



# **OFFICE OF CRIMINAL INJURIES COMPENSATION**

DEPARTMENT OF JUSTICE

WESTERN AUSTRALIA

---

**Chief Assessor's Report**  
**2018 / 2019**

---



## CRIMINAL INJURIES COMPENSATION

The Honourable John Quigley, MLA  
Attorney General of Western Australia  
5<sup>th</sup> Floor, Dumas House  
2 Havelock Street  
WEST PERTH WA 6000

Dear Attorney General

### **STATUTORY REPORT - CRIMINAL INJURIES COMPENSATION 2018/19**

Pursuant to section 62 of the *Criminal Injuries Compensation Act 2003* I submit my report on the operation of the Office of Criminal Injuries Compensation for the year ending 30 June 2019.

Yours faithfully

*C. Holyoak-Roberts*

**C Holyoak-Roberts**  
**CHIEF ASSESSOR OF CRIMINAL INJURIES COMPENSATION**

27 September 2019

## CONTENTS

OVERVIEW.....	4
STATISTICAL PROFILE.....	6
APPLICATIONS RECEIVED.....	7
CLAIMS FINALISED.....	7
NATURE OF OFFENCES.....	8
GENDER OF APPLICANTS.....	10
MONETARY RANGE OF AWARDS.....	10
INTERIM PAYMENTS.....	11
PRIMARY AND SECONDARY VICTIMS.....	11
FUNERAL EXPENSES.....	12
LEGAL REPRESENTATION.....	12
APPEALS.....	12
REASONS FOR REFUSALS.....	13
REDUCTIONS FOR CONTRIBUTION.....	14
FUTURE PAYMENTS PROVISION.....	14
PERFORMANCE MEASURES.....	15
ASSESSMENT TIME.....	16
OUTSTANDING APPLICATIONS.....	16
PROVISION OF REASONS.....	17
RECOVERY OF DEBT.....	17
FAMILY AND DOMESTIC VIOLENCE.....	18
NATIONAL REDRESS SCHEME.....	21
COMMUNITY SERVICE.....	21
THE YEAR AHEAD.....	21
ACKNOWLEDGEMENTS.....	21

## OVERVIEW

Currently located at Level 12, International House, 26 St Georges Terrace, Perth, the Office of Criminal Injuries Compensation (OCIC), is established pursuant to the *Criminal Injuries Compensation Act 2003* (the Act). The OCIC is a specialist tribunal providing a flexible, informal and responsive approach to determining applications for compensation by victims of crime, acting in an informal and expeditious manner. The tribunal consists of the Chief Assessor and 3 Assessors together with case managers, recoveries officers and clerical staff. To qualify for appointment, the Chief Assessor any Assessors are required to be an Australian Lawyer of at least 8 years' legal experience. Most applications are determined on the papers in a non-adversarial fashion, without the need for a hearing. Assessors are not bound by the rules of evidence in assessing applications and have inquisitorial powers to inform themselves in any manner they see fit.

Applicants can claim compensation for injuries and some losses suffered as a consequence of an offence or alleged offence. Compensation can be awarded for bodily harm, mental and nervous shock and pregnancy and includes pain and suffering and loss of enjoyment of life. The maximum amount payable is \$75,000.00 for an offence committed in Western Australia after 1 January 2004, and lesser amounts for offences prior to that. Where there are multiple offences or alleged offences perpetrated by the same offender over a period of time, an applicant can be entitled to a maximum of \$150,000.00.

Interim payments of up to \$2,250.00 can be made for medical reports or treatment costs which can facilitate the applicant accessing urgent treatment. Interim payments are also available for funeral expenses which are paid in full if reasonable and can be done on an urgent basis.

Priority is given to applicants over the age of 70 years and secondary victims of offences where the offence caused the death of the primary victim.

The OCIC supports victims of crime by determining claims for compensation and providing financial assistance to:

1. Acknowledge their pain and suffering by a lump sum payment; and
2. Provide for some losses including loss of income, the cost of reports, some personal items damaged in the commission of the offence and treatment expenses.

The OCIC has undergone a number of changes in the 2018/2019 year. Chief Assessor Helen Porter retired after many years of exemplary service to victims of crime in Western Australia and a new Chief Assessor appointed. The addition of a fourth Assessor occurred in May 2019 with additional support staff to follow. The effectiveness of the OCIC's case management system, ICMS, was reviewed resulting in a number of recommendations to be implemented in the coming year to assist with and improve service delivery to victims of crime in Western Australia. This year also saw the implementation of the National Redress Scheme in response to the Royal Commission into Institutional Responses to Child Sexual Abuse with the former Chief Assessor and Assessors providing valuable input regarding the practicalities of the interaction between National Redress legislation and the Act.

The data contained in this annual report is based on the most accurate statistics obtained at the time of preparation of the report from ICMS. The ICMS system is a live data capture system which means data may change from time to time, depending upon data entry processes and delays. The OCIC has identified some data entry delays which have been rectified by the improvement of processes and procedures to best capture and record live data.

In addition to its core business areas of awards and recoveries, the OCIC has continued to have an active role in the provision of information relevant to applicants for National Redress, responding to a large number of requests for information from the Office of the Commissioner for Victims of Crime which co-ordinates the provision of information to the Commonwealth body.

## GUIDING PRINCIPLES

The OCIC has adopted the following guiding principles in processing applications for compensation:

- a) Treat a victim with courtesy, compassion and respect for the victim's dignity in light of the experience he/she has undergone;
- b) Inform the victim of the processes and procedures for claiming criminal injuries compensation and allow the victim to engage in those processes by providing information to the assessor;
- c) Minimise re-traumatisation and the prospect of the victim re-engaging with the offender;
- d) Minimise duplication of information, materials and/or paperwork in order to claim compensation, increasing and improving access to the services provided by the OCIC;
- e) Provide adequate compensation for injury and loss, assessed having regard to all of the above and in accordance with recognised principles of law;
- f) Provide consistent, predictable outcomes for applicants; and
- g) Provide outcomes in a timely manner consistent with the need of the Assessor to be fully informed in order to reach reliable and appropriate decisions professionally and efficiently.

## **WHO CAN APPLY**

Assessors can award compensation under the Act to any person who has suffered injury as a consequence of an offence or alleged offence. The offence may be proved by a conviction in a criminal court or if an alleged offender has not been charged or the case not completed in court the Assessor may make and award if they are satisfied an offence has occurred. Payments can be made to primary victims, that is, those victims injured as direct result of the offence and in certain circumstances to secondary victims who were present when or immediately after the offence was committed or who qualify as close relatives of the injured or deceased victim.

## **THE APPLICATION PROCESS**

Applications are currently received in paper form or by email using the OCIC's application form, available at [https://courts.justice.wa.gov.au/files/criminal\\_injuries\\_compensation.pdf](https://courts.justice.wa.gov.au/files/criminal_injuries_compensation.pdf). There is no fee payable to make an application to the OCIC. Applications ought to be lodged within 3 years of the offence though in some circumstances Assessors can extend this timeframe. Applications should be lodged with supporting documents, including medical and other health professional reports, evidence of any losses (such as loss of wages or costs incurred in treatment), a statement of circumstances of the incident and a victim impact statement.

Once the application is received, the Senior Case Manager will allocate it to a Case Manager who will review it and pass it to the Assessor. The Assessor may reject the application for a variety of reasons. Alternatively, the Assessor may accept the application in which case information requests will be made about the incident and prosecution (if there was one) to help determine whether an offence has occurred. They also may be made for other information, such as medical and hospital notes, depending on the application. Almost all claims are determined on the material provided to or obtained by the Assessor.

The process of case management and assessment takes time, which varies according to the complexity of the application and workload within the OCIC. Finalisation of applications is delayed if the Assessor is awaiting the outcome of a criminal investigation or prosecution, required to make further inquiries about the incident, the injury or losses, if the Assessor determines a hearing is required or if there is a delay in the applicant providing information to the OCIC or responding to inquiries by the Assessor. Processing times for the 2019 year are identified in this report.

## **STAFF**

The team at the OCIC consists of a full time Chief Assessor, 3 full time Assessors and 17.7 full time equivalent administrative (FTE) employees, including staff working on recovery of compensation payments from convicted offenders (the Recoveries Office). At the conclusion of the 2018/2019 financial year, the OCIC is expecting the imminent commencement of two additional administrative employees to support the fourth Assessor.

## **KEY DATA FOR 2019**

3,626 new applications for compensation were received.

2,753 applications were accepted for processing, an increase of 4.3%.

2,373 applications were finalised, an increase of 12.8%.

1,829 awards were made to a total value of \$32,544,128.00, an increase of 19.9%.

The average award was \$17,845.00.

345 applications were refused.

11 hearings were held into applications for compensation.

The caseload increased by 123 to 4,311 applications on hand, an increase of 2.9%.

\$1,637,055.00 of debt owed to the State was recovered, an increase of 5.0%.

