



Justice

Department of Justice

Open Government Plan 2015-16



Our Cluster

The Justice cluster is comprised of the Department and twelve agencies with a shared vision of a just and safe society. The cluster is responsible for delivering legal, court and supervision services to the people of New South Wales, implementing programs to reduce crime and re-offending, managing custodial and community-based correctional services, protecting rights and community standards and advising in law reform and legal matters as well as investigating matters relating to criminal activity.

Agencies in the cluster are also responsible for the development and coordination of law enforcement and emergency management policies and the coordination of recovery functions including disaster welfare services. Agencies in the cluster work together and independently to enhance community safety, quality of life and confidence by rescuing and protecting members of the community and by minimising the impact of hazards and emergency incidents on people, the environment and the economy. They also protect the community by preventing, detecting and investigating crime, monitoring and promoting road safety, maintaining social order and performing and coordinating emergency and rescue operations.

The Justice cluster is the lead for the following *NSW 2021* goals:

- Prevent and reduce the level of crime (Goal 16).
- Prevent and reduce the level of re-offending (Goal 17).
- Improve community confidence in the justice system (Goal 18).
- Ensure NSW is ready to deal with major emergencies and natural disasters (Goal 28).

The cluster includes:

- Department of Justice
- NSW Police Force
- Legal Aid NSW
- Crown Solicitor's Office
- Ministry of Police and Emergency Services
- Fire and Rescue NSW
- Information and Privacy Commission
- Judicial Commission
- NSW Crime Commission
- NSW State Emergency Service
- Office of the Director of Public Prosecutions
- NSW Rural Fire Service.

Our open government commitment

The Department of Justice is committed to the NSW Government priority of achieving the open government principles of transparency, participation, collaboration and innovation. To do this (aligned with NSW Government) we will enhance:

- online access to our services to make them available anywhere, anytime.
- online communications, including social networks, for internal and public dialogue.
- online mechanisms for community and industry collaboration on innovative solutions.

The open government principles underpin the primary strategies for the NSW Government to implement an open, online approach to quality public services (*NSW 2021* and the *NSW Government ICT Strategy*). *NSW 2021* includes goals for openness, accountability and transparency when it comes to government decision making and information sharing.

Open government targets are outlined under the following goals:

- Restore trust in state and local government as a service provider (Goal 30)
- Improve government transparency by increasing access to government information (Goal 31)
- Involve the community in decision making on government policy, services and projects (Goal 32).

As part of the NSW Government ICT Strategy, each Department is required to develop an open government plan that includes and reports upon the following:

- Identify priority datasets for publication at data.nsw.gov.au
- Increase open access information available at opengov.nsw.gov.au
- Facilitate public participation in the policy development process
- Make greater use of social media to communicate with staff, customer and industry
- Increase online access to government services
- Collaborate with community, industry and research partners to co-design service solutions.

This plan addresses the six open government action points listed above for the Department of Justice.

Highlights

The Cluster continues to develop and implement websites that are user friendly, accessible and customer centric. Our mobile applications and increasing use of self-service online tools has contributed to our ability to communicate quickly, provide simplified access to our services and given our customers access to many of our transactions and our information 'anywhere anytime'.

In May 2014 the Department of Justice launched a new Jury Management System. Each year in NSW 200,000 citizens are summoned or receive jury notification. The state-of-the-art system allows potential jurors to self-serve through an easy-to-use interface where they can receive notification about court adjournments or cancellations. The service also enables jurors to engage in a faster and more effective check-in process with wait times significantly reduced.

The Cluster also continues to improve the way it engages with the community through Social Media. Agencies in the Cluster are represented on a variety of platforms including Twitter, LinkedIn, Facebook, YouTube and Weibo. Year-on-year the Cluster continues to grow the number of interactions through these platforms and in doing so continues to improve access to timely information.

The Cluster is also continually reviewing ways to collaborate and engage with community partners. Programs such as the NSW Police Force Police Multicultural Advisory Council, Community Safety Precinct Committees, and the Police Aboriginal Consultative Committee work to closely with the community partners to identify and respond to both existing and emerging client needs.

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Action 1: Identify priority datasets for publication at data.nsw.gov.au

The Department of Justice acknowledges the importance of centralised information that is easy for users to navigate. The data.nsw platform enables agencies, the community and industry access to government data and information so that it can be utilised to improve services, productivity and use of technology.

In 2014 a number of datasets were published on data.nsw.gov.au (please see **Attachment A** for a list of these).

To continue to facilitate the publication of datasets in 2015, the Department will:

- Continue to identify priority datasets for publication at data.nsw.gov.au by determining public demand, usefulness, availability, security, privacy, frequency and reliability of such datasets
- Prepare identified datasets for publication giving consideration to data quality, licensing terms and open file formats
- Continue with the publication of identified datasets on www.data.nsw.gov.au.

Projects include:

Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
Department of Justice (DJ) Information Technology Services (ITS)	<ul style="list-style-type: none"> ▪ Develop DJ ICT Strategic Plan for improving information management, open data and access capability across the Department. 	<ul style="list-style-type: none"> ▪ Completed 	<ul style="list-style-type: none"> ▪ Combined ICT Strategic Plan for the Principal Department encompassing the former Attorney General's Department, Corrective Services NSW, and Juvenile Justice. Aligned to DJ Strategic Plan and <i>NSW 2021</i>. The plan implements an enterprise architecture approach to ICT planning and has been updated to

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			aligns to the NSW Government 'Digital + ICT Strategy Update. Key elements include establishing an information architecture, consolidation of information and data into source of truth systems, improved information access, search and knowledge management capabilities and improved client service channels.
Legal Aid NSW	<ul style="list-style-type: none"> ▪ Upload geo-coordinates of Legal Aid office locations. 	<ul style="list-style-type: none"> ▪ Completed 	<ul style="list-style-type: none"> ▪ Demographic data set included in the Law and Justice Foundation of NSW Data Digest. Data can be accessed by stakeholders and is used to identify legal need in NSW
Bureau of Crime Statistics and Research	<ul style="list-style-type: none"> ▪ Review and preparation of datasets on Recorded Crime Data by postcode for publication. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Excel datafile showing all crimes by month by postcode for the past year.
Legal Aid NSW	<ul style="list-style-type: none"> ▪ Review data holdings yearly to determine potential datasets for data.nsw.gov.au. 	<ul style="list-style-type: none"> ▪ February 2015 	<ul style="list-style-type: none"> ▪ Legal Aid NSW will provide a link on data.nsw.gov.au to statistics published on the National Legal Aid website www.nationallegalaid.org.
Department of Justice NSW Civil and Administrative Tribunal (NCAT)	<ul style="list-style-type: none"> ▪ Review existing datasets to identify relevant data for release to the public 	<ul style="list-style-type: none"> ▪ March 2015 	<ul style="list-style-type: none"> ▪ Relevant datasets providing information about NCAT service delivery and performance to be reviewed and listed on data.nsw.gov.au
Department of Justice	<ul style="list-style-type: none"> ▪ Gather geo-coordinates of NCAT 	<ul style="list-style-type: none"> ▪ March 2015 	<ul style="list-style-type: none"> ▪ Geographic data about NCAT

