



WE EDUCATE, EMPOWER AND
SUPPORT VICTIMS TO GIVE EVIDENCE

PACT



GRANT THORNTON FORECAST SOCIAL RETURN ON INVESTMENT REPORT

INTRODUCTION

In November 2020 Grant Thornton undertook an independent study of PACT's funding and services to calculate the social return on investment. As a globally recognised national firm with over 150 partners and more than 1,300 staff, Grant Thornton's professionalism and credibility was applied on this pro bono assessment which was conducted as part of their aim to support community-focused organisations.



The report thoroughly examined PACT's investment for the 2021 Financial Year and assessed the social impact that our activities are forecast to have on key stakeholder groups over the year.

The report demonstrated that:

For every \$1 of funding PACT receives, \$3.13 of social value is delivered.

THE REPORT FOUND THE KEY BENEFITS FROM PACT'S SERVICES ARE:

1) *Child witnesses* benefit from:

- Being better prepared for the process of giving evidence
- Reduced anxiety and stress

PACT's presence "provides assurance that the courtroom experience does not further traumatise a child witness." – Deputy Public Prosecutor, ODPP

"When a child is comfortable and confident with the expectations of them as a witness, there is a greater likelihood that the child will provide consistent and reliable evidence. Consistent and reliable evidence is essential in aiding the court to deliver a verdict."
Grant Thornton Review, 2020

2) *The Office of the Director of Public Prosecutions* (ODPP) benefits from:

- Reduced administrative and liaison burden on staff
- Reduced delays in court proceedings

"The help that PACT provides is invaluable because otherwise VLOs would drain resources essentially 'babysitting' for hours. [PACT's presence] is very cost effective in that sense."
– Victim Liaison Officer, ODPP

"[PACT's involvement] is essential to our work from the perspective of them calming down a lot of children, understanding family dynamics as well as essential aspects of being in court and assisting in that way." – Crown Prosecutor, ODPP

3) Queensland Judiciary and Court Services benefit from:

- Reduced delays in court proceedings
- Increased quality of evidence provided
- Improved legal outcomes

The absence of PACT “has had an impact during COVID-19. In finding other support, some delays became obvious. It is clear how much gain we get from an impartial PACT support person.” – Crown Prosecutor, ODPP

“PACT’s support is undoubtedly a benefit to a child...As a result of [PACT’s] support, child witnesses are more likely to be better informed, emotionally stable and able to provide better quality evidence as a result of this.” – Judge, District Court of Queensland

4) Queensland Police Service benefit from a reduction in the workload offering emotional support to witnesses and less time explaining the legal/court processes.

Key benefits:

- Reduced burden on investigating officers
- Officers have an increased understanding of the family dynamics of a child witness

“From the QPS point of view, trying to keep everyone happy, keeping witnesses happy is the most time consuming part of the process. It makes it much easier to deal with all the issues at hand when PACT is able to take some of the burden.”
- Detective Senior Sergeant, CPIU, QPS

“...it helps to know who to contact and who not to contact. In family situations there is always going to be a line in the sand with those for and those against. Having [PACT] working allows inside knowledge of this.” - Detective Senior Sergeant, QPS

5) Families of child witnesses benefit from:

- Having their children better prepared to the evidentiary process
- Reduced anxiety and stress for families of child witnesses

“PACT workers do a great job in the lead up forming a bond with the family. We are dealing with troubled children and troubled families. The foundations PACT lay in the lead up can really make a big difference when it comes time to do a pre-recording.”
- Victim Liaison Officer, ODPP

Grant Thornton’s independent *Forecast Social Return on Investment Report* found that for every \$1 PACT receives, \$3.13 of social value is delivered.



*Outcomes such as the reduction of stress and anxiety in child witnesses and their families, as well as improved justice outcomes are likely to have effects that last far beyond the time period being assessed.