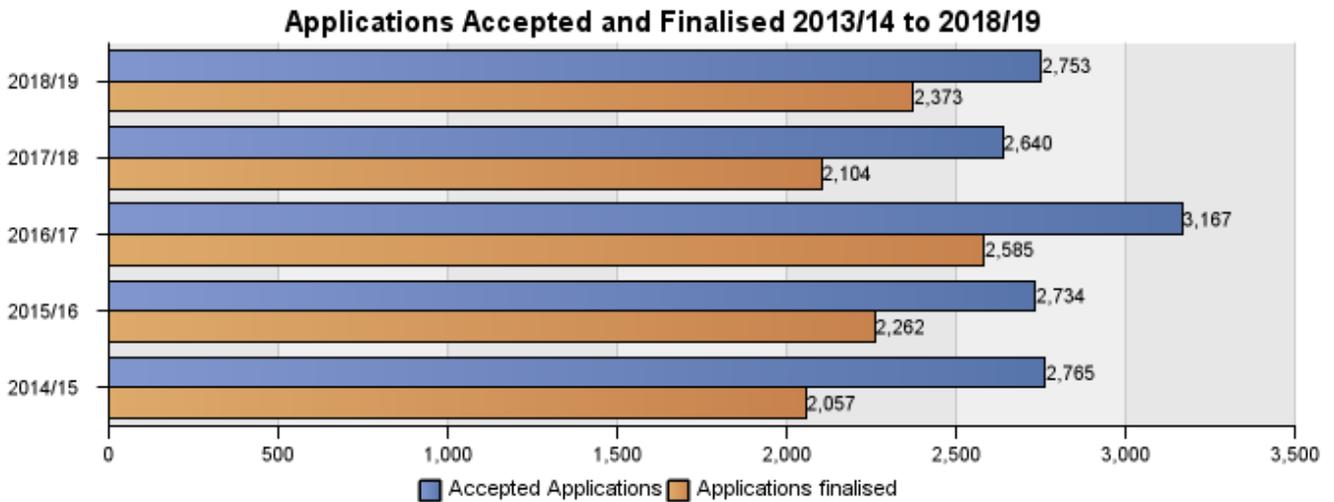
1211 finalised applications arose from offences involving family and domestic violence, being 51.0% of the finalised applications.

## STATISTICAL PROFILE

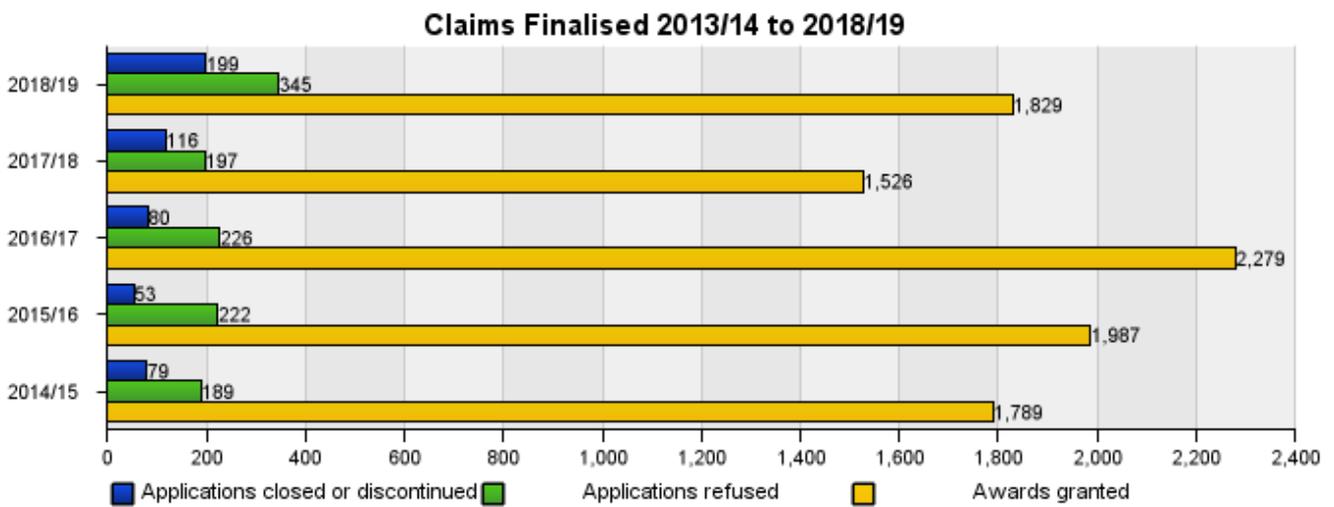
	2014/15	2015/16	2016/17	2017/18	2018/19
New Applications Received	2,700	2,769	3,189	3,173	3,626
Accepted Applications	2,765	2,734	3,167	2,640	2,753
Rejected Applications	687	707	762	463	873
Resubmitted Applications	490	557	699	279	55
Awards granted	1,789	1,987	2,279	1,526	1,829
Applications refused	189	222	226	177	345
Applications closed or discontinued	79	53	80	116	199
Applications outstanding at 30 June	2,261	2,731	3,313	4,188	4,311

## NEW APPLICATIONS ACCEPTED AND APPLICATIONS FINALISED

During 2018/19, 2,753 new applications were accepted for processing, 113 more than in the previous year. In 2019, 2,373 applications were finalised, an increase of 269 from the previous year where 2,104 applications were finalised. The case load increased this year by 123 applications. There has been a significant decrease in resubmitted applications, from 279 in 2018 to 55 in 2019. This is largely due to a change in processes as a result of the implementation of ICMS with fewer applications rejected as a result of the ability of the OCIC to access court information through ICMS and the OCIC providing greater direction on how applications ought to be submitted in line with ICMS processes.

