

# ACT Courts and Tribunal

2022-23 Business Plan

ACT Courts and Tribunal

## Our Purpose

The purpose of the ACT Courts and Tribunal (ACTCT) is to support the proper administration of justice by providing high quality support to judicial officers and tribunal members and high-quality services to those using the courts and tribunal. ACTCT contribute to the Justice and Community Safety Directorate's vision of a safe, just and resilient community through providing equity of access to justice to the ACT community

## Our Values

We will display the values of respect, integrity, collaboration and innovation by:

- Our Staff undertake their duties with reasonable care and diligence, impartiality and honesty;
- Uphold the values of the public service; and
- Acting with integrity and upholding the reputation of the Courts, ACAT and ACTCT.

Our staff are professional, polite and impartial; provide a prompt and efficient service; and to do their best to protect the welfare and rights of court and tribunal users.

## Our People

The ACTCT is part of the Justice and Community Safety Directorate and engages 191.47 FTE. The ACTCT is led by the Principal Registrar and Chief Executive Officer appointed under the Court Procedures Act and has the following business areas:

- Registrar Supreme Court (including Registry Operations and Sheriff's Office)
- Registrar Magistrates Court (including the Forensic Medicine Centre)
- Registrar ACAT (including ACAT Operations)
- Corporate Services and Strategy.

## Our Budget

2022-23 Budget \$67,302,000

# Our Goals

How we plan to achieve our purpose	How we measure if we have achieved our purpose	Our intended impact on wellbeing																
<p>Objective 1</p> <p>We enable timely access to justice for the Canberra community</p>	<p>Timely completion of criminal cases. Percentage of cases finalised within 12 months of lodgement:</p> <table> <tr> <td>Supreme Court</td> <td>85%</td> </tr> <tr> <td>Magistrates Court</td> <td>95%</td> </tr> <tr> <td>Children's Court</td> <td>95%</td> </tr> <tr> <td>Coroners Court</td> <td>95%</td> </tr> </table> <p>Timely completion of civil cases. Percentage of cases finalised within 12 months of lodgement:</p> <table> <tr> <td>Supreme Court</td> <td>80%</td> </tr> <tr> <td>Magistrates Court</td> <td>90%</td> </tr> <tr> <td>- Childrens Court</td> <td>90%</td> </tr> <tr> <td>- Family Violence Court</td> <td>90%</td> </tr> </table> <p>Timely completion of ACT Civil and Administrative Tribunal (ACAT) cases. Percentage of cases finalised within 12 months of lodgement 95%</p>	Supreme Court	85%	Magistrates Court	95%	Children's Court	95%	Coroners Court	95%	Supreme Court	80%	Magistrates Court	90%	- Childrens Court	90%	- Family Violence Court	90%	<p>The ACT justice system seeks to ensure fairness to all persons involved. A fair justice system is accessible, deals with matters in a reasonably expeditious manner and is one in which all persons involved conduct themselves in a way that promotes, protects and respects rights.</p>
Supreme Court	85%																	
Magistrates Court	95%																	
Children's Court	95%																	
Coroners Court	95%																	
Supreme Court	80%																	
Magistrates Court	90%																	
- Childrens Court	90%																	
- Family Violence Court	90%																	
<p>Objective 2</p> <p>ACT Courts and Tribunal operations provide high quality support to judicial officers and tribunal members and high quality services to the ACT community by:</p> <ul style="list-style-type: none"> <li>using modern and efficient processes</li> <li>adopting a digital first approach</li> <li>making data informed decisions about our business</li> <li>considering the environment in our decision making</li> <li>being an employer of choice</li> </ul>	<p>Cost per finalisation criminal case</p> <table> <tr> <td>Supreme Court</td> <td>\$52,365</td> </tr> <tr> <td>Magistrates Court</td> <td>\$2,423</td> </tr> </table> <p>Cost per finalisation civil case</p> <table> <tr> <td>Supreme Court</td> <td>\$24,469</td> </tr> <tr> <td>Magistrates Court</td> <td>\$4,342</td> </tr> </table> <p>Criminal Case Clearance Indicator</p> <table> <tr> <td>Supreme Court</td> <td>100%</td> </tr> <tr> <td>Magistrates Court</td> <td>100%</td> </tr> </table> <p>Civil Case Clearance Indicator</p> <table> <tr> <td>Supreme Court</td> <td>100%</td> </tr> <tr> <td>Magistrates Court*</td> <td>100%</td> </tr> </table>	Supreme Court	\$52,365	Magistrates Court	\$2,423	Supreme Court	\$24,469	Magistrates Court	\$4,342	Supreme Court	100%	Magistrates Court	100%	Supreme Court	100%	Magistrates Court*	100%	<p>The ACT justice system seeks to ensure fairness to all persons involved. A fair justice system is accessible, deals with matters in a reasonably expeditious manner and is one in which all persons involved conduct themselves in a way that promotes, protects and respects rights</p>
Supreme Court	\$52,365																	
Magistrates Court	\$2,423																	
Supreme Court	\$24,469																	
Magistrates Court	\$4,342																	
Supreme Court	100%																	
Magistrates Court	100%																	
Supreme Court	100%																	
Magistrates Court*	100%																	

