

JP Bulletin

Issue 19

Dear Colleagues

During May our Law Week and National Volunteers Week celebrations provided excellent opportunities to mark the 15th anniversary of our State's highly successful JPs in the Community program and acknowledge the innovative work of JP Branch.

Queenslanders can readily access the general witnessing services of JPs and Cdecs in convenient locations in their local communities. This is an outstanding achievement of which every participating volunteer should be very proud.

From a six-month trial at eight courthouses back in 2001, the JPs in the Community program has expanded to 236 signing sites from Mossman to Coolangatta and west to Mount Isa. Not only are these sites located in courthouses but also in shopping centres, hospitals, libraries, universities and other community locations. They are serviced by an ever increasing number of JPs and Cdecs—2344 at last count—and deliver more than 125,000 hours of service per year. They compliment the services of our JPs and Cdecs who provide witnessing in their local neighbourhoods, workplaces and through the after hours register. Regardless of how or where you provide your witnessing services, you are invaluable to the Queensland justice system.

It is also important to acknowledge the JPs in the Community signing sites are locations for our mentoring program, where experienced witnessing officers mentor our newly appointed JPs and Cdecs and those who would like a refresher. I extend my sincere thanks to those volunteers who provide mentorship to their colleagues.

During Law Week, the JPs in the Community program trialled a new form of mentorship in hosting TAFE Crime and Justice student placements at various Brisbane signing sites. This trial has been an outstanding success and we look forward to extending such educational opportunities to more locations across Queensland over coming years to foster our next generation of witnessing officers and enable young people to appreciate they role we play.



JP Bulletin

This is an excellent example of how we can all “give a little, change a lot”, which was the theme for this year’s National Volunteering Week.

The Department of Justice and Attorney-General Staff Excellence Awards have honoured the publication management, strategic communication and consultation undertaken for our new JP and Cdec handbooks. Furthermore our engagement of Torres Strait Islander communities in establishing Commissioner for Declarations services was highly commended.

I would like to extend sincere thanks to all volunteers at Gold Coast signing sites who maintained witnessing services during the Commonwealth Games and those JPs and Cdecs who undertook volunteering roles at Games venues. Your efforts supported the success of this international event and ensured continuity of service at our local signing sites.

Damien Mealey,
Registrar and Manager
Justices of the Peace Branch
Department of Justice and Attorney-General.

In this issue

News	3
Students observe JPs and Cdecs in action	3
Give a little, change a lot.....	3
Under the magnifying glass – Dr Margaret Voight	6
Verifying life events	6
Importance of registering as volunteers	7
Long service awards	7
Help us keep you up-to-date	8
Tips and techniques	9
Managing client feedback	9
Recording personal details in logbooks	9

JP Bulletin

News

Students observe JPs and Cdecs in action

As part of National Law Week celebrations, we enabled 30 TAFE students to learn about law and justice through the journey of others.

From Monday 14 May to Friday 18 May, these students enjoyed the unique opportunity to observe the vital work of JPs and Cdecs at 11 JPs in the Community signing sites:

- Beenleigh Courthouse
- Brisbane Magistrates Court
- Caboolture Courthouse
- Holland Park Courthouse
- JP Branch, South Brisbane
- Logan Hyperdome
- Morayfield Shopping Centre
- Queensland Civil and Administrative Tribunal
- Westfield Carindale
- Westfield Garden City, Mt Gravatt
- Westfield North Lakes.

The students selected for the placement are studying their Certificate IV or Diploma in Crime and Justice Studies.

I would like to acknowledge and thank the coordinators and their teams at the participating signing sites for their support of this new education initiative between us and TAFE Queensland.

Give a little, change a lot

National Volunteer Week was held from 21 to 27 May 2018.

It is a time when we have an ideal opportunity to recognise all of you, our dedicated JPs in the Community volunteers throughout the State.

We thank you for your dedicated service to the community and your invaluable support of the Queensland justice system.



JP Bulletin

Our 2,344 registered JPs in the Community volunteers last year performed more than 125,000 hours of volunteer service. This is an impressive achievement worthy of the highest praise, and all volunteers should be proud of the valuable contribution made to the Queensland community.

To acknowledge National Volunteer Week, a certificate of appreciation was sent to every signing site as a token of recognition of the hard work of the team members.

Many volunteers across the State celebrated with team photos and relaxed get-togethers. In addition we hosted our first Site Coordinators' Round Table meeting to engage with team leaders, discuss issues and opportunities and hold an Open House for volunteers at inner Brisbane city signing sites.



Mossman Courthouse and Port Douglas Community Hub team members Allene McCracken, Tasia Hodgkinson, Joan Murday, Sue Jones, Cyril Rode and Bonnie White.



Townsville's Fairfield Central Shopping Centre team members (back) Dieter Schulz, Deslie Buttery, Sharon Eylward, Maggie Davis, Brenda McIntyre, (front) Sidney Lee, Glenda Bannan, Ernie Landy, Michael Krink and Gillian Krink.

JP Bulletin



Mackay's Canelands Shopping Centre team members (standing) Laura Jorgensen, Bridget Morton, Lesley Taylor, Fran Killian, Peter Finch, Ross McFadzen, Bob Arnold, Eliza Strickland, Katrina Hoare, Carmelo Pasquale (seated) Karen Gilbert, Lisa Chapman, Maria Valena, Rachel Ezekiel and Holly Collins.



