



Embedding the IFCE at the County Court

Courts and Tribunals Innovation and Excellence Conference

The County Court signed up to IFCE in 2010

The IFCE is a collection of concepts and tools that courts worldwide can use to assess and improve their quality of justice and court administration

The Court's Vision is to be a leader in court excellence, delivering the highest standard of justice to the community we serve, inspiring confidence in the rule of law

The Court's purpose is to hear and determine matters

Strong Governance



Excellent governance, excellent outcomes

The County Court has embedded 'excellence' through governance...

by empowering and supporting its judges to design and deliver excellent outcomes



The Court's governance structure

Community

Performing effectively in clearly defined roles and functions Promoting values and good behaviour for the whole organisation

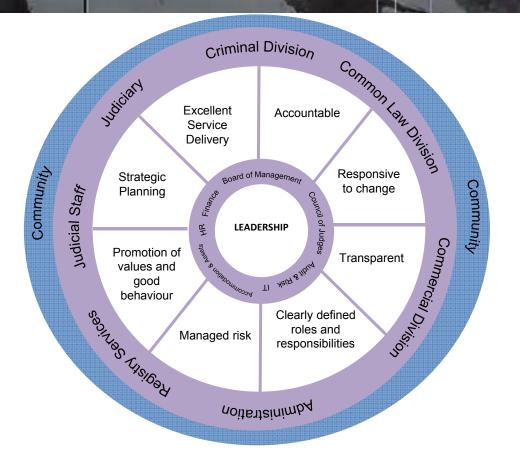
LEADERSHIP

Developing the capacity and capability for the organisation to be effective

Taking informed, transparent decisions and managing risk



The Court's governance structure





The court is judge led, directly supported by experienced and capable teams



Achievement

CRIME

Time to trial down 2 months (5, 10 and 15 day trials)

Only 13 'not reached'

11% reduction to pending appeals

'Time to trial' published

CIRCUIT

Active judicial case managements has led to better outcomes

17% reduction to pending crime appeals despite significant increase in number

7% decrease in pending civil matters

WHOLE COURT

Electronic lodgement of all court documents and forms

Electronic crime case files for both Melbourne and Circuit Courts

Publication of number of 'not reached' and 'time to trial'

Creation and investment in 'User Groups'

Courts Open Day and Court User Survey

Constrained cost growth equating to significant value to community

Investment in capability growth, and culture, through the Working Together Program

Staff survey and associated action plan

Judicial resilience program

COMMERCIAL

111% clearance rate (civil)

37% reduction to pending

Increase in ADR settlements

COMMON LAW

111% clearance rate (civil)

'Not reached' down 82%

60% judgements rendered in 30 days, 90% in 90



IFCE Report Card

Achievements

Leadership and management

Planning and policies

Resources

Proceedings and processes

Client needs and satisfaction

Affordable and accessible services

Public trust and confidence

Investment in capability growth
Staff survey and associated action plan
Judicial resilience program

Electronic lodgement and case files

Constrained cost growth

Reduced time to trial, not reached and pending matters
Increased clearance rates and speed of

Increased clearance rates and speed or judgments

More ADR settlement

Creation and investment in 'User Groups'

Better engagement with industry
Publication of 'not reached' and 'time to
trial'

Courts Open Day and Court User Survey

Invest in our people to maintain a valued, diverse, skilled, effective performance focussed workforce

Continuous improvement of court services, systems and processes

Accountability for the careful, efficient, and proactive management of court resources

Connect with the court community

Court Priorities



IFCE Framework

What's next?

- Embedding engagement with court users, with the justice sectors and with the Victorian community
- Redesign of court systems: 'does the way we do our work align to our purpose?'
- Getting better at leveraging technology to support delivery of excellent services





CountyCourt