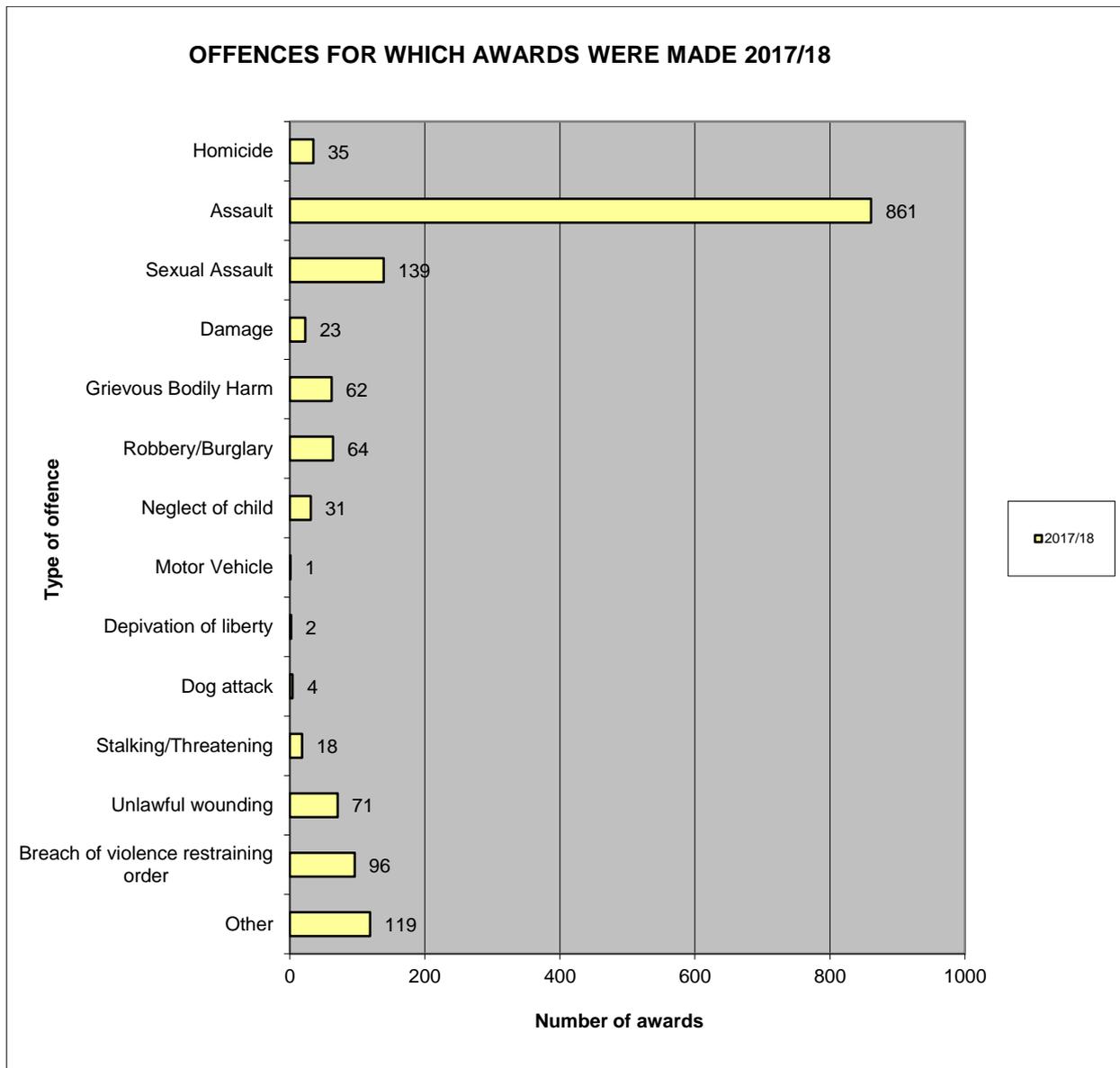


## CLAIMS FINALISED

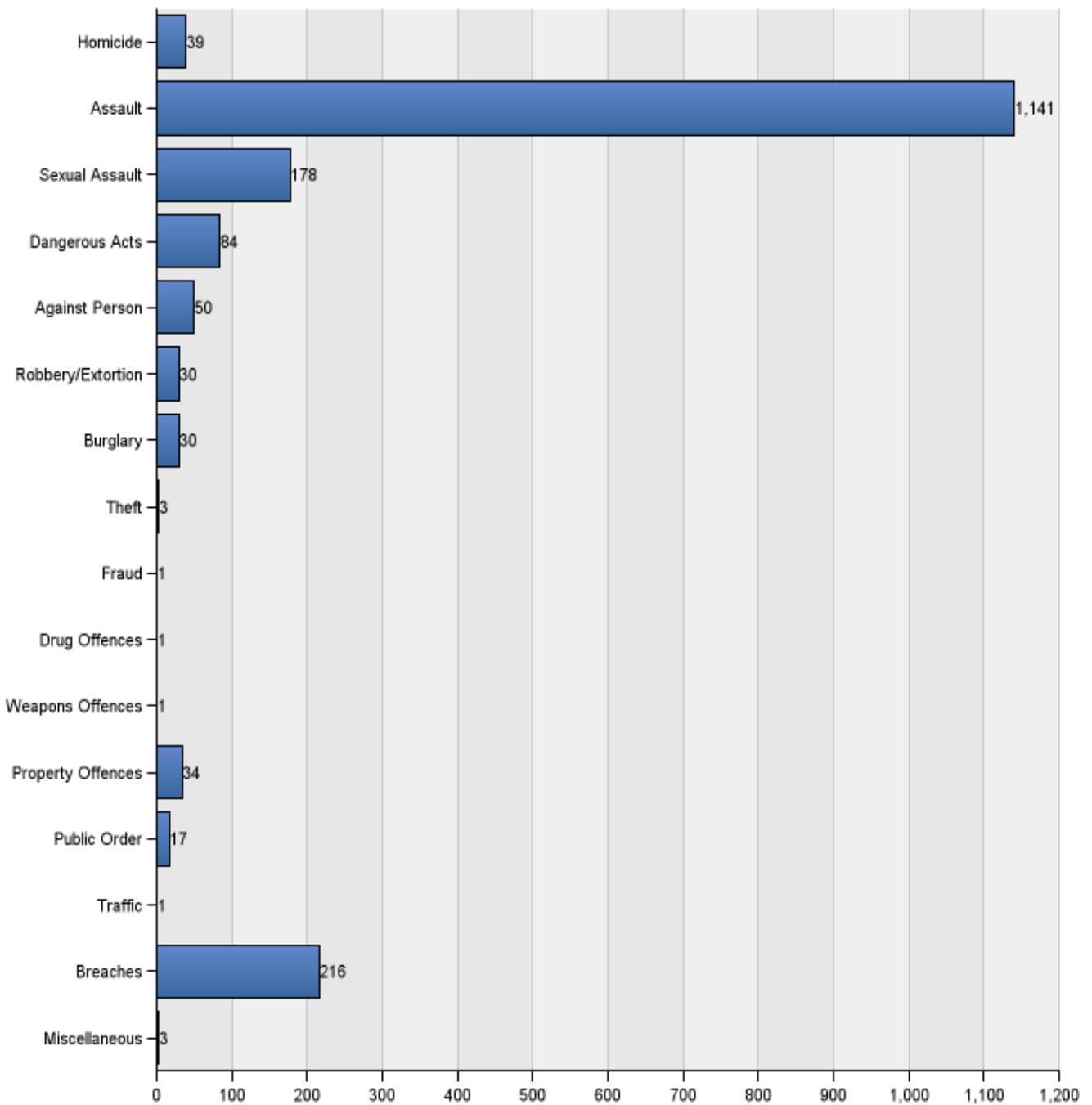


## NATURE OF OFFENCES INVOLVED

The chart below illustrates the types of offences for which awards were made in 2017/18 and 2018/19. The variation in the reporting of the types of offences between these two years arises from the implementation of ICMS whereby a greater and more specific range of offence types was available for staff to allocate to any particular matter in the 2018/19 year. Assaults, however continue to account for the greatest offence type for which applications are made in any given year.

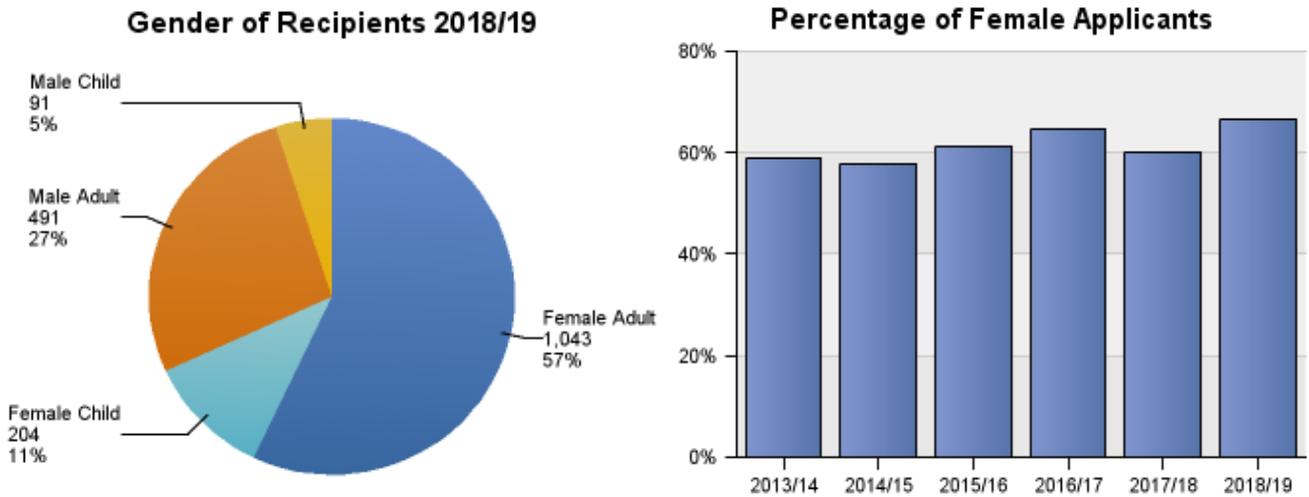


### Offences for which awards were made 2018/19



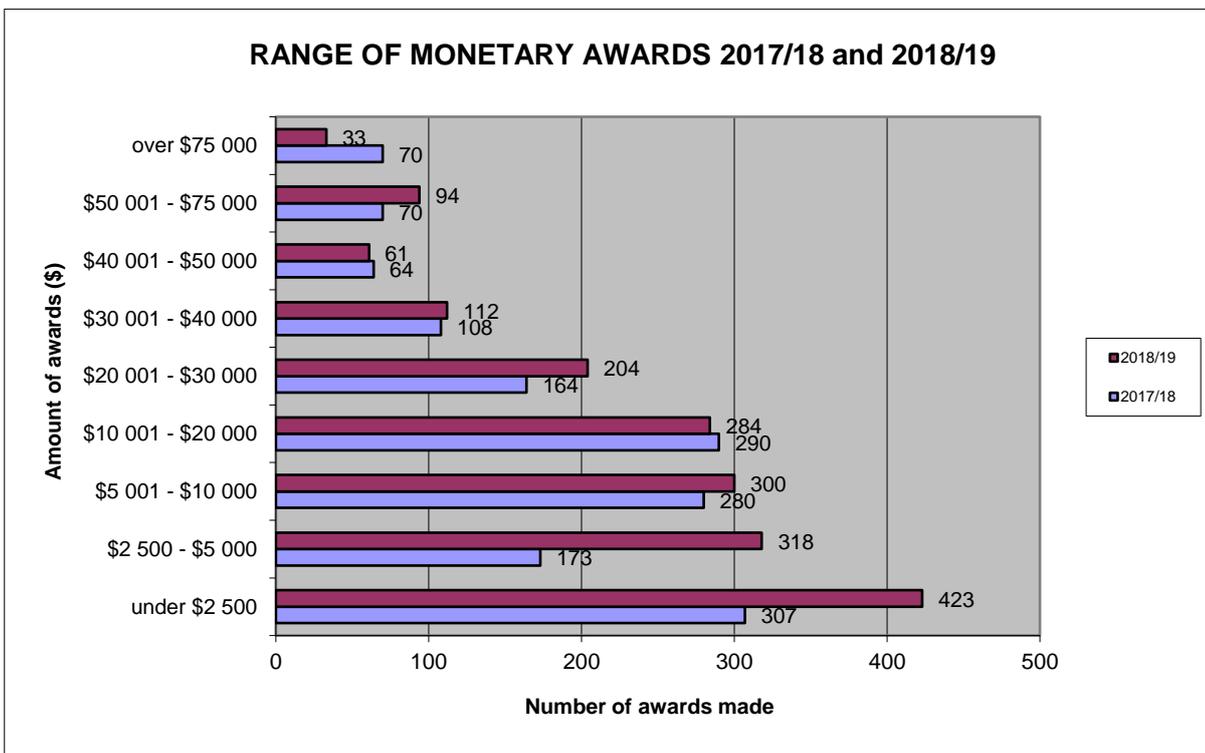
## GENDER OF APPLICANTS TO WHOM AWARDS WERE MADE

The following chart shows the gender of persons to whom awards were made and the number of adults and children involved. Overall, 32% of recipients were male and 68% female, an increase in the number of female applicants from the previous year.



