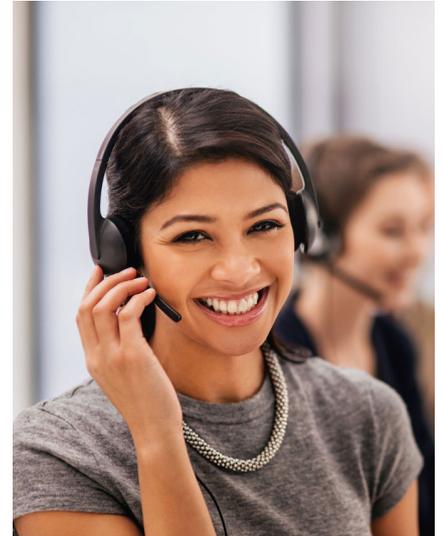


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2017 — A YEAR TO REMEMBER

In this issue, new Justice Minister Andrew Little writes his first column for us and tells of his plans for the justice sector; our Chief Executive sends his best wishes for the holiday season; there's a new initiative to help Ministry people affected by family violence; and we explore our new Māori Strategy. Enjoy this issue!



Thanks to you

ANDREW BRIDGMAN • SECRETARY FOR JUSTICE AND CHIEF EXECUTIVE



Season's greetings colleagues.

I want to use my final Justice Matters editorial for the year to convey my appreciation to you all for your hard work and for your support throughout 2017 and to wish you all a happy and safe festive season. I hope that for those of you who get time off, you can relax and spend some time with those dear to you.

There are also many people in the justice sector for whom this is the busiest time of year. I want to acknowledge them and I hope they also get to soak up some of the festive sentiment before they are able to take a break. Best wishes for a Merry Christmas and a Happy New Year and once again, thank you!

WE'VE MADE IT EASIER TO APPLY FOR LEGAL AID

We've made it easier for our customers to apply for family and civil legal aid as part of our commitment to providing people-centred justice services, combining 5 forms into one.

The length has been considerably reduced by reframing the structure, how questions are asked, and ensuring only the necessary information is gathered for granting purposes. The old forms ran to 26 pages; the new form is 8.

The work was carried out in consultation with our people, the New Zealand Law Society and legal aid providers in September, and the new forms are now in use. 'Our consultation confirmed what we needed to improve,' says Bryre Patchell, Legal Services Commissioner. 'Like the use of plain language, removing the densely-worded cover page, and making it an editable PDF that people can complete on their computer laptop and then email in.'

'Co-designing the new form helped us focus on the needs of customers and providers to ensure the simplified form is easier to use. It's also quicker for

the Ministry to process. These changes mean that we will continue to become steadily more efficient and effective at what we do.'

Feedback has been very positive. 'I think the new form is great!' says one provider, 'The irrelevant questions are gone, and it will be much easier for clients to understand and complete correctly and honestly.' A video explaining the changes is available on the Ministry's YouTube page.



NSD team members who redeveloped the form (L-R): Riana Todd (Advisor), Aimee Clarkson (Team Manager), Maria Koroniadis (Senior Advisor), Donella Hammond (Manager) and Steve Owen (Senior Advisor)

Reducing crime, victimisation and harm

We want New Zealanders to experience less crime and for victims to access services that support them and keep them safe. We're focusing on reducing the crimes that cause the greatest harm, specifically family violence and sexual violence.



**of victims
SURVEYED**
were **satisfied** WITH
**restorative
JUSTICE**
EXPERIENCE

WE SUPPORT

88



**DOMESTIC VIOLENCE
PROGRAMME
PROVIDERS**

FROM KAITAIA
TO INVERCARGILL

1234 
people

WERE HELPED THROUGH THE

**National Home
Safety
SERVICE**

1423
people

SUPPORTED BY
sexual violence

 **court
victim
advisors**



**Family &
Whānau
Violence**
LEGISLATION

BILL INTRODUCED

Message from our Minister

ANDREW LITTLE • MINISTER OF JUSTICE AND COURTS



We will be having a conversation with New Zealanders about reform of the criminal justice system.

Notions of justice have driven and guided my life. As a kid I organised a street stall selling baked goods in Taranaki for the underprivileged in Africa. As a freshly minted lawyer, I took on the role of employment negotiator for the unions, saving hundreds of jobs of airline workers. This government's commitment to Pike River re-entry is about doing right by the families of a national tragedy.

As the new Minister of Justice and Minister for Courts, I've laid out an ambitious agenda to help deliver a better, fairer, more equal country. The Ministry of Justice have been giving me some good insights and advice on the issues we are confronting.

In my first column to you, I will touch on just one of our main planks for justice, covering an issue that sparks debate across the political spectrum. We will be having a conversation with New Zealanders about reform of the criminal justice system.

We need to address the prison population which has increased alarmingly over the last 3 years with more than 10,000 people currently in prison.

If that rising trend continues, we are looking at a 50 percent increase in prison population over the next decade. That is unacceptable to this government.

