

VISION:

The CAA meets the changing needs of our courts and the community.



CAA STRATEGIC PLAN TOWARDS 2020

PURPOSE:

To provide participating courts and court users with services and facilities that support the proper administration of justice.

PUTTING PEOPLE FIRST

CAA delivers professional support to the Judiciary

Continuous improvement drives a consistent culture of service excellence

Staff are equipped to provide outstanding service

There is active engagement with stakeholders and staff

MODERN COURTS, SMARTER SERVICES

Digital by default

An electronic court management system is created as a matter of priority

Court services are fully accessible to the public

Administrative processes and procedures are effective, efficient and standardised

Modernising Court infrastructure

Collaborate with agencies to deliver criminal justice sector reforms

EXEMPLARY PERFORMANCE

Measure court performance

Contemporary leadership and management practices

Anticipate change and find innovative solutions

Staff are engaged, flexible and adaptable

CAA behaviours reflect values

Resources are managed effectively and efficiently

Role and performance of the CAA is publicly accounted for

