

# Department of Justice and Attorney General

## Strategic Plan Summary 2010-12

### Message from the Director General

The Department of Justice and Attorney General (DJAG) supports the NSW community by providing access to justice services, through the protection of rights and public safety initiatives. The creation of DJAG has provided an opportunity for improved justice services.

We are a large department, with staff located throughout the state from city offices to corrective centres and regional courthouses. Our staff work hard to support access to justice in a variety of ways, delivering key services to the community.

The DJAG Strategic plan outlines how we will deliver these services, and what the driving forces will be for our Department. It outlines the key corporate goals, strategic directions and business initiatives that we set out to achieve in 2010-12. It assists in giving our whole Department a consistent and collective vision for the future, and a plan of how to get there.

**Laurie Glanfield**  
Director General



### Our vision

DJAG contributes to a just and safe society for:

#### The community

- Satisfaction with justice services
- Protection of rights
- Containment of inmates and correctional centre security
- Effective supervision and monitoring of offenders in the community
- Public safety (crime prevention) and management of offenders
- Efficient use of resources
- Supporting vulnerable participants in the justice system.

#### Clients

- Equitable access to justice services
- Access to alternative dispute resolution
- Timely and cost effective services
- Access to effective intervention and treatment programs.

#### Offenders

- Innovative and effective program and service solutions for offenders
- Development of relevant and appropriate diversionary strategies.

#### Staff

- Dignity, respect and equity
- Opportunities to develop skills and knowledge
- Recognition of achievements
- A safe workplace.



## DJAG Strategic Framework

The Strategic Framework outlines the goals and direction for the Department. It sets out a range of projects and activities that contribute to delivering key services to the community.

State Plan priority	Keeping people safe							
DJAG goal	1. Building safe communities		2. Accessible and effective justice system			3. Protection of rights and promoting responsibility in the community		
DJAG strategic direction	1. Effective crime prevention	2. Reduce re-offending	3. Timely and effective resolution of disputes, civil and criminal matters	4. Delivery of high quality legal services	5. Reforming the law, research and development of sound justice policy	6. Support for vulnerable participants in the justice system	7. Provision of representation and management of life matters for individuals	8. Continued promotion and advocacy of rights
Business initiatives	<p>Work with government agencies and non-government organisations to reduce crime in selected locations, develop strategies and provide advice.</p> <p>Develop and introduce restorative justice programs such as the Court Referral of Eligible Defendants Into Treatment (CREDIT) program, Forum Sentencing and Circle Sentencing programs.</p> <p>Implement strategies to reduce the opportunity for graffiti crime in NSW.</p>	<p>Effective security and management of correctional centres.</p> <p>Effective supervision and monitoring of offenders in the community.</p> <p>Assisting offenders to participate in effective programs to reduce risks of re-offending.</p> <p>Working with victims of crime, offenders and the community for reconciliation and healing.</p> <p>Effective arrangements during times of transition from community to custody and from custody to the community.</p>	<p>Modernise court processes through new technology such as JusticeLink.</p> <p>Provide greater court security.</p> <p>Improve court responses.</p> <p>Increase the use of Alternative Dispute Resolution.</p>	<p>Access to and provision of legal advice and assistance.</p> <p>Regulate professional conduct and standards in the legal profession.</p> <p>Lead and initiate legal service projects.</p>	<p>Initiate legislative reform to ensure that our justice system reflects community needs.</p> <p>Provide accurate and timely advice to the Attorney General &amp; Government.</p> <p>Produce high quality research reports and proposals.</p> <p>Monitor trends to inform crime prevention and crime control activities and programs.</p>	<p>Provide support to victims through:</p> <ul style="list-style-type: none"> <li>• development of minimum standards of court support,</li> <li>• review of the current services provided to victims and witnesses,</li> <li>• review of Charter of Victims Rights for people working with victims of crime.</li> </ul>	<p>Continue to streamline administration and improve services under the new NSW Trustee and Guardian, a merger of the offices of the Public Trustee and the Protective Commissioner.</p> <p>Implement the Births Deaths and Marriages Lifelink project.</p>	<p>Promote anti-discrimination and equal opportunity principles through the Anti-Discrimination Board (ADB) by handling complaints of discrimination, providing community education and advice.</p> <p>Promote community awareness of rights and the justice system through Law Week events, seminars and other community events.</p>
Key measures of success	<ul style="list-style-type: none"> <li>• Number of offenders accepted onto Forum Sentencing Program</li> <li>• Number of people accepted into the MERIT Program</li> <li>• Number of CREDIT intervention plans developed.</li> </ul>	<ul style="list-style-type: none"> <li>• Number and percentage of offenders returning to correctional services</li> <li>• Number and percentage of offenders attending programs appropriate to their assessed needs/risks.</li> </ul>	<ul style="list-style-type: none"> <li>• Clearance rates</li> <li>• Backlog rates</li> <li>• Net cost per finalisation (by court)</li> <li>• Percentage of matters resulting in an agreement.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of proposals for legislative change introduced into Parliament</li> <li>• Number of research and statistical reports completed.</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of applications for counselling processed within target</li> <li>• Percentage of compensation applications registered and acknowledged within target.</li> </ul>	<p>Customer satisfaction:</p> <ul style="list-style-type: none"> <li>• NSW Trustee and Guardian</li> <li>• Births, Deaths and Marriages.</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of complaints to the ADB finalised within 12 months of receipt</li> <li>• Number of attendees and participation at Law Week events, seminars and other community events.</li> </ul>

### The Strategic Framework is supported by

A well developed and supported workforce that appreciates and respects diversity.	Effective communications strategies to increase stakeholder awareness of DJAG and the NSW justice system.	Strong financial and resource management capability, systems and processes.	Effective frameworks to support the Department's technology, systems and processes, physical assets and facilities.
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# Department of Justice and Attorney General Strategic Plan Summary 2010-12

## Who we are

As part of the Government's ongoing public sector reform, the Attorney General's Department and Department of Corrective Services were amalgamated on 1 July 2009 to form the Department of Justice and Attorney General (DJAG).

The role of the **Attorney General's Division** of DJAG is to:

- manage and support the state's court registries and legal jurisdictions
- implement crime prevention programs and support victims of crime
- provide accurate research data, legal and policy advice to the NSW Government and the community
- provide legal advice and representation to the NSW Government and its agencies
- offer trustee, adult guardianship, financial management and legal services at minimum cost to the community.

The role of the **Corrective Services NSW** (CSNSW) Division of DJAG is to provide:

- custodial and community based correctional services having regard to community safety
- programs and services that reduce risks of re-offending
- pre-sentence and post-sentence reports to assist sentencing and releasing authorities
- community-based sentencing options and support arrangements to offenders in custody and in the community.

## General enquiries

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Interpreter service: If you need an interpreter, phone 131 450 and ask the operator to call 02 8688 7777 or 1800 684 449.

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For alternative formats, such as Braille, audiotape, large print or computer disk, contact the Communications Unit via phone: 8688 7777 or 1800 684 449, TTY: 02 8688 7733 or email: [communications@agd.nsw.gov.au](mailto:communications@agd.nsw.gov.au).



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