



FAMILY COURT
OF AUSTRALIA



Excellence in Client Service Delivery

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Family Court of Australia

- Our purpose
 - To resolve or determine family disputes

Our Vision

- Putting children and families first in the design and delivery of services
- Furthering functional family relationships after separation
- Displaying independence and impartiality in the judicial process
- Having staff who are valued for providing quality service for families
- Providing cost effective dispute resolution for families
- Being at the forefront of the development of innovative services for families in conflict

Our Core Values

- Commitment to meeting the needs of families and children
- Integrity in all matters
- Respect for all people
- Responsiveness to community needs
- Cooperative work practices
- Shared purpose

Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records.

TABLE OF CONTENTS **International Framework for Court Excellence** APPENDICES ENDNOTES



NCSC
National Centre for State Courts
www.ncsconline.org

www.fjc.gov

SUBORDINATE COURTS
app.subcourts.gov.sg

The Australian Institute of
Judicial Administration Incorporated
www.aija.org.au

International Framework for Court Excellence – Seven Key Areas

1. Court management and leadership
2. Court policies
3. Human, material and financial resources
4. Court proceedings
- 5. Client needs and satisfaction**
- 6. Affordable and accessible court services**
- 7. Public trust and confidence**

Client Needs and Satisfaction

- Understanding what clients want!
 - Client Surveys
 - Stakeholder partnerships
 - Client Feedback Coordinator
 - Judicial Complaints Advisor
- Development of a framework for client services

The Client Service Imperative

- Providing access to justice through efficient client service delivery by:
 - Providing clear and accurate information
 - Providing services through a variety of avenues to suit all clients
 - Ensuring timeliness when responding to clients requests
 - Consistency of service delivery across multiple registries (Courts) of varying size
 - Responding to the needs of clients and implementing recommendations from surveys and reviews

Framework for client service delivery

- Strategic plan
 - Client focussed
 - Key strategies
 - Key results
 - Measuring performance
 - Reporting on performance
- Client Service Charter
 - Identifies what the Court can and cannot do

WE CANNOT

We cannot give you legal advice.

We cannot tell you what words to use in your court papers or whether you have given enough information.

We cannot tell you what to say in court.

We cannot tell you whether or not you should bring your case to court. We recommend you seek legal advice before you start a case.

We cannot recommend a certain lawyer to act on your behalf.

We cannot tell you what the decision of the Court will be or give you an opinion about what the decision might be.

We cannot interpret orders made by a judicial officer.

We cannot change an order once it has been made by either Court. Only a judicial officer can do this. You would have to either make another court application or file an appeal or review of the decision. You should seek legal advice before taking this step.

We cannot enforce a court order. However, we can tell you what forms you may need to file to apply to enforce an order.

We cannot let you communicate with a judicial officer, other than at the hearing of your court case.



FAMILY LAW COURTS

What the FAMILY LAW COURTS STAFF

CAN

AND

CANNOT

do for clients

Family Law Courts staff are here to help clients but there are limitations on what help we can provide. This brochure summarises what we can and cannot provide or do.

DLCLN008 V2

www.familylawcourts.gov.au

1300 352 000

FAMILY COURT OF AUSTRALIA

FEDERAL MAGISTRATES COURT OF AUSTRALIA

Example 1 – Better targeted Services

- Key Result 1 – *Better targeted services*
- Strategy – *Develop & implement initiatives to improve access to Court services for people in country & remote areas.*
- Performance Measure – *increased number of identified groups accessing the Court*
- Satisfaction Measure – *clients interviewed happy with level and access to services*

Example 2 – Improved Court Performance: Judgments

- Key Result 1 – *improved Court Performance: Judgments*
- Strategy – *decisions received by parties in the shortest possible timeframe*
- Performance Measure – *percentage of judgments received by parties within a set timeframe from date of final hearing*