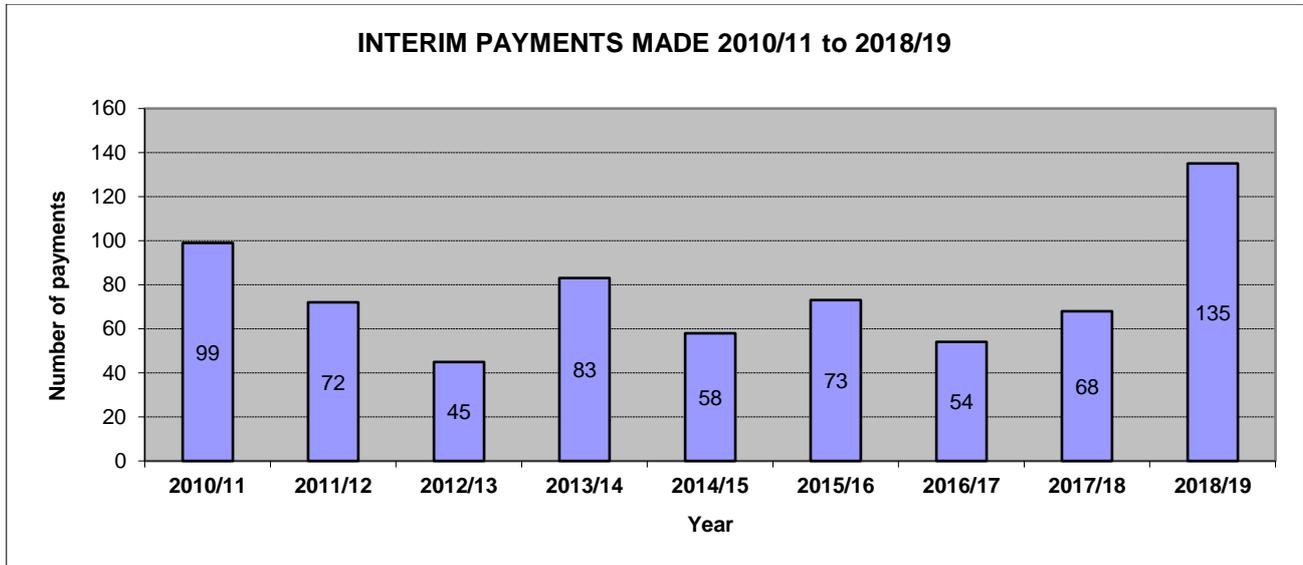
## RANGE OF AWARDS MADE

The chart below illustrates the monetary range of awards made, with a comparison between 2017/18 and 2018/19. The fact the significant majority of applicants are compensated at a figure below the available maximum indicates the scheme continues to adequately compensate the majority of applicants. In some cases, applicants received an award over \$75,000.00. This occurred in circumstances where the applicant was the victim of multiple offences by the same offender in which case the applicant was entitled to up to twice the maximum.



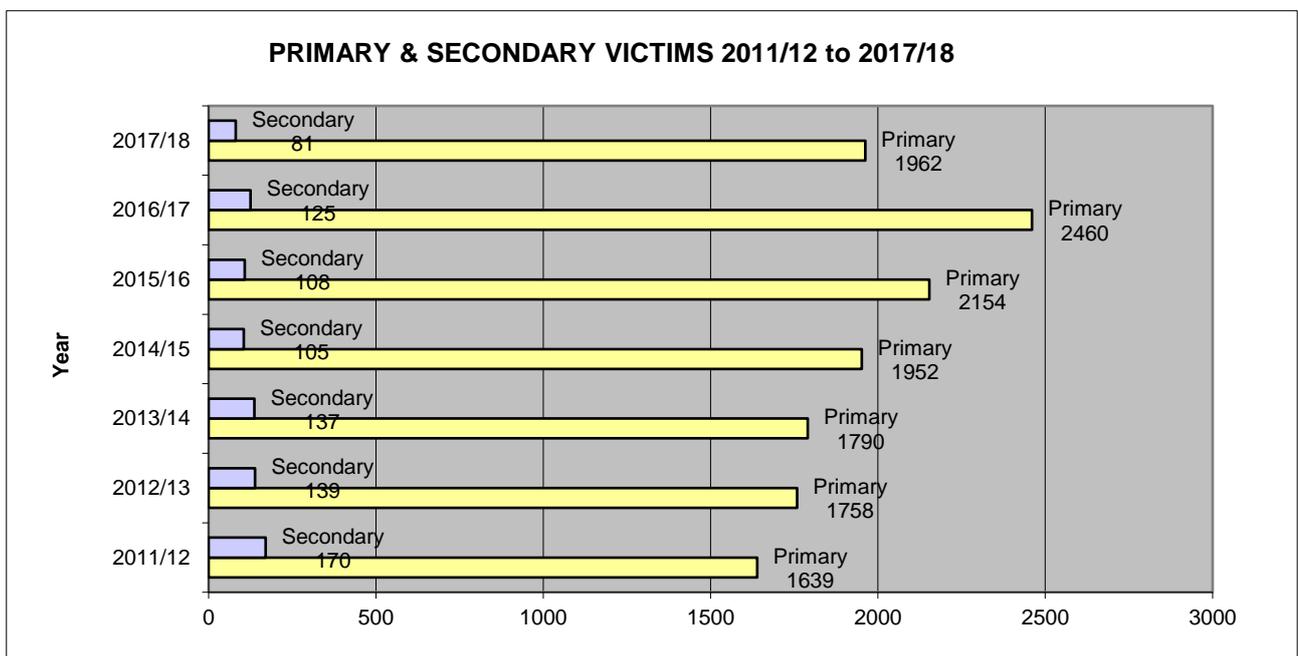
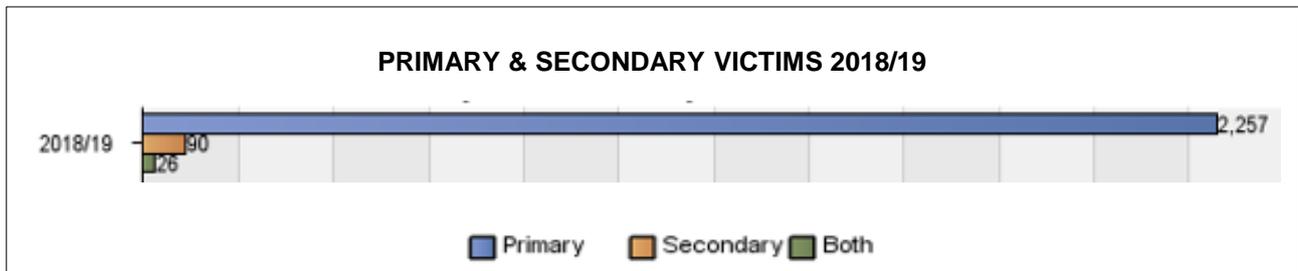
## INTERIM PAYMENTS

An Assessor may authorise an interim payment before the finalisation of a claim, to a maximum of \$2,250.00 for expenses incurred as a consequence of a death or injury. The table below shows the number of applicants to whom interim payments were made.



## PRIMARY & SECONDARY VICTIMS

As a result of the introduction of ICMS, it is now possible to identify an applicant as being both a primary and secondary victim and as such, this is now able to be reported. Applications continue to be received from mostly primary victims and in a small number of cases, the victim is both a primary and secondary victim. The below data reflects the number of primary, secondary or both victims of the applications finalised.



