, Mossman, Hope Vale, Palm Island, Woorabinda, Wujal Wujal, Pormpuraaw, Napranum, Northern Peninsula Area and Thursday Island.

Work has commenced in Kowanyama and Mapoon to co-design a local response, and the program is expected to be rolled out in remaining communities (Yarrabah, Aurukun and Lockhart River) by 30 June 2021.

## **Specialist Courts, Referral and Support Programs**

### **Queensland Drug and Alcohol Court (QDAC)**

QDAC commenced in Brisbane on 29 January 2018 in response to the *Queensland Drug and Specialists 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 terms 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 relied 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 DJAG. 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 May 2019, the QDAC reached capacity with 125 participants either undergoing assessment for, or sentenced to, a Drug and Alcohol Treatment Order. As a result, the program was unable to accept new referrals. Referrals re-opened briefly in March 2020, but due to COVID-19 referrals were again closed. Referrals re-opened in June 2020.

In response to COVID-19, participants' court monitoring, individual treatment and case management occurred over the phone rather than in-person until June 2020.

During 2019-2020, 15 participants graduated from the QDAC program after successfully reaching the goals for each of the three phases of the program.

An external evaluation of the QDAC is being undertaken by ARTD Consultants. The external evaluation commenced in 2019 and is expected to be finalised by mid-2023. Throughout the evaluation, DJAG is working with QDAC agencies to identify and implement opportunities to enhance program delivery with a focus on supporting positive outcomes for participants and the broader community.

## **Court Link**

Court Link is a generic integrated assessment, bail-based referral and support program, which aims to address the underlying factors contributing to offending. These may include homelessness or housing instability, lack of employment, mental or physical health issues and/or substance abuse. Professionally qualified Court Link case managers assess referred defendants and provide case management services for defendants with a moderate to high risk of re-offending and refer defendants with a lower risk of reoffending to treatment or support services. Judicial monitoring of the participant's progress is also an integral aspect of the program.

In 2019-2020, DJAG in partnership with Queensland Health expanded Court Link to Maroochydore, Redcliffe and Caboolture, leveraging the existing resourcing for the Queensland Magistrates Early Referral into Treatment (QMERIT) program in Redcliffe and Maroochydore. Operations commenced in these locations in December 2019. Court Link also commenced operations in Mount Isa in January 2020, in addition to sites already operating in Brisbane Southport, Ipswich and Cairns.

In March 2020 Court Link temporarily stopped accepting new referrals due to COVID-19. Court Link was able to start accepting new referrals again in June 2020. Case management and

support for Court Link participants continued throughout, occurring over the phone where in-person case management was not possible.

In 2019-2020, Court Link made 125 community referrals for defendants to receive treatment in the community, 341 participants were placed on the program for case management and a total of 204 participants completed 12 weeks on case management.

An external evaluation of Court Link is being undertaken by Siggins Miller Consultants. This external evaluation commenced in 2019 and will be completed by 2023.

## **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 the 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.

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

In 2019-2020, Murri Courts received 328 referrals, which resulted in 230 participants in the program (including participants who commenced in the previous financial year), and 146 finalisations.

While Murri Court Elders did not attend Murri Courts in person during COVID-19, where possible Elders connected with and provided support to participants over the phone.

## **High Risk Youth Court (HRYC)**

The 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 2019-2020 a cultural enhancement model for the HRYC was designed with the Townsville Community Justice Group (TCJG) to support Aboriginal and Torres Strait Islander participants and respond to recommendations 15 and 16 of the *Townsville's Voice: Local Solutions to*

*Address Youth Crime* report. The model has been implemented by the TCJG which received funding in February 2020.

### **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 Children's Courts in Queensland.

In October 2019, a state-wide telephone service, Tele-D, was established to deliver CDP. Tele-D is available between 7am and 10pm, 7 days a week and forms part of Queensland Health's Adis service. Tele-D is expected to contribute to reducing wait times, improving program completion and improving access to diversion programs for people who find it challenging to attend a service face-to-face, or during business hours.

In 2019-20, 2,709 defendants (2,535 adults and 174 juveniles) were assessed for CDP. A total of 2,502 defendants (2,339 adults and 163 juveniles) were found to be eligible and ordered to complete a drug assessment and education session. Of these, 2,391 defendants (2,253 adults and 138 juveniles) completed their session, which is a compliance rate of 87.8%. A total of 21 adult defendants had sessions pending.

### **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 court is available to defendants who identify substance use as a contributing factor to their offending behaviour but are not drug and/or alcohol dependent. A person can participate in a DAAR either while 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 2019-2020, 812 defendants were assessed for DAAR and 710 defendants (8 bail conditions and 702 recognisances) were found to be suitable and ordered to complete a DAAR course. Of these, 620 defendants completed the course, which is a compliance rate of 87.3%. Nine defendants had courses pending.

## **Domestic and Family Violence Programs**

In 2019-2020 the rollout of specialist DFV courts was completed, with a dedicated DFV magistrate hearing all matters before the court including civil and criminal DFV related matters at Southport, Beenleigh, Townsville, Mount Isa and Palm Island.

Major court refurbishments were also completed at Beenleigh and Townsville Courthouses to support the specialist DFV courts at a cost of \$20 million. The upgrades provide aggrieved parties with secure and comfortable waiting areas, secure access to the court rooms, new

DFV courtrooms, a specialist DFV court registry and sufficient sound proofed meeting rooms for parties to meet with duty lawyers and support services prior to court.

In September 2019, KPMG delivered a report on culturally appropriate justice response for Aboriginal and Torres Strait Islander people involved in DFV proceedings. The recommendations are being considered for implementation.

An external long-term evaluation of the Southport specialist DFV court commenced in July 2019 and will conclude in 2021. The long-term evaluation will:

- determine if the Southport DFV court is operating according to the intended specialist court model;
- measure progress in implementing the recommendations of the process evaluation in 2016-2017; and
- identify further areas for improvement in court responses to DFV, identify outcomes for victims, their families and for perpetrators and measure social and economic impacts connected with the Southport DFV court.

# Departmental Support

## Office of the Chief Magistrate

The Office of the Chief Magistrate is a dynamic working environment providing high quality and responsive services and support to the Chief Magistrate and two Deputy Chief Magistrates. The Office of the Chief Magistrate is also responsible for supporting and providing administrative support to the magistracy, acting magistrates and the judicial registrar throughout Queensland.

