

# Federal Circuit Court of Australia <br>Court Excellence Assessment

## Court Excellence Self-Assessment Questionnaire

This survey seeks your views and ratings in regard to eight areas which are central to the functioning and future of the Federal Circuit Court: leadership and management; planning and policies; management of resources; court processes and proceedings; court user satisfaction and feedback; access; public confidence and judicial specific assessment.

It is designed for internal court use only and the results are not reported externally unless the Court so chooses.

Your participation is confidential and voluntary. Your response is anonymous:- when your completed survey is submitted your identity will not be apparent to the survey administrator. A summary report will be provided to the Chief Judge and the Chief Executive on the overall themes emerging from judicial and staff responses and this feedback may guide future planning.

Many terms used throughout the survey have deliberately not been defined. You may be required to make some assessment about the scope of the particular survey question concerned. Please do not be diverted by that, but rather respond to the question using your own reference point and context.

You will be asked to identify your role within the Court. Please select the category which best reflects your role within the Court. Only select one category. Associates should select the "Associates" category and Deputy Associates the "Deputy Associates" category. Although both roles are within the "Judicial Support Staff Federal Circuit Court" category, specific categories have been created for Associates and Deputy Associates.

You will see that each area of the survey permits you to make comments. This is an opportunity for you to inform us confidentially about all areas of the court's performance, operation and future direction on which you have opinions and to provide feedback on the court's strengths, weaknesses, opportunities or threats.

"PLEASE NOTE:- If you start responses and then close this on line survey, you cannot re-open and resume where you left off. In other words, the program will not save to your desk top system. If you wish to print your responses you must print each page before selecting the next page".

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**Please tick which of the following categories you belong so that we can ascertain any differences in responses among these cohorts within the Court and as between years of service.**

- Judge
- Judicial Support Staff Federal Circuit Court
- Registrar (Family Law)
- Registrar (Federal Law)
- Family Consultant
- Registry Services Staff (Family Law)
- Registry Services Staff (Federal Law)
- Senior Manager Federal Circuit Court (SES 1-3)
- Executive Level Managers Federal Circuit Court (EL1-EL2)
- Associate
- Deputy Associate

**Please indicate your length of service by selecting one of the below:**

- 0 - 4 years
- 5 years or more



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## 1.10

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court identifies areas for improvement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 1.11

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court and its leaders promote a culture of innovation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 1.12

	Yes	No
Does the Court hold regular meetings with staff to provide information on the court and seek feedback?	<input type="radio"/>	<input type="radio"/>

## 1.13

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court actively informs staff about changes to its services, standards and performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 1.14

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Communication within the Court is good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments: please include question reference number**



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## 3.10

						Yes	No
Are the Court's facilities adequate and safe?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 3.11

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Court staff have the resources (materials, equipment and supplies) to do their job well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 3.12

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The working environment enables court staff to perform their tasks well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 3.13

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court has an appropriate budget process and regularly monitors expenditure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 3.14

						Yes	No
Does the Court provide training, support and recognition for innovation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments: please include question reference number**



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## Area 4 - Court Proceedings and Processes

### 4.1

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court ensures it deals with matters efficiently while maintaining quality of decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 4.2

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court ensures it deals with matters efficiently while maintaining the timeliness of decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 4.3

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court's current system actively manages cases and looks for ways to improve the resolution of cases effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 4.4

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court successfully balances the workload of court staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 4.5

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court successfully balances the workload of judges.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 4.6

	Yes	No
Does the Court maintain efficient case files and records systems?	<input type="radio"/>	<input type="radio"/>

### 4.7

	Yes	No
Does the Court encourage innovation in case management?	<input type="radio"/>	<input type="radio"/>

**Comments: please include question reference number**

## Area 5 - Court Users Needs and Satisfaction

### 5.1

Does the Court survey its users on their satisfaction with its processes, procedures and services?  Yes  No

### 5.2

Does the Court seek feedback on its processes, procedures and services from its users in ways other than surveys?  Yes  No

### 5.3

The Court implements changes identified by surveys and feedback.  Don't Know  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

### 5.4

Does the Court report publicly and regularly on changes made in response to surveys and feedback?  Yes  No

### 5.5

The Court makes use of technology and innovation to deliver higher quality services to all court users.  Don't Know  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

**Comments: please include question reference number**



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## Area 7 - Public Trust and Confidence

### 7.1

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court publicly accounts for its role and performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 7.2

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court makes sufficient information on performance against time and service standards available to the public.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 7.3

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court ensures all court users understand the court's processes, services and any decisions made.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 7.4

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court has a complaints policy and reports on its handling of complaints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 7.5

	Yes	No
Does the Court conduct regular independent audits on expenditure?	<input type="radio"/>	<input type="radio"/>

### 7.6

	Yes	No
The court is respected in the community.	<input type="radio"/>	<input type="radio"/>

**Comments: please include question reference number**



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## 8.9

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Judges always treat Court participants equally and with fairness and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 8.10

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court's judicial organisational structure properly meets the needs of the Court.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 8.11

	Yes	No
Are there sufficient resources to enable Judges to feel safe and secure at work?	<input type="radio"/>	<input type="radio"/>

## 8.12

	Yes	No
Are there sufficient resources to enable Judges to feel safe and secure at home?	<input type="radio"/>	<input type="radio"/>

## 8.13

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
There are sufficient mechanisms in place to ensure the health and wellbeing of Judges.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 8.14

	Yes	No
Is there a structure that provides adequate representation to reflect Judges' needs and concerns?	<input type="radio"/>	<input type="radio"/>

## 8.15

	Yes	No
The Court ensures that there are good quality continuing education programmes for Judges.	<input type="radio"/>	<input type="radio"/>

## 8.16

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The induction process for new judges is appropriate, fair and supportive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 8.17

	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
There are adequate processes to enable Judges of the Court to maintain their levels of competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 8.18

	Yes	No
The leadership of the Court encourages the Judges of the Court to engage with the community and communicate its values and aspirations?	<input type="radio"/>	<input type="radio"/>

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**THANK YOU**

You have now completed this Survey. Thank you for the time you have given to this process. Once you close this online survey, you cannot return to it. Once you submit, your survey response is finalised.