Federal Circuit Court of Australia

 Court Excellence Assessment

Court Excellence Self-Assessment Questionnaire

This survey seeks your views and ratings in regard to eight areas which are central to the functioning and future of the Federal Circuit Court: leadership and management; planning and policies; management of resources; court processes and proceedings; court user satisfaction and feedback; access; public confidence and judicial specific assessment.

It is designed for internal court use only and the results are not reported externally unless the Court so chooses.

Your participation is confidential and voluntary. Your response is anonymous:- when your completed survey is submitted your identity will not be apparent to the survey administrator. A summary report will be provided to the Chief Judge and the Chief Executive on the overall themes emerging from judicial and staff responses and this feedback may guide future planning.

Many terms used throughout the survey have deliberately not been defined. You may be required to make some assessment about the scope of the particular survey question concerned. Please do not be diverted by that, but rather respond to the question using your own reference point and context.

You will be asked to identify your role within the Court. Please select the category which best reflects your role within the Court. Only select one category. Associates should select the "Associates" category and Deputy Associates the "Deputy Associates" category. Although both roles are within the "Judicial Support Staff Federal Circuit Court" category, specific categories have been created for Associates and Deputy Associates.

You will see that each area of the survey permits you to make comments. This is an opportunity for you to inform us confidentially about all areas of the court's performance, operation and future direction on which you have opinions and to provide feedback on the court's strengths, weaknesses, opportunities or threats.

"PLEASE NOTE:- If you start responses and then close this on line survey, you cannot re-open and resume where you left off. In other words, the program will not save to your desk top system. If you wish to print your responses you must print each page before selecting the next page".

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differences in responses among these cohorts within the Court and as between years of service.						
ot s	service.					
0	Judge					
0	Judicial Support Staff Federal Circuit Court					
0	Registrar (Family Law)					
0	Registrar (Federal Law)					
0	Family Consultant					
0	Registry Services Staff (Family Law)					
0	Registry Services Staff (Federal Law)					
0	Senior Manager Federal Circuit Court (SES 1-3)					
0	Executive Level Managers Federal Circuit Court (EL1-EL2)					
0	Associate					
0	Deputy Associate					
Ple	ase indicate your length of service by selecting one of the below:					
0	0 - 4 years					
0	5 years or more					

Area 1 - Court Leadership and Management 1.1 Yes No Has the Court published a statement of its purpose and vision? 1.2 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 0 The Court meets the fundamental values of accessibility, timeliness and fairness. 1.3 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 The Court's leadership is actively involved 0 in setting time and service standards. 1.4 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 0 0 The Court's leadership is involved in reviewing judicial and administrative performance against those standards. 1.5 Yes No 0 Does the Court hold regular meetings with court users to provide information on the court and seek feedback? 1.6 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 The Court actively informs the community and court users on its services, standards and performance. 1.7 Yes No Does the Court keep data on key aspects of the Court's performance and publish data on the court's work? 1.8 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 0 0 The Court has plans for the future. 1.9 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 0 0 The Court reviews feedback from community and court users.

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The Court identifies areas for improvement. 1.11 Don't Know Strongly Disagree Disagree Neutral Don't Know Strongly Disagree Disagree Neutral The Court and its leaders promote a culture of innovation. 1.12 Does the Court hold regular meetings with staff to provide information on the court and seek feedback? 1.13 Don't Know Strongly Disagree Disagree Neutral Disagree Neutral Don't Know Disagree Disagree Neutral The Court actively informs staff about changes to its services, standards and performance.	Agree Agree Yes	Strongly Agree Strongly Agree
The Court identifies areas for improvement. 1.11 Don't Know Strongly Disagree Neutral Disagree Neutral The Court and its leaders promote a culture of innovation. 1.12 Does the Court hold regular meetings with staff to provide information on the court and seek feedback? 1.13 Don't Know Strongly Disagree Neutral Don't Know Disagree Disagree Neutral The Court actively informs staff about changes to its services, standards and performance.	Agree C Yes	Strongly Agre
The Court and its leaders promote a culture of innovation. 1.12 Does the Court hold regular meetings with staff to provide information on the court and seek feedback? Don't Know Don't Know Don't Know Don't Know Strongly Disagree Neutral Don't Know Disagree Neutral Oor C Oor C	Yes	© No
The Court and its leaders promote a culture of innovation. 1.12 Does the Court hold regular meetings with staff to provide information on the court and seek feedback? 1.13 Don't Know Strongly Disagree Disagree Neutral Don't Know object to provide information on the court and seek feedback? The Court actively informs staff about changes to its services, standards and performance.	Yes	© No
The Court actively informs staff about changes to its services, standards and performance.	Yes	No
Does the Court hold regular meetings with staff to provide information on the court and seek feedback? 1.13 Don't Know Strongly Disagree Disagree Neutral	С	
1.13 Don't Know Strongly Disagree Disagree Neutral Disagree to its services, standards and performance.	С	
Don't Know Strongly Disagree Neutral The Court actively informs staff about changes to its services, standards and performance.	Agroo	
Don't Know Strongly Disagree Neutral The Court actively informs staff about changes to its services, standards and performance.	Agraa	
changes to its services, standards and performance.	Agree	Strongly Agre
1.14	0	O
Don't Know Strongly Disagree Neutral Disagree	Agree	Strongly Agre
Communication within the Court is good.	0	0
Comments: please include question reference number		