The operations of the Chief Magistrates Office relies on the support provided by the Legal Officers, Manager (Executive Support), Court Coordinator, Deputy Court Coordinator, Executive Support Officers, regionally based Judicial Support Officers and the Administrative Officer to the Chief Magistrate 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.

All officers within the Chief Magistrates 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 Court Technology (I&CT);
- Business Intelligence and Data Analytics (BIDA);
- Legal, Policy, Procedure and Development (LPPD);
- Business Transformation (BTU); and
- Transcript Coordination Team (TCT).

### 2019-2020 Highlights:

- 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 increased.
- To support better access to, and delivery of services to Queensland Courts, RSS completed enhancements of our IT systems and digital capacity.
- QWIC enhancements resulted in a number of business improvements being realised. This includes:



- Enhancements to prepare QWIC for the introduction of electronic warrant data transfer; and
- Appeal form enhancements to permit the commonly used appeal forms to be produced from the system.
- Enhancements were also made to the SMS reminder system to extend this to remind Adult defendants of their upcoming appearance before court.
- The new Associates Portal was released in late December with all judicial officers and associates receiving access to improved portal.
- The payment gateway used by the QJAS – the jury administration system, was upgraded to a newer version.
- The Listings Team received a boost through the work done to reduce manual updates through the Admissions process.
- RSS continued its focus on the security of Court systems by working with Information Technology Services to commence a detailed assessment of the QWIC system using the Information Security Management System framework. This work will continue into the next financial year.
- COVID-19 presented some challenges for the support of the Courts computer systems. The need to ensure the safety of the small team involved in day-to-day support of critical computer systems, saw a rapid transition to remote working, with zero impact to the operation of the computer systems.
- While the Civil Deemed Finalised solution was able to be urgently rolled out, the pandemic also highlighted how inflexible the existing aged Courts computer systems are, and this inflexibility saw alternatives searched for, and implemented to assist the public. In particular, RSS worked as part of a team with the Information Strategy Implementation Program, and the Appeals and Adjudications team to realise a process for on-line lodgement of probate applications using a new third party vendor system.
- Over the past twelve months, a number of initiatives were delivered to further improve the IT systems provided to magistrates including the migration of the Magistrates Portal to a contemporary, online hosted service enabling improved reliability and the ability for this service to be accessed via the magistrate's Judicial iPads.
- A new Magistrates File Server was also commissioned this past year. This has enabled the creation of a secure folder for individual magistrates to store their files, and shared folders. A secure folder was also implemented for Cairns magistrates and registry staff to allow secure access of documents in relation to Child protection matters.
- RSS provided substantial support to Courts staff across the state to facilitate instalment of the new VOIP Digital telephone solution undertaken by ITS.

Location	Court room	Upgrade description
Beenleigh	5	Video Conferencing Court – <i>like for like replacement</i>
Brisbane Arrest Courts	1	Video Conferencing Court – <i>like for like replacement</i>

Brisbane Arrest Courts	2	Video Conferencing Court – <i>like for like replacement</i>
Brisbane Arrest Courts	3	Audio Court – <i>like for like replacement</i>
Brisbane (BMC)	5	Video Conferencing Court – <i>upgraded from Video Court</i>
Brisbane (BMC)	24	Audio Court – <i>like for like replacement</i>
Brisbane (BMC)	27	Video Conferencing Court – <i>upgraded from Video Court</i>
Brisbane (BMC)	32	Video Conferencing Court – <i>like for like replacement</i>
Brisbane (BMC)	33	Video Conferencing Court – <i>upgraded from Video Court</i>
Cairns	6	Video Conferencing Court – <i>upgraded from Recording Only Court</i>
Caloundra	2	Audio Court – <i>upgraded from Recording Only Court</i>
Charters Towers	1	Audio Court – <i>like for like replacement</i>
Coolangatta	1	Audio Court – <i>like for like replacement</i>
Hervey Bay	1	Video Conferencing Court – <i>like for like replacement</i>
Redcliffe	1	Video Conferencing Court – <i>upgraded from Audio Court</i>
Rockhampton	2	Video Conferencing Court – <i>like for like replacement</i>
Southport	3	Video Conferencing Court – <i>upgraded from Audio Court</i>
Southport	11	Video Conferencing Court – <i>upgraded from Audio Court</i>
Thursday Island	1	Video Conferencing Court – <i>like for like replacement</i>
Townsville	2	Video Conferencing Court – <i>like for like replacement</i>
Warwick	1	Audio Court – <i>like for like replacement</i>

- Provided significant data and business intelligence reporting to assist the Courts in responding to the COVID-19 pandemic such as:
  - Developed new Power BI dashboards to assist the Courts in understanding and monitoring Courts workload during the pandemic
  - Provision of case scheduling information, and other data, to the Courts, the Queensland Police Service and Queensland Corrective Services to assist with planning workloads when resuming court operations
  - Provided data to meeting national reporting requirements for the Productivity Commission and the Australian Bureau of Statistics
- Continued implementation of the recommendations of the review of the Verdict and Judgment Record development, communication and consumption arrangements.
- Continued the implementation and embedding of the Building Resilience and Managing Vicarious Trauma framework and supporting materials across Queensland Courts
- Expanded the SMS reminder service to adults with a Notice to Appear. This messaging was modified in 2020 to support the impact of COVID-19 on the operations of the Court

- Commenced implementation of recommendations on courthouse facility security, made in 2018-2019 by an external security consultant
- Provided financial, procurement, and transcript coordination support to court operations.
- Recording and transcription of Queensland Courts and Tribunals will move to a new service delivery model as of 1 March 2021 and the Transcript Coordination Team has worked closely with the Recording and Transcription Project Team to assist with the development of detailed business specifications for the new ServiceNow-based Service Operating Platform, comprising of a customer facing product ordering portal/knowledge bank and a backend workflow management system to facilitate the receipt and processing of transcript and audio requests and allocation and tracking of requests to outsourced transcript service providers.

# Library Services

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 reporting the latest developments in Queensland of law. All of these services are freely available to Queensland's magistrates across the state.

The library maintains print collections in several 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 Central Brisbane Magistrates Courts building as well as collections for the Supreme and District Courts, by maintaining print subscription services and processing new acquisitions. In 2019-2020 the library's combined print collection comprised over 160,000 items, with the library purchasing 243 new monographs during the year, and maintaining almost 300 print subscriptions.

