

ANNUAL REVIEW

2008 – 2009



11 December 2009

The Hon. John Hatzistergos, MLC
Attorney General and Minister for Justice
GPO Box 5341
SYDNEY NSW 2001

Dear Attorney

2008 – 2009 Annual Report

Pursuant to section 17 of the *Public Defenders Act 1995*, I am pleased to forward the Public Defenders' report for the year ending 30 June 2009 for tabling in Parliament.

Yours sincerely

Mark Ierace SC
Senior Public Defender

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Foreword

Public Defenders held a planning session at the beginning of this year. The aim was to re-assess our activities, review our policies and discuss fresh ideas. In discussing and developing our work strategies and directions we were mindful of the economic constraints affecting everyone following the global financial crisis. Two main issues arose:

First, was the need to better support our regional Public Defenders and to direct more services to regional NSW. The placement of a permanent Public Defender position at Port Macquarie has already produced dividends with matters being resolved more efficiently and leading to a reduction in court sitting times. A second Public Defender was transferred from Sydney for two years to Coffs Harbour to meet the growing demand for our services in that location. An additional Public Defender has been recruited to fill an ongoing vacancy with the aim of providing additional coverage to Newcastle, East Maitland and Gosford District and Supreme Court sittings.

Second, was the need to better support the work of Public Defenders through knowledge sharing, mentoring, training and use of technology. Ongoing budget constraints have delayed the implementation of some measures which require additional technology, but the administrative support team have continued to put time, effort and most importantly imagination into achieving these aims.

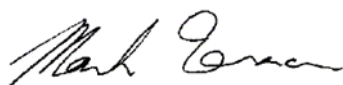
The ongoing terrorism trial at the Parramatta Supreme Court has continued throughout this year and has just concluded at the time of writing. Richard Button SC and Dina Yehia SC have worked tirelessly on this case for almost two years commencing with the committal proceedings in 2007. Their focus and dedication to this highly sensitive and extremely demanding task is truly admirable.

The hard work of all Public Defenders is demonstrated by the fact that we increased the number of matters completed by nine per cent compared to last year. This is despite a number of short and long term vacancies throughout the year.

This year we were able to offer two salaried placements to Aboriginal law graduates to assist in the completion of their practical legal training. Both placements require 16 weeks full-time practical training, which a number of Public Defenders provide in addition to their already very busy practices. This program is invaluable in helping Aboriginal law graduates gain the necessary experience required before admission to practice. Andrew Haesler SC, Deputy Senior Public Defender was instrumental in establishing this program and has played a significant role in tutoring these students since its inception.

We celebrated the appointment of Chris Bruce SC as Senior Counsel. Mr Bruce SC is one of our longest serving Public Defenders and has spent most of his time as a Public Defender based at Lismore.

We also mourned the sudden and tragic death of Anthony Cook SC. Anthony Cook SC was appointed as a Public Defender in late 1999. He was strongly committed to social justice and spent much of his legal career appearing for indigenous Australians and others suffering social and economic disadvantage. Paul Byrne SC, a former Public Defender, also passed away this year after a long illness. Both are sadly missed by their colleagues, friends and family.



Mark Ierace SC
Senior Public Defender

Our Role

Public Defenders are barristers and members of the New South Wales Bar Association. All Public Defenders are independent statutory officers, appointed by the Governor in Council under the *Public Defenders Act 1995* ("the Act").

The terms of appointment under the Act were changed in 2007 to remove life tenure for Public Defenders appointed after the commencement of the new provisions. Under the amendments, Public Defenders may now be appointed for a period of up to seven years and may be reappointed after that term expires. The Senior and Deputy Senior Public Defenders are appointed for set but renewable terms currently of seven and five years respectively. Reappointment of senior positions at the expiry of their terms will be under the new provisions.

The principal duty of a Public Defender under the Act is to represent people charged with serious criminal offences who have been granted legal aid by the Legal Aid Commission of New South Wales ("LAC"), the Aboriginal Legal Service (NSW/ACT) Limited ("ALS") or Community Legal Centres ("CLCs"). Public Defenders may also assist in other matters such as inquests and government inquiries.

As barristers, Public Defenders operate in a manner conforming to the rules and customs of the New South Wales Bar. The head of Chambers is the Senior Public Defender. Public Defenders are bound by the Bar Rules and are subject to the same disciplinary regime in relation to professional conduct as other counsel.

