

# Strategic plan 2021-2025

## OUR VISION

A safe, fair and just  
Territory for all

## OUR PURPOSE

- Enhance access to justice
- Administer and enable justice outcomes
- Deliver purposeful services to reduce offending
- Provide high quality legal advice and representation
- Support and empower the most vulnerable Territorians
- Promote and protect the rights and interests of Territorians

## OUR PRINCIPLES

- We are responsive to the diversity of the community
- We embrace innovative and creative ways of working
- We operate with integrity across all our diverse functions
- We collaborate across the Department and with our external partners
- We respect the independence of the Courts and the statutory office holders we support

## OUR STRATEGIES





## Protecting Territorians

We protect and empower the vulnerable, keep the community safe, and support the Attorney-General to oversee the justice system administered with independence, integrity and fairness.

### Initiatives (what we do)

- Support victims/survivors of crime to assert their rights, interests and access justice
- Promote and raise awareness of rights and responsibilities in the community
- Address reoffending rates through effective rehabilitation
- Provide legal and policy advice.

### Outcomes (the result)

- Improved support and avenues for redress for victims/survivors of crime
- Efficient and effective prosecution services
- Increased community engagement in education and awareness raising activities
- Reduced offending and lower recidivism rates
- Improved access to programs
- Timely and high-quality legal and policy advice.



## Improving outcomes for Aboriginal people

Aboriginal Territorians are significantly over-represented as both victims/ survivors and offenders in the justice system. We are committed to addressing over-representation and ensuring Aboriginal Territorians are actively engaged in the design and delivery of a culturally informed and safe justice system.

### Initiatives (what we do)

- Address the underlying causes of offending and imprisonment of Aboriginal Territorians
- Implement the actions under the Aboriginal Justice Agreement
- Engage Aboriginal leadership within the justice system and support local decision making
- Improve access to culturally specific and Aboriginal-led services
- Grow our Aboriginal workforce
- Develop the cultural competency of our staff.

### Outcomes (the result)

- Reduced incarceration rates of Aboriginal people
- Enhanced justice services and outcomes for Aboriginal Territorians
- Increased proportion and capability of our Aboriginal workforce
- Increased cultural competency of our staff
- Strengthened partnerships and engagement with Aboriginal Territorians to support decision making.



## Delivering client-centred services

People are at the centre of everything we do. Our services must be designed to meet the needs of diverse clients and communities. We will seek to continuously improve the experience of our clients across all our services.

### Initiatives (what we do)

- Collaborate across government and with communities to improve our clients' experience
- Ensure access to our services, including in remote areas and for diverse Territorians
- Monitor and evaluate client experience and justice outcomes
- Articulate our services standards to our clients through a client charter.

### Outcomes (the result)

- Increased client satisfaction with services
- Improved accessibility of justice services for all Territorians
- Increased understanding of, and accountability for, our service standards.



## Investing in our people

We have a passionate and committed workforce. Our people are our greatest asset to achieve our objectives. We will attract, retain, develop and support a workforce which will help us serve the community.

### Initiatives (what we do)

- Attract and retain skilled and capable employees
- Invest in the health, safety and wellbeing of our employees
- Promote strong and effective leadership at all levels
- Provide clear development and progression pathways for our employees
- Effectively manage performance and foster outstanding performance at all levels.

### Outcomes (the result)

- Improved employee retention
- Improved employee satisfaction and engagement
- All employees will have a development and performance plan in place.



## Working smarter

We are committed to working smarter and driving continuous improvement. This means embracing new ways of working and using data and systems more effectively to support our work.

### Initiatives (what we do)

- Encourage and recognise innovation and agility in our workforce
- Embed evaluation principles and evidence-based decision making into our work
- Streamline agency business to effectively and efficiently focus on our core business.

### Outcomes (the result)

- Improved quality and timeliness of service delivery
- Increased access to and use of data to inform decisions and evaluate outcomes
- Improved business systems and processes.

Department of ATTORNEY-GENERAL AND JUSTICE

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