For members of the judiciary their statewide 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 2019-2020 the library catalogue enabled access to more than 65,000 online full text titles, with 705 new records added to the catalogue during the year. During 2015-2016 the library negotiated expanded access rights for many library customers to a selection of the most popular online publications as part of its Virtual Legal Library (VLL) offering to the legal profession. This ground breaking and highly valued service was accessible to 744 eligible Queensland legal practitioners by the end of June 2020, while another 253 practitioners not normally eligible for access were provided with temporary emergency pandemic access from 7 May 2020.

As for the publishing arm of the Queensland courts, the library has maintained its commitment to timely publication of the official version of full text unreported 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 2019-2020 the library published over 3,000 new decisions from Queensland courts and tribunals, as well as expanding 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 2000 to 2009. By the end of June 2020 the total number of full text Queensland decisions available from the library website was over 64,000. The number of public sentencing remarks the library made available on its website increased substantially during the year, as a result of the adoption by the courts of the recommendations of the library's Sentencing Remarks Subcommittee, chaired by the Hon Justice Helen Bowskill.

The library is also responsible for provision and maintenance of the Queensland's Sentencing Information Service (QSIS), and use of the service continues to steadily increase, with over 725,500 page views in 2019-2020. During that year, more than 6,800 new sentencing remarks transcripts were added to the database, increasing the number of available transcripts in QSIS

to over 88,000. By year's end there were 804 subscriptions to QGIS by sole practitioners, law firms and small public sector agencies or business units (in addition to the 'corporate' subscriptions of major criminal justice sector agencies such as the Office of the Director of Public Prosecutions, Legal Aid Queensland and Queensland Police Service, 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.

The library's websites are the primary means of accessing its information resources and services for the majority of its customers. In 2019-2020 more than 6.6 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 4.5 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 Update* (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 126,000 views during the year.

Throughout the year the library's skilled and experienced research librarians 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 over 7,100 information enquiries (10% higher than the previous year), and almost 22,000 documents were supplied in response to these queries (up 13% on 2018-2019). At the annual Magistrates Conference in October 2019 the library presented a legal research session focusing on the legal research publications available on the iPad tablet devices issued to magistrates, and offered an onsite clinic providing personalised assistance with using these resources. As the official member library of the Bar Association of Queensland and the Queensland Law Society, the library services the information needs of legal practitioners across the state.

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 2019-2020 included:

- Over 4,500 visitors participated in the popular schools education program, with over 1,400 participants in judge's or magistrate's information sessions and over 2,600 students witnessing the law in action by observing court proceedings. This was a 37% decrease on 2018-2019 due to schools cancelling excursions in early 2020 and the library suspending its on premises education program from 26 March 2020 in response to the coronavirus pandemic. However, during the suspension of the education program 202 students participated in online research training sessions conducted remotely by library staff.
- A new exhibition, *Graphic justice: pictures worth 1000 words*, was installed in the Sir Harry Gibbs Legal Heritage Centre in May 2020 but was unable to be opened to the public at that time due to the social distancing restrictions associated with the

pandemic. An online version of that exhibition was launched in May 2020 with the physical exhibition opening to the public in July 2020.

- Two Selden Society lectures were held in the second half of 2019. The 2020 lecture program was suspended from April 2020 due to the pandemic restrictions on large gatherings.
- There were a number of legal heritage displays within the main library public space over the course of the year – *Moving north: Townsville triumphant* (September to November 2019), *Celebrate! Queensland legal ceremonies* (December 2019 to March 2020) and *Out of the centre* (installed June 2020). The display *Moving north: Townsville triumphant* was also installed as an ongoing exhibition in the library premises in Townsville.
- The *Queensland Legal Yearbook 2018* reviewed the year's legal events and statistics, and contained speeches by members of the judiciary in 2018.

Looking ahead to 2020-2021, 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 commentaries and textbooks 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 was facilitated by provision of new iPad tablet devices to all magistrates during the latter part of 2019. We look forward to increased use of the VLL service by eligible Queensland legal practitioners, and to redeveloped SCLQ CaseLaw services and websites. 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 and to court users across the state via a dedicated phone line. It provides non-legal information, support, and referral services to court users in the Brisbane, Cairns and Townsville Magistrates Court, Domestic Violence reception desks at Southport, Beenleigh, Ipswich and Brisbane Domestic Violence Courts and specialised victim support services through its Victim Support Unit to victims of violent crime attending Brisbane CBD, Ipswich, Townsville and remote services to Sunshine Coast and Gympie Courts. All of its front-line services are provided by volunteers, called Networkers. Court Network supports Court Users across both Criminal and Civil matters.

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. Within the Domestic Violence Courts our volunteers provide a check in service that refers to the appropriate stakeholders and assist with the flow of the court. For many people, attending court is a daunting experience and Networkers provide a friendly and helpful presence in a challenging environment. Due to the COVID-19 changes within our community in 2020 Court Network established a phone service manned by Networkers which is accessibly statewide Monday to Friday from 9am – 5pm. This means that we are now able to provide information, support and referral to court users regardless of their location within Qld.

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 desks at the entrances
- Domestic violence court reception desks
- Arrest Court
- A variety of speciality courts such as traffic, Drug diversion, Murri Court.

Court Network Services in Magistrates Court			
Magistrates Court	2019-2020	2018-2019	2017-2018
Brisbane	23509	34811	29548
Townsville	1604	2430	1780
Cairns	10005	10909	8130

The year ahead will be focused on developing new models of service delivery, ensuring that we are able to continue to support the Court Users across Queensland regardless of the vulnerable situations we may face in our communities. We will be creative, flexible and responsive as we work collaboratively with our partners in the Courts. In the 2020-2021 financial year the Queensland Government will be reviewing the funding of these programs.



# 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 or 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 magistrate or remove magistrates.

## Download the policy document

Before making a complaint about a magistrate or judicial registrar, see the [full policy document \(PDF, 289.4 KB\)](#) 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](mailto: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 police 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 Service.

### ***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 acknowledgment 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 complained of 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](mailto: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](mailto: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](mailto: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](mailto: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: [qldreg@fedcourt.gov.au](mailto:qldreg@fedcourt.gov.au)  
Website: [www.federalcircuitcourt.gov.au](http://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 cases.