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NSW Civil and Administrative Tribunal (NCAT)	locations and hearing venues		service locations to be made available.
Department of Justice Justice Policy and Strategy	<ul style="list-style-type: none"> ▪ Open Government Committee formed to establish a governance framework for the Department for the release of information, including priority datasets 	<ul style="list-style-type: none"> ▪ June 2015 	<ul style="list-style-type: none"> ▪ The Governance Framework will outline the high level requirements for Department of Justice compliance with open data initiatives.
Information and Privacy Commission NSW	<ul style="list-style-type: none"> ▪ Report on the operation of the GIPA Act 2014-15 (Datasets for s.37 reports in line with requirements under the <i>Government Information (Information Commissioner) Act 2009</i> (GIIC Act) reporting on the operation of the <i>Government Information (Public Access) Act 2009</i> (GIPA Act) generally, across all agencies). 	<ul style="list-style-type: none"> ▪ December 2015 	<ul style="list-style-type: none"> ▪ S37 Report on the operation of the GIPA Act 2014-15 to be available on www.ipc.nsw.gov.au ▪ S37 dataset to be listed on www.ipc.nsw.gov.au
NSW Rural Fire Service	<ul style="list-style-type: none"> ▪ Regular review of datasets to identify which sets can be released to the public. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ A number of data sets are currently available on data.nsw.gov.au. Creative Commons (CC BY 3.0 AU) already in place as licence on public web site, as well as data.nsw.gov.au. More data sets to be released subject to review.
Information and Privacy Commission NSW	<ul style="list-style-type: none"> ▪ Develop aggregated data based on complaints received by the organisation. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Available to view at www.ipc.nsw.gov.au

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Action 2: Increase open access information available at opengov.nsw.gov.au

As the central repository for digitised government information, the Department of Justice publishes annual reports and open access information on the open government website.

The respective GIPA, Communications and Public Affairs Units within the Department, together with the Information and Privacy Commission are responsible for identifying open access information for publication and for coordinating the publication of these resources on opengov.nsw.gov.au. The Department regularly reviews the information available on this site so as to identify gaps and ensure all appropriate materials are accessible via this site.

Projects include:

Agency/Division/Unit	Plan		Showcase
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Department of Justice (DJ) Information Technology Services	<ul style="list-style-type: none"> Education program promoting the new Information Classification and Labelling Guidelines as detailed in DFS Circular DFS C2013-5. The new guidelines will assist DJ in identifying security classified or sensitive information, and in applying appropriate markings to this information. Similarly it will help to clarify and identify information that can be released proactively. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Communication plan implemented. The plan adopted a phased approach to educating and informing staff about the processes involved in fulfilling Department obligations under the NSW Digital Information Policy.
Justice Cluster	<ul style="list-style-type: none"> Publication of all agency annual reports. In addition all business areas are requested to give consideration to proactive release of information that may be published on opengov.nsw.gov.au. 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> All Justice agency annual reports and other relevant resources are published on opengov.nsw.gov.au.

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Action 3: Facilitate public participation in the policy development process

The Department of Justice actively pursues opportunities to engage the public in policy development. Feedback from Department clients, stakeholders and members of the public is regularly reviewed to ensure that the Department continues to provide high quality services and continues to develop policies in line with community needs.

Projects include:

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Information and Privacy Commission	<ul style="list-style-type: none"> Develop guidelines on genetic health for NSW 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Guidelines available www.ipc.nsw.gov.au/nsw-genetic-health-guidelines
Information and Privacy Commission	<ul style="list-style-type: none"> Transborder Code of Practice dealing with transborder disclosures of personal information under s.19(4) of the <i>Privacy and Personal Information Protection Act 1999 (PPIP Act)</i> 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Available to view at www.ipc.nsw.gov.au
State Emergency Service	<ul style="list-style-type: none"> Online consultation re flood, storm and tsunami planning. 	<ul style="list-style-type: none"> January 2015 	<ul style="list-style-type: none"> Available at yoursay.ses.nsw.gov.au/planning-for-floods-storms-and-tsunami
Information and Privacy Commission (IPC)	<ul style="list-style-type: none"> Develop an online feedback mechanism to assist stakeholders to provide feedback on the IPC's products and services. 	<ul style="list-style-type: none"> March 2015 	<ul style="list-style-type: none"> To be available at www.ipc.nsw.gov.au
Department of Justice NSW Civil and Administrative Tribunal (NCAT)	<ul style="list-style-type: none"> Facilitate stakeholder engagement through the redesign of NCAT application forms and in the implementation of other service 	<ul style="list-style-type: none"> December 2015 	<ul style="list-style-type: none"> Updated NCAT application forms to be made available at www.ncat.nsw.gov.au/ncat/index.html

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	delivery improvement activities.		
Fire and Rescue NSW	<ul style="list-style-type: none"> ▪ Review of feedback received from school visits and other community activities and forums. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Public feedback is fed back to the Commissioner's Participative Forum for review and action.
Information and Privacy Commission (IPC)	<ul style="list-style-type: none"> ▪ Facilitate engagement with IPC stakeholder groups to inform and improve services e.g. NSW information access and privacy practitioners, local government and universities, non-government sector, Aboriginal community, disability sector, CALD groups and senior citizen groups and organisations. ▪ Expand stakeholder groups so as to provide better education about NSW information access and privacy legislation, and requesting participation in IPC consultations and survey to improve existing suite of resources. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Ongoing collaboration of the NSW Information Access and Privacy Practitioners Network https://sites.google.com/site/nswfoiprivacypractitioners/
Department of Justice LawAccess NSW	<ul style="list-style-type: none"> ▪ Continue to liaise with justice stakeholders such as Legal Aid, NSW Law Society and others in the development of policy around the provision of services to customers and priority customer groups. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ LawAccess is represented on each of the NSW Legal Assistance Forum (NLAF) committees including prisoners, fines and traffic and employment law. LawAccess also participates actively in the Legal Information Referral Forum (LIRF), chaired by the Law and Justice Foundation and including representatives from across the

