

- Proactive, timely, responsive and professional services.
- Integrity, respect and ethical behaviour in all our dealings with our customers.
- The contributions of our staff and volunteers.
- Collaboration and innovation in the workplace.
- Leadership qualities in all areas of responsibility.
- The principles of justice, fairness and equity.
- Partnerships with the public and government at all levels.
- Responsible and effective use of our resources.
- Responsive, rigorous and results-orientated work.

## Our Approach

- Community engagement** We will work actively with the public to tell them of our policies and services.
- Access and diversity** We will ensure that AGD activities are inclusive, accessible and fair to all South Australians.
- Reconciliation** We will contribute to the State reconciliation agenda by actively working towards fair and just outcomes for Aboriginal peoples.
- Customer Service** We will provide quality service to meet the needs of our customers.
- Collaboration** We recognise the benefit of working together with our partners at all levels of government and in the wider community.
- Enhancing our knowledge** We will develop our analytical skills, research capacity and information systems. We will use these to assess our performance, the effect of our activities and the needs of the public.
- Innovation and problem-solving** We will continually examine the way we do our work to find more creative and better ways to achieve our goals.
- Continuous learning and improvement** We will create, seek and share knowledge and information. We will reflect on our own experiences, learn from those of others and embrace new challenges.
- Communication** We will communicate our actions and goals in ways that will support the achievement of our Vision.

### Goals

### Priorities

### South Australia's Strategic Plan Targets

## 1 Community Wellbeing

We will contribute to improving the safety and wellbeing of South Australians. We will promote cultural diversity and equality. We will encourage people to make informed choices. We will raise public awareness of issues affecting our communities to ensure protection of the most vulnerable in our society.

- Ensuring public safety.
- Promoting diversity and social inclusion.
- Enabling the public to make informed decisions.
- Protecting and supporting vulnerable people, including victims and witnesses.

- OBJECTIVE 2**  
Improving Wellbeing
- State-wide crime rates (T2.8)
- OBJECTIVE 5**  
Building Communities
- Multiculturalism (T5.8)
  - Women in leadership (T5.1 & T5.2)
  - Volunteering (T5.6)
  - Enrolment to vote (T5.4)
  - Aboriginal leadership (T5.7)

## 2 Access to Justice and to Services

We will ensure that the public has access to just and fair services. We will increase customer satisfaction by providing high-quality and equitable services. We will improve public confidence in our civil and criminal justice systems through effective services including legislative reform.

- Providing fair and equitable customer service.
- Eliminating avoidable delays.
- Making effective civil and criminal law.

- OBJECTIVE 1**  
Growing Prosperity
- Customer and client satisfaction (T1.7)
- OBJECTIVE 2**  
Improving Wellbeing
- State-wide crime rates (T2.8)
- OBJECTIVE 3**  
Attaining Sustainability
- Aboriginal lands—access and management (T3.15)

## 3 Organisational Capability

We will use our resources efficiently to ensure timely and productive responses to meet community, business and government needs. We will reduce red tape. We will embrace and promote diversity within our organisation.

- Investing in our people.
- Supporting the improvement of business processes and systems.
- Reducing red tape.

- OBJECTIVE 1**  
Growing Prosperity
- Performance in the public sector (T1.8 & T1.9)
  - Aboriginal unemployment (T1.26)
- OBJECTIVE 2**  
Improving Wellbeing
- Greater safety at work (T2.11)
  - Work-life balance (T2.12)
- OBJECTIVE 6**  
Expanding Opportunities
- People with disabilities (T6.22)
  - Women (T6.23)
  - Aboriginal employees (T6.24)

# Strategic Plan 2008-2010

**Our Vision** is for South Australia to be a safe, fair and just place to live, work, visit and do business.

**Our Mission** is to make South Australia a State where all communities and individuals are treated fairly. We are continuing to improve public access to justice services by ensuring that our laws are inclusive and support and protect all citizens. We will continue to build the resilience of our communities, recognising and celebrating the diversity that exists within them and to support the participation of its members. As an organisation we will be progressive to meet future challenges in a changing environment.



# 1 Goal

## Community Wellbeing

We will contribute to improving the safety and wellbeing of South Australians. We will promote cultural diversity and equality. We will encourage people to make informed choices. We will raise public awareness of issues affecting our communities to ensure protection of the most vulnerable in our society.

### Priorities

#### Ensuring public safety

Public safety is central to all our services, activities and products. The Attorney-General's Department will provide information that is relevant, responsive and contributes to public safety for victims, consumers and the workforce.

We will...

- Develop victim focused services in criminal, civil and administrative matters.
- Tell consumers and businesses about their rights and responsibilities.
- Provide product safety advice and information.
- Encourage responsible attitudes and practices in the community.
- Ensure employers provide safe working environments.