**Domestic and family violence protection applications** – The unit of measurement of workload for these applications 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: [www.pc.gov.au/gsp.rogs](http://www.pc.gov.au/gsp.rogs)

### 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 on 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](http://www.abs.gov.au)



## Appendix 1 - Criminal lodgements

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	710	1,410	35	87	1,497	0.35%	4.70%
Aurukun	498	803	36	82	885	0.21%	6.74%
Ayr	856	1,539	44	102	1,641	0.38%	4.89%
Badu Island	26	44	3	5	49	0.01%	10.34%
Bamaga	189	387	16	29	416	0.10%	7.80%
Barcaldine	54	84	2	3	87	0.02%	3.57%
Beauresert	1,255	2,346	50	114	2,460	0.57%	3.83%
Beenleigh	12,417	27,157	1,266	3,358	30,515	7.10%	9.25%
Biloela	549	945	20	38	983	0.23%	3.51%
Birdsville	3	3	-	-	3	0.00%	0.00%
Blackall	31	46	-	-	46	0.01%	0.00%
Blackwater	268	467	16	49	516	0.12%	5.63%
Boigu Island	16	21	4	13	34	0.01%	20.00%
Boulia	4	5	-	-	5	0.00%	0.00%
Bowen	614	1,081	19	55	1,136	0.26%	3.00%
Brisbane	27,010	60,416	3,710	8,188	68,604	15.97%	12.08%
Bundaberg	3,725	6,516	155	394	6,910	1.61%	3.99%
Burketown	11	17	1	1	18	0.00%	8.33%
Caboolture	6,785	14,356	414	1,160	15,516	3.61%	5.75%
Cairns	10,043	19,111	1,303	3,402	22,513	5.24%	11.48%
Caloundra	2,225	3,898	1	4	3,902	0.91%	0.04%
Camooweal	30	51	-	-	51	0.01%	0.00%
Charleville	196	374	18	67	441	0.10%	8.41%
Charters Towers	529	1,032	32	90	1,122	0.26%	5.70%
Cherbourg	220	350	55	130	480	0.11%	20.00%
Childers	162	287	-	-	287	0.07%	0.00%
Chinchilla	738	1,755	75	210	1,965	0.46%	9.23%
Clermont	110	202	-	-	202	0.05%	0.00%
Cleveland	3,403	7,970	168	512	8,482	1.97%	4.70%
Cloncurry	182	251	27	68	319	0.07%	12.92%
Coen	72	102	-	-	102	0.02%	0.00%
Cooktown	568	841	18	45	886	0.21%	3.07%
Coolangatta	1,027	1,668	2	2	1,670	0.39%	0.19%
Cunnamulla	141	255	39	86	341	0.08%	21.67%
Dajarra	7	14	-	-	14	0.00%	0.00%
Dalby	1,329	4,009	140	460	4,469	1.04%	9.53%
Darnley Island	9	20	-	-	20	0.00%	0.00%
Doomadgee	283	506	49	158	664	0.15%	14.76%

Emerald	816	1,474	38	134	1,608	0.37%	4.45%
Gatton	1,194	2,189	40	90	2,279	0.53%	3.24%
Gayndah	160	351	4	14	365	0.08%	2.44%
Georgetown	25	43	-	-	43	0.01%	0.00%
Gladstone	2,822	5,044	108	460	5,504	1.28%	3.69%
Goondiwindi	482	734	10	16	750	0.17%	2.03%
Gympie	1,637	3,484	80	181	3,665	0.85%	4.66%
Hervey Bay	2,079	4,669	135	366	5,035	1.17%	6.10%
Holland Park	3,884	6,405	5	10	6,415	1.49%	0.13%
Hughenden	37	139	4	4	143	0.03%	9.76%
Ingham	435	840	35	60	900	0.21%	7.45%
Inglewood	145	216	-	-	216	0.05%	0.00%
Innisfail	1,293	3,130	121	353	3,483	0.81%	8.56%
Ipswich	11,441	22,981	994	2,247	25,228	5.87%	7.99%
Julia Creek	16	21	-	-	21	0.00%	0.00%
Kingaroy	996	2,590	101	200	2,790	0.65%	9.21%
Kowanyama	289	391	5	8	399	0.09%	1.70%
Lockhart River	84	137	4	6	143	0.03%	4.55%
Longreach	248	396	11	21	417	0.10%	4.25%
Mabuiag Island	11	18	-	-	18	0.00%	0.00%
Mackay	4,722	9,812	222	671	10,483	2.44%	4.49%
Mareeba	1,543	2,599	233	563	3,162	0.74%	13.12%
Maroochydore	4,978	11,611	663	1,728	13,339	3.11%	11.75%
Maryborough	1,476	3,278	57	180	3,458	0.81%	3.72%
Mer Island	10	19	-	-	19	0.00%	0.00%
Millmerran	27	41	-	-	41	0.01%	0.00%
Mitchell	70	114	1	1	115	0.03%	1.41%
Moa Island	8	10	1	15	25	0.01%	11.11%
Moranbah	313	575	4	20	595	0.14%	1.26%
Mornington Island	392	700	79	250	950	0.22%	16.77%
Mossman	570	910	35	67	977	0.23%	5.79%
Mount Garnet	14	26	-	-	26	0.01%	0.00%
Mount Isa	1,824	3,588	521	1,339	4,927	1.15%	22.22%
Murgon	719	1,795	85	200	1,995	0.46%	10.57%
Nambour	928	1,324	-	-	1,324	0.31%	0.00%
Nanango	501	876	5	7	883	0.21%	0.99%
Noosa	1,365	2,442	5	12	2,454	0.57%	0.36%
Normanton	284	516	69	457	973	0.23%	19.55%
Oakey	180	287	6	11	298	0.07%	3.23%
Palm Island	452	847	80	186	1,033	0.24%	15.04%
Pine Rivers	4,702	10,161	463	1,083	11,244	2.62%	8.96%
Pittsworth	68	87	-	-	87	0.02%	0.00%
Pompuraaw	188	276	14	32	308	0.07%	6.93%
Poruma Island	1	1	-	-	1	0.00%	0.00%

