

Gender Equality Action Plan Progress Report

November 2024



Contents

Acknowledgement of Country	3
Background	3
1 Progress against Strategies and Measures.....	4
2 Progress on Gender Equality Indicators	11
3 Gender Impact Assessments.....	21
4 Supporting Documentation.....	25
5 Supporting Statement – November 2024.....	26

Acknowledgement of Country

Court Services Victoria acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples and Traditional Owners and Custodians of the land and waterways upon which our lives depend.

Court Services Victoria acknowledges and pays respects to ancestors of this country, Elders, knowledge holders and leaders – past and present.

Court Services Victoria extends that respect to all Aboriginal and Torres Strait Islander peoples. Court Services Victoria acknowledges the ongoing leadership of Aboriginal communities across Victoria in striving to build on these strengths to address inequalities and improve Aboriginal justice outcomes.

Background

As a defined entity under the *Gender Equality Act 2020* (the Act), Court Services Victoria (CSV) must publicly report on progress towards gender equality in its workplaces and in its public policies, programs and services every two years. Reporting on progress ensures that organisations covered by the Act are meeting their obligations

In February 2024, CSV was required to:

- complete a progress data audit to collect, compare, and submit information about workplace gender equality at CSV
- submit a progress report, drawing on our audit data and other information, to demonstrate whether our actions are achieving positive change towards workplace gender equality, and in our public programs, policies and services.

CSV's progress was assessed by the Commission for Gender Equality in the Public Sector (CGEPS) as compliant with its obligations under the Act on 1 October 2024.

The next sections detail progress against the strategies and measure in CSV's Gender Equality Action Plan (GEAP), the Workplace Gender Equality Indicators, as well as detailing the Gender Impact Assessments (GIAs) undertaken.

1 Progress against Strategies and Measures

Strategies and Measures	Status	Status description
1.1 Embed Gender Impact Assessment (GIA) processes across the organisation	Ongoing	<p>This measure is ongoing; however, CSV did complete all actions:</p> <ul style="list-style-type: none"> • Incorporated GIAs into the CSV Project Management System, processes, and resources. • Incorporated GIAs into the annual budget bid process. • Delivered GIA training to key employees (via an external provider and internally via our DEI Manager). <p>Formed a Gender Equality Advisory Group with diverse membership and representation across CSV to assist with GIAs.</p>
1.2 Develop an overarching People Strategy to establish future directions and guide investments that support and develop our people.	Complete	<p>CSV finalised its inaugural Court Services Victoria People Strategy 2023-2026 during the reporting period.</p>
1.3 Develop an inclusive leadership program to cover topics such as gender and pronouns, intersectionality, disability in the workplace, lateral violence, and inclusive leadership behaviours.	Ongoing	<p>The intention of this measure was to develop a whole of CSV inclusive leadership program, however several factors meant that CSV implemented this measure in a slightly different way and implementation is ongoing.</p> <p>A Director of Leadership and Culture was appointed in September 2022 and undertook significant consultation to reach consensus about the content and timing of delivery for this program. It was found that due to the different needs of each jurisdiction, and the different workforces they support, a one-size-fits all program was not the best approach.</p> <p>Instead of delivering a standalone program, CSV has concentrated on offering a range of training (both face-to-face and online) for its leaders which can be undertaken throughout the year.</p> <p>CSV currently offers training on LGBTQIA+ inclusion, Koori Cultural Safety, optimising respect in the workplace, sexual harassment, gender equity, disability, cultural competence, and unconscious bias. Courts Executive members and People and Culture leaders have regular community of practice sessions with a specialised educator on sexual harassment and addressing inappropriate workplace behaviours.</p>
1.4 Deliver employee training programs, guidance materials and supports for diversity, inclusion and intersectionality including LGBTQIA+, disability, cultural and faith awareness	Ongoing	<p>A key finding in CSV's GEAP was the desire among employees for more training and guidance on gender equality, diversity, and inclusion. This measure is ongoing; however, CSV did complete all the actions:</p> <ul style="list-style-type: none"> • Scoped and delivered training programs. • Created a dedicated diversity intranet space including guidance and learning materials to support employee education and reinforce expectations of inclusive and respectful behaviours. • Created Gender Affirmation guidelines to support the VPS Gender Transition Leave Policy.

Strategies and Measures	Status	Status description
1.5 Support the development of employee led networks (e.g. Enablers Network, Pride Network).	Ongoing	<p>This measure is ongoing however CSV did support the development of three groups within the reporting period</p> <ul style="list-style-type: none"> • The Pride at CSV and Courts Group Network. • The Gender Equality Advisory Group • Supreme Court Diversity Working Groups.
1.6 Introduce an employee peer support program	Complete	<p>A focus for CSV's GEAP was on increased psychological safety. CSV cares about its people and wants to ensure they have multiple avenues of support. In 2022 CSV introduced two employee peer support programs, and this measure is complete.</p> <p>Peer Support Program The Peer Support Program was implemented in October 2022. It is a cross-jurisdictional program designed to help create a safe and supportive workplace where colleagues look out for each other. Peer Supporters were selected after a careful EOI process and received training on mental health and wellbeing and education on the available support pathways for referral if needed. CSV currently has more than 40 Peer Supporters across the jurisdictions and a dedicated intranet page with profiles of each Peer Supporter. The cohort is diverse and includes women, men, and First Peoples.</p> <p>Contact Officers In April 2021 CSV established a Contact Officer Program. Contact Officers receive training from the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) on how to provide advice to those who experience negative workplace behaviours including sexual harassment. Contact Officers are selected after a careful EOI process and receive ongoing training and support from CSV's dedicated sexual harassment and respect training provider. As of 30 June 2023, CSV had 40 Contact Officers across the jurisdictions. The cohort is diverse and includes women, men, and First Peoples.</p>
1.7 Improve employee development through mentoring and coaching offerings.	Not started	This measure is due to begin after the reporting period
1.8 Introduce an alumni program to establish an ongoing connection with former employees and create a culture where people are welcomed back and are advocates for working in Courts.	Not started	This measure is due to begin after the reporting period
2.1 Respond to and prevent sexual harassment in the workplace.	Ongoing	CSV has had a significant focus on the elimination of sexual harassment in its workplaces over the reporting period. The work has been guided by the independent Review of Sexual Harassment in Victorian Courts which was jointly commissioned by the Victorian Chief Justice and the then Victorian Attorney-General to determine the extent of sexual harassment in the state's legal profession. The

