

Public Accounts and Estimates Committee 2024-25 Financial Performance and Outcomes Hearing

Department:	Court Services Victoria
Witness:	Ms Louise Anderson
Committee Member:	Richard Welch
Page of Transcript:	8

Relevant text (from transcript):

Richard WELCH: There were 47 critical asset maintenance projects to mitigate the risk of closure or major service delivery.

...

Richard WELCH: Would you be able to provide us a list of the projects, their time, cost and duration?

Louise ANDERSON: I can absolutely take that on notice.

Answer: [Please refer below to Table 1: CSV project completion 2024-25.](#)

Table 1: CSV project completion 2024-25

CSV QoN

	Project completion FY2024-25	Description	Start Date	End Date	Total project cost over various FYs (ex GST)
1	Sunshine Law Courts	Delivery of Specialist Family Violence Court Infrastructure (Safe waiting room & associated amenities)	Dec-22	Feb-25	\$4,859,000
2	Latrobe Valley Law Courts	Delivery of Specialist Family Violence Court Infrastructure (Safe waiting room & associated amenities)	Dec-22	Sep-24	\$5,159,000
3	Ringwood Law Courts	Delivery of Specialist Family Violence Court Infrastructure (Safe waiting room & associated amenities)	Dec-22	Apr-25	\$2,552,000
4	Melbourne Magistrates' Court**	Delivery of Specialist Family Violence Court Infrastructure (Safe waiting room & associated amenities) (Stage A - Level 1 / Stage B - Level 5)	May-23	Aug-24	\$6,999,575
5	Melbourne Magistrates' Court*	Delivery of Specialist Family Violence Court Infrastructure (Safe waiting room & associated amenities) (Stage C, Phase 1 - Custody Basement)	Aug-24	Dec-24	\$1,092,453
6	Melbourne Magistrates' Court**	Electrical and fire protection infrastrucure upgrades	May-23	Jul-24	\$7,698,155
7	Melbourne Magistrates' Court**	Public address system upgrade	May-24	Feb-25	\$60,132
8	Melbourne Magistrates' Court**	Security Upgrade & CCTV Stage upgrade	Aug-23	Jul-24	\$1,507,676
9	Supreme Court of Victoria**	Stormwater Rectification works	Jul-23	Aug-24	\$935,124
10	Latrobe Valley Law Courts	Installation of split system cooling infrastructure	Sep-24	Dec-24	\$124,498
11	Hamilton Law Court	Heating, Ventilation, and Air Conditioning (HVAC) upgrade	Aug-24	Oct-24	\$229,017
12	Wodonga Law Court	Wayfinding upgrade	Jul-21	Nov-24	\$83,938
13	Moorabbin Children's Court	Refurbishment of Children's Court area to improve functionality and amenity	Apr-22	Oct-24	\$3,499,315
14	Heidelberg Court Integrated Services Program (CISP)	Fitout of new office & client enegagement areas for the CISP	Apr-22	Oct-24	\$1,699,369
15	Broadmeadows Security Project (Stage 1)	Upgrade of security systems to meet new CSV security standards	Feb-23	Aug-24	\$489,165
16	Latrobe Security (Stage 1)	Upgrade of security systems to meet new CSV security standards	Feb-23	Aug-24	\$663,887
17	Moorabbin Justice Centre	Boiler Infrastructure upgrade	Feb-25	Mar-25	\$190,090
18	Mildura Law Courts	Fire Indicator Panel (FIP) upgrade	Feb-25	Mar-25	\$126,745
19	Bairnsdale Law Courts	Split A/C Infrastructure upgrade	Feb-25	Apr-25	\$7,666
20	Melbourne Magistrates' Court	Variable Air Volume (VAV) System upgrade	Feb-25	Apr-25	\$47,140
21	Heidelberg Law Courts	Sanitary and Sewer System Infrastructure upgrade - Investigation works	Feb-25	Apr-25	\$2,420
22	Warrnambool Law Courts	FIP upgrade	Feb-25	Apr-25	\$326,663
23	Werribee Law Courts	Boiler Infrastructure upgrade	Feb-25	May-25	\$41,061
24	Sunshine Law Courts	Preliminary Infrastructure Due Diligence	Feb-25	May-25	\$36,300
25	Supreme Court Victoria	Auto-door upgrade	Feb-25	May-25	\$82,661
26	Broadmeadows Law Court	Air-Handling System upgrade	Feb-25	May-25	\$66,328
27	Sunshine Law Court	Air-Handling System upgrade	Feb-25	May-25	\$15,948
28	Geelong Law Courts	Hot water pump, Chiller, Boiler, BMS Infrastructure uplift	Feb-25	May-25	\$222,473
29	Melbourne Magistrates' Court	Atrium Structural works	Feb-25	May-25	\$434,484
30	Hand Held Metal Detectors - Various Regional Courts	Deployment across various regional sites	Feb-25	May-25	\$34,738
31	Heidelberg Law Courts	Air-Handling Unit upgrade	Feb-25	May-25	\$4,500
32	Building Management System (BMS) Infrastructure upgrade across various courts	Review of BMS across Magistrates' Courts	Feb-25	May-25	\$102,675
33	Dromana Law Courts	Switchboard upgrade	Feb-25	May-25	\$26,501
34	Wangaratta Law Courts	FIP upgrade	Feb-25	May-25	\$115,318
35	Moorabbin Law Courts	HVAC System upgrade	Feb-25	Jun-25	\$11,400
36	Sale Law Courts	Condition Report on External Wall Structural replacement	Feb-25	Jun-25	\$33,466
37	Neighbourhood Justice Centre	Condition Report on Parapet Structural replacement	Feb-25	Jun-25	\$20,488
38	Melbourne Magistrates' Court	Custody Compliance Infrastructure uplift	Feb-25	Jun-25	\$63,390
39	Transaction Counter Upgrade - Designs: Various	Audit of all transaction counters across Magistrates Courts	Feb-25	Jun-25	\$122,500
40	Geelong Law Courts	Air Handling System upgrade	Feb-25	Jun-25	\$88,031
41	Sunshine Law Courts	Transaction Counter upgrades (3 x Magistrates' Court; 1 x Children's Court)	Feb-25	Jun-25	\$98,261
42	Broadmeadows Law Court	Design - FIP upgrade	Feb-25	Jun-25	\$63,520
43	Broadmeadows Law Court	Sanitary and Sewer System Infrastructure upgrade	Feb-25	Jun-25	\$81,746
44	Broadmeadows Law Court	Security Panel Infrastructre uplift	Feb-25	Jun-25	\$332,016
45	Melbourne Magistrates' Court	Hydraulic System upgrade	Feb-25	Jun-25	\$607,029
46	Magistrates' Court	Delivery & Installation of pagers and duress across all regional courts	Feb-25	Jun-25	\$459,692
47	Sunshine Law Courts	Automatic transfer switch (ATS) infrastructure upgrade - Stage 1	Feb-25	May-25	\$4,036