Proserpine	1,068	1,817	13	21	1,838	0.43%	1.20%
Quilpie	16	21	1	1	22	0.01%	5.88%
Ravenshoe	16	22	1	1	23	0.01%	5.88%
Redcliffe	3,792	8,191	257	581	8,772	2.04%	6.35%
Richlands	4,310	9,313	488	1,159	10,472	2.44%	10.17%
Richmond	36	75	3	9	84	0.02%	7.69%
Rockhampton	4,740	10,353	368	1,110	11,463	2.67%	7.20%
Roma	576	1,039	97	249	1,288	0.30%	14.41%
Saibai Island	9	9	1	2	11	0.00%	10.00%
Sandgate	2,186	3,567	1	2	3,569	0.83%	0.05%
Sarina	337	489	14	34	523	0.12%	3.99%
Southport	16,893	35,792	1,172	2,817	38,609	8.99%	6.49%
St.George	334	703	10	29	732	0.17%	2.91%
Stanthorpe	427	772	26	54	826	0.19%	5.74%
Tambo	27	51	-	-	51	0.01%	0.00%
Taroom	56	81	-	-	81	0.02%	0.00%
Thursday Island	206	351	44	114	465	0.11%	17.60%
Toogoolawah	303	540	3	8	548	0.13%	0.98%
Toowoomba	6,094	13,953	619	1,831	15,784	3.67%	9.22%
Townsville	9,317	22,104	1,370	3,412	25,516	5.94%	12.82%
Tully	372	585	14	36	621	0.14%	3.63%
Warraber Island	4	5	-	-	5	0.00%	0.00%
Warwick	1,307	3,132	48	199	3,331	0.78%	3.54%
Weipa	603	855	25	48	903	0.21%	3.98%
Winton	56	74	-	-	74	0.02%	0.00%
Woorabinda	288	439	63	174	613	0.14%	17.95%
Wujal Wujal	39	47	-	-	47	0.01%	0.00%
Wynnum	1,772	3,914	134	304	4,218	0.98%	7.03%
Yam Island	4	7	-	-	7	0.00%	0.00%
Yarrabah	271	496	34	100	596	0.14%	11.15%
Yeppoon	562	970	31	49	1,019	0.24%	5.23%
Yorke Island	10	17	2	2	19	0.00%	16.67%
Total	185,755	387,270	16,795	42,250	429,520	100.00%	8.29%

## 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	42	73	1	3	76	0.19%
Aurukun	86	108	4	7	115	0.29%
Ayr	112	255	-	-	255	0.65%
Badu Island	1	1	1	1	2	0.01%
Bamaga	17	37	-	-	37	0.09%
Barcaldine	1	1	-	-	1	0.00%
Beaudesert	170	205	1	1	206	0.53%
Beenleigh	2,463	3,827	158	211	4,038	10.32%
Biloela	52	67	1	1	68	0.17%
Blackall	1	1	-	-	1	0.00%
Blackwater	20	81	-	-	81	0.21%
Boigu Island	-	-	1	1	1	0.00%
Bowen	61	88	-	-	88	0.22%
Brisbane	2,852	5,106	239	353	5,459	13.96%
Bundaberg	293	464	32	37	501	1.28%
Caboolture	734	1,312	71	95	1,407	3.60%
Cairns	1,242	1,968	59	82	2,050	5.24%
Caloundra	168	275	-	-	275	0.70%
Camooweal	-	1	-	-	1	0.00%
Charleville	15	24	1	1	25	0.06%
Charters Towers	28	56	-	-	56	0.14%
Cherbourg	22	61	5	8	69	0.18%
Childers	3	5	-	-	5	0.01%
Chinchilla	109	188	5	9	197	0.50%
Clermont	3	7	-	-	7	0.02%
Cleveland	349	753	13	18	771	1.97%
Cloncurry	6	7	3	3	10	0.03%
Coen	15	19	-	-	19	0.05%
Cooktown	57	87	1	1	88	0.22%
Coolangatta	174	199	-	-	199	0.51%
Cunnamulla	13	25	7	9	34	0.09%
Dalby	153	308	6	13	321	0.82%
Darnley Island	2	2	-	-	2	0.01%
Doomadgee	55	94	19	27	121	0.31%
Emerald	44	102	2	3	105	0.27%
Gatton	102	129	9	10	139	0.36%
Gayndah	11	14	-	-	14	0.04%
Gladstone	483	791	5	9	800	2.05%
Goondiwindi	24	28	2	2	30	0.08%
Gympie	138	262	8	8	270	0.69%
Hervey Bay	219	396	7	12	408	1.04%
Holland Park	362	461	-	-	461	1.18%
Hughenden	2	2	1	1	3	0.01%
Ingham	21	22	1	1	23	0.06%

Inglewood	5	8	-	-	8	0.02%
Innisfail	222	342	5	7	349	0.89%
Ipswich	1,246	2,231	140	218	2,449	6.26%
Julia Creek	1	1	-	-	1	0.00%
Kingaroy	71	206	4	11	217	0.55%
Kowanyama	14	19	1	1	20	0.05%
Lockhart River	12	15	-	-	15	0.04%
Longreach	8	10	1	1	11	0.03%
Mabuiag Island	1	1	-	-	1	0.00%
Mackay	574	995	19	36	1,031	2.64%
Mareeba	189	284	11	13	297	0.76%
Maroochydore	496	1,052	52	72	1,124	2.87%
Maryborough	162	265	2	3	268	0.69%
Mitchell	7	9	-	-	9	0.02%
Moa Island	1	1	-	-	1	0.00%
Moranbah	25	29	-	-	29	0.07%
Mornington Island	82	116	6	10	126	0.32%
Mossman	72	96	4	4	100	0.26%
Mount Isa	323	552	69	85	637	1.63%
Murgon	72	208	12	22	230	0.59%
Nambour	28	42	-	-	42	0.11%
Nanango	34	46	-	-	46	0.12%
Noosa	58	80	-	-	80	0.20%
Normanton	34	72	1	1	73	0.19%
Oakey	16	17	-	-	17	0.04%
Palm Island	95	299	4	5	304	0.78%
Pine Rivers	365	710	46	49	759	1.94%
Pompuraaw	11	18	3	3	21	0.05%
Proserpine	75	107	1	2	109	0.28%
Quilpie	1	1	-	-	1	0.00%
Redcliffe	577	928	26	38	966	2.47%
Richlands	434	719	35	50	769	1.97%
Richmond	2	2	-	-	2	0.01%
Rockhampton	572	1,147	25	45	1,192	3.05%
Roma	62	103	5	6	109	0.28%
Saibai Island	-	-	1	1	1	0.00%
Sandgate	251	327	-	-	327	0.84%
Sarina	21	27	-	-	27	0.07%
Southport	2,203	3,694	93	117	3,811	9.74%
St.George	48	68	-	-	68	0.17%
Stanthorpe	32	37	2	2	39	0.10%
Tambo	2	2	-	-	2	0.01%
Taroom		2	-	-	2	0.01%
Thursday Island	30	53	6	6	59	0.15%
Toogoolawah	8	9	-	-	9	0.02%
Toowoomba	805	1,583	48	73	1,656	4.23%
Townsville	835	1,892	105	122	2,014	5.15%
Tully	27	30	1	1	31	0.08%
Warraber Island	1	2	-	-	2	0.01%
Warwick	77	130	5	5	135	0.35%
Weipa	62	86	1	1	87	0.22%
Winton	-	4	-	-	4	0.01%