Strategies and Measures	Status	Status description
		<p>review, led by Dr Helen Szoke AO (Szoke Review), made 20 recommendations, 11 of which were made to CSV. Ten of the 11 recommendations have now been acquitted. This measure is ongoing; however, the following summarises the work completed during the reporting period:</p> <p>Prevention/Training A comprehensive training program for employees, managers, senior leaders, and judicial officers to help people identify, respond to, and call out sexual harassment and other inappropriate behaviours was developed and delivered. The compulsory training for managers focusses on the positive duty under equal opportunity law to address the causes of sexual harassment (including intersectional gender inequality). The focus for employees is on identifying inappropriate behaviours and highlighting avenues for support and resolution.</p> <p>Accountability To ensure completion and accountability, training is part of performance metrics and has been embedded in all employee and manager performance plans as minimum behaviour expectations. To ensure CSV's approach is informed by specific expertise, an independent expert on sexual harassment prevention and organisational change was appointed to CSV's Health, Safety and Culture Committee in September 2021.</p> <p>Response To increase confidence to speak up, a revised trauma-informed, victim-survivor-centred reporting and resolution process was launched in June 2022. Specialised support options are available to anyone impacted by inappropriate workplace behaviour including bystanders, managers, colleagues, and respondents. Support options include an external, confidential, anonymous, trauma informed support channel - Your Safe Space (made available in June 2022) and the Contact Officer network (in place since April 2021). The resolution process includes various options from self-management to formal resolution. There are also various reporting pathways, including anonymous reporting via Your Safe Space.</p> <p>Monitoring Progress To track progress an anonymous, dedicated sexual harassment survey of employees, judicial officers and VCAT members took place in August 2022, with findings reported in April 2023. In June 2023, an external provider was engaged to conduct an independent audit of the implementation of the Szoke Review.</p>
2.2 Review and develop policies, processes and guidelines to address inappropriate workplace behaviours.	Complete	<p>All actions in this measure were completed during the reporting period. A suite of redrafted policies covering sexual harassment, bullying, discrimination, harassment, victimisation, alcohol consumption at workplace events, and managing consensual personal relationships at work, have been developed, and are included in training. These policies meet the six minimum standards for employers as prescribed by VEOHRC; they recognise CSV's positive duty under equal opportunity and OHS laws, and they adopt a victim-survivor centred approach to sexual harassment.</p>

Strategies and Measures	Status	Status description
3.1 Actively support implementation of the Koori Employment Plan 2021 2025.	Ongoing	<p>The Koori Employment Plan (KEP) commits CSV to increasing Koori employment across all courts and tribunals and achieving a minimum of 3% Koori employment by 2025 with a further target to achieve 20% of the 3% target employed in Senior Leadership roles.</p> <p>It also has a focus on cultural capability and cultural safety to ensure that CSV is providing a safe and inclusive working environment for First Peoples employees so they can progress their careers.</p> <p>The DEI Manager has worked closely with the DMDU Koori Unit to ensure CSV is addressing instances of intersectional gender inequality and that our GEAP is informed by the principles of self-determination. This measure is ongoing and there is significant work ahead for the DMDU and the People and Culture team to jointly deliver on these commitments, particularly as it relates to cultural safety and cultural capability across CSV's workforce.</p>
3.2 Conduct an internal audit of end to end recruitment activities.	Complete	<p>This measure was implemented in May 2022. An internal recruitment audit was conducted to review the effectiveness of CSV's recruitment processes and the division of recruitment activities between CSV and jurisdictions.</p>
3.3 Review CSV Recruitment and Selection Policy and supporting guidance materials to incorporate gender equality, gender pay equity principles and intersectionality principles and remove any barriers to inclusion.	In progress	<p>In May 2023, the DEI Manager, in consultation with the DMDU, reviewed the Recruitment and Selection Policy to include a stronger statement about CSV's commitment to recruiting a diverse workforce, to incorporate gender equality and intersectionality principles, remove any barriers to inclusion for marginalised groups, and clearly outline an approach to special measures and designated roles. To support these changes, the standard CSV position description was also updated, and an Inclusive Recruitment Guide and Checklist was developed.</p> <p>The release of these documents was initially scheduled for 2022, but then delayed for release as part of a broader organisational project to increase the capability of hiring managers.</p> <p>This measure is therefore in progress.</p>
3.4 Review induction and onboarding processes and materials.	Complete	<p>The intention of this measure was to ensure all induction and onboarding processes communicated workplace behavioural expectations and raised awareness of support mechanisms and resources. This measure was completed between February- March 2023. All new starters must now complete the Eliminating Sexual Harassment and Optimising Respect and The Respect and Equality at Work elearns which covers the behaviour expected of CSV employees and the multiple supports available.</p>
3.5 Deliver unconscious bias training, initially targeting hiring managers and People & Culture representatives, to mitigate against recruitment and promotion biases.	Ongoing	<p>This measure was completed in May 2023 with the release of four core inclusion elearn modules: What is Diversity and Inclusion, Unconscious Bias, Core Inclusion Skills, and How to be Inclusive. These are promoted regularly via the CSV intranet and also the People and Culture Practice Leadership Group.</p>

Strategies and Measures	Status	Status description
3.6 Implement inclusive recruitment practices to mitigate against stereotypes and biases.	In progress	<p>There were two sub-actions in this measure related to sections of the Recruitment and Selection Policy: ensuring gender balance and broader diversity of selection panels and inserting a clause that any recruitment agencies CSV engages with share the organisation's commitment to gender equality, diversity and inclusion and abide by the measures in the GEAP</p> <p>-These were completed in the reporting period, however, because the finalisation and release of the updated Recruitment and Selection Policy was delayed, this measure is still in progress</p>
3.7 Source candidates using non traditional means, such as community based groups.	Not started	This measure was due to commence in 2022 however due to resourcing limitations it is now commencing in 2024.
3.8 Provide symbols and statements of inclusion when communicating internally and externally.	In progress	<p>This measure has two sub-actions and both are still in progress.</p> <p>The first action was to update the diversity statement on standard position description to ensure CSV is encouraging applications from diverse groups. The position description was reviewed in consultation with the DMDU in May 2023 and will be implemented in 2024.</p> <p>The second action was to include a diversity statement or symbols of inclusion in email signatures and CSV's external website. The CSV signature guide already included guidance on how to include an Acknowledgement of Country and pronouns. CSV wanted to ensure that its email diversity statement reflected the wishes of its employees so held off completing this action until its Gender Equality Advisory Group was established. The Group workshopped a new diversity statement in August-October 2023. This will be reported in the next progress report.</p> <p>While CSV did not complete the specifics of this action in the reporting period, there was a focus on communicating with inclusion and respect. A DEI Manager commenced in October 2022 and designed a DEI Communication and Engagement Plan including observing days of significance. Four in-person events took place in the reporting period (for IWD, IDAHOBIT, Reconciliation Week and NAIDOC). Communication pieces were created for other days of significance (16 Days of Activism, Global Day of Parents, International Day for the Elimination of Racism, Midsumma, International Day of Persons with Disabilities, Transgender Day of Visibility). The focus of each communication piece has been on intersectionality and including the voices of employees with lived experience.</p>
3.9 Appropriate processes are adhered to when appointing new Independent Members of Courts Council.	Ongoing	There was no change to the Independent Members of Courts Council during the reporting period, therefore this measure was not engaged and remains ongoing.
3.10 Review CSV Capability Framework to remove any gender bias and/or other barriers to inclusion.	Not started	This measure is due to begin after the reporting period