Example 3 – Improved Court Performance: (Timeliness) Length of Case

- Key Result 1 – *improved Court Performance: Length of Case*
- Strategy – *to reduce the overall length of time taken from case registration to finalisation*
- Performance Measure – *percentage of cases finalised within a set timeframe from date of case registration to finalisation*

PERFORMANCE INDICATORS

against Standards in Case Management Directions

For July - September 2008/09 & 2009/10 Financial Years (YTD)

FINAL ORDERS

Standards (Ch.11 "Time Standards, CMDs)

OVERALL TIME STANDARDS (overall Clock)

	AD		BR		CA		DG		DH		HB		ML		NC		PA		SY	
	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10
25% of Applications for Final Orders finalised	7.7	5.7	3.5	4.0	4.4	3.8	1.8	1.9	1.6	4.8	2.6	4.1	3.0	3.7	2.6	4.1	3.4	2.3	4.6	6.2
50% of Applications for Final Orders finalised	20.2	14.4	8.7	8.1	14.5	16.0	3.5	3.1	5.1	14.7	5.4	8.5	6.6	7.9	6.9	9.5	8.8	5.0	10.5	12.9
75% of Applications for Final Orders finalised (Std 6 months)	33.3	32.2	19.1	18.2	27.5	28.9	4.2	4.8	8.7	25.4	13.4	14.8	18.5	19.3	18.5	19.5	18.5	14.8	19.3	25.4
90% of Applications for Final Orders finalised (Std 12 months)	45.1	58.5	30.7	48.2	43.7	46.9	8.5	6.5	10.9	27.4	22.1	23.1	26.4	28.3	26.7	26.7	29.9	29.3	33.0	40.8
95% of Applications for Final Orders finalised (Std 18 months)	60.2	66.2	40.4	59.2	44.8	89.2	188.9	17.7	10.9	27.4	26.1	26.4	32.4	37.6	32.1	29.6	35.6	36.2	44.3	52.2

RESOLUTION

Filing to First Return Date (Std 8-12 weeks) - 75th Percentile	6.4	4.4	6.1	8.4	4.7	2.5	7.7	5.0	4.7	1.1	8.4	8.6	8.1	8.1	6.6	7.1	8.6	5.7	8.3	15.1
Percentile	21.0	22.2	12.9	21.0	6.9	88.9	10.6	8.1	0.0	11.3	13.1	13.0	12.4	12.4	12.1	15.1	12.0	18.3	18.3	14.9

CONSENT ORDERS

PBS Target: 90% of compliant consent orders filed are finalised within 4 weeks of filing.

90th percentile of months from filing to finalisation of consent orders applications (Std - 1 month)	12	15	15	15	15	16	11	10	18	14	17	11	11	0.8	1.9	0.7	0.7	0.6	1.5	1.4
% of consent orders applications finalised within 1 month (Std - 90%)	86	83	81	80	86	79	88	92	83	83	83	89	89	92	74	95	93	96	87	88

INTERIM APPLICATIONS

PBS Target: 90% of applications for interim orders are finalised within 3 months.

90th percentile of months from filing to determination for applications for interim orders (Std - 3 months)	8.1	14.0	17.5	9.2	19.7	18.5	3.5	3.9	4.9	0.7	3.5	10.7	7.2	9.1	6.1	10.4	10.9	10.6	8.8	8.1
% of interim orders applications finalised within 3 months (Std - 90%)	59	64	57	62	54	61	75	57	67	100	86	65	63	58	65	60	59	63	65	70

Note: '.' indicates that the figure cannot be determined. 'n.a.' indicates that the data is not available due to migrated data severley affecting the validity of the figure.