Area 2 - Court Planning and Policies 2.1 Yes No Has the Court a strategic plan setting out its goals, targets and plans for improvement? 2.2 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 The Court actively involves judges and staff in planning and problem solving tasks. 2.3 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 Court staff have the opportunity to express opinions about the day-to-day work of the court. 2.4 Strongly Strongly Agree Don't Know Disagree Neutral Agree Disagree 0 0 0 0 0 0 I understand the relationship between the work that I do and the goals of the Court. 2.5 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 The Court regularly reviews its performance 0 0 0 against its targets. 2.6 Yes No Has the Court published internal policies that support its values, targets and plans? 2.7 Yes No Has the Court published external policies that support its values, targets and plans? 2.8 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 The Court regularly reviews its policies to ensure their continuing effectiveness. 2.9 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 0 0 Does the Court have a court innovation strategy as an integral part of its strategic planning?

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	Comments: please include question reference number	

Area 3 - Court Resources (Human, Material and Financial)

3.1						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court manages resources proactively to balance judicial and administrative workload over the whole of the Court's operations to enable timely service.	С	0	0	O	О	0
3.2						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court has identified training needs of court staff.	О	0	0	O	O	О
3.3						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Court meets the training needs of staff.	О	0	0	O	0	O
3.4						
					Yes	No
Does the Court conduct regular professional	development for	staff?			0	0
3.5						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Court staff work well together.	0	0	0	0	0	O
3.6						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Court staff care about the quality of the services that they provide to others within the Court.	С	O	О	О	О	О
3.7						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Court staff care about the quality of the services that they provide to court users.	О	0	0	O	O	O
3.8						
Does the Court provide access to information	n to support judi	cial decision ma	king?		Yes	No ©
3.9	,		-			
JiJ	Don't Know	Strongly	Disagree	Neutral	Agree	Strongly Agree
The Court effectively manages its material	0	Disagree	0	0	0	0