* This project is one stage of a larger project of work. Future stages of work are not yet complete.

** Project completion achieved in early 2024-25, following financial completion in 2023-24.

Received 4 December 2025

Department:	Court Services Victoria
Witness:	Ms Louise Anderson
Committee Member:	Richard Welch
Page of Transcript:	8-9

Relevant text (from transcript):

Richard WELCH: Within the questionnaire you had the opportunity to list five underperforming programs or ‘haven’t met expectations’ or any variation of those words. You have declined the opportunity to provide those. We are a bit surprised at that. Is it that you chose not to or you have none that are underperforming?

...

Louise ANDERSON: ...I will have to have a look. I am happy to come back to you on that.

Answer:

CSV’s previous response to this question of the Financial Performance and Outcomes Questionnaire (FPOQ) had included Budget Paper 3 output performance metrics that underperformed. Footnote two of the 2024-25 FPOQ template prohibited responses relating to performance measures.

In 2024-25, CSV continued to deliver a range of funded program initiatives with beneficial outcomes for the Victorian community, and none were identified as underperforming.

Department:	Court Services Victoria
Witness:	Ms Louise Anderson
Committee Member:	Richard Welch
Page of Transcript:	9

Relevant text (from transcript):

Richard WELCH: We have a couple of questions about the court fund. Way back in 2007 VAGO found that the court fund imposed an administrative burden on magistrates and senior registrars, up to a full day each week. How much time did it take in 2024–25 to manage that?

...

Richard WELCH: Do you know the amount of time that is being spent on it?

Louise ANDERSON: I do not, but again I can ask. Whether or not I will have a –

Richard WELCH: Could you? It is a relative figure for us, because obviously with delays in the courts we want them spending less time on that and more time on clearing cases, so we would like to know.

Louise ANDERSON: Yes. Thank you.

Answer:

In 2024-25, no judicial time was allocated to dealing with the Court Fund. Since the 2007 VAGO report, Court Fund processes have been thoroughly reviewed and are now handled by staff at each headquarter court and in a central committee. Both local and central court fund committees meet once a quarter.

Department:	Court Services Victoria
Witness:	Ms Louise Anderson
Committee Member:	Jade Benham
Page of Transcript:	9-10

Relevant text (from transcript):

Jade BENHAM: Well, one follow-up to that: how many people are in prison for longer than they need to be because of the court fund administration burden that magistrates are facing?

Louise ANDERSON: I think as I said, I am not really familiar with it, Ms Benham, so I will come back.

Answer:

None. Refer to previous answer.