Strategies and Measures	Status	Status description
4.1 Review and develop policies and guidelines to regularise and embed flexible working arrangements.	In progress	CSV's Flexible Work Policy was developed throughout 2022 and was shared with employees and the CPSU for consultation in June 2023. It was launched in September 2023. Work also progressed on CSV's Workplace Adjustments Policy however due to resourcing limitations this was not completed during the reporting period, and therefore this measure is still in progress.
4.2 Support leaders to apply flexible working arrangements.	Ongoing	Training sessions to explore flexible work were made available to all employees in March 2022. Additional training specifically for managers and team leaders was provided in late March and early April 2022. These sessions were held in two parts: Part 1 – Leading Flexible Teams: sustaining engagement and performance; and Part 2 – Working Flexibly: creating safe and healthy work practices. While training was delivered, this measure remains ongoing, as CSV's PMS results have revealed a need to provide its leaders with further support.
4.3 Communicate and promote success stories of working flexibly.	Ongoing	CSV's DEI Communication and Engagement Plan includes regular opportunities to promote success stories of employees working flexibly. On the Global Day of Parents, CSV promoted a communication piece including interviews with senior male leaders from VCAT and Supreme Court who shared how working flexibly had allowed them to spend time with their children. CSV will run similar communications pieces regularly, and this measure remains ongoing.
4.4 Introduce support programs/ offerings for employees with family and/or caring responsibilities and employees with disability.	In progress	There were multiple sub-actions in this measure, and they are all in progress. Networks for employees with disability, and parents and carers were originally slated for establishment in 2023 but have been delayed until 2024 due to resourcing limitations. CSV did, however, create a dedicated diversity, equity and inclusion intranet page which was launched in May 2022. The page was created in consultation with the DMDU/Koori Unit, the Pride Network, and employees with disability. The page contains guidance and support to employees on a range of diversity issues (including for parents and carers and for those with disability) and is regularly updated to ensure relevance. Another action in this measure was to ensure that court building design standards are regularly reviewed to incorporate best practice in relation to safe, inclusive, and accessible workplaces and facilities. A Gender Equity section was added to the Courts Design Guide in 2022 committing the design and planning teams to implementing any relevant commitments in the GEAP. In addition, in 2023, the Built Environment team commenced a project to audit all court buildings for DDA compliance and opportunities for the provision of all-gender toilets. The success of this action will be evaluated in the next progress report.
5.1 Conduct detailed analysis to understand causes of the gender pay gap	In progress	CSV recognises that gender pay gaps are driven by many factors and that solutions to close the gap also need to be multi-faceted. CSV has engaged a specialist external provider to assist with understanding the drivers of its gender pay gap. They will provide a report which identifies key risk areas that are driving pay inequity at CSV and identify actions to close the pay gap. This will be available in early 2024.

Strategies and Measures	Status	Status description
		This action was due to commence in 2022 however due to resourcing limitations is now due to commence in November 2023 and will be reported in the next progress report.
5.2 Monitor in band pay gap data to ensure that VPS Grades 2 to 4 roles continue to offer secure, flexible work without gendered impact on salaries.	Ongoing	As above
5.3 Conduct Executive remuneration review.	Ongoing	An Executive Remuneration Review is undertaken on an annual basis with reference to the VPSC review of Executive Remuneration Bands and the Premier's increase guidance, with any increases approved by CSV's Executive Remuneration Committee and Courts Council (where appropriate).
5.4 Monitor pay gap data to analyse effectiveness of identified strategies.	Ongoing	<p>CSV recognises that gender pay gaps are driven by many factors and that solutions to close the gap also need to be multi-faceted. CSV has engaged a specialist external provider to assist with understanding the drivers of its gender pay gap. They will provide a report which identifies key risk areas that are driving pay inequity at CSV and identify actions to close the pay gap. This will be available in early 2024.</p> <p>This action was due to commence in 2022 however due to resourcing limitations is now due to commence in November 2023 and will be reported in the next Progress Report.</p>
6.1 Monitor and report on gender composition of Courts Council.	Ongoing	The gender composition of Courts Council is reported each year through CSV's Annual Report. The Annual Report for 2021-22 was published in December 2022 and is also available on the CSV intranet. This measure was completed in 2021 and 2022 but remains ongoing.
6.2 Provide communications to new and existing CSV employees regarding the capture, privacy and use of personal data	Complete	<p>An Employee Information Collection Notice was developed in early 2022 and explains how personal and health information will be collected, used, and disclosed by CSV. It is available on the CSV intranet for all employees to access.</p> <p>Since 1 June 2022, the Employee Information Collection Notice has also been provided in all new employee starter packs.</p>
6.3 Improve intersectional data collection.	In progress	<p>This measure is in progress. In 2023 CSV worked with DJCS to create new intersectional data fields in the payroll system aligned to those required by CGEPS. Following this, CSV updated its Personal Details Form for new starters. CSV applied best practice principles for collecting diversity information including using inclusive language, asking questions respectfully and appropriately, explaining why the data is being collected and how it will be used, and adhering to privacy requirements.</p> <p>The form and categories will be in use in 2024 with an initial focus on intersectional data collection for new employees.</p>

Strategies and Measures	Status	Status description
6.4 Improve data collection methods for career development opportunities.	In progress	Discussions regarding improving data collection for career development opportunities commenced in 2023, however due to resourcing limitations finalisation has been delayed and will continue in 2024.
6.5 Improve consistency of exit data collection and reporting.	Complete	This measure was completed in 2023. A comprehensive exit survey was developed in consultation with the DEI Manager and the DMDU. The survey will be in use from October 2023. It will allow CSV to track any exits related to inappropriate workplace behaviour or instances of discrimination.
6.6 Conduct a review of the impact of gender stereotypes on workforce composition	Not started	This action is due to commence after the reporting period.