3.11 Don't Know Strongly Disagree Neutral Agree Strongly Disagree Neutral Neu	3.11 Don't Know Strongly Disagree Neutral Agree Strongly Agree equipment and supplies) to do their job well. 3.12 Don't Know Strongly Disagree Neutral Agree Strongly Agree Neutral Agree Strongly Agree Poor C C C C C C C C C C C C C C C C C C						Yes	No
Court staff have the resources (materials, equipment and supplies) to do their job well. 3.12 Don't Know Strongly Disagree Neutral Agree Strongly Disagree Neutral Staff to perform their tasks well. 3.13 Don't Know Strongly Disagree Neutral Agree Strongly Disagree Neutral Ne	Court staff have the resources (materials, equipment and supplies) to do their job well. 3.12 Don't Know Disagree Disagree Neutral Agree Strongly Agree well. Don't Know Disagree Disagree Neutral Agree Strongly Agr	Are the Court's facilities adequate and saf	fe?				0	0
Don't Know Don't Know Disagree Neutral Agree Strongly Disagree Neutral Agree Strongly Disagree Neutral Agree Strongly Disagree Neutral Neutral Negree Strongly Disagree Neutral Neutral Neutral Negree Strongly Disagree Neutral Neutr	Court staff have the resources (materials, equipment and supplies) to do their job well. 3.12 Don't Know Strongly Disagree Disagree Neutral Agree Strongly Agree Neutral Don't Know Disagree Disagree Neutral Agree Strongly Agree Disagree Disagree Neutral Agree Strongly Agree Strongly Agree Strongly Agree Disagree Neutral Agree Strongly Agree Disagree Neutral Agree Strongly Agree Disagree Disagree Neutral Agree Strongly Agree Disagree Neutral Agree Strongly Agree Process and regularly monitors expenditure. 3.14 Yes No Does the Court provide training, support and recognition for innovation?	3.11						
Court staff have the resources (materials, C C C C C C C C C C C C C C C C C C C	Court staff have the resources (materials, equipment and supplies) to do their job well. 3.12 Don't Know Strongly Disagree Neutral Agree Strongly Agree staff to perform their tasks well. 3.13 Don't Know Strongly Disagree Neutral Agree Strongly Agree staff to perform their tasks well. 3.14 The Court has an appropriate budget Process and regularly monitors expenditure. 3.14 Yes No Does the Court provide training, support and recognition for innovation?		Don't Know		Disagree	Neutral	Agree	Strongly Agre
Don't Know Disagree Disagree Neutral Agree Strongly Disagree Neutral Don't Know Disagree Disagree Neutral Don't Know Disagree Disagree Neutral Don't Know Disagree Neutral Agree Strongly Disagree Neutral Agree Strongly Disagree Neutral Agree Strongly Disagree Neutral Don't Know Disagree Neutral Agree Strongly Disagree Neutral Negree Ne	Don't Know Disagree Disagree Neutral Agree Strongly Agree Disagree Neutral Agree Strongly Agree Disagree Neutral Agree Strongly Agree Process and regularly monitors expenditure. 3.14 Don't Know Does the Court provide training, support and recognition for innovation?	equipment and supplies) to do their job	0	O	O	O	O	0
The working environment enables court C C C C C C C C C C C C C C C C C C C	The working environment enables court C C C C C C C C Staff to perform their tasks well. 3.13 Don't Know Strongly Disagree Neutral Agree Strongly Agree Strongly Agree Disagree Neutral Agree Strongly Agree Strongly Agree Disagree Neutral Agree Strongly Agree Process and regularly monitors expenditure. 3.14 Yes No Does the Court provide training, support and recognition for innovation?	3.12						
The working environment enables court C C C C C C C Staff to perform their tasks well. 3.13 Don't Know Strongly Disagree Disagree Neutral Agree Strongly Disagree Process and regularly monitors expenditure. 3.14 Yes Does the Court provide training, support and recognition for innovation? Comments: please include question reference number	The working environment enables court Staff to perform their tasks well. 3.13 Don't Know Strongly Disagree Neutral Agree Strongly Agree Process and regularly monitors expenditure. 3.14 Yes No Does the Court provide training, support and recognition for innovation?		Don't Know		Disagree	Neutral	Agree	Strongly Agre
Don't Know Strongly Disagree Neutral Agree Strongly Disagree Neutral Agree Strongly Disagree Neutral Agree Strongly Disagree Neutral Agree Strongly Disagree Process and regularly monitors expenditure. 3.14 Yes Mark Does the Court provide training, support and recognition for innovation?	Don't Know Strongly Disagree Neutral Agree Strongly Agree The Court has an appropriate budget O O O O O O O O O O O O O O O O O O O		0		O	0	0	0
The Court has an appropriate budget C C C C C C C C C C C C C C C C C C C	The Court has an appropriate budget C C C C C C C Process and regularly monitors expenditure. 8.14 Yes No Does the Court provide training, support and recognition for innovation? Comments: please include question reference number	3.13						
process and regularly monitors expenditure. 3.14 Yes Does the Court provide training, support and recognition for innovation? Comments: please include question reference number	process and regularly monitors expenditure. 3.14 Yes No Does the Court provide training, support and recognition for innovation? Comments: please include question reference number		Don't Know		Disagree	Neutral	Agree	Strongly Agre
Does the Court provide training, support and recognition for innovation? Comments: please include question reference number	Does the Court provide training, support and recognition for innovation? Comments: please include question reference number	process and regularly monitors	O		О	O	O	O
Does the Court provide training, support and recognition for innovation? Comments: please include question reference number	Does the Court provide training, support and recognition for innovation? Comments: please include question reference number	3.14						
Comments: please include question reference number	Comments: please include question reference number						Yes	No
V								