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			legal assistance sector.
NSW Trustee and Guardian (NSWTAG)	<ul style="list-style-type: none"> ▪ NSWTAG undertakes consultation with members of the public and individual stakeholders on major policy changes which impact service delivery. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ NSWTAG is participating in a pilot program with Ageing, Disability and Home Care and the Public Guardian for assisted decision making. The program will drive industry consultation on legislative changes and policy change on the way in which NSWTAG financial management services are delivered. ▪ NSWTAG is in ongoing consultation with Justice Policy on changes to the <i>Civil Procedure Act</i> to assist in the administration of trusts created from compensation payments.
Department of Justice Justice Strategy and Policy	<ul style="list-style-type: none"> ▪ Consult with and build partnerships with people with disability via the Justice Disability Advisory Council (JDAC). 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ The JDAC is made up of community representatives with expertise in disability issues, and advises the Justice Cluster on its Disability Inclusion Action Plans and engagement strategies for people with disability.
Department of Justice Justice Strategy and Policy	<ul style="list-style-type: none"> ▪ Consult with and build partnerships with multicultural communities via the Justice Multicultural Advisory Council (JMAC). 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ The JMAC is made up of community representatives with expertise in multicultural community issues, and advises the Department on its Multicultural Plan and engagement strategies for multicultural communities.

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Legal Aid NSW	<ul style="list-style-type: none"> ▪ Community and stakeholder consultation to inform policy and policy changes. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Legal Aid NSW consults with the Law Society of NSW and NSW Bar Association on policy changes that effect private practitioners including on civil law policy changes. ▪ Legal Aid NSW policies are available via the Policy Online portal at www.legalaid.nsw.gov.au. ▪ Policy bulletins advising private practitioners and other stakeholders of policy changes are available on the Legal Aid website and referenced in the monthly e-newsletter, Legal Aid News.
New South Wales Police Force (NSWPF) Operational Programs	<ul style="list-style-type: none"> ▪ Facilitate partnerships between police and non-Aboriginal communities from diverse cultural, religious and linguistic backgrounds that contribute to reducing crime, the fear of crime through the Police Multicultural Advisory Council (PMAC). 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ The PMAC consists of 18 contains representatives from across the community spectrum in NSW and holds community consultations to discuss and agree on priorities for adoption by the NSW Police Force with the Commissioner and Corporate Spokesperson for Cultural Diversity. ▪ The Council held four scheduled meetings in 2014. ▪ All positions for membership were filled. The PMAC provided operationally relevant advice and support to NSWPF in reaching out to communities.

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New South Wales Police Force Operational Programs	<ul style="list-style-type: none"> ▪ Provide an opportunity for local councils and community members to meet with Police Local Area Commanders and share their perspective on local crime and safety issues via Community Safety Precinct Committees (CSPCs). 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ CSPCs provide for community engagement and participation. It provides the opportunity for community members and business owners to get involved in strategies designed to address local crime concerns. ▪ CSPC Crime Prevention Framework Policy is currently being revised. ▪ Meetings held quarterly.
New South Wales Police Force (NSWPF) Operational Programs	<ul style="list-style-type: none"> ▪ Establish consultative committees for local community engagement through the Police Aboriginal Consultative Committee (PACC). 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ PACCs have been established in 41 Local Area Commands (LAC) across NSW that report against the Aboriginal Strategic Directions 2012-2017. ▪ PACCs enable and provide local Aboriginal communities with a voice in their respective LAC, and an opportunity to provide advice to Local Area Commanders and NSWPF to develop crime prevention solutions for their community. ▪ Police and the Aboriginal community determine strategies to be included in the mutually decided Aboriginal Action Plans. ▪ Meetings held quarterly.
New South Wales Police Force (NSWPF)	<ul style="list-style-type: none"> ▪ Police Aboriginal Strategic Advisory Committee (PASAC) 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ PASAC considers issues of state wide relevance and concern to

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Operational Programs	<p>chaired by the Commissioner of Police and comprising senior representatives of NSW Government agencies and peak Aboriginal bodies.</p>		<p>Aboriginal communities across NSW.</p> <ul style="list-style-type: none"> ▪ Issues raised by Aboriginal communities through PACC that may need a strategic solution are brought to PASAC. ▪ PASAC members, representing both Government and peak NGOs, provide the Commissioner of Police advice on strategic issues. ▪ Meetings held quarterly.
<p>New South Wales Police Force (NSWPF)</p> <p>Security Licensing & Enforcement Directorate (SLED) Advisory Council</p>	<ul style="list-style-type: none"> ▪ Forum for the regular exchange of information and ideas between the security industry and the NSWPF on current and emerging issues relevant to the regulation of the industry. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ The Council is in its third year of operation and meets quarterly to: <ul style="list-style-type: none"> - improve industry compliance with legislative requirements - address identified barriers to improving industry competence and compliance levels - collaborate on initiatives or education campaigns targeting, or relating to various sectors of the industry - exchange information about SLED and industry activities. ▪ Details of past meetings, including discussion papers and Communiqués, can be accessed via: www.police.nsw.gov.au/sled.

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Action 4: Make greater use of social media to communicate with staff, customers and industry

The Department of Justice maintains a significant presence on social media and actively engages, staff, customers and the wider community through its use.

The Department continually looks for ways to improve and encourage greater public participation across all social media channels. As part of this process, social media channels are regularly reviewed and evaluated to ensure they are meeting ongoing communication objectives.

Due to the diversity of services delivered across the Department, each agency is responsible for the coordination and management of its own social media presence. This management is undertaken in-line with NSW Government social media guidelines and individual agency policies and procedures. Please see **attachment B** for a list of social media channels across the Justice Cluster.

Projects include:

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	Current Initiatives	Milestones/Status	
Department of Justice Office of the Secretary	<ul style="list-style-type: none"> Conduct a review governance of social media and provide recommendations and a best practice model with supporting policy to the Department's Executive team. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> The Department's Social Media Policy is available on the Department intranet and internet.
Department of Justice LawAccess NSW	<ul style="list-style-type: none"> Development of online resources to assist self-represented litigants in court. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Videos are available on the Justice YouTube Channel, the LawAssist website as well as being linked from the Legal Aid NSW app for iPhone and iPad.
State Emergency Service	<ul style="list-style-type: none"> Policy rewrite currently being undertaken to improve use and public access to information through social media. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> SES corporate website: www.ses.nsw.gov.au