Functions of the Senior Public Defender

The Senior Public Defender is responsible to the Attorney General for the due exercise of his functions under the Act. Those functions are set out in detail in Section 8(1) and include:

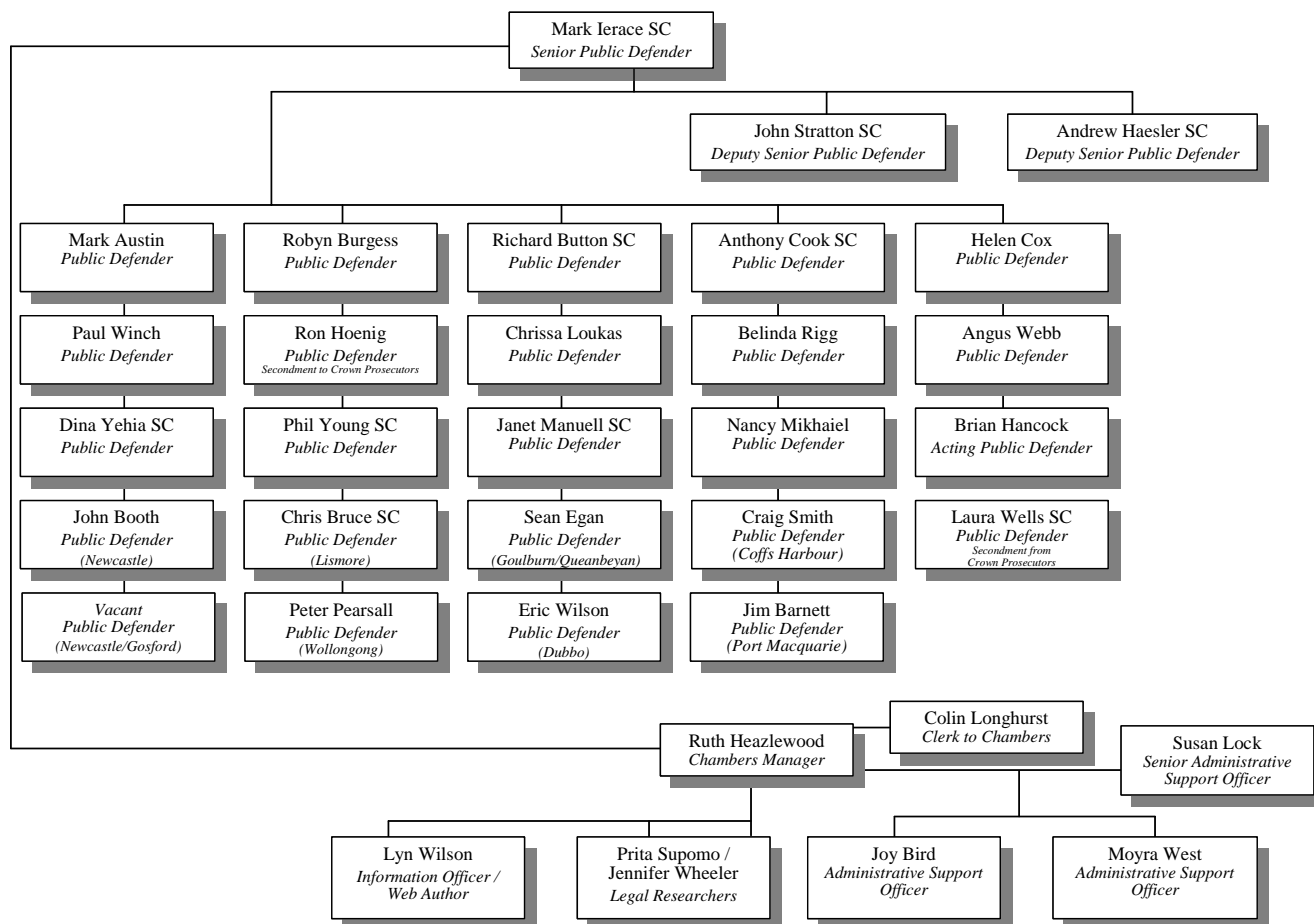
- the making of arrangements and giving of directions to ensure the effective and efficient conduct of Public Defenders' work;
- providing advice and assistance to Public Defenders and monitoring their work;
- consulting with the LAC, the CLCs and the ALS on the provision of legal assistance to legally assisted persons; and
- advising the Attorney General on law reform.