And we don't just want to stop that trend, we're working to reverse it — we want to reduce the prison population by 30 percent in the next 15 years.

The way we manage parole, bail, and offenders will change in ways that preserve public safety, and supports people who do bad things to change their harmful behaviours.

I'm also keen to reduce Māori over-representation throughout the justice system. Māori feature disproportionately as both perpetrators and victims, and this is another sign of a wider problem that needs addressing.

We're also looking at ways we can assist prisoners with education programmes that help them address their offending so they leave prison with the skills required to return and contribute positively to their communities.

The government expects the 1800 extra police officers we will be recruiting will help achieve these goals, by creating stronger community connections and increasing the opportunity for earlier interventions. It is fair to assume there will be significant change in this space.

And I am looking forward to it, working in partnership with you.

I wish you all a safe and happy festive season. ■



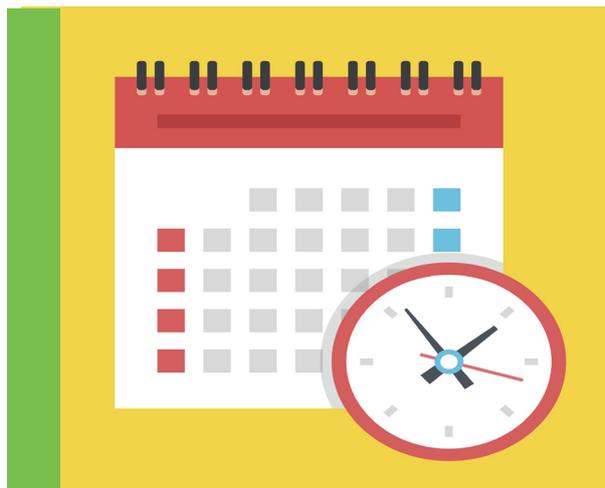
ALL CHRISTCHURCH COURTS NOW OPERATING FROM JUSTICE PRECINCT

Since 20 November 2017, all Christchurch-based courts and tribunals have been operating from the Justice & Emergency Services Precinct, bringing all the Ministry's services in the city together for the first time.

'Over Canterbury Anniversary weekend, we completed the move of the city's courts to our new location on Lichfield Street,' Chief Operating Officer Carl Crafar says. 'Since the 22 February 2011 earthquake, our people have worked out of 22 temporary locations across the city. Now, almost 7 years on, to have all our Christchurch-based teams working together under one roof is a significant milestone for our operations in the city as well as the wider rebuild.'

'I want to thank and acknowledge the patience of all our people, the judiciary and our sector partners during this period. Their resilience and ability to adapt to what have sometimes been very trying circumstances has been a testament to their commitment to justice. Without their support and cooperation, we would not have been able to do this. This final move of more than 200 people and judicial officers sees them join their colleagues who have been working in the Precinct since mid-October.'

The Justice & Emergency Services Precinct brings together regional justice and emergency services in one facility. While it won't be fully operational until early 2018, Corrections, St John, and Fire and Emergency New Zealand will also have staff based in the Precinct by Christmas. The Canterbury Regional Emergency Management Office also has some staff working from the Precinct. Police intend to begin their move to the facility in the New Year. ■



COURT HOURS THIS CHRISTMAS

Most courts and tribunals will be closed during the holiday period. All courts and tribunals will re-open on Monday, 15 January 2018; some will open earlier.

HIGH COURT Closes Friday, 22 December. Re-opens Thursday, 4 January. Applies to:

Auckland, Blenheim, Christchurch, Dunedin, Gisborne, Greymouth, Hamilton, Invercargill, Masterton, Napier, Nelson, New Plymouth, Palmerston North, Rotorua, Tauranga, Timaru, Wellington, Whanganui, Whangarei.

DISTRICT COURT Closes Friday, 22 December. Re-opening dates vary as follows:

3 January Auckland, Christchurch, Dunedin, Gisborne, Hamilton, Hastings, Hutt Valley, Invercargill, Kaikohe, Levin, Manukau, Masterton, Napier, Nelson, New Plymouth, North Shore, Palmerston North, Porirua, Queenstown, Rotorua, Tauranga, Waitakere, Wellington, Whakatane, Whanganui, Whangarei.

4 January Blenheim, Greymouth, Timaru.

8 January Dannevirke, Hawera, Huntly, Kaitia, Morrinsville, Papakura, Pukekohe, Taumarunui, Taupo, Thames.

15 January Alexandra, Ashburton, Gore, Tokoroa, Taihape, Wairoa, Westport.

Need more info? Call 0800 COURTS (0800 268 787).

SPECIALIST COURTS AND TRIBUNALS

Close 22 December. Re-open 3 January.

However, the National Initial Investigation Office (NIIO), Coronial Services, will remain open 24 hours a day. ■



OVER ONE MILLION PHONE CALLS HANDLED BETTER

An upgrade to our Contact Centre means our customers now have an even better experience.

