

Question on Notice

No. 769

Asked on Tuesday, 23 May 2006

MR McARDLE asked the Attorney-General and Minister for Justice (Mrs Lavarch) -

QUESTION:

With reference to her answer to Question on Notice No. 2061 asked on Thursday, 1 December 2005—

- (1) What is the backlog of criminal jurisdiction cases at the date of answer to this question in the district courts referred to in Table 9 of page 52 of the Annual Report 2004-05 of the Department of Justice and Attorney-General?
- (2) With respect to the review commenced in June 2005 referred to in her answer, will she advise
 - (a) the terms of the review;
 - (b) who has been appointed to chair the review; and
 - (c) in addition to the person chairing the review, what other staff and resources are available to the chairperson to undertake the review?
- (3) In relation to the answers (b) and (c) above, what hours per week are dedicated to the review by such persons?
- (4) Which department employs the officers undertaking the review and if they are serving public servants, who is undertaking their normal duties whilst engaged in the review?
- (5) Has there been any interim report prepared with respect to the review; if so, where can the public obtain access to the report?
- (6) If the public cannot obtain access to the interim report, what are the recommendations contained in the report?
- (7) When will the final report be prepared and if such report has been prepared, what are the recommendations of such report including a timeline for implementation?

ANSWER:

- (1) Table 9 of page 52 of the Annual Report 2004-05 of the Department of Justice and Attorney-General refers to cases awaiting disposal. As at 31 May 2006 the cases awaiting disposal in the criminal jurisdiction in the major centres of the District Court of Queensland is 2171.
- (2) (a) The review of registry practices is an internal process and has been initiated to improve business practices and service delivery in the registries of the Supreme and District Courts.

The review is an ongoing process and is called the Continual Process Improvement Program ("CPIP"). CPIP commenced in the Supreme and District Court Registry in June 2005. The key objectives of CPIP are to:

- analyse entrenched business processes, identify where changes can be made to increase the effectiveness of the outcome and, where necessary, delete processes or re-engineer them;

- document business requirements and prepare functional specifications to support future automation;
- enhance current software applications to better support current practices including the re-engineered processes;
- improve customer service;
- improve collation and dissemination of workload statistics and key performance indicators;
- implement training, effective performance measurement and career development opportunities for staff; and
- ensure a high quality, consistent style of communication is used in all publications, correspondence, brochures, web sites and other externally delivered material.

(b)(c) The staff and resources allocated to the program can vary depending on workload requirements. Current staff and resources are as follows:

- Program Oversight: Principal Registrar and Administrator;
- Program Manager: Senior Registrar;
- Program Working Group: key managers of the Brisbane Registry;
- Program Team: Program Co-ordinator and two Business Experts (staff members from the Registry);
- Program Facilitator, Business Process Re-engineering Advisor; and
- Resources such as computers, software, office space and facilities are available.

(3) The hours per week dedicated to the program are:

- Principal Registrar and Administrator and key managers of the Brisbane Registry: As required and depends on a number of internal and external contingencies, including the issue being examined, availability of contractors, workflows and other day to day registry management requirements;
- Senior Registrar: As required. The Senior Registrar has operational responsibility for the program, the time involved ranges from 1-2 days per week;
- Program Co-ordinator: approximately 2 days per week;
- Business Experts (staff members from the Registry): each full time;
- Program Facilitator and Business Process Re-engineering Advisor approximately 13 hours per week;
- An external contractor has also been involved in looking at the public communications material, and to 31 May 2006, has totalled 104.5 hours.

(4) The Principal Registrar and Administrator, key managers of the Brisbane Registry, Senior Registrar, Program Co-ordinator and Business Experts are employed by the Department of Justice and Attorney-General. The Program Co-ordinator is employed part-time and is allocated to this program. All other officers, except for the Business Experts, provide assistance to the program as part of their role. The Business Experts are registry officers and their positions are back-filled in the registry by other registry officers.

(5)(6) There is no interim or final report as CPIP is an ongoing program dedicated to
& (7) continuous process improvement in the registries.