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	Current Initiatives	Milestones/Status	
NSW Police Force (NSWPF) Public Affairs Branch	<ul style="list-style-type: none"> Introduce Enterprise social networking solutions. 	<ul style="list-style-type: none"> June 2015 	<ul style="list-style-type: none"> NSWPF Enterprise social network trial submitted for approval.
State Emergency Service	<ul style="list-style-type: none"> Enhance Service's operational social media capability through training package to provide faster and more detailed information during emergency responses. 	<ul style="list-style-type: none"> June 2015 	<ul style="list-style-type: none"> Facebook www.Facebook.com/NSW.SES Twitter twitter.com/NSWSES YouTube www.YouTube.com/user/NSWSES LinkedIn au.Linkedin.com/pub/nsw-state-emergency-service/32/933/6a6
Department of Justice NSW Civil and Administrative Tribunal (NCAT)	<ul style="list-style-type: none"> Develop YouTube videos to raise awareness and encourage access to NCAT services. 	<ul style="list-style-type: none"> August 2015 	<ul style="list-style-type: none"> Produce a series of short videos in English and community languages that explain key steps in the Tribunal process, and promote access via the Justice YouTube Channel and the NCAT website
State Emergency Service	<ul style="list-style-type: none"> Microsites to be incorporated into main corporate site to facilitate easier public access to information. 	<ul style="list-style-type: none"> December 2015 	<ul style="list-style-type: none"> SES microsites: www.floodsafe.com.au www.stormsafe.com.au www.tsunamisafe.com.au www.seshomeemergencyplan.com.au
Legal Aid NSW	<ul style="list-style-type: none"> Continue to promote Legal Aid services including community legal education, legal advice outreach and disaster recovery activities through social media. 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Twitter www.twitter.com/legalaid.nsw 1284 Twitter followers Facebook www.Facebook.com/legalaidnsw

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			<p>3839 Facebook followers</p> <ul style="list-style-type: none"> ▪ YouTube www.YouTube.com/user/LegalAidNSW Over 15k views across 33 videos. Topics include information for young people on Criminal Law, Care and Protection, Civil Law, AVO's and Family Violence and Auslan videos on Family Law.
Legal Aid NSW	<ul style="list-style-type: none"> ▪ Continue to produce Legal Aid NSW News, a monthly e-newsletter. Distributed to private practitioners undertaking Legal Aid work, external stakeholders, community organisations and staff, the newsletter contains information about upcoming training, changes to the law, new resources and services and changes to procedures. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Eleven editions produced in 2014/15 for 1100 subscribers.
NSW Police Force (NSWPF) Public Affairs Branch	<ul style="list-style-type: none"> ▪ Increase the NSWPF social media audience through existing social media channels including Eyewatch, Facebook, Twitter, Weibo sites and a YouTube channel. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Facebook www.Facebook.com/nswpoliceforce Facebook 443k fans with more than 490,000 people connected to their local police via Eyewatch ▪ Twitter twitter.com/nswpolice 81k followers ▪ YouTube www.YouTube.com/user/TheNSWPolice

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			<p>YouTube 3.2 million views.</p> <ul style="list-style-type: none"> ▪ Weibo Is a Chinese microblogging site www.weibo.com/nswpoliceforce which provides platform aim to communicate relevant safety and crime prevention information to all international students including China as well as their families through weekly safety messages. 15,289 followers
<p>NSW Police Force (NSWPF) Public Affairs Branch</p>	<ul style="list-style-type: none"> ▪ Continue to utilise Twitter to issue Alerts. ▪ As an emergency service which provides updates relating to urgent incidents, Twitter Alerts enable the NSW Police Force to mark important tweets as 'alerts' featuring an orange bell. Users can also elect to have Twitter Alerts sent as SMS messages to their mobile phones and through app notifications. ▪ The Alerts system is also a useful tool for immediately identifying reliable information in times of crisis, disaster, and emergency. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Twitter twitter.com/nswpolice
<p>NSW Police Force (NSWPF) Public Affairs Branch</p>	<ul style="list-style-type: none"> ▪ Continue to use Eyewatch as a platform for the delivery of information to the community of NSW utilising Facebook. Eyewatch gives community members the opportunity to participate in active crime prevention activities on line in their own homes 24 hours a day, 7 days a week. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Each Local Area Command (LAC) has established an 'Eyewatch' Facebook page. ▪ Approximately 146 online community groups have been established. ▪ Eyewatch administrators from LACs are receiving training in the appropriate

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			use of Eyewatch, with a focus on governance and safety.
NSW Police Force (NSWPF) Public Affairs Branch	<ul style="list-style-type: none"> ▪ Better monitor social media to understand customer needs through the introduction of Social Bakers. Social Bakers will track and analyse social media performance. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Social Bakers introduced in December 2014. Signal adopted to monitor social media feeds. ▪ Also using Social Bakers to manage Facebook and Twitter accounts.
Department of Justice Office of the Secretary	<ul style="list-style-type: none"> ▪ Improve and expand on the Department's use of social media. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Twitter Department of Justice twitter.com/NSWJustice 461 followers Law Reform Commission mobile.twitter.com/NSWLawReform 431 followers BOCSAR twitter.com/BOCSAR 1242 followers Crime Prevention Division twitter.com/NSW_CPD 498 followers Supreme Court mobile.twitter.com/NSWSupCt 2490 followers NSW Civil and Administrative Tribunal twitter.com/ncatnsw 225 followers

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
			<ul style="list-style-type: none"> <p>▪ Facebook</p> <p>Department of Justice www.facebook.com/pages/Department-of-Justice-NSW/1513078735604544 510 likes</p> <p>Families and Friends of Missing Persons Unit www.Facebook.com/missing.persons.501 706 likes</p> <p>NSW Registry of Births Deaths and Marriages www.Facebook.com/bdm.nsw 752 likes</p> <p>NSW Civil and Administrative Tribunal www.facebook.com/ncatnsw 269 likes</p> <p>▪ YouTube</p> <p>Department of Justice www.YouTube.com/user/JusticeNSW 63k views</p> <p>Bureau of Crime Statistics and Research www.youtube.com/user/NSWBOCSR 11k views</p> <p>NSW Online Registry www.youtube.com/watch?v=8iT84LFsag0</p>

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
			1518 views
Information Privacy Commission	<ul style="list-style-type: none"> ▪ Ongoing review of social media channels and social media policy to determine ways to incorporate new channels in line with NSW Government social media policy. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ LinkedIn www.Linkedin.com/company/1942090?trk=tyah 200 followers ▪ YouTube https://www.youtube.com/user/IPCNSW 794 views
Fire and Rescue NSW	<ul style="list-style-type: none"> ▪ Ongoing use of social media across a number of platforms to provide both the public and media with incident information and key fire safety messages. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Twitter twitter.com/FRNSW 25k followers ▪ Facebook www.facebook.com/frnsw 71 942 likes ▪ YouTube www.youtube.com/user/fireandrescuensw 295k views

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Action 5: Increase online access to government services

The Department of Justice provides a significant number of online services to the people of NSW. The Department continually works to improve its use of technology so it can expand on the range of services currently provided and continue to meet the communication needs of staff, clients and stakeholders.