Stockland Cleveland team members Mike Whittell, William Guttormsen, Susan Robertson and Sydney Steele.



Burrum Heads Community Hall team members David Paterson, Maree McIntyre, Colleen Weier, (front) Julia Chew and Richard Fowler.



Logan West Library team members Keith Pattingale, Maggie Newlove and Michael Carey.

JP Bulletin

Under the magnifying glass – Dr Margaret Voight

All in a day's work!

If there is one thing you can say about Dr Margaret Voight's day, is that it is never dull.

Margaret has been a Justice of the Peace (Qualified) since 1996. When she moved to Townsville in 2016 she became involved in the local JPs in the Community program at various locations, including the Townsville Magistrates Court and the Townsville Community Information Centre.



Around the same time Margaret commenced as a Project Coordinator and Principal Training Officer for the Department of Justice and Attorney General's Courts Innovation Program.

If that is not busy enough, Margaret finalised her doctorate studies last year and continues in a teaching role with the College of Law as an Adjunct Lecturer in the Graduate Diploma of Legal Practice Course.

Adding to her active, but enjoyable schedule is Margaret's other volunteering commitment, which she shares with her husband Jason, both recently donning the bright orange uniform of the State Emergency Service.

Margaret credits her happiness and successes in life to her strong and positive family role models who instilled the importance of education and giving back to the community as important values of ensuring a happy life. Margaret has a lifelong love of learning and whilst she is legally qualified to provide legal advice, she is quick to add that this is not her role when volunteering as a JP in the Community.

Margaret said "the best thing I love about the JPs in the Community program is the ability to provide the community with a much needed service. The appreciation, gratitude and warmth shown by people that have accessed the witnessing service makes volunteering so rewarding."

Verifying life events

As part of the Registry of Births, Deaths and Marriages (RBDM) ongoing efforts to improve accessibility to their services, in January 2018 we partnered up to have JPs in the Community sites provide customers with more options for proof of identity verification to finalise online certificate orders.

JP Bulletin

Following this successful pilot and due to the popularity and convenience, this service was relaunched in four SEQ locations on 18 June 2018, with potential for further expansion in Townsville during the second half of 2018.

The sites participating in this service are: Westfield North Lakes, Westfield Garden City, Westfield Chermside and Robina Town Centre. We have delivered training workshops to these site teams.

Volunteers at the participating sites have access to RBDM's online service provider portal and are able to confirm identity verification directly to RBDM using the customer receipt number and other details and POI documentation the customer presents.

Please note this service is offered for online certificate orders only. This does not change or remove any RBDM services provided by Magistrates Courts Services.

Importance of registering as volunteers

To volunteer your services in the JPs in the Community program, all JPs and Cdecs are asked to formally register.

As some of you may know, this year hawse have been conducting a state-wide audit of our volunteer database, where information related to the JPs in the Community program is recorded.

As the manager of the Program we are responsible for is governance, an integral part of which is ensuring accurate records on who is volunteering and where.

Not only is this important from a workplace safety perspective, insurance and knowing who is representing the Department of Justice and Attorney General in the public sphere, it is an essential component of good governance.

If you volunteer in the Program and have not filled out a registration form, please contact us on 1300 301 147. Any persons wishing to participate in the Program are always welcome and should also contact us.

Long service awards

Queensland JPs and Cdecs who have provided 25, 40, 50, 60 or 70 years of continual service, can be nominated by their Member of Parliament www.qld.gov.au/about/contact-government/contacts/local-mp for a long service award.

Long service awards acknowledge the dedication of JPs and Cdecs to their position and are personally signed by the Attorney-General. Once prepared, your award will be presented to you by your MP.

JP Bulletin

Read the quarterly lists of JP and Cdec award recipients publications.qld.gov.au/dataset/justice-of-the-peace-and-commissioner-for-declarations-long-service-awards. You can request a long service award online at www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/jp-and-cdec-information/long-service-award.

Help us keep you up-to-date

Have you recently moved, got a new phone number, or changed your postal or email address? Update your details with us online at www.qld.gov.au/updatejpdetails or call us on 1300 30 147. Remember to always keep your contact information as up to date as possible so we can keep you informed about the latest news and events, plus changes that affect your role and responsibilities as a JP or Cdec.

JP Bulletin

Tips and techniques

Managing client feedback

Client feedback plays an important role in improving our witnessing services. If you are approached by a client who is dissatisfied with the service received, please refer them directly to the JP Branch so we can look after the issues in accordance with our complaints management policy.

Clients can make a complaint over the phone by contacting us on 1300 301 147, in writing via email at jp@justice.qld.gov.au or via our online complaints form <https://www.complaints.services.qld.gov.au/> can assist clients to outline any concerns they have.

We will contact clients within five working days of receiving a complaint to let them know what we will do and the expected time it would take to investigate their complaint.

Recording personal details in logbooks

To clarify your role in recordkeeping, read our new technical bulletin [01/18 – Record keeping and personal information](#) which outlines what is personal information and what you can and cannot record in your logbook during the course of your official duties.

This bulletin supersedes 01/09 – Recording of private information into logbooks.