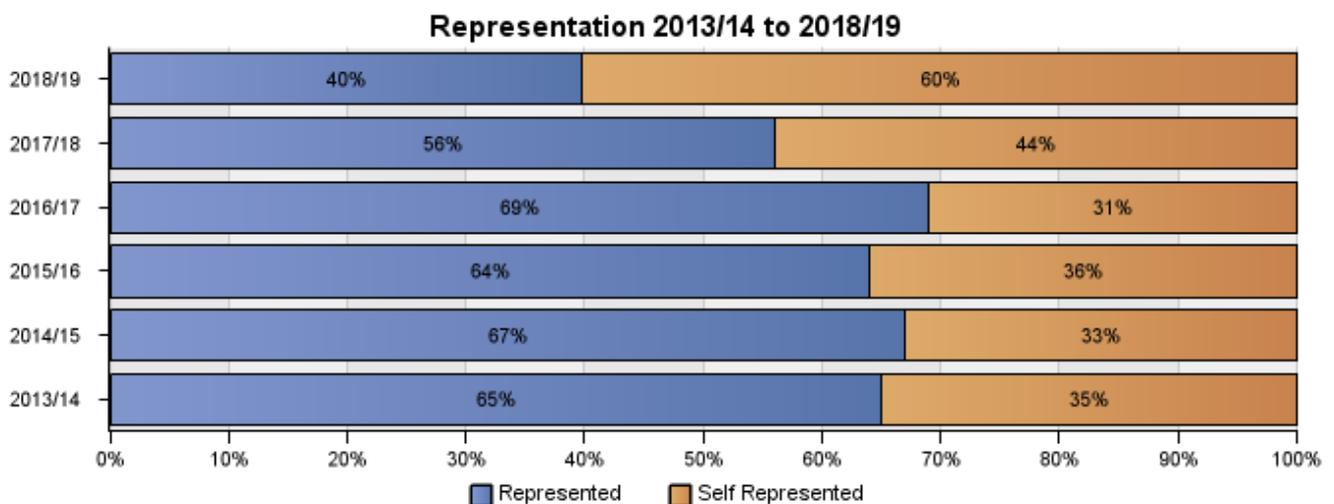
## FUNERAL EXPENSES

In 2017/18 the OCIC received 40 applications arising from a homicide, and in 2018/19 there were 73 applications. In 2017/18, 8 applications for compensation for funeral expenses were received and compensation totalling \$82,160.88 was paid, at an average of \$10,270 per claim. In 2018/19 there were 10 claims for compensation for funeral expenses and compensation totalling \$102,704.00 was paid, at an average of \$10,270.40 per claim.

Compensation for funeral expenses can only be awarded to a close relative of the deceased victim. The OCIC received applications for funeral expenses in some instances where the funeral expenses were paid by someone other than a close relative who were not eligible for compensation. For deaths which occurred after 1 January 2018, the Homicide Funeral Assistance Scheme was implemented. Administered by the Office of the Commissioner for Victims of Crime, it provides an avenue for people to apply for financial assistance towards the cost of a funeral where the cause of death is defined under the Criminal Code as murder, manslaughter or unlawful assault causing death, without the requirement for the person who incurred the cost to be a close relative as is a requirement for eligibility when applying to the OCIC.

## REPRESENTATION

The last 12 months has seen a reduction in the proportion of applicants having legal representation, with 40% of applicants being represented, compared to 56% in the previous year. Due to the high number of unrepresented applicants, the OCIC therefore, will continue to ensure access to claiming compensation remains uncomplicated and practical.



## APPEALS

40 appeals, representing 1.7% of applications finalised in 2019, were lodged with the District Court following the determination of a compensation application. 22 appeals were finalised and of these 9 were successful, 2 were unsuccessful, 0 were abandoned and 11 were discontinued.

## REFUSALS

Awards were refused on 368 applications, for the reasons detailed below. Of these refusals, 216 (76.1%) relate to matters involving allegations of family and domestic violence. This represents an increase in the percentage of refusals relating to family and domestic violence from 40.9% in the previous year.

Section of Act	No of Refusals	Family and Domestic Violence Matters Refused	Reason for Refusal
No Jurisdiction	7	0	No Jurisdiction
Section 10(1)	5	0	Death of person entitled to compensation ends entitlement
Section 12(1)	8	2	Proved offence
Section 13(2)	19	4	Alleged offence: acquittal
Section 16(2)	9	8	Alleged offence: charge not determined
Section 17(2)	132	114	Alleged offence: no person charged
Section 17(3)	1	1	Alleged offence: no person charged - Personal representative of the deceased
Section 17(5)	2	1	Alleged offence: no person charged - Not criminally responsible
Section 21(1)	2	0	Applicant may be required to enforce other remedies
Section 35(2)(a)	4	2	Mental and nervous shock, compensation for limited to certain persons - Bodily harm/Pregnancy
Section 35(2)(c)	9	3	Mental and nervous shock, compensation for limited to certain persons - Victim personally present
Section 35(2)(e)	5	0	Mental and nervous shock, compensation for limited to certain persons - Victim close relative and living with
Section 35(3)	1	1	Mental and nervous shock, compensation for limited to certain persons - Victim committing offence
Section 36	2	1	No award if compensation likely to benefit offender
Section 37	8	1	No award if injury is from motor vehicle in certain cases
Section 38	37	26	No award if applicant did not assist investigators
Section 39(1)	36	8	No award if victim was engaged in criminal conduct
Section 39(2)	3	0	No award if victim was engaged in criminal conduct - Personal representative of the deceased
Section 40(2)	7	3	No award if compensation already awarded or refused
Section 41	3	1	Behaviour etc. of victim to be considered
Section 42(2)	12	3	Insurance payments etc. to be deducted from award - Loss
Section 42(3)	2	0	Insurance payments etc. to be deducted from award - Injury or loss
Section 42(4)	1	0	Insurance payments etc. to be deducted from award - Injury or loss Personal representative of the deceased
Section 9(2)*	53	37	Time limit for making compensation application

\*An extension of time was granted on 139 applications.

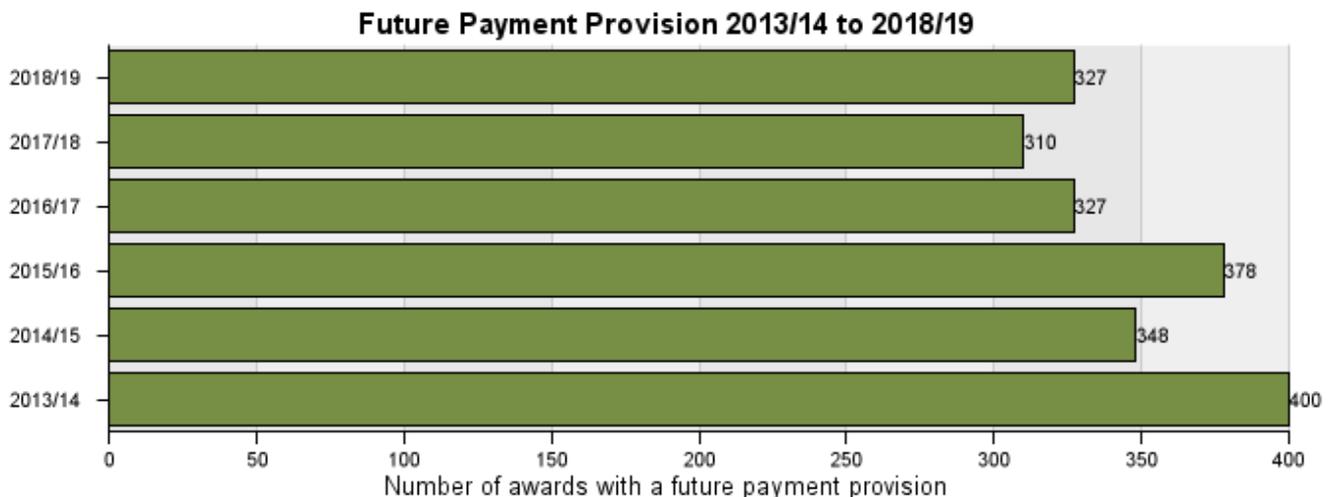
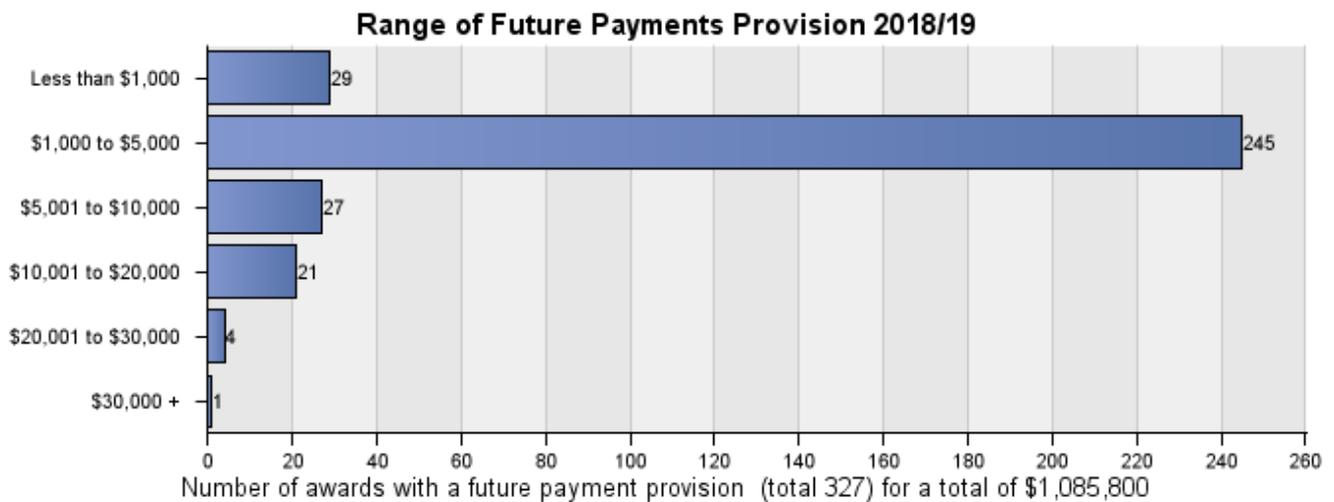
## REDUCTIONS TO AWARDS FOR CONTRIBUTION

Section 41 of the Act requires regard be had to “any behaviour, condition, attitude, or disposition of the victim that contributed, directly or indirectly, to the victim’s injury or death”, and authorises the Assessor to refuse or reduce the award. Reductions for contributory behaviour, ranging from 10% to 50%, were made in 10 awards during 2018/19. Of these, 4 awards were reduced by 20% or less and 6 awards were reduced by over 20%. No application was refused for contributory behaviour. Two of the applications on which a reduction was made for contributory behaviour involved family and domestic violence.