Projects include:

Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
Department of Justice Courts and Tribunal Services	<ul style="list-style-type: none"> Launch of a new Jury Management System. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Available at juror.nsw.gov.au/home
Department of Justice Courts and Tribunal Services	<ul style="list-style-type: none"> Launch of new Caselaw publication service 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Available at caselaw.nsw.gov.au
Department of Justice Courts and Tribunal Services	<ul style="list-style-type: none"> Launch of Searchable Court Lists mobile app 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Available on GooglePlay and Apple AppStore
NSW Police Force Security Enforcement Licensing Directorate (SLED)	<ul style="list-style-type: none"> Introduce online security renewals for licensed security businesses. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Online security licence renewals were introduced in February 2013. Since October 2013, licensed security businesses have been able to apply online for temporary permits for additional security operatives.
NSW Police Force The National Police Checking Service (NPCS)	<ul style="list-style-type: none"> Produce an online guide to applying for a police check. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> The National Police Checking Service (NPCS) provides NSW residents aged 16 years and above an opportunity to apply for a National Police Certificate for visa, adoption, paid employment, some occupational licensing purposes, student placements and volunteers working in Commonwealth-supported aged care facilities. Comprehensive Information Sheets, including a step-by-step guide to applying for a

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
			check and responses to FAQ's explaining the NPC's process are available on the NSW Police Force website
Department of Justice Justice Policy and Strategy	<ul style="list-style-type: none"> Launch of an online birth, marriage and death registration portal (Lifelink) for the NSW Registry of Births Deaths and Marriages (BDM). Access to Certvalid and other identity services, family history and geological discovery data. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Replacement of the BDM information management system. Lifelink includes a new database for the registration of NSW life events, point of sale system, eRegistry for stakeholders lodging birth, death and marriage notifications, LifeSearch, Multi-State CON, eFamily history online search application and CertValid.
Department of Justice Courts and Tribunal Services	<ul style="list-style-type: none"> Facilitate better public access to jury information and services through the replacement of legacy juror management systems. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> The Jury Management System NSW public interface went live in June 2014. The system includes a range of mobile apps and web applications to simplify juror interactions. Members of the public are able to log-in on a device that best suits them, and at a time that is convenient for them.
State Emergency Service (SES)	<ul style="list-style-type: none"> Development of NSW SES mobile friendly version of the corporate website. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Corporate website www.ses.nsw.gov.au
Department of Justice Justice Strategy and Policy	<ul style="list-style-type: none"> Produce a mobile application to compliment the Department's existing 'Justice Journey' resources for victims of crime in NSW. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Mobile application designed to help reduce the trauma and stress often experienced by victims involved in the criminal justice system. The app provides information about the justice system and where to get assistance. <p>https://play.google.com/store/apps/details?id=au</p>

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
			.com.appscape.android.justicejourney
Legal Aid NSW	<ul style="list-style-type: none"> Develop mobile apps for Legal Aid NSW that would enable public and community organisations to locate Legal Aid NSW advice services, including those provided at 164 outreach locations. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Legal Aid NSW mobile app for iphone and ipad launched in July 2014 with 631 users as of November 2014. Features include a means test indicator for Legal Aid grants www.legalaid.nsw.gov.au/get-legal-help/legal-aid-nsw-app
Information and Privacy Commission (IPC)	<ul style="list-style-type: none"> Redevelopment of website to offer simpler access to IPC services. Update all fact sheets providing guidance on agency responsibilities. Development of Privacy Governance Framework for NSW public sector agencies. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> The new website www.ipc.nsw.gov.au is tasked with streamlining access to government information on the legislations regulation by the IPC. An interactive tool for agencies to access also available at www.ipc.nsw.gov.au
Legal Aid NSW	<ul style="list-style-type: none"> Develop a Legal Aid NSW mobile app for Android devices. 	<ul style="list-style-type: none"> February 2015 	
Legal Aid NSW	<ul style="list-style-type: none"> Expand the legal information resources available on the Best for kids interactive website www.bestforkids.org.au 	<ul style="list-style-type: none"> March 2015 	<ul style="list-style-type: none"> Best for kids interactive website www.bestforkids.org.au
Fire and Rescue NSW	<ul style="list-style-type: none"> Development of a mobile application in conjunction with other emergency services 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Emergency Plus play.google.com/store/apps/details?id=com.thre

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
	nationwide to assist members of the public to call the right number at the right time, anywhere in Australia. The app uses a mobile phone's GPS functionality so callers can provide emergency call-takers with their location information as determined by their smart phone.		esixtyentertainment.nesn&hl=en
Legal Aid NSW	<ul style="list-style-type: none"> Develop a version of the Legal Aid NSW internet site that is mobile device friendly. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Legal Aid website is responsive. Legal Aid NSW app gives provides easy access to information about Legal Aid NSW services and the law.
Legal Aid NSW	<ul style="list-style-type: none"> Implement text to speech software on the Legal Aid NSW website to assist people with vision impairment and literacy issues. 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> ReadSpeaker program available on the Legal Aid website.
NSWPF Public Affairs Branch	<ul style="list-style-type: none"> Improve access to GIPPA requests. 	<ul style="list-style-type: none"> February 2015 	<ul style="list-style-type: none"> GIPAA applications available online for processing and payment
Legal Aid NSW	<ul style="list-style-type: none"> Improve the ability of clients to provide feedback on services via the Legal Aid NSW website. 	<ul style="list-style-type: none"> February 2015 	<ul style="list-style-type: none"> Currently feedback to be made available via www.legalaid.nsw.gov.au/contact-us/feedback-complaints/feedback-form
Legal Aid NSW	<ul style="list-style-type: none"> Develop community legal education webinars on a variety of legal topics. 	<ul style="list-style-type: none"> February 2015 	<ul style="list-style-type: none"> Scheduled Legal Aid webinars can be accessed via www.legalaid.nsw.gov.au/what-we-do/workshops