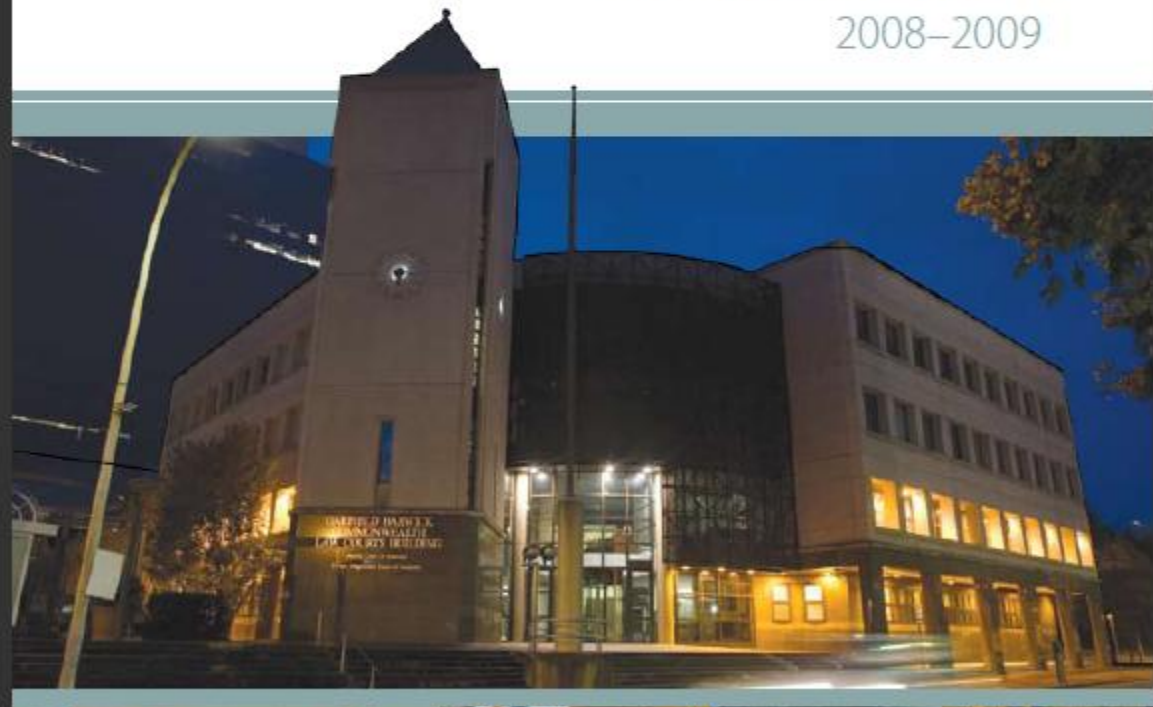
External Court Performance Indicators

- 100% Clearance rate
- 75% Cases pending less than 12 months old
- Number of complaints received less than 1% of applications
- NEC telephone enquiries answered within 90 seconds
- Counter enquiries served within 20 minutes
- Email enquiries responded to within 2 working days
- Applications lodged processed within 2 working days



Annual Report

2008–2009



Translating Court performance standards into client service practice for each work group

- **Develop** - client service principles
- Set client service **targets** for each Court work group
- **Communicate** client service expectations to all staff
- **Measure** performance of each Court work group against client service targets
- **Report** results internally (intranet) and externally (annual report & extranet)

Example 1 – Develop Client Service Principles for Court Staff

- Be courteous, helpful and sensitive to individual needs
- Pay attention, listen carefully, make no assumptions and be non judgmental
- Provide prompt and responsive service
- Refer clients to community and government agencies where appropriate
- Provide services in a safe and secure environment
- Provide information and services that are relevant accurate, understandable and up-to-date
- Actively address clients needs

Set Targets for each Court work group

- Set achievable client service targets
- Targets need to be:
 - Measurable in order to manage performance & behaviour
 - Valuable for managers and staff
 - Easily understood
 - Managers and staff must be committed to achieving these targets

Measuring Client Service Targets

- Case management database (Casetrack)
- Data is reviewed monthly & quarterly
- Telephone system & Q-matic queing system at Court – measure speed of client service delivery
- Observations by managers
- Feedback from Judicial Officers and other Court staff
- Client Service Surveys
- Client feedback or complaints