Woorabinda	40	94	7	9	103	0.26%
Wujal Wujal	3	3	-	-	3	0.01%
Wynnum	223	396	5	5	401	1.03%
Yam Island	-	-	-	-	-	0.00%
Yarrabah	14	17	-	-	17	0.04%
Yeppoon	48	60	-	-	60	0.15%
Yorke Island	2	2	-	-	2	0.01%
<b>Total</b>	<b>21,404</b>	<b>37,161</b>	<b>1,409</b>	<b>1,951</b>	<b>39,112</b>	<b>100.0%</b>

## Appendix 2 - Civil Claim Lodgement

Location	Personal Injury Claims	Debt Recovery	Australian Registered Judgments	Total Claims
Atherton	-	91	2	93
Ayr	-	56	1	57
Beaudesert	-	126	11	137
Beenleigh	1	957	34	992
Biloela	-	2	1	3
Blackwater	-	6	-	6
Bowen	-	11	1	12
Brisbane	41	9,539	95	9,675
Bundaberg	-	363	6	369
Caboolture	-	122	11	133
Cairns	-	279	12	291
Caloundra	-	150	6	156
Charleville	-	6	-	6
Charters Towers	-	34	1	35
Childers	-	1	-	1
Chinchilla	-	7	1	8
Clermont	-	13	2	15
Cleveland	-	291	14	305
Cloncurry	-	2	1	3
Cooktown	-	2	-	2
Coolangatta	-	141	14	155
Cunnamulla	-	2	-	2
Dalby	-	124	-	124
Emerald	-	42	-	42
Gatton	-	107	3	110
Gladstone	-	52	4	56
Goondiwindi	-	5	-	5
Gympie	-	49	4	53
Hervey Bay	-	88	8	96
Holland Park	1	405	15	421
Ingham	-	43	1	44
Innisfail	-	17	-	17
Ipswich	2	365	30	397
Kingaroy	-	7	-	7
Landsborough	-	13	1	14
Longreach	-	3	-	3
Mackay	1	285	5	291
Mareeba	-	38	1	39
Maroochydore	1	165	12	178
Maryborough	-	36	1	37

Moranbah	-	46	-	46
Mossman	-	17	1	18
Mount Isa	-	105	4	109
Nambour	-	639	-	639
Nanango	-	3	-	3
Noosa	-	78	8	86
Normanton	-	4	-	4
Oakey	-	11	1	12
Pine Rivers	-	381	13	394
Pittsworth	-	4	-	4
Pomona	-	9	2	11
Proserpine	-	70	5	75
Redcliffe	-	81	9	90
Richlands	-	156	10	166
Richmond	-	4	-	4
Rockhampton	-	322	4	326
Roma	-	87	-	87
Sandgate	-	66	6	72
Sarina	-	22	1	23
Southport	9	1,758	61	1,828
St George	-	3	-	3
Stanthorpe	-	9	-	9
Thursday Island	-	28	1	29
Toogoolawah	-	9	-	9
Toowoomba	1	150	6	157
Townsville	-	595	12	607
Tully	-	11	-	11
Warwick	-	157	2	159
Weipa	-	6	-	6
Wynnum	-	67	8	75
Yeppoon	-	30	3	33
<b>Totals</b>	<b>57</b>	<b>18,973</b>	<b>455</b>	<b>19,485</b>



## Appendix 3 - Domestic and Family Violence Protection Applications

Location	Number of Applications	Number of Orders Made					% of State Total (Originating Applications)
	RoGS (Originating Applications)	Protection Order	Temporary Protection Order	Vary Protection Order	Total Protection Orders	Number of Originating Applications Dismissed	
Atherton	153	127	51	28	206	20	0.54%
Aurukun	124	111	41	4	156	-	0.44%
Ayr	160	123	47	32	202	31	0.57%
Badu Island	6	4	6	-	10	-	0.02%
Bamaga	52	40	27	2	69	4	0.18%
Barcaldine	4	1	2	-	3	-	0.01%
Beaudesert	279	226	129	50	405	24	0.99%
Beenleigh	2,367	1,712	1,387	825	3,924	368	8.36%
Biloela	98	79	28	18	125	8	0.35%
Blackall	3	2	1	1	4	-	0.01%
Blackwater	76	69	23	17	109	4	0.27%
Boigu Island	-	3	-	-	3	-	0.00%
Boulia	-	2	-	-	2	-	0.00%
Bowen	91	76	30	33	139	9	0.32%
Brisbane	1,826	1,434	997	588	3,019	391	6.45%
Bundaberg	468	353	201	241	795	83	1.65%
Burketown	-	2	-	-	2	-	0.00%
Caboolture	998	704	526	312	1,542	199	3.53%
Cairns	1,121	808	529	274	1,611	161	3.96%
Caloundra	473	327	371	84	782	87	1.67%
Camooweal	2	2	-	-	2	-	0.01%
Charleville	36	34	14	24	72	6	0.13%
Charters Towers	94	65	38	17	120	18	0.33%
Cherbourg	-	-	-	-	-	-	0.00%
Childers	7	6	4	3	13	1	0.02%
Chinchilla	83	61	40	23	124	15	0.29%
Clermont	9	1	4	1	6	1	0.03%
Cleveland	647	495	253	366	1,114	113	2.29%
Cloncurry	43	29	10	6	45	4	0.15%