2 Progress on Gender Equality Indicators

Indicator	Confirm if progress made	Progress description
Gender composition of all levels of the workforce	Yes	<p>Like many defined entities, women comprise most of the CSV workforce, but remain proportionately underrepresented in leadership roles. In 2021, 71% of the workforce were women, but held only 60% of leadership roles.</p> <p>The biggest gap was at the Registrar Grade 6 level. In 2021, 29% of these roles were held by women, compared to Registrar Grade 5 roles which comprised 70% women.</p> <p>In 2023, the percentage of women in leadership roles has remained stable - 72% of the workforce are women, and women hold 61% of leadership roles. There has been an increase of women in Registrar Grade 6 roles. Women now hold 40% of these roles, compared to 29% in 2021. This increase is attributed to natural attrition and the promotion of women within the organisation.</p> <p>In 2021, most (86%) of employees were employed fulltime and of these employees, 68% were women and 32% were men which is closely aligned to the gender profile overall.</p>

Indicator	Confirm if progress made	Progress description
		<p>Like most defined entities, women were overrepresented in part-time work. Of the 14% of employees who worked part-time in 2021, 90% were women and 10% were men. 18% of women worked part-time in 2021 compared to only 5% of men.</p> <p>In 2021, CSV employed a small number of casuals, 53% were men and 47% were women. In 2023, CSV employed more women on a casual basis than men (57% vs 43%).</p> <p>In 2023, the gender composition of the fulltime workforce has remained stable (85%) comprising 69% women and 31% men.</p> <p>There has been a slight improvement in the percentage of men working part-time. Of the 14% of employees who worked part-time in 2023, 12% were men, compared to 10% in 2021. 17% of women worked part-time in 2023 compared to 6% of men.</p> <p>CSV continues to work on the collection of intersectional workforce data and doesn't yet understand the full diversity of its workforce. Available intersectional workforce data shows:</p> <ul style="list-style-type: none"> • 0.23% of employees identified as self-described in 2023 compared to 0.15% in 2021. • 2.6% of employees identified as Aboriginal and Torres Strait Islander in 2023 compared with 2.5% in 2021. • 0.8% of employees shared disability information in 2023 compared with 0.7% in 2021. <p>One improvement CSV has observed in 2023 is increased gender diversity as more employees have identified as self-described. In 2021, 0.15% of the workforce were self-described, this increased to 0.23% in 2023. This is also reflected in CSV's PMS data where enough respondents identified as non-binary or preferred to self-describe their gender to allow us to report results for this cohort. This increase cannot be accounted for by recruitment alone and shows a growing trust and sense of safety within the organisation to identity outside the gender binary. This has been achieved via several measures in the CSV GEAP including inclusive employee training programs and guidance materials on gender equality, diversity, and inclusion (1.4), the development of employee-led networks including the Pride Network (1.5), and guidance materials including the release of our Gender Affirmation Leave Procedure and Gender Affirmation Guide (1.4).</p> <p>CSV will continue to improve its data collection processes and systems and hope that in the next progress report it will be able to report more fully on the composition of the workforce (including greater alignment between the audit and PMS data) and whether intersecting forms of inequality or discrimination exist.</p> <p>While relatively small, the changes noted above including an increase of women at Registrar Grade 6, an increase in the</p>

Indicator	Confirm if progress made	Progress description
Gender composition of governing bodies	Yes	percentage of employees who identify outside the gender binary, and the slight increase in men working part-time, represent progress against this indicator.
Equal remuneration for work of equal or comparable value across all levels of the workforce, irrespective of gender	No	<p>Between 2021 and 2023 there has been a slight reduction in CSV's median base salary gap between men and women (from 10.1% to 9.4%). There has also been a slight reduction in CSV's median total remuneration salary between men and women (from 9.0% to 8.7%).</p> <p>The mean base salary gap has slightly increased between 2021 and 2023 (from 9.4% to 9.9%). The mean total remuneration gap stayed the same (9.8%).</p> <p>One factor which may have contributed to the reduction of CSV's median salary pay gap is that as of 1 January 2023, the qualification-related salary progression points of Trainee Court Registrars (the majority of whom are women) was increased.</p> <p>In 2024, CSV will be in a better position to understand the causes of its gender pay gap as a specialist external provider has been engaged to conduct detailed analysis and identify key areas that are driving pay inequity. This action was due to commence in 2022 however due to resourcing limitations is now due to commence in November 2023 and will be reported in the next progress report.</p> <p>CSV still has a way to go to understand the factors driving its gender pay gap and cannot show progress against this indicator at this time.</p>
Sexual harassment in the workplace	Yes	<p>Prevalence and nature</p> <p>CSV's 2021 PMS data showed that 8% of women and 3% of men who responded to the survey had experienced sexual harassment in the workplace. No PMS respondents in 2021 indicated that they had made a formal complaint.</p> <p>In 2023, PMS data showed that 7% of women and 3% of men who responded to the survey had experienced sexual harassment in the workplace, a slight reduction of 1% of women from 2021. Of the respondents, 3% indicated that they made a formal complaint.</p>

Indicator	Confirm if progress made	Progress description
		<p>In both years, the most common forms of sexual harassment being experienced was sexually suggestive comments or jokes, followed by intrusive questions about private life or comments about physical appearance.</p> <p>CSV's 2021 and 2023 PMS data indicates that marginalised groups are overrepresented among those who reported experiencing sexual harassment including those who are non-binary or use a different term, women with a disability, Aboriginal and Torres Strait Islander women, and women from the LGBTQIA+ community. Young women (those aged 25-34 years) were also more likely to experience sexual harassment than others. CSV has already put in place actions to address this overrepresentation including a stronger focus on intersectional gender inequality and compounded disadvantage in all sexual harassment training materials, specialist supports for First Peoples and the LGBTQIA+ community, and our concerted sexual harassment awareness raising campaign. In 2024, CSV will revise its support options and resolution procedures to ensure they are inclusive and safe, particularly for women with disability.</p> <p>Formal reporting</p> <p>Between 2021 and 2023 there has been an increase in the number of formal sexual harassment complaints made.</p> <p>In 2021, three formal sexual harassment complaints were made by CSV employees. In 2023, seven formal sexual harassment complaints were received from nine complainants, comprising six individual complaints and a group of three.</p> <p>CSV's PMS results revealed some reasons as to why people experiencing sexual harassment were not making a formal complaint. The most common reasons being that people didn't think the behaviour was 'serious enough', they did not think it would make a difference, or that they were fearful of repercussions. This shows CSV has more work to do to educate employees on behaviours that constitute sexual harassment, and the organisation's zero tolerance for victimisation.</p> <p>Organisational action to prevent sexual harassment and safety to speak up</p> <p>While the prevalence and nature of sexual harassment has not substantially changed, it has decreased slightly, and there are some positive results in CSV's PMS responses in terms of attitudes towards organisational action to prevent sexual harassment and safety to speak up.</p> <p>There have been some improvements in favourable responses to the statement 'I feel safe to challenge inappropriate behaviour at work' with an overall increase of 8% from 2021-2023 (59-67%). Amongst women the increase was also 8% (57-65%). Of non-binary/use a different term respondents 68% agreed with this statement (no comparable data from 2021). There were less favourable responses to this statement from women with a disability, Aboriginal and Torres Strait Islander women and young women (those aged 25-34).</p>