Two Deputy Senior Public Defenders, John Stratton SC and Andrew Haesler SC assisted the Senior Public Defender in his duties in this reporting period.

Functions of Public Defenders

- The functions of a Public Defender are set out at Section 10 of the Act and include:
 - advising and appearing in criminal proceedings;
 - advising on matters referred by the Senior Public Defender;
 - carrying out other related functions as may be specified by the Attorney General in consultation with the Senior Public Defender; and
 - providing representation in Parole Board and *Mental Health Act* proceedings and related matters.

The Senior Public Defender may also establish written guidelines on the exercise of the above functions by the Public Defenders.



Service Level Agreements

Public Defenders represent legally assisted people as defined by the Act. Most of the Public Defenders matters are briefed by the LAC (about 84 per cent), either directly or by private solicitors acting under a grant of legal aid. Matters referred by the ALS account for about 14 per cent of Public Defenders work. Formal arrangements for access to our services are contained in Service Level Agreements ("SLAs"), which are negotiated annually with the LAC and ALS.

The SLAs set a framework for the types of work undertaken by Public Defenders, with priority given to more serious and complex matters, such as appellate work and Supreme Court trials. By focussing on these high-cost matters, Public Defender services are used in the most efficient and effective manner. An added benefit of the SLAs is that they enhance the level of communication between the parties. The agreements require regular consultation, which helps maintain strong relationships with the LAC and ALS.

The SLAs also set out the regional and metropolitan sittings of the Supreme and District Courts covered by Public Defenders. We aim to balance our resources to ensure that regional and remote communities have equal access to Public Defenders whenever possible. This year, six full-time Public Defenders were based at Dubbo, Lismore, Newcastle, Coffs Harbour, Port Macquarie and Wollongong. These Public Defenders appear predominantly in the District Court sittings in their regional area. One part-time Public Defender is based in Goulburn. Other Public Defenders attend regional District and Supreme Court sittings across NSW as determined by the SLAs and their availability.

Public Defenders receive funding from both the LAC and ALS under these agreements (see p.5).

Public Defenders and the Justice System

Public Defenders have long been regarded as an integral part of the justice system. Their extensive experience as criminal barristers is well recognised by all participants in the administration of criminal justice. Both the LAC and ALS use the services of Public Defenders in difficult and complex cases whenever possible to ensure the most effective use of legal aid resources.

In addition to providing representation to legally aided clients, Public Defenders play an important role beyond the courtroom through their involvement in government and other committees. The Senior Public Defender and Deputy Senior Public Defenders participate in the District and Supreme Court User Groups in addition to other committees listed below.

The Senior Public Defender is a member of the Sentencing Council, the Trial Efficiency Working Group, the Supreme Court Media Consultation Committee and other Court committees which aim to improve the administration of the criminal justice system in NSW.

Public Defenders also work closely with the NSW Bar Association and are actively involved in the Association's committees as well as being consulted on criminal law issues.

Funding and Accountability

Funding

The primary source of funding is the Department of Justice and Attorney General. The Public Defenders' budget for this financial year was \$6,826,296. This was the net position after adjustments were made for Crown liabilities and depreciation. Employee-related expenses continue to represent about 85 per cent of the total cost of services.

Additional revenue is derived from:

- the LAC providing \$670,169 under the current SLA - this provides funding for two Public Defender positions and partial funding for one Legal Research Officers. This amount includes Commonwealth funding equivalent to one Public Defender salary plus on-costs;
- the ALS providing \$150,000 under the current SLA;
- fees for the Public Defenders annual criminal law conference and other continuing legal education seminars; and
- fees for use of the Public Defenders' conference room.

The Department of Justice and Attorney General manages the Public Defenders' finances. No separate accounting facility exists at Chambers.

This year, the cost of travel had a detrimental impact on the Public Defenders' budget. Every effort was made to contain these costs whilst continuing to meet service requirements outside the Sydney metropolitan area. The permanent placement of two Public Defenders at Coffs Harbour and Port Macquarie has reduced the travel costs to both these areas.