Coen	20	10	8	1	19	1	0.07%
Cooktown	136	90	39	13	142	8	0.48%
Coolangatta	176	125	89	51	265	40	0.62%
Cunnamulla	37	27	15	15	57	4	0.13%
Dajarra	-	-	-	-	-	-	0.00%
Dalby	141	102	77	54	233	33	0.50%
Darnley Island	2	2	-	-	2	3	0.01%
Doomadgee	117	95	42	34	171	8	0.41%
Emerald	152	116	76	53	245	22	0.54%
Gatton	133	102	79	32	213	30	0.47%
Gayndah	27	17	12	2	31	3	0.10%
Georgetown	4	2	-	-	2	-	0.01%
Gladstone	536	442	220	213	875	84	1.89%
Goondiwindi	60	40	23	7	70	7	0.21%
Gympie	314	245	159	100	504	38	1.11%
Hervey Bay	470	311	236	133	680	95	1.66%
Holland Park	704	477	362	220	1,059	167	2.49%
Hope Vale	-	-	-	-	-	-	0.00%
Hughenden	5	7	-	-	7	2	0.02%
Ingham	85	54	28	24	106	14	0.30%
Inglewood	10	8	1	4	13	-	0.04%
Innisfail	205	172	105	49	326	30	0.72%
Ipswich	1,641	1,100	1,103	516	2,719	303	5.80%
Julia Creek	4	3	1	-	4	-	0.01%
Kingaroy	109	68	82	54	204	30	0.38%
Kowanyama	75	65	25	3	93	7	0.26%
Lockhart River	31	29	12	1	42	-	0.11%
Longreach	28	20	18	3	41	4	0.10%
Mabuiag Island	-	1	-	-	1	-	0.00%
Mackay	823	652	449	244	1,345	141	2.91%
Mareeba	284	240	88	42	370	17	1.00%
Maroochydore	1,014	770	514	463	1,747	156	3.58%
Maryborough	322	261	145	87	493	55	1.14%
Mer Island	2	5	2	-	7	1	0.01%
Millmerran	6	5	2	-	7	-	0.02%
Mitchell	9	6	4	-	10	1	0.03%

Moa Island	2	9	2	1	12	2	0.01%
Monto	-	-	-	-	-	-	0.00%
Moranbah	37	31	20	14	65	4	0.13%
Mornington Island	95	70	33	15	118	3	0.34%
Mossman	124	105	35	22	162	12	0.44%
Mount Garnett	-	-	-	-	-	-	0.00%
Mount Isa	483	320	259	84	663	60	1.71%
Murgon	144	105	73	39	217	21	0.51%
Nambour	21	1	1	3	5	-	0.07%
Nanango	63	40	28	9	77	14	0.22%
Noosa	191	141	76	58	275	32	0.67%
Normanton	54	46	20	17	83	-	0.19%
Oakey	33	21	13	5	39	12	0.12%
Palm Island	199	159	104	45	308	15	0.70%
Pine Rivers	918	613	441	275	1,329	247	3.24%
Pittsworth	12	8	5	1	14	2	0.04%
Pompuraaw	59	42	16	4	62	2	0.21%
Proserpine	144	131	54	38	223	21	0.51%
Quilpie	-	-	-	1	1	-	0.00%
Redcliffe	765	567	431	353	1,351	132	2.70%
Richlands	624	373	276	94	743	171	2.20%
Richmond	2	2	-	-	2	-	0.01%
Rockhampton	814	660	369	240	1,269	137	2.88%
Roma	74	58	40	20	118	11	0.26%
Saibai Island	1	3	1	-	4	1	0.00%
Sandgate	402	282	192	118	592	91	1.42%
Sarina	13	6	5	7	18	4	0.05%
Southport	2,603	2,045	1,552	794	4,391	466	9.19%
St. George	32	26	16	17	59	9	0.11%
Stanthorpe	57	38	21	19	78	8	0.20%
Tambo	-	-	-	-	-	-	0.00%
Taroom	7	7	1	1	9	1	0.02%
Thursday Island	96	52	72	8	132	22	0.34%
Toogoolawah	20	10	10	3	23	9	0.07%
Toowoomba	741	502	358	248	1,108	185	2.62%
Townsville	1,557	1,169	759	580	2,508	281	5.50%

Tully	87	60	53	12	125	22	0.31%
Warraber Island	1	1	1	-	2	-	0.00%
Warwick	154	115	58	52	225	28	0.54%
Weipa	97	52	51	14	117	4	0.34%
Winton	7	8	3	1	12	-	0.02%
Woorabinda	69	53	23	8	84	2	0.24%
Wujal Wujal	-	-	-	-	-	-	0.00%
Wynnum	310	241	120	81	442	66	1.09%
Yam Island	-	2	-	-	2	-	0.00%
Yarrabah	115	95	41	9	145	15	0.41%
Yeppoon	182	122	75	43	240	29	0.64%
Yorke Island	1	3	1	-	4	-	0.00%
<b>Total</b>	<b>28,312</b>	<b>20,959</b>	<b>14,484</b>	<b>8,720</b>	<b>44,163</b>	<b>4,992</b>	<b>100.00%</b>

## Appendix 4 - Child Protection Applications

Location	Number of Applications	Number of Orders Made							% of state total
	R.o.G.S.	Child Protection Order	Extend Protection Order	Interim Order	Revoke Protection Order	Vary Protection Order	Total	Number of Applications Dismissed / Withdrawn	
Atherton	37	27	5	91	-	-	123	-	0.54 %
Aurukun	1	2	1	4	-	-	7	-	0.01 %
Ayr	23	16	-	73	-	-	89	-	0.34 %
Badu Island	-	-	-	-	-	-	-	-	
Bamaga	4	-	-	4	-	-	4	-	0.06 %
Barcaldine	-	-	-	-	-	-	-	-	
Beaudesert	-	-	-	-	-	-	-	-	
Beenleigh	835	985	143	3,106	3	38	4,275	10	12.26 %
Biloela	9	5	-	42	-	-	47	-	0.13 %
Birdsville	-	-	-	-	-	-	-	-	
Blackall	-	-	-	-	-	-	-	-	
Blackwater	-	-	-	-	-	-	-	-	
Boigu Island	-	-	-	-	-	-	-	-	
Boulia	-	-	-	-	-	-	-	-	
Bowen	4	2	1	-	-	-	3	-	0.06 %
Brisbane	792	621	60	2,049	5	8	2,743	25	11.63 %
Bundaberg	38	76	9	231	5	2	323	2	0.56 %
Burketown	-	-	-	-	-	-	-	-	
Caboolture	255	238	35	942	-	3	1,218	20	3.74 %
Cairns	578	497	30	1,265	2	12	1,806	16	8.49 %
Caloundra	-	-	-	1	-	-	1	-	
Camooweal	-	-	-	-	-	-	-	-	
Charleville	17	21	-	4	-	-	25	-	0.25 %
Charters Towers	22	8	-	55	-	-	63	-	0.32 %
Cherbourg	-	-	-	-	-	-	-	-	
Childers	-	-	-	-	-	-	-	-	
Chinchilla	25	19	-	30	-	-	49	-	0.37 %
Clermont	-	-	-	-	-	-	-	-	
Cleveland	162	146	18	391	-	4	559	11	2.38 %