Indicator	Confirm if progress made	Progress description
Recruitment and promotion practices in the workplace	No	<p data-bbox="633 280 2047 373">Overall, 81% of respondents agreed with the statement, ‘my organisation encourages respectful workplace behaviours’, including 81% of women, 90% of men, and 79% of non-binary/use a different term respondents. There were less favourable responses to this statement from women with a disability and Aboriginal and Torres Strait Islander women.</p> <p data-bbox="633 411 2074 571">In 2023, CSV asked custom questions about sexual harassment and responses were favourable overall. To the statement, ‘It is clear in my organisation that sexual harassment is not tolerated’, 88% of respondents agreed, including 87% of women, 89% of non-binary/use a different term respondents, and 92% of men. Aboriginal and Torres Strait Islander women and young women (those aged 25-34) also returned a favourable response to this question. The least favourable response came from women with a disability.</p> <p data-bbox="633 609 2051 740">To the statement ‘I know how to raise concerns about sexual harassment in the workplace and am confident that I will be supported’, overall, 82% of respondents agreed including 82% of women, 84% of non-binary/use a different term respondents, and 87% of men. Aboriginal and Torres Strait Islander women also returned a favourable response to this question. The least favourable response came from women with a disability.</p> <p data-bbox="633 778 2033 842">In addition, 72% of respondents identified they had participated in workplace sexual harassment training during the last year.</p> <p data-bbox="633 880 2051 1011">While it is concerning that marginalised groups and young women are experiencing higher rates of sexual harassment, and women with a disability and young women (those aged 25-34) have less confidence than others to challenge inappropriate behaviours and that they will be supported if they experience sexual harassment, CSV is pleased to see an overall drop in prevalence rates indicated via its PMS survey results.</p> <p data-bbox="633 1050 2047 1145">Similarly, it is noted that an increase in the number of formal complaints made in the short term (as reported in PMS and audit data) is an indicator that CSV’s focus on safety, trauma-informed, victim-survivor focused reporting and support mechanisms have been successful in encouraging employees to raise complaints.</p> <p data-bbox="633 1152 1984 1216">CSV has also seen some positive and favourable responses and some improvements from 2021 in PMS questions relating to sexual harassment, organisational response, and safety to speak up.</p> <p data-bbox="633 1254 1527 1279">CSV considers these small improvements as progress against this indicator.</p> <p data-bbox="633 1305 2047 1430">Audit data Recruitment The gender composition of people who have joined CSV over the reporting period has remained consistent with the organisation’s overall gender profile. In 2021, CSV recruited 70% women and 30% men. In 2023 CSV recruited 71%</p>

Indicator	Confirm if progress made	Progress description
		<p>women and 29% men. In both years, more women than men were recruited into part-time roles (both ongoing and fixed term) however, as a percentage of all men recruited, there was an increase in 2023 of men recruited into part time roles. In both years, CSV recruited a small number of people who prefer to self-describe their gender, most of these employees were recruited into casual or contract/fixed-term roles.</p> <p>Exits In both years, slightly more men (as a proportion of men) exited CSV than women. In both years, the percentage of people with self-described gender exiting the organisation has matched the percentage recruited.</p> <p>Permanent promotion In both years, slightly more women than men have been permanently promoted (as a proportion of women). In 2021, 78% of people promoted were women and 22% were men. In 2023, 77% of people promoted were women and 23% were men. In both years, no people who self-described their gender were promoted. In addition, in both years, of the women who were promoted, those who worked fulltime had a greater chance of being promoted than those who worked part-time. In 2021, 71% of women who were promoted were employed fulltime permanent/ongoing, and only 7% of women promoted were employed part-time permanent/ongoing. In 2023, 84% of women who were promoted were employed fulltime permanent/ongoing, and only 1% of women who were promoted were employed part-time permanent/ongoing. This is despite women being overrepresented in part-time work, which suggests that this continues to be a barrier to progression.</p> <p>Career development In both years, more women than men participated in career development opportunities, higher duties and were awarded internal secondments (as a proportion of the workforce). In 2023, CSV had more people of self-described gender participate in career development opportunities than in 2021.</p> <p>Recruitment, promotion, career development, and exit data shows that CSV has more work to do to achieve gender-equitable practices. Audit data shows that working part-time continues to be a barrier to career progression for women, despite the fact they are taking up career development opportunities. It also showed that CSV needs to do more to attract and recruit people with self-described gender, particularly into ongoing/permanent roles, and encourage employees in this cohort to take up career development and promotion opportunities.</p> <p>PMS Data CSV has seen some improvement in attitudes towards recruitment and promotion in PMS data. In response to the statement ‘I believe the recruitment processes in my organisation are fair’, there has been an overall increase of</p>

Indicator	Confirm if progress made	Progress description
		<p>respondents who agree - from 49% to 61%. The improvement amongst women was 47-60%. 63% of non-binary/use a different term cohort agreed with this statement in 2023 (no comparative data available from 2021). There was less of an improvement for women with a disability and a drop in favourable responses from Aboriginal and Torres Strait Islander women respondents.</p> <p>There has been some improvement amongst women in terms of attitudes towards promotion. 45% of women agreed with the statement 'I have an equal chance at promotion in my organisation' - an increase from 38% in 2021. There was also an increase in favourable responses from Aboriginal and Torres Strait Islander women. The only decrease in favourable scores was from women with disability which shows that in 2024-25, CSV's focus must be on this cohort.</p> <p>Responses were less favourable to the question 'I am satisfied with the opportunities to progress in my organisation'. Only 43% of women agreed with this statement and 26% of non-binary/use a different term respondents. Favourable responses were also low amongst Aboriginal and Torres Strait Islander women respondents and women with a disability.</p> <p>In addition, in answer to questions about barriers to success at work, people in marginalised groups (people with a disability, First Peoples, those from the LGBTQIA+ community and people not born in Australia) were more likely than others to experience barriers.</p> <p>Despite some increase in favourable responses amongst some groups to PMS questions relating to recruitment, promotion, and career development, CSV's audit and PMS data shows there is more work to do to make these processes more equitable.</p> <p>CSV was unable to implement some of its recruitment actions during the reporting period due to resourcing limitations and competing priorities. This means CSV cannot show substantial progress against this indicator at this time.</p>
Availability and utilisation of terms, conditions and practices relating to: - family violence leave; and - flexible working arrangements; and - working arrangements	Yes	<p>Flexible working</p> <p>CSV has seen an increase in the proportion of its workforce utilising formal flexible working arrangements. In 2021, 10% of employees utilised a formal flexible working arrangement and of this 10%, 78% were women and 22% were men. In 2023, 20% of the workforce utilised a formal flexible working arrangement and 83% were women and 17% were men. The proportion of women who utilised a formal flexible working arrangement increased from 11-22%. The proportion of men who utilised a formal flexible working arrangement increased from 7-11%. A small number of CSV employees who self-describe their gender utilised a formal flexible working arrangement in both years.</p> <p>Senior leader flexible working</p> <p>In 2021, 16 of CSV's senior leaders utilised a formal flexible working arrangement including nine women and seven men. In 2023, eight of CSV's senior leaders utilised a formal flexible working arrangement including five women and three men.</p>

