



ACT Civil and Administrative Tribunal Strategic Statement 2017-2020

Purpose

To promote the rule of law for civil and administrative justice in the ACT by:

- providing accessible systems that encourage people to resolve disputes themselves
- making authoritative and timely decisions to resolve disputes when needed
- adopting fair procedures and processes which enable people to be heard
- applying the law equally and treating people equally and with respect, regardless of their circumstances
- being responsive to the needs of each case
- working in a way that attempts to heal relationships rather than harm.

Values and behaviours

To achieve this purpose ACAT values:

- accessibility and transparency
- timeliness, professionalism and quality
- fairness
- innovation
- awareness of the impact of our work on the well-being of individuals and of the community.

ACAT members and professional support staff value collegiality and cooperation and seek at all times to promote the informal, respectful, yet professional nature of the tribunal.

Priorities and goals 2017-2020

1. *Dispute resolution*

- Continue to develop high quality formal and informal dispute resolution processes
- Monitor and effectively respond to trends in matters brought to the tribunal and to new and changing laws
- Strengthen engagement with key stakeholders
- Streamline processes for matters of less financial value
- Provide easy access to useful information that assists parties to represent themselves
- Explore the application of therapeutic jurisprudence and other innovative approaches to the tribunal's work.

2. *Ensure ACAT is a productive, attractive place to work for members and registry staff*

- Develop and implement a training and induction program, and develop a performance framework for members
- Implement workforce training plan for registry staff
- Continue to build a collaborative, collegiate culture
- Continue to embrace and influence change, be resilient and show initiative.

3. *Support services and registry*

- Finalise and embed governance structure and standard operating procedure for ACAT Trust and budget processes
- Work in partnership with ACT Law Courts and Tribunal Administration (ACTLCT) to implement the new ICMS Case Management System
- Upgrade the ACAT web site
- Strengthen data collection and the use of data in planning processes
- In collaboration with ACTLCT, ensure ACAT's future premises are suited to its purpose and provide an appropriate balance of informality and professionalism.