This year, the Public Defenders went slightly over budget due to under funding of some non-discretionary items. However, we have remained within budget for the last five years.

(Full details of the Public Defenders' budget are available from the Department).

Accountability

The Public Defenders are accountable to the Attorney General and his Department through the provision of standard quarterly reports on agreed performance indicators, including human resources and financial information. We are also required to provide information for the Department's Annual Report.

Reports are also provided to the LAC and ALS as required under the SLAs. The Public Defenders are not public servants under the *Public Sector Employment and Management Act 2002*. However, Public Defenders have adopted the administrative policies and procedures of the Department. Support staff are public servants and therefore are bound by both the *Public Sector Employment and Management Act 2002* and *Public Finance and Audit Act 1983*.

Senior clerks employed by Public Defenders are responsible for the day-to-day management of administrative and financial matters.

Audit

An audit was conducted this year as part of the Department of Justice and Attorney General's Strategic Internal Audit Program. The scope of the audit was limited to Public Defenders case and knowledge management activities.

The auditors recommended that Public Defenders acquire an online case management system to replace the current manual system of recording the work of Public Defenders. This recommendation confirmed the importance of a longstanding project commenced in 2004 by Public Defenders to implement an online booking and case management system. The implementation of this system has been delayed because of the capital expenditure needed to develop appropriate software. A more cost-effective option is now under consideration and work has recommenced on this project.

The Auditors also recommended the development of a Procedure Manual to capture the corporate knowledge and procedures into a single document. The Manual will be completed by December 2009 and will include comprehensive information on office procedures and policies for all staff.

Business Plan

No separate business plan was produced this year as this activity was subsumed into the Department's 2008-2011 Strategic Planning Process. Key initiatives identified for Public Defenders include:

- working towards greater efficiency in the justice system through involvement in the Trial Efficiency Working Group;
- working with the LAC and the ALS to involve Public Defenders at the earliest opportunity in the preparation of murder and other serious cases as soon as they come before the court; and
- continuing to improve access to our services in regional and rural locations.

The permanent placement of Public Defenders at Port Macquarie and Coffs Harbour was an important step in meeting our commitment to rural and regional communities. There are real benefits in placing Public Defenders in regional areas, as they are able to build relationships with others working in the criminal justice system. Public Defenders fully appreciate the need to work co-operatively with LAC and ALS solicitors, Crown Prosecutors and the courts to assist in the efficient management of cases. Public Defenders are also a useful resource for busy local practitioners, often providing advice on complex matters.

Legal Representation

There are 25 Public Defenders for the whole of NSW. It is inevitable that the demand for Public Defender services always exceeds our capacity. This year Public Defenders accepted 1,127 requests for assistance and declined 1,065 requests. Matters are declined for a number of reasons, including conflict of interest and unavailability of a Public Defender.

The acceptance and allocation of briefs to Public Defenders is largely determined by the SLAs with the LAC and ALS. The aim of these agreements is to ensure the most cost effective use of our mutual resources. The types of matters where Public Defenders are briefed include:

- Supreme Court trials;
- long and/or complex District Court trials;
- circuit work at nominated regional centres;
- appellate work in the High Court, Court of Criminal Appeal and Court of Appeal; and
- murder committal hearings and other committals involving serious charges.

Public Defenders also appear in coronial inquiries either at the request of the LAC, the ALS or the Crown Solicitor's Office. The distribution of work across the various court jurisdictions is as follows:

- District Court matters 46.5%;
- Supreme Court 13%;
- Court of Criminal Appeal matters 28%;
- High Court matters 1%; and
- Local, Coroner's and Children's Courts comprise 10% of finalised cases.

Preparation time amounted to 3,328 days with an additional 2,979 conference hours spent with solicitors, clients and witnesses. This year, Public Defenders spent 2,202 days in court.

We were able to increase the number of completed matters by nine per cent as compared with last year. This is a considerable achievement given that two positions were unfilled for a significant part of the year and two Public Defenders worked exclusively on the terrorism trial.

The terrorism trial alone accounted for 332 days in court, with 134 days spent on preparation and 200 hours spent on conferences. A more detailed account of this trial appears below.