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
<p>New South Wales Police Force</p> <p>Business Technology Services</p>	<ul style="list-style-type: none"> ▪ Development of a community portal for reporting certain categories of crime. 	<ul style="list-style-type: none"> ▪ March 2015 	<ul style="list-style-type: none"> ▪ This will enable online reporting of certain categories of crime as well as ongoing public access to information about the investigation of their crime. <p>The NSWPF Community Portal will:</p> <ul style="list-style-type: none"> - reduce administrative activities for operational police - minimise duplication and improve accuracy of data - increase information holdings - provide the community with the ability to report minor crimes online - provide the community with the ability to report Information (observable intelligence) online - provide better information, support and communication to victims of crime <ul style="list-style-type: none"> ▪ Provide the community with online access to information and services offered by the NSWPF ▪ The community portal project is currently in negotiation with Services NSW (SNSW) to develop and host the public facing website. ▪ Approval to proceed with the engagement of SNSW based on the proposed cost model and capabilities of the organisation was provided in December 2014.
Department of	<ul style="list-style-type: none"> ▪ Replacement of the current 	<ul style="list-style-type: none"> ▪ March 2015 	<ul style="list-style-type: none"> ▪ Provide JPs with the ability to update their

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
Justice Office of the Secretary	search for JP functionality available on the Justice website.		details online and generate greater efficiencies for the Community Relations Unit through the automation of information that is currently captured manually.
Information and Privacy Commission (IPC)	<ul style="list-style-type: none"> ▪ Improve and streamline IPC delivery channels – review of service delivery channels and type to better allocate and manage work coming into the IPC relating to enquiries and advice. 	<ul style="list-style-type: none"> ▪ June 2015 	<ul style="list-style-type: none"> ▪ Online strategy to be delivered via the IPC website www.ipc.nsw.gov.au
Information and Privacy Commission (IPC)	<ul style="list-style-type: none"> ▪ Delivery of webinars on privacy and information access as well as commissioner educational videos. 	<ul style="list-style-type: none"> ▪ December 2015 	<ul style="list-style-type: none"> ▪ Available to access via www.ipc.nsw.gov.au
Department of Justice NSW Civil and Administrative Tribunal (NCAT)	<ul style="list-style-type: none"> ▪ Implement an integrated case management system that expands access to NCAT eServices. 	<ul style="list-style-type: none"> ▪ December 2015 	<ul style="list-style-type: none"> ▪ Establish an integrated case management system that broadens the categories of dispute applications that can be lodged over the internet via NCAT Online.
Legal Aid NSW	<ul style="list-style-type: none"> ▪ Investigate the possibility of providing an online version of the legal aid application form. 	<ul style="list-style-type: none"> ▪ June 2015 	<ul style="list-style-type: none"> ▪ Current application forms available via www.legalaid.nsw.gov.au/get-legal-help/applying-for-legal-aid/legal-aid-application-form
State Emergency Service (SES)	<ul style="list-style-type: none"> ▪ Review of corporate website with improved public access to information especially warnings. 	<ul style="list-style-type: none"> ▪ December 2015 	<ul style="list-style-type: none"> ▪ Corporate website www.ses.nsw.gov.au
Department of	<ul style="list-style-type: none"> ▪ Consolidation of disparate 	<ul style="list-style-type: none"> ▪ June 2016 	<ul style="list-style-type: none"> ▪ A one-stop, efficient system that will enable

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
Justice Information Technology Services	business intelligence systems into a common solution on shared infrastructure.		more granular and multi-dimensional reporting by increasing the dataset base.
Department of Justice Information Technology Services	<ul style="list-style-type: none"> Implementation of a single web content management system for the Department. 	<ul style="list-style-type: none"> June 2016 	<ul style="list-style-type: none"> Providing citizens with a consistent and user-friendly responsive design with the ability to find information easily at www.justice.nsw.gov.au
NSW Police Force Firearms Registry	<ul style="list-style-type: none"> Development of an online application/renewal system to reduce waiting times for approvals and streamline processes. 	<ul style="list-style-type: none"> June 2017 	<ul style="list-style-type: none"> The Business Case has been completed and is undergoing final quality assurance and review. \$5.3M funding has been set aside for the next three financial years (2015/15 – 2016/17).
Fire and Rescue NSW	<ul style="list-style-type: none"> Development of a mobile phone application for use by fire fighters in the field to access fire fighting manuals and other instructions. 	<ul style="list-style-type: none"> In progress 	<ul style="list-style-type: none"> TBC
Bureau of Crime Statistics and Research (BOCSAR)	<ul style="list-style-type: none"> Improve public and academic access to crime statistics and data via the BOCSAR website through the improved currency and reliability of information in the NSW Crime Tool. 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> NSW Crime Tool crimetool.bocsar.nsw.gov.au/bocsar/ Creation of four new crime maps using Google maps showing violent crime in NSW: www.bocsar.nsw.gov.au/bocsar/bocsar_crime_stats/bocsar_crime_maps.html
NSW Rural Fire Service	<ul style="list-style-type: none"> Continue to facilitate the use of social media as a means to provide important broadcast information. 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Warnings, alerts, and other pertinent emergency information and information of public interest already being broadcast through several means including social media

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
	<ul style="list-style-type: none"> ▪ Investigate better use of mobile devices to assisting delivering best practice communications and engagement. ▪ Redesign and improve navigation, useability and accessibility of NSW RFS public website. 		
NSW Rural Fire Service	<ul style="list-style-type: none"> ▪ Increase online services for NSW RFS Volunteers. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Volunteer applications now available on rfs.nsw.gov.au
Department of Justice Corrective Services NSW	<ul style="list-style-type: none"> ▪ Mobile application with improved information about public visits to correctional centres. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Mobile application currently available on the Apple Store. Provides the public with information about visiting correctional centres, contact details and integration with maps capability to get there itunes.apple.com/us/app/visits/id495079515
Department of Justice Courts and Tribunal Services	<ul style="list-style-type: none"> ▪ Implementation of further online services for Courts and Tribunal Services Online Registry. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ The public launch of online forms commenced in February 2014 following successful pilot of over 40 uniform civil procedure rule (UCPR) forms through 2013. ▪ More than 55 uniform civil procedure rule (UCPR) forms are now available to file online via the NSW Online Registry. ▪ Over 80,000 forms have been filed online to date.

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
Legal Aid NSW	<ul style="list-style-type: none"> ▪ Continue to develop online and print resources in a wide range of community languages. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ 95 legal information publications are available on the Legal Aid NSW website www.legalaid.nsw.gov.au. Approximately 60 per cent of publications are translated into over 30 community languages. The majority of publications are available in html and PDF
Department of Justice LawAccess NSW	<ul style="list-style-type: none"> ▪ Review of LawAccess NSW website to assist users to find relevant services locally i.e. find your closest service. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Will be available to access via www.lawaccess.nsw.gov.au
Department of Justice Office of the Secretary	<ul style="list-style-type: none"> ▪ Improved access to Justice of the Peace information and services through improved online systems. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Replacement of legacy JP systems. First stage to improve core services with future apps planned for online JP locator. ▪ Mobile application that locates nearest JP based on the users geo co-ordinates currently being trialled

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Action 6: Collaborate with community, industry and research partners to co-design service solutions

The Department works collaboratively with a diverse range of stakeholders and strives to provide consistent, accessible and effective information across all areas of the organisation. The Department actively creates opportunities for stakeholder input and involvement in the development of policies, procedures and services.