Cloncurry	3	3	-	4	-	-	7	-	0.04 %
Coen	-	-	-	-	-	-	-	-	
Cooktown	10	10	-	40	-	-	50	-	0.15 %
Coolangatta	-	-	-	-	-	-	-	-	
Cunnamulla	-	-	-	-	-	-	-	-	
Dajarra	-	-	-	-	-	-	-	-	
Dalby	61	48	7	107	-	-	162	4	0.90 %
Darnley Island	-	-	-	-	-	-	-	-	
Dirranbandi	-	-	-	-	-	-	-	-	
Doomadgee	-	-	-	-	-	-	-	-	
Duaringa	-	-	-	-	-	-	-	-	
Emerald	48	46	3	149	-	-	198	-	0.70 %
Gatton	-	-	-	-	-	-	-	-	
Gayndah	-	-	-	-	-	-	-	-	
Georgetown	-	-	-	-	-	-	-	-	
Gladstone	251	233	14	643	2	1	893	19	3.69 %
Goondiwindi	2	4	1	4	-	-	9	-	0.03 %
Gympie	56	77	17	186	-	-	280	1	0.82 %
Hervey Bay	82	67	21	91	-	6	185	4	1.20 %
Holland Park	3	3	-	-	-	-	3	-	0.04 %
Hope Vale	-	-	-	-	-	-	-	-	
Hughenden	-	-	-	-	-	-	-	-	
Ingham	10	6	1	33	-	-	40	-	0.15 %
Inglewood	-	-	-	-	-	-	-	-	
Innisfail	60	48	6	108	1	-	163	-	0.88 %
Ipswich	572	546	67	2,050	4	19	2,686	20	8.40 %
Julia Creek	-	-	-	-	-	-	-	-	
Kingaroy	86	130	16	197	-	-	343	6	1.26 %
Kowanyama	3	1	-	12	-	-	13	-	0.04 %
Landsborough	-	-	-	-	-	-	-	-	
Lockhart River	2	1	1	8	-	1	11	-	0.03 %
Longreach	5	3	-	9	-	-	12	-	0.07 %
Mackay	161	137	11	328	3	-	479	-	2.36 %
Mareeba	29	30	6	60	-	-	96	-	0.43 %
Maroochydo	203	178	19	397	-	-	594	4	2.98 %
Maryborough	89	89	8	294	-	-	391	5	1.31 %

Mer Island	-	-	-	-	-	-	-	-	
Millmerran	-	-	-	-	-	-	-	-	
Mitchell	-	-	-	-	-	-	-	-	
Moa island	-	-	-	-	-	-	-	-	
Monto	-	-	-	-	-	-	-	-	
Moranbah	-	-	-	-	-	-	-	-	
Mornington Island	-	-	-	-	-	-	-	-	
Mossman	13	15	2	22	-	-	39	1	0.19 %
Mount Garnet	-	-	-	-	-	-	-	-	
Mount Isa	137	124	11	244	-	2	381	12	2.01 %
Murgon	4	28	-	85	-	-	113	-	0.06 %
Nambour	-	-	-	-	-	-	-	-	
Nanango	-	-	-	-	-	-	-	-	
Noosa	-	-	-	-	-	-	-	-	
Normanton	1	1	-	8	-	-	9	-	0.01 %
Oakey	5	5	-	-	-	-	5	-	0.07 %
Palm Island	6	5	-	15	-	-	20	-	0.09 %
Pine Rivers	189	268	30	732	-	-	1,030	14	2.78 %
Pittsworth	-	-	-	-	-	-	-	-	
Pomona	-	-	-	-	-	-	-	-	
Pompuraaw	2	-	-	12	-	-	12	-	0.03 %
Proserpine	18	15	-	13	-	-	28	2	0.26 %
Quilpie	-	-	-	-	-	-	-	-	
Redcliffe	88	151	14	350	-	2	517	1	1.29 %
Richlands	8	8	-	-	-	-	8	-	0.12 %
Richmond	-	-	-	-	-	-	-	-	
Rockhampton	395	388	30	1,203	1	5	1,627	5	5.80 %
Roma	19	11	-	70	-	-	81	-	0.28 %
Saibai Island	-	-	-	-	-	-	-	-	
Sandgate	4	4	-	-	-	-	4	-	0.06 %
Sarina	-	-	-	-	-	-	-	-	
Southport	459	445	36	877	1	8	1,367	21	6.74 %
Springsure	-	-	-	-	-	-	-	-	
St.George	4	4	-	13	-	-	17	1	0.06 %
Stanthorpe	21	15	-	32	-	-	47	-	0.31 %
Tambo	-	-	-	-	-	-	-	-	

Taroom	-	-	-	-	-	-	-	-	
Thursday Island	-	-	-	-	-	-	-	-	
Toogoolawah	-	-	-	-	-	-	-	-	
Toowoomba	297	299	34	748	-	6	1,087	7	4.36 %
Townsville	537	493	69	1,336	4	13	1,915	12	7.89 %
Tully	8	9	4	10	-	-	23	-	0.12 %
Warraber Island	-	-	-	-	-	-	-	-	
Warwick	30	24	3	132	-	-	159	4	0.44 %
Weipa	3	3	3	44	-	3	53	-	0.04 %
Winton	-	-	-	-	-	-	-	-	
Woorabinda	-	-	-	-	-	-	-	-	
Wujal Wujal	-	-	-	-	-	-	-	-	
Wynnum	24	25	5	129	2	-	161	-	0.35 %
Yam Island	-	-	-	-	-	-	-	-	
Yarrabah	-	-	-	-	-	-	-	-	
Yeppoon	-	-	-	-	-	-	-	-	
Yorke Island	-	-	-	-	-	-	-	-	
<b>TOTAL</b>	<b>6,810</b>	<b>6,663</b>	<b>741</b>	<b>19,083</b>	<b>33</b>	<b>133</b>	<b>26,653</b>	<b>227</b>	<b>100.0 0%</b>



# Magistrates Courts Locations and Circuits