Department:	Court Services Victoria
Witness:	Ms Louise Anderson
Committee Member:	Aiv Puglielli
Page of Transcript:	11

Relevant text (from transcript):

Aiv PUGLIELLI: Thank you, Chair. Good afternoon. Can I ask: since the March 2025 bail reforms were introduced, have additional judicial officers, registrars and support staff been hired across the justice courts in response to the increased remand workload?

...

Aiv PUGLIELLI: For the staff you were talking about just before, can you provide the committee with a more exhaustive list, even on notice if possible?

Louise ANDERSON: Sure. Yes, of course.

Answer:

Funding for additional support staff did not commence in the 2024-25 financial year. Accordingly, no additional staff were hired in 2024-25, though existing staff supported a range of operational changes to mitigate the impacts of increased bail-related applications following legislative change.

Changes included the Magistrates' Court launching a pilot program, the Intensive Case Management List (ICML) in May 2025 to facilitate timely resolution of matters, identify issues in dispute and reduce adjournments and delay.

Department:	Court Services Victoria
Witness:	Ms Louise Anderson
Committee Member:	Aiv Puglielli
Page of Transcript:	11

Relevant text (from transcript):

Aiv PUGLIELLI: Are you able to provide the committee, for the budget period, with the total number of overtime hours worked for the justice courts?

Louise ANDERSON: I will take that on notice. I am not sure if our records are as accessible as they ought be, but I will take it on notice.

Aiv PUGLIELLI: Thank you. And if you are looking for that, it would be good to compare that to the previous budget period if that is possible. Thank you. And in line with those overtime hours, what would those costs represent to the justice courts – potentially on notice also?

Louise ANDERSON: Yes.

Answer:

The Magistrates' Court employs staff on a rotating shift basis to service the Bail and Remand Court. This shift work is part of the core conditions of their employment. Overtime hours may be offered where required and staff are remunerated accordingly. CSV is not able to readily provide the amount of overtime paid in 2024-25 without a manual process of extraction.

The Weekend Online Remand Court (WORC) operating model involves dedicated rostering of judiciary and registry staff on weekends and public holidays to facilitate service delivery. These staff are not paid an overtime allowance or penalties, with salaries paid out of the program's annual funding allowance.

A dedicated Koori Support Service is not funded for young people on remand participating in WORC hearings, therefore existing Koori Support Coordinators are rostered 'on call' to provide tailored cultural support to Aboriginal young people in custody appearing in WORC. In 2024-25, \$5,522 in overtime was paid for Koori support in WORC.

Department:	Court Services Victoria
Witness:	Ms Louise Anderson
Committee Member:	Aiv Puglielli
Page of Transcript:	12

Relevant text (from transcript):

Aiv PUGLIELLI: Okay. Can you tell the committee what proportion of bail applications for the budget period were unrepresented?

Louise ANDERSON: I do not have that data, and I am not sure it will be readily available. Again, I can take it on notice.

Aiv PUGLIELLI: Thank you. That is much appreciated, and it would be good to know if that has changed since the introduction of these reforms.

Answer:

Supreme Court response: In 2024-25 there were no bail applications with applicants unrepresented in the Supreme Court.

Magistrates' Court response: The Court's current case management system, Courtlink, does not capture representation information in a way that can be reliably extracted.

Children's Court response: All young people in the Children's Court are represented in bail applications, consistent with section 525 of the *Children Youth and Families Act 2005*.

Department:	Court Services Victoria
Witness:	Ms Louise Anderson
Committee Member:	Aiv Puglielli
Page of Transcript:	12

Relevant text (from transcript):

Aiv PUGLIELLI: Okay. Are you able to provide the committee with the number of matters, for the budget period, for the justice courts that were adjourned part heard?

Louise ANDERSON: Again, that is not data that court services holds; that is data that the court holds, and I can inquire about it if I may. I will take the question on notice, but I may not be in a position to respond.

Answer:

Supreme Court response: This is not a metric that the Supreme Court collects as it does not have particular significance. For example, criminal trials are multi-day hearings that are adjourned part-heard at the end of each day to the next sitting day.

Magistrates' Court response: Extracting all listings to determine the number of cases marked as part heard in 2024-25 would be a complex task. Instead, an end-of-year proportion is provided along with a year-on-year comparison.

At 30 June 2025, 8 per cent of criminal pending matters were marked as part heard, representing an increase from 5 per cent, as recorded on 30 June 2024.

In 2024-25, additional Assessment and Referral Court (ARC) sites were established. Due to the nature of these lists and the governing legislation, they typically result in an increase in part-heard matters. The Intensive Case Management List also commenced in 2024-25. Its design involves proactive case management by magistrates, which has also contributed to the proportion of part-heard matters.

Children's Court response: The Children's Court does not hold this specific data.