Representation in regional and non-metropolitan court sittings accounts for approximately 40% of our work. In addition to the placement of Public Defenders in the regional areas of Coffs Harbour, Dubbo, Goulburn, Lismore, Newcastle, Port Macquarie and at Wollongong, Public Defenders spend many weeks attending regional court sittings. Regular country circuits include Wagga Wagga, Bega and Tamworth.

Matters Completed 2008 - 2009		
Jurisdiction	State	Commonwealth
High Court advices & appeals	10	2
Court of Criminal Appeal advices & appeals	296	7
Court of Appeal	5	0
Supreme Court trial & sentence matters	139	¹ 2
District Court trial & sentence matters	494	3
Local Court committals & related matters	82	0
Coroner's Court	8	0
Children's Court	20	0
Northern Territory Magistrates & Supreme Court	1	0
Total	1055	14
Total matters	1069	
Other assistance (non-court)	850	

The Terrorism Trial

Two of the floor's senior counsel, Dina Yehia SC and Richard Button SC, had an extensive involvement in the recent lengthy terrorism trial at Parramatta. They commenced working on this case when briefed to represent one client each in 2006 for the committal hearing at Penrith Local Court held in March 2007. The committal lasted for 12 weeks and resulted in nine men being committed for trial. The brief was massive, and eventually ran to over 150 volumes including evidence of well over 5,000 telephone intercepts.

The pre-trial hearing in the Supreme Court of New South Wales started on 25 February 2008 in the new trial courts building at Parramatta. Ms Yehia SC and Mr Button SC were the leaders of their two teams, each assisted by junior counsel and an instructing solicitor. The various pre-trial issues in the trial were not resolved until November 2008, when a jury was empanelled. By that stage, there were five men on trial.

The trial continued until October 2009, when guilty verdicts were returned against all five accused. Sentencing has been set down for late December 2009.

The overall length of the proceedings, lasting for 20 months in the Supreme Court, must make this one of the longest criminal trials ever conducted in the history of New South Wales. It also was one of the most significant with regard to the protection of human rights in general and the rights of the accused in particular. It is vitally important that accused facing charges such as these are represented by Public Defenders and that the role of defence counsel is properly acknowledged in ensuring fairness and equity before the law.

Secondments

The Attorney General, the Honourable John Hatzistergos MLC, promoted the reintroduction of secondments in 2007. Secondments of Public Defenders have occurred in previous years and have included transfers to the Criminal Law Review Division of the Attorney General's Department as well as to the Crown Prosecutors.

The section of the *Crown Prosecutors Act 1986*, which provides for the Attorney General to arrange for secondments, is section 7A and was inserted into that Act in 1995. The corresponding section in the *Public Defenders Act 1995* is section 15 and was also enacted in 1995.

¹ Terrorism trial

The secondment is seen as an acting appointment and, as such, is limited in time by each of the relevant Acts to no more than 12 months at a time.

Laura Wells SC, Deputy Senior Crown Prosecutor took up her secondment with Public Defenders in January, replacing Paul Cattini, whilst Ron Hoenig, Public Defender continued his secondment with the Crown Prosecutors.

Laura Wells SC made the following observations of her time here at Public Defenders, noting:

“After about twenty years of working as a Crown Prosecutor, the professional benefits of being given the opportunity to work at the other end of the Bar table cannot be overstated. This invaluable experience has allowed a real appreciation of the different approaches to a brief that come with defending and the constraints and disadvantages that often confront defence counsel.

I have enjoyed the greater variety of work available from working in a smaller organisation. I have also particularly enjoyed working with the Aboriginal Legal Service and the insights I have gained from working with Aboriginal clients. I hope that these exchanges can continue as they are invaluable to all counsel who have not had the opportunity of working for the other side and can only promote greater understanding and co-operation between the prosecution and defence counsel.”

Other Assistance Provided

Public Defenders are an important resource for the legal profession and this year they provided 680 instances of telephone and brief written advice to the profession on legal, ethical and practice issues. Often Public Defenders are asked to provide urgent telephone advice to practitioners calling from Court. Although this is often an interruption to their own work, all calls are taken and dealt with as soon as possible by an available Public Defender.

The Public Defenders website is also a valuable resource for the profession, students and the general public with the site receiving at least 367,920 “hits” this year. The sentencing tables and other resources on the website are used by both practitioners and the judiciary, who regularly comment on the usefulness of this resource.

