

Justices of the Peace Branch Strategic Plan 2018 – 2022

Vision Queenslanders have access to a reliable, consistent and competent Justices of the Peace and Commissioners for Declarations service

Purpose Our purpose is to administer the Justices of the Peace and Commissioners for Declarations Act 1991.

This includes Justices of the Peace and Commissioners for Declarations appointments and compliance, professional development, service coordination and provision of advice and information.

Values



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

Justices of the Peace and Commissioners for Declarations are competent and professional

Strategies

- Continue to deliver a professional development program that caters for all
- Review the mentoring program
- Increase communication between Justices of the Peace Branch and registered Justices of the Peace and Commissioners for Declarations
- Maintain national standards for volunteers
- Strengthen the administration and management of Justices of the Peace and Commissioners for Declarations

Queenslanders can access a Justice of the Peace or Commissioners for Declarations

- Enable Justices of the Peace and Commissioners for Declarations to be available as required across Queensland
- Strengthen the "JPs in the Community" program
- Promote and recognise volunteers and their contribution to the community
- Increase engagement with Justices of the Peace and Commissioners for Declarations across the State
- Support Justices of the Peace and Commissioners for Declarations by providing advice and information

The justice system is supported by Justices of the Peace

- Support and develop Justices of the Peace participating in justice programs and the justice system
- Enable the involvement of volunteers in appropriate court environments to improve client services
 - Collaborate with courts to provide the community increased access to Justices of the Peace
 - Review the Act to revitalise business operations at the Justices of the Peace Branch
 - Collaborate with CJS units to deliver services for ATSI and CALD communities

The strategic direction of the Justices of the Peace Branch is underpinned by the *Department of Justice and Attorney-General Strategic Plan 2018-22* and the *Justice Services Divisional Plan 2015-19*

Community Justice Services collaborate to:

- Support and develop our people
- Deliver better and more accessible services

The Justices of the Peace Branch is responsive and high performing

Strategies

- Collaborate with Justices of the Peace Associations who provide support to members through professional development, mentoring and volunteering opportunities
- Work with other key partners and stakeholders to ensure we have the capability and support needed to drive business excellence
- Ensure a capable, engaged and progressive workforce who are equipped and committed to delivering service excellence
- Ensure a safe and rewarding workplace
- Deliver services that are efficient, responsive, and aligned with customer needs and contemporary practices in the delivery of justice services
- Identify and realise benefits and share learnings from new technologies, systems, service delivery models and business processes in order to deliver the best outcomes for the community
- Lead opportunities to deliver services to remote communities and linguistically diverse backgrounds

Our key performance indicators

- Improved timeliness of services (appointments and provision of advice)
- Improved access to Justices of the Peace and Commissioners for Declarations
- Stakeholder and customer satisfaction
- Service improvements including online services
- Service delivery innovations
- Participation rates (professional development, volunteering)

Our strategic risks

- Service model – working across government and with external stakeholders to provide an integrated, consistent and reliable service
- Technology and data – implementing the technology infrastructure to achieve business efficiency and excellence
- Resources – ensuring appropriate succession planning and that our human resources align with the branch's current and future service delivery needs
- Geography – managing the demand for services in a state with significant regional dispersion
- Communication – sharing information effectively to ensure reliable, consistent and professional Justice of the Peace and Commissioners for Declaration services