MEASUREMENT OF SERVICE TARGETS	
EXPECTATIONS OF CLIENT SERVICE OFFICERS FOR CLIENT SERVICES	
95% of data entry (including orders, listings and outcomes) is completed within 24 hours of an event taking place or document being filed	Obtain from casetrack report.
ELECTRONIC ENQUIRIES (TELEPHONE/EMAIL)	
80% of calls answered within 90 seconds	Obtain from telephone system reports
80% of emails answered within 2 working days	Obtain from registry or NEC email enquiry address. Time to final response not acknowledgement.
90% of calls are answered by the first contact	Obtain number of calls transferred as a % of total calls received:
EVENT SUPPORT (FILE MOVEMENT/DOCUMENTS ON FILE/COURT)	
99% of paper files provided to the event owner within required timeframes	Survey judicial officers, registrars and family consultants for one week each quarter
All documents filed are placed on paper file prior to event	Survey judicial officers, registrars and family consultants for one week each quarter
CASE MANAGEMENT	
100% of case management directions appropriately actioned within required timeframes	Survey judicial officers, registrars and family consultants for one week each quarter:
100% of telephone messages and written enquiries responded to within 2 working days	Performance discussions with staff, client feedback and sampling of files:
IN PERSON ENQUIRIES AND FILING (MAIL/FILING/ DROP BOX)	
90 % of applications are filed within 2 working days	Obtain from casetrack report.
75% of clients waiting less than 20 minutes to be served	Obtain from Q-matics . From when clients take a number or enter registry until they commence being served at the counter
80% of written enquiries and requests are responded to within 2 working days	Performance discussions with staff, client feedback and sampling of files:

ASSESSMENT	COMPONENTS OF CLIENT SERVICE DELIVERY			
	IN PERSON ENQUIRIES AND FILING (MAIL/ FILING/DROP BOX)	ELECTRONIC ENQUIRIES (TELEPHONE/EMAIL)	CASE MANAGEMENT	EVENT SUPPORT (FILE MOVEMENT/ DOCUMENT'S ON FILE/COURT)
	S SATISFACTORY RD REQUIRES DEVELOPMENT O OTHER COMMENTS			
❖ No assumptions were made about the client or the client's enquiry.				
❖ Staff member was non-judgmental.				
PRINCIPLE 3 – PROVIDE A PROMPT AND RESPONSIVE SERVICE				
❖ Client was served promptly and service prioritised to meet targets.				
❖ Mail and drop box processing was prioritized to meet targets.				
❖ Calls were answered promptly; call answering was prioritised to meet targets.				
❖ Appropriate calls transferred to correct responder.				
❖ Appropriate calls were escalated to Ups Manager, Team Leader, Case Coordinator or other.				
❖ Mail and/or messages were prioritised to meet targets.				
❖ The length of interaction was appropriate to client needs and staff member controlled interaction.				
❖ Staff member took responsibility for actions including delays.				
❖ Staff member was organised and prepared to respond to enquiry or process documents.				
❖ The enquiry/issue was resolved.				
❖ The paper file was provided within correct time frames.				
PRINCIPLE 4 – REFER CLIENTS TO COMMUNITY, AND GOVERNMENT AGENCIES WHERE APPROPRIATE				
❖ The ICSDP referral protocols in relation to diversity, safety and legal advice were used.				
❖ Relevant referral details and options were provided to clients.				
PRINCIPLE 5 – PROVIDE SERVICES IN A SAFE AND SECURE ENVIRONMENT				
❖ All clients were asked about any safety concerns.				
❖ A safety plan was developed when required.				

Reporting Client Service Performance

- Internal – National operations report
 - All information available for all staff via the intranet
 - Provides staff with the ability to compare delivery of court and client services with other Courts
- External – Annual Report & CEO's Report

Affordable and accessible court services for Clients

- Total number of court fee payments waived or exempted in 2006-07 = 6634
- Total cost of Court fee payments waived in 2006-07 = **\$1,455,056**

**Thank you
Questions?**