Projects include:

Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
Information and Privacy Commission	<ul style="list-style-type: none"> Development of privacy resources for stakeholders for Privacy Awareness Week 2014 including joint products produced in collaboration with the Asia Pacific privacy Authorities (APPA). 	<ul style="list-style-type: none"> Completed 	<ul style="list-style-type: none"> Resources available at www.ipc.nsw.gov.au
Information and Privacy Commission	<ul style="list-style-type: none"> Launch of E-learning portal. 	<ul style="list-style-type: none"> March 2015 	<ul style="list-style-type: none"> Informed by the stakeholder strategy, the e-learning portal forms part of the redeveloped website and offers learning modules for stakeholders across privacy legislation and the GIPA Act.
Information and Privacy Commission	<ul style="list-style-type: none"> Development of information access resources for stakeholders for Right to Know Week and Privacy Awareness 2015. 	<ul style="list-style-type: none"> May -September 2015 	<ul style="list-style-type: none"> Available to access via www.ipc.nsw.gov.au
NSW Trustee and Guardian	<ul style="list-style-type: none"> Deliver a resource educating Aboriginal people on the importance of planning ahead and to assist in the uptake of 	<ul style="list-style-type: none"> June 2015 	<ul style="list-style-type: none"> Working in collaboration with Public Guardian to deliver a resource for planning ahead (Wills, Powers of Attorney, Enduring Guardianship and Advance Care Plans) targeted at Aboriginal Communities. The development of the resource

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
	planning ahead documents.		has included knowledge from legal specialists, local Aboriginal community members in Dubbo, Moree, Coonabarabran, Albury and Campbelltown as well as service providers working closely with Aboriginal Communities.
Department of Justice NSW Civil and Administrative Tribunal (NCAT)	<ul style="list-style-type: none"> ▪ Conduct external consultation activities to inform service improvements. 	<ul style="list-style-type: none"> ▪ July 2015 	<ul style="list-style-type: none"> • Conduct the first NCAT Customer Insights Survey and other consultation activities.
Information and Privacy Commission	<ul style="list-style-type: none"> ▪ Delivery of selected recommendations in stakeholder engagement strategy. 	<ul style="list-style-type: none"> ▪ December 2015 	<ul style="list-style-type: none"> ▪ Outcomes to be available to view at www.ipc.nsw.gov.au
Legal Aid NSW	<ul style="list-style-type: none"> ▪ Co-design service solutions in partnership with the Cooperative Legal Service Delivery (CLSD) program participants in 11 regions across NSW, New South Wales Legal Assistance Forum (NLAF) working groups, Community Legal Centres and the Aboriginal Legal Service (NSW/ACT). 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Burn burn-movie.com.au and school crime prevention workshops designed in collaboration with young people and youth workers. ▪ 'What's the law' www.legalaid.nsw.gov.au/publications/factsheets-and-resources/whats-the-law is an English legal education resource for newly arrived migrants with limited English language skills. ▪ The Adventures of Super Cuz www.legalaid.nsw.gov.au/what-we-do/workshops/super-cuz is a community legal education project for primary school children based on a radio program. ▪ Apprehended Domestic Violence Order (ADVO) defendant pilot at Burwood Local Court was co-designed with the Bureau of Crime Statistics and Research Final report published www.bocsar.nsw.gov.au

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
Legal Aid NSW	<ul style="list-style-type: none"> ▪ Co-design an innovative service solution targeting young people with complex needs. Partners include Children's Court Parramatta and Shopfront Legal Service. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Statement of Commitment between Legal Aid NSW and the Children's Court signed in December 2014. Subject to funding, an evaluation of the service is planned for 2014-15.
Legal Aid NSW	<ul style="list-style-type: none"> ▪ Co-design health/justice demonstration projects in Sydney East, Western Sydney and South West Sydney with the Sydney East Regional Leadership Group (Department of Premier and Cabinet). 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Health Justice task group established – chaired by Legal Aid NSW. ▪ Health Justice Partnership in Miller, South West Sydney commenced in November 2014. ▪ Health Justice community of practice established with Health Justice Partnership Projects in Sutherland / St George, North Sydney and Redfern are either in planning stages or planning has been completed – projects due to commence in the first half of 2015.
NSW Rural Fire Service (NSWRFS)	<ul style="list-style-type: none"> ▪ Improve collaborations with key stakeholders and promote two-way communications. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ The NSWRFS already takes part in mash-ups with developers and students. The agency also collaborates with other agencies and specialists, where relevant.
Fire and Rescue NSW (FRNSW)	<ul style="list-style-type: none"> ▪ Collaboration with media partners to promote the work of FRNSW including the production of a new observational documentary series with Network 10. FRNSW works collaboratively with the producers of the show to ensure that fire safety messages are a prominent part 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> • Network 10 Firies tenplay.com.au/channel-ten/firies

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
	of each episode.		
Fire and Rescue NSW (FRNSW)	<ul style="list-style-type: none"> ▪ Collaboration with community and business engagement partners on a range of programs to raise fire safety awareness including the Penrith Museum of Fire, the Community Fire Units Program and Westmead Hospital Burns Unit. 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> • In 2013-14 FRNSW spent over 239,000 man hours involved in community activities such as school visits, displays, and other fire prevention and education initiatives.
NSW Police Force Operational Programs	<ul style="list-style-type: none"> ▪ Provide an opportunity for local councils and community members to meet with Police Local Area Commanders and share their perspective on local crime and safety issue through Community Safety Precinct Committees (CSPCs). 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Community Safety Precinct Committees (CSPCs) provide an opportunity for local Councils and community members to meet with Police Local Area Commanders and share their perspective on local crime and safety issues. It provides the opportunity for community members and business owners to get involved in strategies designed to address local crime concerns. It also provides an opportunity for Local Area Commanders to promote accurate local crime information and raise awareness of crime prevention approaches. ▪ CSPC Crime Prevention Framework Policy Document is currently being revised. ▪ CSPC meetings are held quarterly.
NSW Police Force Operational Programs	<ul style="list-style-type: none"> ▪ Co-design events with key stakeholders including international students, education providers, local councils and international student representative bodies with the aim of enhancing 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ The 2014 Beach Soccer Tournament with international students held at Coogee on Sunday 28 September. Event was successful in planning participation, funding allocation coordination and attendance (sponsored by Randwick Council, Community Relations Commission, StudyNSW and 10 Universities).