## UNOFFICIAL

ACT Civil and Administrative Tribunal  
Clearance Indicator 100%

\*The civil case clearance indicator for the Magistrates Court includes the Coroners Court and Children's Court.

Note for the purposes of this report a "case" is defined as per the counting rules detailed in the Report on Government Services (ROGS) Data Collection Manual Courts, Chapters 6,7 and 8.

---

# Our Key Stakeholders

## ACT Government

- Justice and Community Safety Directorate
- Corrective Services
- ACT Government Solicitors Office
- Director of Public Prosecutions
- Community Services Directorate
- Human Rights Commission
- Digital Data Technology Solutions

## External

- ACT Community
- ACT judiciary and tribunal members
- ACT Legal Profession
- ACT Law Society
- ACT Bar Association
- Australian Federal Police
- Legal Aid
- Independent Competition and Regulatory Commission

# Our Key Risks

- Reputational damage of the ACT Courts and Tribunal
- Independence of the judiciary or tribunal members compromised
- Capacity and capability of court and tribunal administrative support to deliver quality services that meet the changing community expectations
- Low digital and data maturity of ACT Courts and Tribunal

## ACT Courts and Tribunal Priorities for 2022-23

### Our Purpose

The purpose of the ACT Courts and Tribunal (ACTCT) is to support the proper administration of justice by providing high quality support to judicial officers and tribunal members and high-quality services to those using the courts and tribunal. ACTCT contribute to the Justice and Community Safety Directorate's vision of a safe, just and resilient community through providing equity of access to justice to the ACT community

Source			
<b>SP</b>	Strategic Plan Commitment	<b>BC</b>	Budget Commitment
<b>PAGA</b>	Parliamentary and Governing Agreement Commitment	<b>IC</b>	Internal Commitment
<b>WoG</b>	Whole of Government Commitment	<b>BAU</b>	Business as Usual

How we plan to achieve our purpose	Key activities we will work on to support delivery of our purpose	What will be our intended wellbeing impact	Source	Budget	Lead	Key Stakeholders	Key Risks	Key Treatments	Completion timeframe
Objective 1 We enable timely access to justice for the Canberra community	Project 1.1 Develop and implement a Communications Strategy for court and tribunal users to improve accessibility	Identity and belonging - Canberrans can participate on equal terms in accessing the justice system	IC	Internally funded	EBMCSS	<ul style="list-style-type: none"> <li>ACT Judiciary</li> <li>Tribunal Members</li> <li>ACT Community</li> <li>Legal Profession</li> </ul>	<ul style="list-style-type: none"> <li>Lack of support from Judiciary</li> <li>Accessibility is not improved or is reduced</li> </ul>	<ul style="list-style-type: none"> <li>Early engagement of Judiciary</li> <li>Clear scoping and design principles followed</li> </ul>	<p>Stage 1 – development of strategy completed by Dec 2022</p> <p>Stage 2 – implementation of strategy completed by Dec 2023</p>
	Project 1.2 Strengthen therapeutic processes through integrating the Therapeutic Courts across all jurisdictions by developing capability through Shared knowledge and best practice.  Expand therapeutic courts <ol style="list-style-type: none"> <li>Galambany Circle Sentencing to increase capacity and include bail hearing</li> <li>Expand DASL sentencing court in Supreme Court</li> <li>Expand Galambany and Warrumbul Circle Sentencing into Supreme Court</li> </ol>	Safety – Canberrans feel safe and secure around their families, home and community and on-line  Identity and belonging - Canberrans can participate on equal terms in accessing justice	IC	Internally funded  Galambany BC Budget Funded	SC and MC Registrars	<ul style="list-style-type: none"> <li>Corrective Services</li> <li>Director of Public Prosecutions</li> <li>Community Services Directorate</li> <li>ACT Community</li> <li>ACT judiciary and tribunal members</li> <li>ACT Legal Profession</li> <li>ACT Law Society</li> <li>ACT Bar Association</li> <li>Australian Federal Police</li> <li>Legal Aid</li> </ul>	<ul style="list-style-type: none"> <li>Low engagement by users</li> <li>Fragmented approach across various elements of therapeutic court services</li> </ul>	<ul style="list-style-type: none"> <li>Consultation with communities</li> <li>Structured approach to design and implementation of the services</li> </ul>	December 2022
	Project 1.3 Magistrates Court – Review and provide options paper on legislative reform in the Magistrates Court Act and the Coroners Act.	Governance and Institutions – Canberrans have a justice system that respects human rights, is responsible, reliable, has	IC	Internally funded	MC Registrar	<ul style="list-style-type: none"> <li>ACT Legal Profession</li> <li>ACT Law Society</li> <li>ACT Bar Association</li> <li>JACS Directorate</li> <li>Judiciary</li> </ul>	<ul style="list-style-type: none"> <li>Lack of adequate resourcing for the project</li> <li>Lack of stakeholder support</li> </ul>	<ul style="list-style-type: none"> <li>Dedicate resource identified</li> <li>Stakeholder engagement plan</li> </ul>	September 2022