Indicator	Confirm if progress made	Progress description
supporting employees with family or caring responsibilities		<p>Despite an increase in the percentage of CSV employees utilising a formal flexible working arrangement (from 10-20%) access to flexible work has emerged as a key theme among respondents who completed the employee experience survey.</p> <p>In 2021, 71% of respondents were confident that if they requested a flexible work arrangement it would be given due consideration, this fell to 69% of respondents in 2023. Amongst women, the drop in confidence was from 71% to 67%. Among women respondents with caring responsibilities the drop was from 77-71%. 63% of people who self-described gender agreed with this statement in 2023 (no comparative data for 2021). There was also a drop in confidence amongst Aboriginal and Torres Strait Islander women respondents and women with a disability.</p> <p>There were more favourable responses to the 2023 statement, 'my manager supports working flexibly' – 79% of women, 81% of men, and 84% of people who self-described their gender agreed with this statement, and 82% of women with caring responsibilities. The group with the lowest agreement to this statement was women with a disability.</p> <p>Parental leave CSV has seen a slight increase in the percentage of men taking parental leave. In 2021, of the people taking parental leave 85% were women and 15% were men. In 2023, 82% were women and 18% were men – an increase of 3%. Men took significantly less leave than women and significantly less unpaid leave, however, this increase is still a step in the right direction.</p> <p>Carers leave In 2021 and 2023, a similar percentage of employees taking carers leave were men (27% in 2021 and 25% in 2023).</p> <p>Family Violence Leave The number of employees taking family violence leave has increased. CSV currently has actions in place to support this increase including redrafting its family violence leave processes and procedures and training Contact Officers to provide support to employees experiencing family violence.</p> <p>PMS data shows that employees are confident that they will be supported if they need to take family violence leave and confidence has increased from 2021. The overall increase was from 77-83%. Among women the increase was 79-84%, and 84% of non-binary/use a different term respondents in 2023 (no comparable data for 2201). Aboriginal and Torres Strait Islander women respondents also responded favourably to this question. The lowest favourable response came from women with a disability.</p> <p>Despite the drop in confidence amongst PMS respondents that requests for formal flexible working arrangements will be considered (which warrants further investigation), CSV has seen an increase in the proportion of men utilising formal</p>

Indicator	Confirm if progress made	Progress description
Gendered segregation within the workplace	No	<p>flexible working arrangements and taking up parental leave. This is a positive improvement which will have flow on effects for CSV's gender pay gap and shows progress against this indicator.</p> <p>Despite comprising most (72%) of CSV's workforce, like most defined entities, women are underrepresented in management roles and in technician and trade roles and are concentrated in lower-paid administrative roles (such as Trainee Court Registrar and Administration Officer roles). This has remained the same throughout the reporting period. The only major change CSV has observed in this period is the decrease of men in its Community and Personal Service Worker positions which are mainly roles in specialist courts and family violence programs. In 2021 these roles were gender balanced, in 2023, with the loss of seven men, women now comprise 91% of these roles. This warrants further investigation.</p> <p>CSV recognises that the composition of its workforce and the distribution of occupations can be influenced by various forms of workplace discrimination including bullying and other negative behaviours, and that people with certain attributes are more likely to experience negative workplace behaviours and barriers than others which can skew distributions across levels, occupations, or leadership groups in an organisation.</p> <p>PMS data provides some insights and shows that marginalised groups are overrepresented among those who reported experiencing bullying and discrimination including those who are non-binary or use a different term, people with disability, First People, and those from the LGBTQIA+ community.</p> <p>The most common forms of bullying experienced were incivility, exclusion, or isolation. The most common forms of discrimination people reported were being denied opportunities for promotion, training, and professional development, and being denied flexible work arrangements or other adjustments.</p> <p>CSV has already put in place actions to address this overrepresentation including employee and leader training on gender equality, diversity and inclusion, unconscious bias, and cultural safety. CSV has also included a stronger focus on intersectional gender inequality and compounded disadvantage in all its negative workplace behaviours training materials and introduced specialist supports for First Peoples and the LGBTQIA+ community. It is also implementing a program of work to increase cultural safety and cultural capability across CSV's workforce. These results, however, show that there is still more to do.</p> <p>Despite the prevalence of bullying and discrimination in its workforce, CSV has seen some improvements in employee sentiment about gender segregation, workplace inclusion and respect. However, there are some differences for women with disability and Aboriginal and Torres Strait Islander women. These two groups returned some less favourable scores, and some notable decreases from 2021.</p>

Indicator	Confirm if progress made	Progress description
		<p>Overall, 82% of women feel confident that work is allocated regardless of gender. Men are more confident in this regard (88%). The least favourable responses to this question came from women with disability, and the non-binary/prefer not say cohort.</p> <p>Since 2021, there has been an overall increase (from 86-88%) in favourable responses to the statement 'my manager treats employees with dignity and respect'. Among women, the increase is smaller - 88-89%. 95% of respondents who identify as non-binary or use another term agreed with this statement in 2023 (no comparative data from 2021). There has been a decrease, however, in favourable responses to this statement from marginalised groups, including from Aboriginal and Torres Strait Islander women and women with a disability, which shows CSV has more work to do in these areas.</p> <p>For some groups, there has been a slight increase in favourable responses to the statement 'my organisation encourages respectful workplace behaviours'. In 2023, 81% of women respondents agreed with this statement and 79% of respondents who are non-binary/use a different term. However, there has been a concerning drop from Aboriginal and Torres Strait Islander women respondents. CSV already has initiatives in place to address this, including our a program of work to increase cultural safety and cultural capability across CSV's workforce.</p> <p>Despite some improvements in favourable responses to relevant PMS questions, CSV's workforce remains highly gender segregated which may be related to the existence of negative workplace behaviours, and it cannot report progress against this indicator at this time.</p>