## FUTURE PAYMENTS PROVISION

As part of an award, an Assessor may make provision for future treatment costs, which can be claimed by the applicant when relevant costs are incurred within 10 years of finalisation of the application. Pursuant to section 48 of the Act, payment is not made until expenses have been incurred and any available Medicare or private health insurance rebate has been claimed. Payment may only be authorised by an Assessor if the expense was incurred before the expiry of 10 years after the date of the award or after the date the applicant reached 18 years of age, whichever is the later. The amendment to the Act which introduced the 10 year limit on claims against a future treatment provision came into effect on 31 July 2008, and therefore began to have an effect on entitlement to claim from 31 July 2018.

In 2018/19 provision was made in 327 awards for future treatment expenses totalling \$1,085,491.00, increasing the total provision made under the Act since 1 July 2004 to \$16,377,711.00. Of this, \$262,291.00 was paid out in 2018/19 bringing the total paid since the commencement of the Act on 1 July 2004 to \$2,937,693.20.



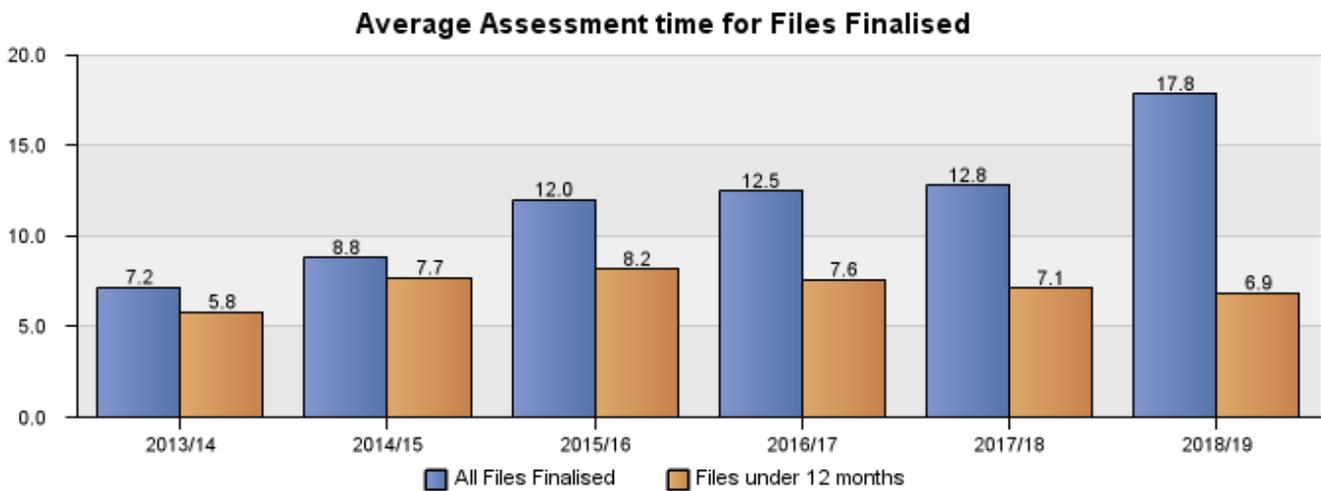
## PERFORMANCE MEASURES

Of the 4,311 cases on hand, 2,127 (approximately 50%) have been with the OCIC for more than 52 weeks, an increase of 555 from to the 2018 performance measures. The increase is largely due to a change in data entry processes. Prior to ICMS, an application's processing time commenced when a file number was allocated as part of the lodgement process, with the date of lodgement recorded as the date the file number was allocated. Since the introduction of ICMS, the file number is allocated when the application is lodged into ICMS but the date of lodgement is recorded as the date the application was received by the OCIC and not the date it was lodged in ICMS. This means, the period of delay between when the application was received by the OCIC and the date it was lodged into ICMS is counted in the processing time whereas pre ICMS it was not. Due to workload pressures, there has been a delay between receipt of the application and lodgement. The OCIC has introduced procedures and processes to reduce processing times and the number of applications processed at more than 52 weeks.

	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Annual
Lodgements Accepted	814	929	404	606	2,753
New Applications	949	1,144	637	896	3,626
Finalisations	489	522	655	707	2,373
39 weeks and less	53	81	80	73	287
39 to 52 weeks	37	44	25	53	159
More than 52 weeks	399	397	550	581	1,927
Listings matters heard	1	0	6	4	11
Cases on hand	4,896	5,337	5,043	4,311	4,311
39 weeks and less	2,315	2,688	2,291	1,492	1,492
39 to 52 weeks	692	491	682	692	692
More than 52 weeks	1,889	2,158	2,070	2,127	2,127
Applications New and Resubmitted	971	1,157	652	901	3,681
Applications Rejected	135	215	233	290	873
Applications Resubmitted	22	13	15	5	55

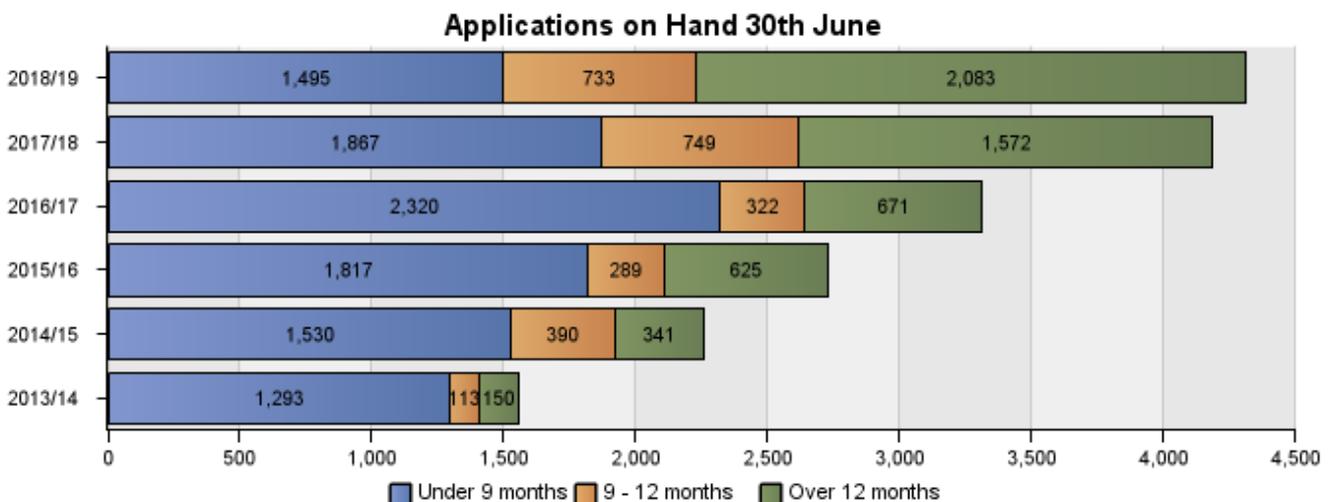
## ASSESSMENT TIME

The calculation of the average time taken to finalise an application has in the past been made based only on those applications finalised *in less than 12 months from receipt*. This assumption reflected the likelihood that, in cases which take more than 12 months to finalise, the delay is usually caused by external factors such as ongoing treatment, finalisation of the prosecution, and resolution of other avenues for compensation. On this basis, the assessment time during 2018/19 was 6.9 months, a decrease from 7.1 months in 2017/18. However, the assessment time over *all applications finalised in the financial year* was 17.8 months. The table below compares the assessment time of applications determined in less than 12 months for the years 2014/15 to 2018/19, with *all applications* determined in those years. Common causes of assessment delay include the Assessor awaiting the outcome of a criminal investigation or prosecution, further inquiries about the incident, injury or losses are required, a delay in the applicant providing information to the OCIC or responding to inquiries by the Assessor or if a hearing is required. The increased time taken to finalise applications continues to be significantly contributed to by the volume of the work of the office and the way data is now recorded in the ICMS system.