## ACT Courts and Tribunal Priorities for 2022-23

How we plan to achieve our purpose	Key activities we will work on to support delivery of our purpose	What will be our intended wellbeing impact	Source	Budget	Lead	Key Stakeholders	Key Risks	Key Treatments	Completion timeframe
		integrity, is open and is fair.							
<p>Objective 2</p> <p>ACT Courts and Tribunal operations provide quality support to judicial officers and tribunal members and high-quality services to the ACT community by:</p> <ul style="list-style-type: none"> <li>using modern and efficient processes</li> <li>adopting a digital first approach</li> <li>making data informed decisions about our business</li> <li>considering the environment in our decision making</li> <li>being an employer of choice</li> </ul>	<p>Project 2.1</p> <p>Employee strategy developed and implemented that includes a cultural change plan</p>	<p>Governance and Institutions –</p> <p>Canberrans have a justice system that respects human rights, is responsible, reliable, has integrity, is open and is fair.</p>	BAU	Internally funded	EBMCSS	<ul style="list-style-type: none"> <li>ACT Judiciary</li> <li>ACT Tribunal members</li> <li>JACS Directorate</li> <li>ACTCT Staff</li> </ul>	<ul style="list-style-type: none"> <li>Lack of senior support for cultural change</li> <li>Resistance to change from staff</li> <li>Employee strategy does not deliver the outcome</li> </ul>	<ul style="list-style-type: none"> <li>KPI's set for senior staff</li> <li>Staff engagement supported by communication plans</li> <li>Strategy tested against objectives throughout development and implementation</li> </ul>	<p>Stage 1 - Strategy and cultural change plan developed by September 2022</p> <p>Stage 2 – Strategy implemented by June 2023</p>
	<p>Project 2.2</p> <p>Develop and implement data and digital strategy, including core case management system reviewed and future state identified</p>	<p>Governance and Institutions –</p> <p>Canberrans have a justice system that respects human rights, is responsible, reliable, has integrity, is open and is fair.</p>	IC	Internally funded	EBMCSS	<ul style="list-style-type: none"> <li>JACS</li> <li>DDTS</li> </ul>	<ul style="list-style-type: none"> <li>Lack of senior support for increasing digital and data maturity</li> <li>Resistance to change from staff</li> <li>Digital and data strategy does not deliver the outcome</li> <li>Core case management system review inputs are not adequate to support valid recommendations</li> </ul>	<ul style="list-style-type: none"> <li>KPI's set for senior staff</li> <li>Staff engagement supported by communication plans</li> <li>Strategy tested against objectives throughout development and implementation</li> <li>Thorough scoping and validation of inputs into the review</li> </ul>	<p>Stage 1 - Strategy developed by September 2022</p> <ul style="list-style-type: none"> <li>Stage 2 – Strategy implemented by June 2023</li> <li>Core case management review completed by September 2022</li> </ul>
	<p>Project 2.3</p> <p>Achieve a Green Star rating on ACT Courts building</p>	<p>Environment –</p> <p>reduce carbon emissions within our agreed target</p>	WoG	Internally funded	EBMCSS	<ul style="list-style-type: none"> <li>JACS</li> </ul>	<ul style="list-style-type: none"> <li>Builder does not lodge application or is unsuccessful</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring compliance with contract</li> <li>Standard was included in original build contract</li> </ul>	September 2022