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Agency/Division/Unit	Plan		Showcase
	Current Initiatives	Milestones/Status	
	engagement with police and spreading crime prevention messages.		<ul style="list-style-type: none"> Newcastle Police and Newcastle University held a similar event in May 2014.
NSW Police Force Operational Programs	<ul style="list-style-type: none"> Custody and Victim Support Program. The program is run in partnership with members of the Aboriginal community and their local LAC by participants supporting Aboriginal people in custody as well as support Aboriginal victims of crime. 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> The program will be rolled out to all the 41 LACs reporting under the Aboriginal Strategic Directions Aboriginal participants gain knowledge and understanding of practices and procedures on laws relating to arrests and detention while providing NSWPF with a better understanding of community needs.

Contacts	Aaron Liu Executive Director Information and Technology Services Catherine Parker Director Strategic Communication
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Attachment A

Agency	Dataset
Department of Justice Juvenile Justice NSW	Juvenile Justice Profile - characteristics of juvenile offenders
	Youth Justice Conferencing - figures on youth conferencing referrals and their outcomes
	Young people under community supervision
	Recent trends in legal proceedings for breach of bail, juvenile remand, and crime
	Young people in custody - length of stay for young people in custody on control
Department of Justice Anti-Discrimination Board	Data on the number of complaints by ground of complaint, type of employer and outcome 2008-2009
	Data on the number of complaints by ground of complaint, type of employer and outcome
	Data on the number of complaints by ground of complaint, type of employer and outcome 2007-2008
	Data on the number of complaints by ground of complaint, type of employer and outcome 2006-2007
	Data on the number of complaints by ground of complaint, type of employer and outcome 2005-2006
	Data on the number of complaints by ground of complaint, type of employer and outcome 2004-2005
	Data on the number of complaints by ground of complaint, type of employer and outcome 2003-2004
	Data on the number of complaints by ground of complaint, type of employer and outcome 2002-2003
	Data on the number of complaints by ground of complaint, type of employer and outcome 2001-2002
	Data on the number of complaints by ground of complaint, type of employer and outcome 2000-2001
Data on the number of complaints by ground of complaint, type of employer and outcome 1999-2000	
Bureau of Crime Statistics and Research	Recorded Crime Dataset. The data is presented by offence type, month and local government area between January 1995 and December 2012
	Non-fatal shooting incidents recorded by NSW Police, in particular shoot with intent, discharge firearm into premises and unlawfully discharge firearm
	Recorded crime and ranking
	NSW Local Government Area crime tables

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Agency	Dataset
	Crime Trends Tool
	Assaults in Kings Cross
	NSW Crime Tool
	Specific Crime Information Tool
	NSW Criminal Court Statistics
	Local Government Area Ranking Tool
Department of Justice NSW Registry of Births Deaths and Marriages	Total number of deaths registered in NSW by year
	Total number of marriages registered in NSW by year
	Most popular baby names by sex for selected year
	Total number of changes of name registered in NSW by year
	Births in NSW by year, including data on home births, stillbirths and multiple births
NSW Police Force	Seatbelt notices issued by NSW police by financial year
	Mobile phone notices issued by NSW police number and value of mobile phone notices issued.
	NSW police issued speeding notices (excluding school zone offences) by financial year
NSW Rural Fire Service	Major Fires updates feed - summary update for major fires burning in NSW
	Current incidents feed – contains a list of current incidents
	Fires Near Me – iphone application notification of fire incidents
	Fire danger ratings and total fire ban feed – fire danger ratings for today and tomorrow
Fire & Rescue NSW	Media releases - RSS feed of media releases
	Statistical Reports - Information and statistics on fires and other emergency incidents extracted from the Australian Incident Reporting System (AIRS)

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Agency	Dataset
	Emergency + smartphone app assists users to call the correct emergency service number according to their phones GPS co-ordinates
NSW State Emergency Service (SES)	Historical Flood Extents NSW 2012 - flood mapping extents from air photography taken during the 2012 western NSW flooding
Information and Privacy Commission	Report on the operation of the <i>Government Information (Public Access) Act 2009</i> 2010-13
	Datasets from the appendices of the Section 37 Report on the Operation of the <i>Government Information (Public Access) Act 2009</i> 2010-13.

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Attachment B

Twitter

NSW Department of Justice	twitter.com/NSWJustice
NSW Police Force	twitter.com/nswpolice
Fire and Rescue NSW	twitter.com/FRNSW
NSW Law Reform Commission	twitter.com/NSWLawReform
Bureau of Crime Statistics and Research	twitter.com/BOCSAR
Crime Prevention	twitter.com/NSW_CPD
Legal Aid NSW	twitter.com/LegalAidNSW
State Emergency Services	twitter.com/NSWSES
NSW Supreme Court	twitter.com/NSWSupCt
NSW Rural Fire Service	twitter.com/NSWRFS
Information and Privacy Commission	twitter.com/IPCNSW
NSW Civil and Administrative Tribunal	twitter.com/ncatnsw

LinkedIn

NSW Crown Solicitor's Office	www.linkedin.com/company/nsw-crown-solicitor-s-office
Legal Aid NSW	au.linkedin.com/company/legal-aid-commission?trk=ppro_cprof
Information and Privacy Commission	www.Linkedin.com/company/1942090?trk=tyah

Facebook

NSW Department of Justice	www.facebook.com/pages/Department-of-Justice-NSW/1513078735604544
Fire and Rescue NSW	www.facebook.com/frnsw
Legal Aid NSW	www.facebook.com/legalaidnsw
State Emergency Services	www.facebook.com/NSW.SES
Families and Friends of Missing Persons Unit	www.facebook.com/missing.persons.501
NSW Registry of Births Deaths and Marriages	www.facebook.com/bdm.nsw
NSW Rural Fire Service	www.facebook.com/nswrfs
NSW Civil and Administrative Tribunal	www.facebook.com/ncatnsw

YouTube

Department of Justice	www.youtube.com/user/JusticeNSW
NSW Police Force	www.youtube.com/user/TheNSWPolice

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NSW Rural Fire Service	www.youtube.com/user/NSWRFS
State Emergency Services	www.youtube.com/user/NSWSES
Legal Aid NSW	www.youtube.com/user/LegalAidNSW
The Judicial Commission of NSW	www.youtube.com/user/JudComNSW
Fire and Rescue NSW	www.youtube.com/user/fireandrescuensw
Bureau of Crime Statistics and Research	www.youtube.com/user/NSWBOCSR
NSW Online Registry	www.youtube.com/watch?v=8iT84LFsag0
Information and Privacy Commission	www.youtube.com/user/IPCNSW

Weibo

NSW Police Force	www.weibo.com/nswpoliceforce
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