Law Reform

An important function of Public Defenders under the Act is the provision of advice to the Attorney General and others on law reform. We regularly make submissions on criminal law reform at the request of the NSW and Australian Law Reform Commissions, Criminal Law Review and Parliamentary Committees of Inquiry. In addition, a number of Public Defenders participate in law reform committees and advisory groups.

The Senior Public Defender (or his delegate) has a statutory right as intervener in Guideline Judgments under the *Crimes (Sentencing Procedure) Act 1999*. No applications were made under these provisions this year.

Mark Ierace SC, Senior Public Defender, is a member of the NSW Sentencing Council and the NSW Trial Efficiency Working Group.

Major written submissions were made on the following:

- Crimes Amendment (Fraud and Forgery) Bill 2009.
- Section 22A of the *Children’s Court Act 1987*, dealing with appeals from decisions of the President of the Children’s Court.

Participation in Committees

Public Defenders are frequently invited to participate on various committees involved with the administration of justice. This year Public Defenders were members of the following committees:

- The NSW Bar Association Criminal Law Committee.
- The NSW Bar Association Human Rights Committee.
- The Court of Criminal Appeal and Common Law Division Court Users Group.
- The Supreme Court Media Consultation Group.
- NSW Trial Efficiency Working Group.
- NSW Sentencing Council.
- The DNA Review Panel.
- International Criminal Law Congress Organising Committee.
- District Court Criminal Listing Committee.
- Australian Law Reform Federal Sentencing Committee.
- Australian Law Reform Review of the Evidence Act Committee.
- Western NSW Community Legal Centre Committee.
- The Attorney General's Sexual Assault Task Force.
- The NSW Bar Council.
- Membership of International Bar Association Criminal Law Committee Taskforce.
- Sydney University Institute of Criminology Advisory Committee.
- University of Wollongong Law School Advisory Committee.
- Criminal Law Review Working Group.
- Department of Corrective Services Legal Practitioners Committee.

Aboriginal Lawyers Program

Since 2001, Public Defenders have provided an Aboriginal Law Graduates Program following approval by the then Attorney General for funding under the Indigenous Justice Strategy. Funding of up to \$20,000 per graduate per annum is now provided under the Department's Aboriginal Program. The aim of the program was initially to assist Aboriginal law graduates establish themselves at the NSW Bar.

The program was expanded in 2006 to include all Aboriginal law graduates needing assistance to move into a legal career, not just those wishing to go to the Bar. Funding can now be directed to pay for the practical legal training component necessary for admission to practise as a solicitor. Under this program, Public Defenders may pay the course fees and salary for up to six months for successful applicants.

Applications are considered by one of the Deputy Senior Public Defenders usually in consultation with the NSW Bar Association, and, where relevant, the relevant faculty member of the tertiary institution.

This year we were able to provide assistance to two law graduates, Cameron Grant and Lynda Holden. Both have written about their experience with the program.

Cameron Grant

"I have recently completed a combined degree in Arts/Law and am currently working through the requirements for College of Law graduation. Public Defenders run a Practical Legal Training Program for Aboriginal students, which I am involved in. I have found this to be an immensely beneficial experience. Through working with Public Defenders I have been provided with support and assistance in completing the College of Law requirements. It is a very adaptable program, which has allowed me to obtain my 75 days work placement as well as completing the 15 weeks on site which the College of Law requires. Through my work placement I have learnt many valuable skills and had memorable experiences. These skills and experiences have been provided through working with knowledgeable staff who have endured similar learning requirements earlier in their careers, and observation of court proceedings. I have enjoyed all aspects of working with Public Defenders and have taken away skills in research, writing, interviewing, and general productivity. Frequent court observations have provided a valuable insight into the workings of our legal system."

Lynda Holden

"I approached the Public Defenders Office for a PLT placement in their Aboriginal Law Graduate Program with trepidation and respect; trepidation because I was a student who came to the study of law late with lateral thinking and years of life and work experiences, and respect for the barristers' combined wealth of knowledge of criminal law that is the Public Defenders. However, I needed not to be afraid, as the experience has been very positive. The combination of the barristers' legal experience and my life and work experiences enhanced my practical legal training in the Public Defenders' Aboriginal Law Graduate program. I would certainly recommend this program for any future defender of justice."