Area 4 - Court Proceedings and Processes 4.1 Strongly Don't Know Disagree Neutral Strongly Agree Agree Disagree 0 0 0 0 0 0 The Court ensures it deals with matters efficiently while maintaining quality of decisions 4.2 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 The Court ensures it deals with matters 0 efficiently while maintaining the timeliness of decisions. 4.3 Strongly Don't Know Disagree Neutral Strongly Agree Agree Disagree 0 0 0 0 0 The Court's current system actively manages cases and looks for ways to improve the resolution of cases effectively. 4.4 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 0 0 The Court successfully balances the workload of court staff. 4.5 Strongly Don't Know Disagree Neutral Strongly Agree Agree Disagree 0 0 0 0 The Court successfully balances the workload of judges. 4.6 Yes No Does the Court maintain efficient case files and records systems? 4.7 Yes No Does the Court encourage innovation in case management? **Comments: please include question reference number**

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Does the Court survey its users on their satisfaction with its processes, procedures and services? 7	ederal Circuit Court of	Australia	a br>C		ellence <i>F</i>	Assessr	nent
Does the Court survey its users on their satisfaction with its processes, procedures and services? Test of Court seek feedback on its processes, procedures and services from its users in ways other than surveys? The Court implements changes identified by surveys and feedback. The Court report publicly and regularly on changes made in response to surveys and feedback? The Court makes use of technology and innovation to deliver higher quality services to all court users. The Court makes use of technology and innovation to deliver higher quality services to all court users.	Area 5 - Court Users Nee	ds and Sa	atisfactio	n			
Does the Court survey its users on their satisfaction with its processes, procedures and services? C C S.2 Yes No Does the Court seek feedback on its processes, procedures and services from its users in ways other than surveys? C C S.3 Don't Know Strongly Disagree Neutral Agree Strongly Agree by surveys and feedback. S.4 Yes No Does the Court implements changes identified C C C C C C Source Surveys and feedback. S.4 Yes No Does the Court report publicly and regularly on changes made in response to surveys and feedback? Don't Know Strongly Disagree Neutral Agree Strongly Agree Strongly Agree C C S.5.5 Don't Know Strongly Disagree Neutral Agree Strongly Agree C C C C C C C C C C C C C C C C C C	5.1						
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Don't Know Strongly Disagree Neutral Agree Strongly Agree by surveys and feedback. 5.4 Don't Know Strongly Disagree Neutral Agree Strongly Agree by surveys and feedback. 5.4 Yes No Does the Court report publicly and regularly on changes made in response to surveys and feedback? Don't Know Disagree Disagree Neutral Agree Strongly Agree No Disagree Neutral Agree Strongly Agree Strongly Agree Strongly Agree Disagree Neutral Agree Strongly Agree Disagree Neutral Agree Strongly Agree Incourt makes use of technology and C C C C C C C C C C C C C C C C C C C	Does the Court survey its users on their satisf	faction with its pro	ocesses, proced	ures and services	?	0	0
Does the Court seek feedback on its processes, procedures and services from its users in ways other than surveys? C Don't Know Don't Know Disagree Disagree Neutral Agree Strongly Agree The Court implements changes identified by surveys and feedback. No Does the Court report publicly and regularly on changes made in response to surveys and feedback? Don't Know Disagree Disagree Neutral Agree Strongly Agree Strongly Disagree Neutral Agree Strongly Agree The Court makes use of technology and innovation to deliver higher quality services to all court users. Comments: please include question reference number	5.2						
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The Court implements changes identified C C C C C C C C C C C C C C C C C C C	5.3						
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Does the Court report publicly and regularly on changes made in response to surveys and feedback? Don't Know Strongly Disagree Neutral Agree Strongly Agree Incorrection to deliver higher quality services to all court users.	The Court implements changes identified by surveys and feedback.	O	0	O	O	0	0
Does the Court report publicly and regularly on changes made in response to surveys and feedback? C C Don't Know Strongly Disagree Neutral Agree Strongly Agree The Court makes use of technology and C C C C C C C C C C C C C C C C C C C	5.4						
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The Court makes use of technology and C C C C C innovation to deliver higher quality services to all court users. Comments: please include question reference number	5.5						
innovation to deliver higher quality services to all court users. Comments: please include question reference number		Don't Know		Disagree	Neutral	Agree	Strongly Agre
	The Court makes use of technology and innovation to deliver higher quality services to all court users.	O	O	0	0	0	O
	Comments: please include (question re	eference r	number			
							<u> </u>