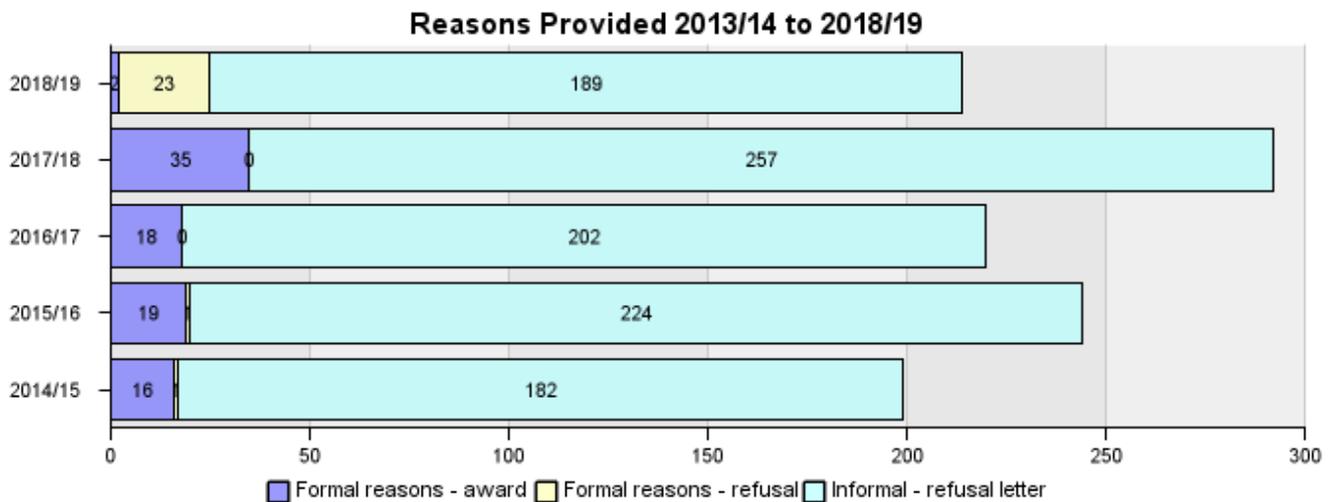
## OUTSTANDING APPLICATIONS

On 30 June 2019, 4,311 applications were on hand, an increase of 123, or 2.9%, over the preceding 12 months. The breakdown of the age of the cases on hand in the table below shows the number of applications which have been in the Office for more than 12 months has increased by 32.5%.



## PROVISION OF REASONS

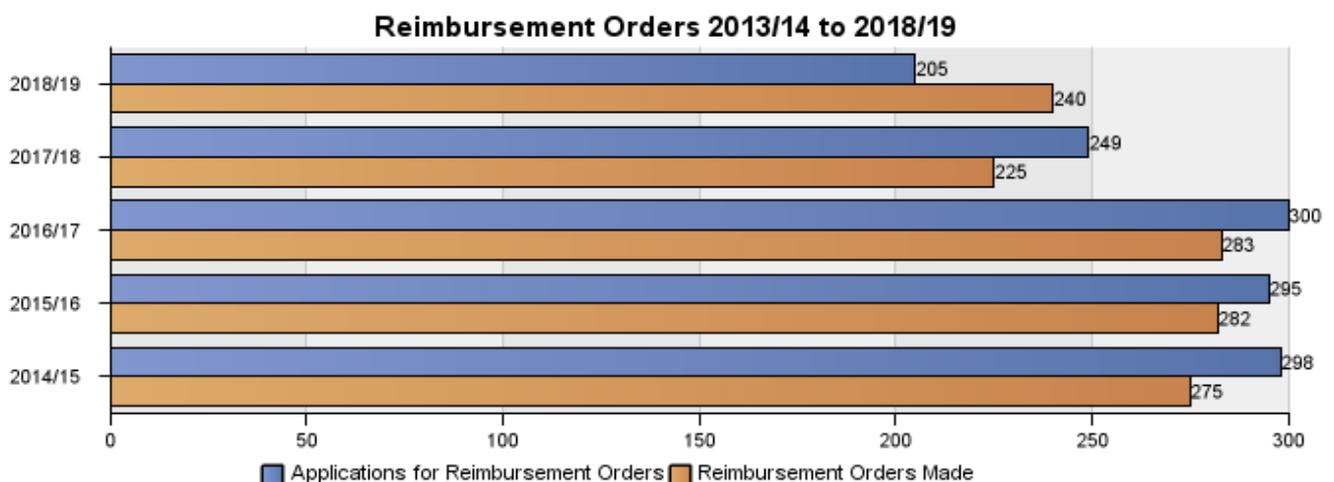
An Assessor is required to give written reasons for the making of an award when requested to do so, and in all cases where the application for an award is refused. Where an Assessor forms the view that by reason of the operation of the legislation an applicant is ineligible for compensation, the applicant may be advised by letter of the reasons for that outcome, rather than in formal written reasons. During 2018/19, formal reasons for decision were provided in 25 cases and in total reasons were provided in 214 cases, a decrease of 78 over the previous year. The chart below sets out the breakdown of these reasons.



## RECOVERY OF DEBT

When a compensation award is made in a case where an offender was convicted, the State may apply to an Assessor for a Compensation Reimbursement Order (CRO) to determine whether the offender should be required to repay the amount awarded, to fix the amount of the debt and in an appropriate case to provide for the method of repayment of the debt to the State. The application is listed before an Assessor and the offender is served with a notice advising the date, time and purpose of the application. The State's opportunity to take action to recover compensation paid to a victim of crime from a convicted offender depends on the determination by the Assessor of the appropriate amount of recovery, taking into account all of the circumstances. Issues which are relevant to this determination include, for example, the offender's assets, the impact on the offender's earning capacity of a period of imprisonment and issues relating to the offence itself. Although there is no recoverable debt until a CRO is made, some offenders voluntarily make payment on demand under the Act without the requirement of a CRO.

The Table below represents the number of applications for a CRO brought before an Assessor in each of the years listed, and the number of orders made. The number of applications was reduced after 2013 because of the demand on the Assessors' time brought about by the increasing caseload, but has been stable for the last five years.



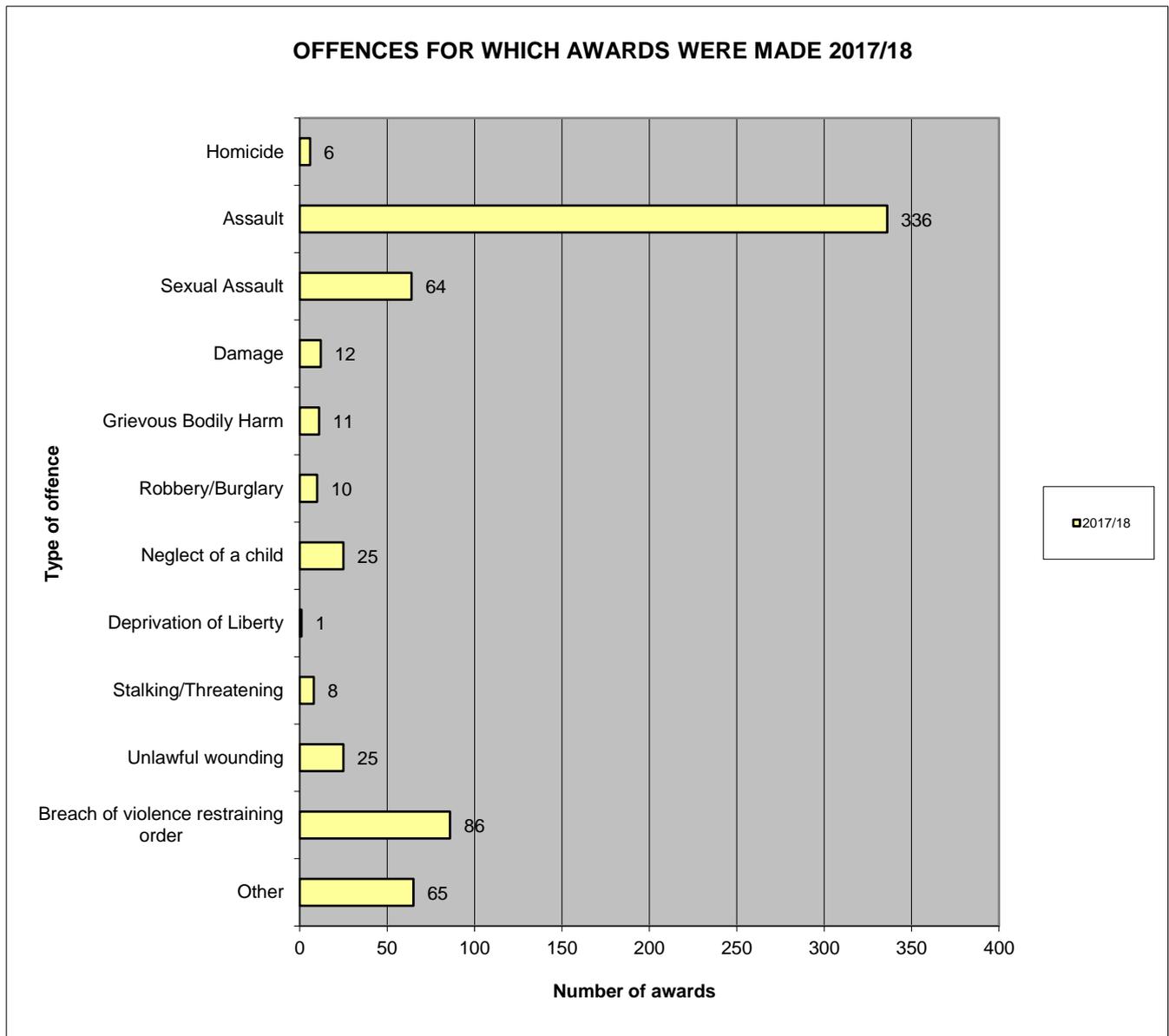
In 2018/19, \$1,637,055.00 of debt owed to the State was recovered, compared to \$1,558,577.00 in the previous year. This represents a 5.0% increase in the amount recovered.