3 Gender Impact Assessments

Title	Description	Actions taken	Intersectional lens applied
Bendigo Law Courts New Program	<p>Capital funding to construct a new, multijurisdictional law court at Bendigo was provided by the Victorian government in 2019. A GIA was completed on the 2021 budget bid to provide the budget required to operationalise all court services.</p> <p>Through the GIA process, it was found that the new court would already address gender inequality and promote gender equality because it would provide:</p> <ul style="list-style-type: none"> .enhanced access to protection for women seeking relief from family violence. .local access to legal protections against discrimination on the grounds of gender identity, sexual orientation, and religious belief. .an increase in employment opportunities for local women. 	<p>To support the needs of carers (who are more likely to be women) and young people, the building incorporates a Parent Room which has a bench, sink, microwave, and comfortable seating for breastfeeding/chestfeeding parents. It is inclusive of parents of all genders and open to all members of the public.</p> <p>All public waiting spaces have child-friendly furniture.</p> <p>A safe entrance for family violence victim-survivors (the majority of whom are women), was added.</p> <p>A unisex toilet is available and can be used by people of all genders.</p>	<p>To provide a culturally inclusive place for First Peoples, design of the building was conducted in collaboration with the traditional owners, Dja Dja Wurrung and the Taungurung Peoples of the Kulin Nation. Dja Dja Wurrung culture is embedded in the building, including:</p> <p>Language and art elements in over 35 locations within the building and precinct.</p> <p>Artworks by Djaara artists throughout the building, including a representation of creation being Bunjil, soaring four levels high in the building's copper fabric, enveloping the corner facade of Hargreaves and Mundy Streets.</p> <p>A welcoming courtyard paved to symbolise a smoking ceremony and landscaped to symbolise the distinctive granite outcrops, water features and native flora of Dja Dja Wurrung Country.-</p> <p>Language of the Dja Dja Wurrung (Djaara) is used within the building and precinct. Waiting rooms, meeting rooms and hearing rooms are named in Djaara language.</p> <p>Accessibility has also been central to design. Both entrances are step-free and have automatic doors; all floors are accessible by lifts, each floor has accessible toilets including standard, unisex accessible and toilets for ambulant people. Assistance animals are welcome, and all court, hearing and mediation rooms have dedicated hearing loops; a Digital Wayfinding System is in place, and all signs have braille. The webpage can be translated into several languages, and interpreters can be provided on request.</p> <p>The Court also includes a multifaith room, available to the public.</p>

Title	Description	Actions taken	Intersectional lens applied
<p>Court Management System Project (CMS)</p> <p>New Program</p>	<p>The CMS Project aims to design and implement a modern case management system for the Magistrates' Court and Children's Court that supports the ongoing growth of caseloads, is a one-point of entry for all cases in these two courts, and streamlines data capture, processes, and information exchange. A GIA was conducted in the early stages of the project.</p>	<p>To ensure inclusion for the trans and gender diverse community, the gender identifiers were changed from male, female, other to woman, man, non-binary, prefer to self-describe (free text box).</p> <p>-In addition, an optional space was added in the system for the inclusion of pronouns.</p>	<p>The CMS project also collects data on First Nations status and there is a free text box which is designated for additional information which may assist in conducting the court case (for instance other diversity markers). This will be reviewed periodically.</p>
<p>Therapeutic Justice</p> <p>Program up for review</p>	<p>Therapeutic Justice Program includes Drug Courts and the Court Integrated Service Programs (CISP). Drug Courts promote the recovery of offenders through a judicially supervised, intensive, and integrated supervision and treatment regime, as an alternative to other sentences.</p> <p>CISP is a pre-sentence bail support, or deferral of sentencing program, that addresses the underlying causes of offending by providing linkages to appropriate support services in conjunction with regular judicial monitoring.</p> <p>Drug Courts and CISP have been in place since 2002 and 2006 respectively. A GIA was completed on the budget bid to extend funding for this program.</p> <p>Through conducting a GIA, it was found that Drug Courts and CISP have already been designed with gender and intersectionality in mind.</p> <p>The Program promotes gender equality because a key outcome is to address the underlying causes of crime, reduce recidivism, and provide effective alternatives to incarceration. This will improve outcomes for women who are disproportionately affected by offending behaviour.</p>	<p>By conducting a GIA, it was found that Drug Courts and CISP have already been designed with gender and intersectionality in mind.</p>	<p>By conducting a GIA, it was found that Drug Courts and CISP have already been designed with gender and intersectionality in mind.</p>

Title	Description	Actions taken	Intersectional lens applied
	<p>The Program contemplates the needs of different genders with a consideration of intersectionality; it provides specialist support for people of different sexual orientations, ages, and cultural identities and those impacted by alcohol and other drug use, housing insecurity and homelessness, mental illness, acquired brain injury, cognitive impairment, and family violence.</p> <p>A range of Koori support and liaison roles engage with Aboriginal and Torres Strait Islander participants to provide culturally appropriate treatment and support.</p>		
<p>Remote Support Hearing Services</p> <p>Service up for review</p>	<p>The Remote Hearing Support Service (RHSS) is a way for people affected by family violence to take part in a family violence intervention order hearing without coming to a court building, for instance at an Orange Door location or an Aboriginal Controlled Community Organisations.</p> <p>96% of participants in this program have been women, the majority of whom who are seeking protection from family violence through a Family Violence Intervention Order. The service has been in place at 11 Victorian Magistrates' Court locations since 2022 and was a recommendation of the Royal Commission into Family Violence. A GIA was conducted on the budget bid to extend funding for this program.</p> <p>By conducting a GIA, it was found that the service already addresses gender inequality and benefits women, with a consideration of intersectionality as the overarching objectives of the service are to increase Affected Family Member's choice and agency around how they engage with the court process, increase safety in court appearances, and reduce stress and trauma through facing the</p>	<p>By conducting a GIA, it was found that RHSS has already been designed with gender and intersectionality in mind.</p>	<p>By conducting a GIA, it was found that RHSS has already been designed with gender and intersectionality in mind.</p>