Continuing Professional Education

The Public Defenders Annual Criminal Law Conference continues to be a highlight of the continuing legal education calendar for NSW and interstate practitioners. This year we had 272 practitioners attending, which broke last year's attendance record of 221.

In keeping with tradition, the Attorney General, the Honourable John Hatzistergos MLC, opened the conference. Speakers included; Justice Ian Harrison, who spoke on "Sentencing Principles"; Bret Walker SC raised some interesting issues in his topic "Are There Ethics of Defence Cross-Examination?"; Professor Reg Coutts - University of Adelaide presented "Safe and Unsafe Use of Mobile Phone Evidence". Other topics were "Addressing a Jury"; "Transference of DNA"; "Cross-examining Complainants in Sexual Assault Matters"; "Lawyers and Depression"; and "Examining Fire Scenes".

During the conference we took the opportunity to raise money for Wildlife Victoria, to help native animals injured as a result of the Victorian bushfires. A total of \$778 was raised.

Public Defenders are highly sought after to speak at seminars and conferences conducted by the LAC, ALS, Young Lawyers, the NSW Bar Association, College of Law and other tertiary institutions. This year Public Defenders spoke at 33 conferences, talks, seminars and similar events, often in their own time.

Public Defenders also play an important role in providing tutors for criminal readers at the NSW Bar, as well as providing instructors for the Bar Association's Readers course, and tutors for the Australian Institute of Advocacy.

Public Defenders continue to support law students with their external placement programs by offering volunteer opportunities throughout the year. We regularly provide placements for at least four students each semester from the University of Sydney and University of New South Wales. At one point this year, Public Defenders were supervising seven students, including two Aboriginal Law Graduate students and one full-time practical legal training student. Although this takes considerable commitment from Public Defenders, it is also a very rewarding experience for everyone involved in these programs. In addition, we provide work experience placements for year 10 high school students.

Public Defenders also provide an annual prize for a high achieving student at the UNSW Law Faculty prize giving ceremony.

For copies of papers prepared by Public Defenders go to www.publicdefenders.nsw.gov.au

Movements and Appointments as at the time of publication

		Appointed
Senior Public Defender (SPD)		
Mark Ierace SC	SPD	16.07.07
Deputy Senior Public Defenders (DSPD)		
Andrew Haesler SC	DSPD originally appointed	28.07.05 24.01.95
John Stratton SC	DSPD originally appointed	28.07.05 10.03.97
Public Defenders		
Mark Austin	permanently appointed	05.06.95
James Barnett	acting (pending fixed term appointment)	19.01.09
John Booth	acting permanently appointed	07.01.98 09.08.01
Chris Bruce SC	permanently appointed	26.04.88
Robyn Burgess	acting (part-time) permanently appointed (part-time)	13.12.00 10.11.05
Richard Button SC	permanently appointed	06.05.91
Anthony Cook SC	acting permanently appointed	21.10.99 08.05.03
Helen Cox	currently part-time	17.07.95
Sean Egan	currently part-time	19.06.96
Brian Hancock	acting fixed term appointment*	29.08.05 29.10.09
Ron Hoenig	permanently appointed	06.10.87
Chrissa Loukas	permanently appointed	17.07.95
Janet Manuell SC	acting fixed term appointment*	06.02.07 13.06.08
Nancy Mikhaiel	acting fixed term appointment*	12.05.08 12.05.09
Peter Pearsall	permanently appointed	06.12.01
Belinda Rigg	acting permanently appointed	27.01.04 13.07.06
Craig Smith	acting fixed term appointment*	13.06.06 13.06.08
Angus Webb	permanently appointed	15.07.96
Laura Wells SC	secondment	01.01.09
Eric Wilson	acting permanently appointed	27.01.98 09.08.01
Paul Winch	permanently appointed	21.10.99
Dina Yehia SC	acting permanently appointed	28.07.99 08.05.03
Philip Young SC	permanently appointed	24.07.02

* Appointment for fixed term of 7 years renewable under 2007 amendments to the Act.

Contact Details

The Public Defenders' Chambers are located at

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Clerk to Chambers

Colin Longhurst

Hours

Chambers are accessible to the public
Monday to Friday between the hours of 9.00am and 5.00pm.