## FAMILY AND DOMESTIC VIOLENCE

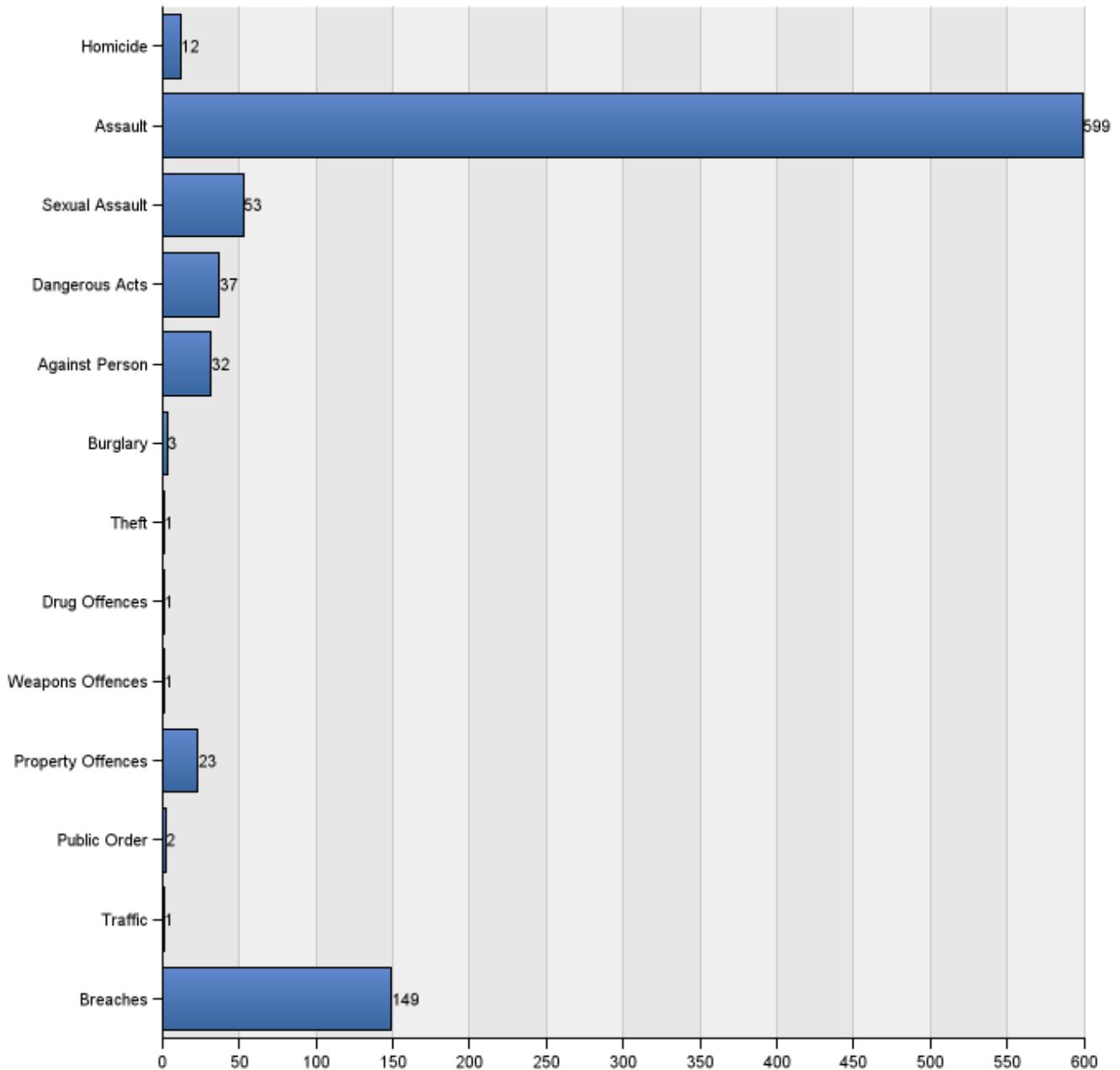
As a result of the recommendations of the Law Reform Commission of Western Australia in the Final Report on Enhancing Laws Concerning Family and Domestic Violence, June 2014, the OCIC began collecting data concerning applications arising from allegations of family and domestic violence. The data below relates to the 1211 applications finalised this year involving family and domestic violence, compared to the data from 2017/18.

### NATURE OF OFFENCES INVOLVED – FAMILY AND DOMESTIC VIOLENCE

The chart below illustrates the types of offences for which awards were made during 2017/18 and 2018/19 for offences committed in the context of family and domestic violence.



### Offences for which awards were made 2018/19



In the previous year, 867 applications were finalised for incidents of family and domestic violence. The number of finalised applications relating to incidents of family and domestic violence in the current year represents an increase of 9.8% over the previous year, reflecting the overall increase in finalisations as discussed above. Of the 1211 applications finalised, 1167 were brought by the primary victim, and 34 by a secondary victim, such as a child of the primary victim who witnessed the incident and 10 were brought by both primary and secondary victims. Applications were refused in cases involving family and domestic violence in 216 cases, of which 209 claimed to be primary victims and 7 were secondary victims. Of the victims of family and domestic violence to whom awards were made, 85 (7.0%) were male and 1126 (93.0%) were female.

## Domestic Violence Applications Finalised

Victim Type	2017/18	2018/19
Both		10
Primary	771	1,167
Secondary	54	34

## Domestic Violence Applications Refused

Victim Type	2017/18	2018/19
Primary	49	209
Secondary	1	7

## Gender of Applicants on Domestic Violence Applications

	2017/18	2018/19
Female	768	1,126
Male	99	85

## **NATIONAL REDRESS SCHEME IN RESPONSE TO THE ROYAL COMMISSION INTO INSTITUTIONAL RESPONSES TO CHILD SEXUAL ABUSE**

On 27 June 2018 the Western Australian Government announced it would join the National Redress Scheme. From this date, the Redress Implementation Working Group was convened. The Chief Assessor and Assessors from the OCIC were members of the working group providing assistance from an OCIC perspective regarding implementation of the legislation in Western Australia. On 1 January 2019 Western Australia's participation in the National Redress Scheme commenced, providing support to Western Australians who experienced child sexual abuse in participating institutions. The Chief Assessor continues to be a member of the working group.

### **COMMUNITY SERVICE**

As usual, during the year Assessors have participated in a number of public speaking engagements and education and training opportunities, including:-

- John Curtin Institute of Public Policy, Curtin University;
- Aboriginal Family Law Service CLE day;
- Community Legal Services' Quarterly CLE day;
- SCALES Community Legal Centre seminar series;
- ANZAPPL seminar series; and
- LegalWise Seminar series.

In addition ongoing support had been provided in training with the Victim Support Services and the Citizen's Advice Bureau. The OCIC continues to provide opportunities by way of internships for Murdoch University Law Students to complete research work in the area of criminal injuries compensation law, to contribute to the degree program. In addition, the Chief Assessor is an active member of the Victims of Crime working group.

### **THE YEAR AHEAD**

Drawing upon the changes and recommendations over the past 12 months, the Chief Assessor with the input of the staff at the OCIC is developing a business strategy for the coming period with a focus on service delivery and improving the experience of staff in the OCIC and service delivery. It is anticipated the final report following the CIC review may give rise to further opportunities for change and improvement so the OCIC can work towards delivering the best services and outcomes to victims of crime in Western Australia. In addition, the OCIC will be moving to new premises in 2020 designed to be adaptable to increasing demands for the OCIC's services and the promotion of a collegiate working environment. The OCIC is also looking forward to implementing the ICMS review recommendations and any recommendations from the CIC review once they have been finalised. In addition, it is hoped the provision of temporary additional resources to the office currently fixed for a 2 year period will assist with alleviating workload pressures, clear the back log of applications and improve processing times. With the broad trend in new applications for criminal injuries compensation over the last few years showing a consistent rise, it is hoped the allocation of these temporary resources will become a permanent arrangement in the future. In addition, further changes to the ICMS system to allow for eLodgment are critical in reducing the need to manually scan and upload documents, reducing the time it takes for OCIC staff to lodge an application.

### **ACKNOWLEDGEMENTS**

The statistics measuring the performance of the OCIC in 2018-19 reveal a continued increase in the caseload which, together with the impact of the ICMS implementation, has placed increased pressure on all staff to meet the needs and expectations of the community. ICMS has assisted staff to cope with the demands of the workload and consequently assist the community in providing more timely outcomes for criminal injuries compensation applications, though improvements have been required along the way as identified issues have required resolution to improve processes.

All members of staff have continued to produce excellent output in the face of the continued very high workload. All are to be commended for the work done in the improvements to ICMS and training of new staff, alongside an already very demanding work-load pressure. On behalf of the community I congratulate and thank each of the officers concerned.



**C Holyoak-Roberts**  
**CHIEF ASSESSOR OF CRIMINAL INJURIES COMPENSATION**

27 September 2019