Title	Description	Actions taken	Intersectional lens applied
	<p>perpetrator at court.</p> <p>The service removes physical barriers to participation in court which can assist women living in rural areas and remotely, women with disabilities, and women with caring responsibilities.</p> <p>RHSS employees receive training in inclusive practice and working with diverse communities, and strong referral pathways are in place with LGBTIQ+ and Umalek Balit practitioners - a culturally safe and relevant program for Aboriginal and Torres Strait Islander families.</p> <p>Dedicated remote hearing locations such as The Orange Door are also specifically designed to optimise access and meet all accessibility standards.</p>		

4 Supporting Documentation

We recognise our duty to promote gender equality by conducting gender impact assessments on all new policies, programs, and services and those up for review, which directly and significantly impact the public, benefit all Victorians. During the reporting period we began to build workforce capability and set up systems and structures to embed GIAs into business. The requirement to conduct GIAs was embedded into our project management system – which tracks major projects such as court expansions and new court processes - and into our annual budget bid process. In early 2023, we simplified the GIA process by creating our own template and in July 2023 we engaged Action for Gender Equality Partnership to deliver training to 40 key employees. Further training was also delivered to budget bid writers and MCV project managers in July-August 2023. In May 2023, we established a Gender Equality Advisory Group with proportionate representation across all jurisdictions and diverse membership to assist with identification of when a GIA is needed and provide support on the GIA process (a more detailed account of our GIA actions can be found in the Strategies and Measures tab of our progress report.).

Despite these measures, we have identified:

- One service and one program of work where a retrospective GIA is required.
- Three projects where a GIA was not conducted, however because of the nature of the project a gender lens was considered.
- Two projects where a GIA was underway.
- All these GIAs will be reported in our next progress report.

Retrospective Gender Impact Assessments

Service - Melbourne Magistrates' Court Service Centre

In 2018, the Magistrates' Court of Victoria (MCV) operationalised a centralised digital public enquiry service to increase the court's timeliness responding to family violence enquiries in response to Recommendation 63 of the 2016 Royal Commission into Family Violence. In 2022, MCV established the MCV Service Centre to further develop and improve this service particularly for vulnerable court users and/or those with complex matters. A GIA was conducted on the Service Centre retrospectively (after the reporting period). It identified that the Service Centre has led to improved service delivery for all Victorians and particularly for affected family members (who are more likely to be women). This GIA will be reported in the next progress report.

Program - Built Environment 2022-23 Program of Work

Our Built Environment Team oversees all construction projects, repair/maintenance, and design projects. Many of the projects they oversee have already had a GIA done as part of the budget bid process, however, they have identified a few smaller projects within their program of work where a GIA was either missed or needs to be reviewed. This GIA will be reported in the next progress report.

Projects where a GIA was not conducted, however because of the nature of the project, a gender lens was considered.

Three of the projects we identified where a GIA was not undertaken have already taken gender and intersectionality into consideration because they were initiated in response to the 2016 Victorian Royal Commission into Family Violence.

Koori Family Violence State-wide Practitioner Expansion – Umalek Balit.

Umalek Balit is a culturally safe program for Aboriginal and Torres Strait Islander families who come to specific Magistrates' Court locations for family violence related proceedings. Aboriginal women are 4-5 times more likely to experience family violence than non-Aboriginal women, so access to specialised, culturally safe, and appropriate support, is imperative. While a GIA was not undertaken on this project, gender and intersectionality were considered.

Multi-Agency Risk Assessment and Management and Information Sharing (MARAMIS) Project

As part of the response to the 2016 Victorian Royal Commission into Family Violence, all Victoria Courts have committed to the implementation of the MARAM Framework – which supports a system-wide approach to assessing and managing the risk of family violence. The Framework is underpinned by 10 principles which include acknowledgement of the gendered drivers of family violence and how gender inequality intersects with other forms of structural inequality and discrimination. This purpose of this project is to ensure the implementation of the MARAM Framework is aligned across all Courts. While a GIA was not undertaken on this project, gender and intersectionality were considered.

Specialist Family Violence Courts State-wide Expansion Project

Specialist Family Violence Courts were recommended by the 2016 Victorian Royal Commission into Family Violence. They have been designed in consultation with victim-survivors to promote the safety of people affected by violence, increase the accountability of people who have used violence against family members, and increase the protection of children exposed to family violence. Specialist family violence courts are already operating across 12 sites in Victoria. The objective of this project is to roll out seven additional sites (Melbourne, Dandenong, Geelong, Latrobe Valley, Ringwood, Sunshine & Broadmeadows). While a GIA was not undertaken on this project, gender and intersectionality, were considered.

Gender Impact Assessments underway

Service - Melbourne Magistrates' Court Service Commitment

The Magistrates' Court of Victoria (MCV) has developed a Service Commitment that will communicate how service should be delivered, set court user expectations, and promote court user feedback. The One MCV Service Commitment will also enable the MCV to collect and analyse court user feedback, understand the court user experience, and continuously improve services, programs. This GIA was commenced in the reporting period and will be reported in the next progress report.

Policy - Melbourne Magistrates' Court Managing Feedback and Complaints Policy

The Managing Feedback and Complaints Policy aims to ensure that Magistrates' Court users and stakeholders can easily access an effective process whereby complaints about the Court's services, administrative staff, or facilities are investigated and resolved in a fair, impartial, and prompt manner. This GIA was commenced in the reporting period and will be reported in the next progress report.

5 Supporting Statement – November 2024

Update to Progress Audit Data – October 2024

Court Services Victoria (CSV) was found compliant with its obligations under the *Gender Equality Act 2020* (Vic) on 1 October 2024.

Upon receiving feedback from the Commission for Gender Equality in the Public Sector, CSV conducted a review of its submission of parental leave data. This revealed anomalies whereby some periods of parental leave ending outside the reporting period were inadvertently included. While CSV was not required to resubmit its audit data, to ensure its reporting was accurate, CSV chose to correct the anomalies and resubmit.

The resubmission of the parental leave audit data resulted in the following amendment to CSV's Progress Report on Indicator 6 – Working Arrangements and Leave:

Originally submitted February 2024:

CSV has seen a slight increase in the percentage of men taking parental leave. In 2021, of the people taking parental leave 85% were women and 15% were men. **In 2023, 82% were women and 18% were men – an increase of 3%.** Men took significantly less leave than women and significantly less unpaid leave, however, this increase is still a step in the right direction.

Update October 2024:

CSV has seen an increase in the percentage of men taking parental leave. In 2021, of the people taking parental leave 85% were women and 15% were men. **In 2023, 78% were women and 22% were men – an increase of 7%.** Men took significantly less leave than women and significantly less unpaid leave, however, this increase is still a step in the right direction.

Court Services Victoria

181 William Street,
Melbourne VIC 3000
Email: feedback@courts.vic.gov.au