Area 6 - Affordable and Accessible Court Services

6.1						
December Occurs have a second in a least which	.h	dalala aassat aasaa	di 0		Yes	No O
Does the Court have processes in place which	on promote afford	dable court proc	eeaings?			
6.2						
					Yes	No
Does the Court publish information on court s	services and acce	ess?			0	0
6.3						
					Yes	No
Is the physical access to court buildings easy	and accessible	to all users?			0	0
6.4						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
The Court provides good support for people with disabilities to ensure they have easy access to its services.	0	0	O	O	O	0
6.5						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
The Court's policies ensure equal treatment for all court users.	О	0	O	0	•	O
6.6						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
The Court provides a good level of information to assist those who are unrepresented.	О	0	О	О	O	О
6.7						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
The Court uses plain language to assist all court users.	0	0	O	O	0	O
6.8						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
The Court's current level of electronic and remote access is adequate.	0	0	O	O	0	O
6.9						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
		U				0

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	Comments: please include question reference number	

Area 7 - Public Trust and Confidence 7.1 Strongly Agree Don't Know Disagree Neutral Strongly Agree Disagree 0 0 0 0 0 0 The Court publicly accounts for its role and performance. 7.2 Strongly Don't Know Disagree Neutral Strongly Agree Agree Disagree 0 0 0 0 0 0 The Court makes sufficient information on performance against time and service standards available to the public. 7.3 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 0 0 The Court ensures all court users understand the court's processes, services and any decisions made. 7.4 Strongly Don't Know Disagree Neutral Agree Strongly Agree Disagree 0 0 0 0 0 The Court has a complaints policy and 0 reports on its handling of complaints. 7.5 Yes No Does the Court conduct regular independent audits on expenditure? 7.6 Yes No 0 0 The court is respected in the community. **Comments: please include question reference number**

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Area 8 - Judicial Specific Assessment

8.1						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The ethics and standards expected of Judges of the Court are clearly communicated to them.	О	O	C	C	O	О
8.2						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The ethics and standards expected of Judges of the Court are published and accessible to the public.	0	O	O	O	O	O
8.3						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
There is a collegial approach by the Judges of the Court to the timely dispatch of the Court's workload.	С	0	О	О	О	C
8.4						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Judges of the Court always deliver quality decisions.	O	0	O	0	0	•
8.5						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
There are processes in place to ensure that Judges of the court deliver their decisions within an appropriate time frame.	О	O	O	O	O	O
8.6						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
The listing arrangements for Judges properly meet the needs of Court users.	0	©	O	O	0	O
8.7						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The docket system operated by the Court properly meets the needs of Court users.	0	0	O	0	O	0
8.8						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The docket system properly meets the	О	O	0	0	0	0

8.9						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
Judges always treat Court participants equally and with fairness and respect.	0	0	0	0	0	O
3.10						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
The Court's judicial organisational structure properly meets the needs of the Court.	0	0	O	O	0	O
3.11					Yes	No
Are there sufficient resources to enable Judge	es to feel safe ar	nd secure at wo	·k?		©	0
3.12						
					Yes	No
Are there sufficient resources to enable Judg	es to feel safe a	nd secure at ho	me?		0	0
3.13						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agr
There are sufficient mechanisms in place to ensure the health and wellbeing of Judges.	O	0	O	O	0	0
3.14						
le there a structure that provides adequate re-	procentation to	rofloot Judgoo' n	and and concer	-no?	Yes	No O
Is there a structure that provides adequate re	presentation to i	ellect Judges II	leeds and concer	115 ?		
3.15					Yes	No
The Court ensures that there are good qualit	y continuing edu	ucation program	mes for Judges.		O	0
3.16						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
The induction process for new judges is appropriate, fair and supportive.	O	0	O	O	0	O
3.17						
	Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
There are adequate processes to enable Judges of the Court to maintain their levels of competence.	О	0	О	О	O	O
3.18						
					Yes	No
The leadership of the Court encourages the	Judges of the C	ourt to engage	with the commun	ity and	O	0

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	Comments: please include question reference number	

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THANK YOU	
You have now completed this Survey. Thank you for the time you hine survey, you cannot return to it. Once you submit, your survey	have given to this process. Once you close this on response is finalised.