

# Judicial Commission of Victoria

## STRATEGIC PLAN 2022 – 2024

### Our vision

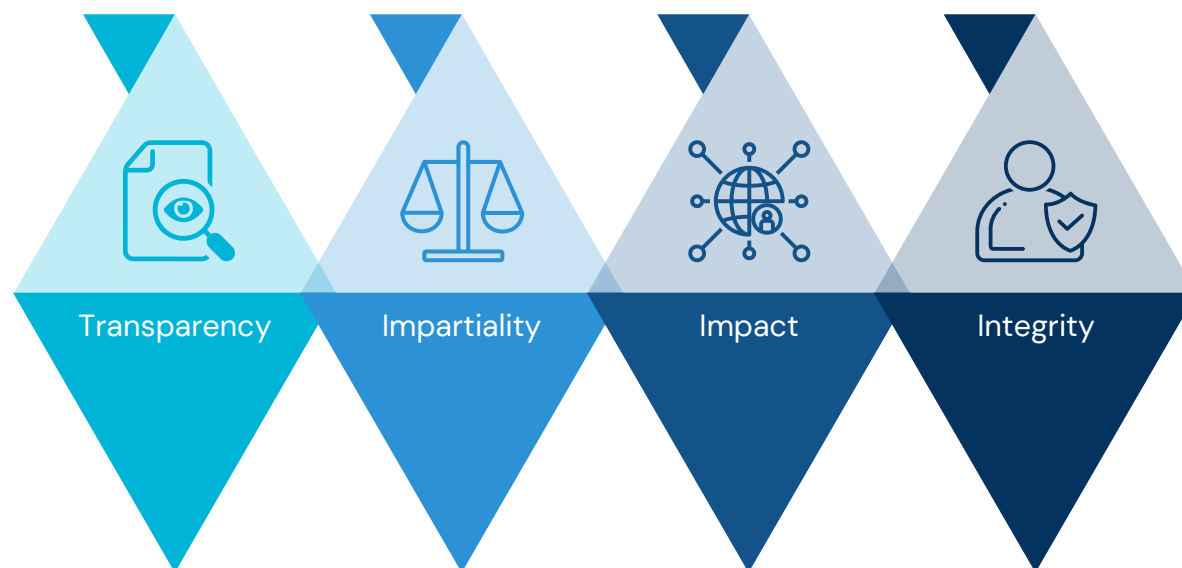
The Commission aims to ensure that public confidence and trust in the Victorian courts and VCAT is maintained.

### Our mission

The Commission seeks to provide a fair and transparent complaint resolution process.

### Our values

We act transparently, impartially, impactfully and with integrity. Our values lay the foundation for the behaviour expected of the Commission and its staff.



## Our purpose



To enhance confidence and trust in the judiciary.

To provide a fair and transparent process for investigating complaints.

Individual, organisational and stakeholder wellbeing is central to everything we do.

## Our strategic outcomes

Raise the awareness of the Commission for those who engage with judicial officers and VCAT members.

Provide informed guidance that sets out the ethical and professional standards of conduct expected of judicial officers and VCAT members.

Maintain an accessible and transparent complaint system.

Deliver timely and authoritative investigation outcomes.

Prioritise the wellbeing of all staff and stakeholders in their interactions with the Commission.

## Our strategic choices that will deliver outcomes



We will assess current awareness and understanding of the Commission's role and functions.

We will run a range of stakeholder engagement sessions.

We will analyse complaint data to identify areas of improvement.

We will provide timely and authoritative advice to the Board for referrals for serious matters to head of jurisdiction and investigation panels.

We will implement efficient, transparent and achievable timeframes for each stage of the complaint investigation process.

We will adopt a clear policy on publishing public statements or commentary on decided cases.

We will foster an internal culture of wellbeing.

We will train staff to promote wellbeing in all interactions with stakeholders.

We will promote wellbeing among judicial officers who interact with the Commission.

We will develop and adopt comprehensive guidelines which set out the expected ethical and professional standards of conduct.

We will purposefully use social media platforms to engage with stakeholders.

We will train staff in a range of relevant areas to improve user experience.

We will engage with past complainants to understand their experience and to gauge user satisfaction.

We will reinforce parameters for making a valid complaint, ensure early resolution of complaints, and identify opportunities for improving our complaints and investigative framework.

## Our measures of success



Improved awareness of the complaints system demonstrated through stakeholder surveys and feedback.

Building our workplace capability and culture to improve the experience of all Commission stakeholders.

Efficient, timely and effective identification of matters which are outside the jurisdiction of the Commission.

Decrease in the time taken to investigate serious complaints and referrals.

Increased consistency in communicating decided cases to stakeholders and the public.

Building staff capability to further improve our complaint investigation processes.

Continued provision of high-quality advice and clear recommendations to the Board.

A connected, collaborative and thriving internal culture.

Staff and stakeholders feel supported in prioritising their wellbeing.

Staff feel confident in promoting wellbeing in stakeholder interactions.

Improved awareness of the importance of wellbeing among stakeholders, including judicial officers.

# DELIVERING OUR PRIORITIES

To ensure delivery of our priorities we will take a strategic approach that will:

- Focus the work of the Commission on the Strategic Plan.
- Engage with stakeholders and staff and thoroughly communicate the strategy.
- Develop clear annual action plans detailing specific initiatives, accountabilities, resources and timelines.
- Integrate our action plan delivery with our risk management approach.
- Define, monitor and report on measures of success.
- Periodically review and update our Strategic Plan.

## PLANNING

### STRATEGIC PLAN

High level priorities and actions



### ACTION PLAN

Detailed initiatives and resources



## EXECUTION