#### Promoting diversity and social inclusion

Valuing and recognising diversity is essential to promoting social inclusion and equality in our society. The Attorney-General's Department will deliver services that are appropriate and accessible to those who are most disadvantaged and will recognise the contributions of volunteers.

We will...

- Support diversity in our communities to achieve an open, inclusive and equitable multicultural society.
- Support equal participation of women.
- Celebrate and recognise the many volunteers in our community and encourage greater levels of participation.
- Address discrimination and prejudice.
- Encourage and support Aboriginal leadership.

#### Enabling the public to make informed decisions

The public need high-quality information to make informed decisions. The Attorney-General's Department is committed to providing the most up-to-date information and the best advice to the public. We will make laws to ensure the public remains safe and wrongdoers are held responsible for their behaviour.

We will...

- Make laws to ensure public safety.
- Ensure the public has access to the latest information on regulation and compliance.
- Tell the public about their rights.
- Encourage eligible young people to enrol to vote.

#### Protecting and supporting vulnerable people, including victims and witnesses

The wellbeing of vulnerable people is important to the Attorney-General's Department. We will provide them with the support and services they need. We will recognise the needs of disadvantaged groups and improve the promotion of our services.

We will...

- Strengthen systems to protect children, victims and witnesses.
- Promote and protect the rights of South Australians with reduced mental capacity.
- Ensure vulnerable people have access to services.
- Achieve just outcomes for vulnerable people.
- Improve the promotion of services to disadvantaged groups.

# 2 Goal

## Access to Justice and to Services

We will ensure that the public has access to just and fair services. We will increase customer satisfaction by providing high-quality and equitable services. We will improve public confidence in our civil and criminal justice systems through effective services including legislative reform.

### Priorities

#### Providing fair and equitable customer service

Providing customers with equitable access to services is central to ensuring access to justice. The Attorney-General's Department will provide services that satisfy the different needs of our customers through improved work practices.

We will...

- Improve services by being more customer focused.
- Ensure all services are culturally sensitive and appropriate.
- Promote culturally appropriate practices by training our staff.
- Provide responsive, timely and flexible service delivery.
- Ensure accountability links are identified and applied.

#### Eliminating avoidable delays

Speeding up the way we do business and our responses to customers will increase the efficiency and timeliness of our services, and increase customer satisfaction. The Attorney-General's Department will identify and find ways to speed up processes and address problems within timeframes to benefit our customers.

We will...

- Use systems that support timely decision-making.
- Provide timely resolution of complaints.
- Expand services to meet demand where possible.
- Improve liaison between parties to achieve Aboriginal land claim settlements without the need for costly trials.

#### Making effective civil and criminal laws

Effective civil and criminal laws, as well as access to justice, give the public confidence in our justice system. The Attorney-General's Department will tackle new policy issues to ensure our legislation benefits and protects the public.

We will...

- Maintain effective and comprehensive systems to uphold people's rights.
- Develop strategies to make justice more accessible and less daunting for the public.
- Develop legislation relevant to today's business/community.
- Develop legislation supported by rigorous policy and research.
- Develop policy in the key areas of crime prevention, youth justice, Aboriginal justice and mental health through research and analysis

# 3 Goal

## Organisational Capability

We will use resources efficiently to ensure timely and productive responses to meet public, business and government needs. We will reduce red tape. We will embrace and promote diversity within our organisation.

### Priorities

#### Investing in our people

Valuing staff and volunteers is central to building a strong and skilled workforce. Investing in staff and creating working environments that support work-life balance and family-friendly practices is a key priority. We recognise and support the diversity of our workforce and the need to work in a healthy and safe environment.

We will...

- Build a culture of success so that employees are recognised and valued.
- Create a diverse workforce including people with disabilities, Aboriginal people, and people from culturally and linguistically diverse backgrounds.
- Develop women's skills and capabilities.
- Improve knowledge management and succession planning.
- Ensure the wellbeing of staff through effective occupational health, safety and welfare action.
- Encourage work-life balance by providing flexible working arrangements.

#### Supporting the improvement of business processes and systems

Finding better ways to do business and to provide timely services is a priority for the Attorney-General's Department. We will continue to improve on our existing strengths, develop high-quality services and embrace technological advances that will ensure our customers have access to the right services for their needs.

We will...

- Provide consistent, prompt and timely responses to requests for information.
- Join systems to improve business processes.
- Facilitate integrated IT systems to support the criminal justice system.
- Improve systems to achieve government priorities.

#### Reducing red tape

Providing a legal framework to resolve disputes out of court reduces costs for both clients and the government. The Attorney-General's Department is committed to transparent and consistent processes. We will work with other departments and agencies to standardise procedures.

We will...

- Improve timeliness by being clear about processes and requirements.
- Monitor the effects when imposing new regulations.
- Improve our technology to reduce paper work.
- Improve procurement processes.