MOJ responds to over 1 million phone calls and 3 million tasks each year. These include enquiries about jury service, court-ordered fines, civil debt, reparation, and using the 18 tribunals we administer. The hardware and software upgrade means we can provide robust, functional technology for the teams who look after these customers, including the ability to respond to callers from either of our Contact Centre locations, in Wellington and Auckland.

Bryre Patchell, Group Manager, National Service Delivery, says 'The updated technology and capability will help us provide great service to the public every day. We've invested so we can respond to call demand, and ensure efficient and reliable service for our customers.'

Other Ministry of Justice teams using the new platform include bailiffs, collections agents working from home, the Collection of Fines at Airports team, and Coronial Services.

The technology is also 'evergreen' or always current, thanks to a new 'telecommunications as a service' arrangement. We lease the hardware and software from a supplier who maintains and upgrades it. The Ministry was the first government agency to sign up to the service.

Bryre says as well as improving our technology, the investment in our phone contact services is expected to save \$1.5m a year of taxpayer money over 4 years. ■



DISTRICT COURT OF NZ WEBSITE WINS INTERNATIONAL AWARD

The District Court website set up to publish decisions from the District Court and improve public access to them has been recognised internationally.

Karen Harvey, Director of Publications in the Office of the Chief District Court Judge, and Tony Fisher, former General Manager of District Courts (now Director of Māori Strategy) at the Ministry of Justice were awarded the 2017 Annual Award for Excellence in Judicial Administration by the Australasian Institute for Judicial Administration.

The award recognises initiatives that improve access to justice, demonstrate innovation and deliver real benefits. The award's selection panel said they were particularly impressed at the range and breadth of judgments met by the website.

Chief District Court Judge Jan-Marie Doogue heads the editorial board of senior judges which oversees the selection and publishing process run by a small publishing team based in her office. It has published more than 1400 decisions since the website's launch in mid-2016.

Chief Judge Doogue says the website gives unprecedented public and professional access to significant judicial decisions from multiple jurisdictions of the District Court, where the vast majority of justice is dispensed in New Zealand.

It is the third time in 5 years the Court has won the award. It has previously been honoured for its Te Koti Rangatahi, Rangatahi Court youth justice initiative and its restoration of court services in Christchurch after the 2011 earthquakes. ■



SUPPORTING STAFF AFFECTED BY FAMILY VIOLENCE

The Ministry of Justice supports public campaigns that raise awareness of family violence and has now developed a policy that recognises our own people may need support if they experience family violence at home.

‘Our work around family violence can include the challenging “day-to-day” for our employees and service providers who assist people going through the justice system who have experienced firsthand the devastating impact family violence has,’ says Chief Operating Officer, Carl Crafar.

‘We support our customers in this area and play a leading role in statutory change, so it makes sense that we consider the wellbeing of our own people.

‘That’s why we’ve become an early adopter of recommendations in the Family Violence Workforce Capability Framework, which include supporting workforce capability to respond safely to family violence.’

As part of the cross-government work programme on family violence and sexual violence, the Ministry is focused on 4 main areas:

- better support and protection for victims
- improving victims’ experience of the justice system
- supporting judicial decision-making in family violence cases
- ensuring family violence legislation is modern and fit for purpose.

Watch this space for more information in 2018 about the Ministry’s initiative to support staff affected by family violence. ■



OUR NEW MĀORI STRATEGY

The Ministry of Justice is a large, diverse organisation whose work has a significant footprint in the lives of many Māori. From Treaty Settlements, Legal Aid, and the Māori Land Court to services for victims of crime and policy advice to government, as a group, Māori are the largest users of our services.

Te Haerenga (the journey), our Māori Strategy, will help coordinate our approach to working with Māori so that we can support better justice outcomes for them.

Director Māori Strategy, Tony Fisher, says our relationship with Māori isn’t only about improving service delivery. ‘As a Ministry, we have a responsibility to act in a way consistent with, and gives effect to, the principles of Te Tiriti o Waitangi/ the Treaty of Waitangi.

‘Te Haerenga will help guide us in this work over the next 5 years through building resilient relationships with iwi, hapū and whānau Māori.’

The framework guiding Te Haerenga draws on the concept of ‘He pou tarāwaho’, representative of the 3 posts (pou) that form the front of a whareniui or meeting house. The 3 posts (pou) that must work well for the Ministry to be attuned to Māori are:

- our organisational capability and how we organise ourselves to work better with iwi/Māori
- collaboration with other agencies in working with Māori
- iwi/Māori relationships.

Te Haerenga, Tony says, is ‘our roadmap towards achieving our strategic goal to deliver improved justice outcomes for Māori.’ ■



NGĀPUHI LISTENING TOUR WRAPS UP

Hundreds of Ngāpuhi hapū members have taken the opportunity to meet with Ministers and with Crown officials at a series of hui around Te Tai Tokerau.

Ngāpuhi is the largest iwi in New Zealand, with about 125,000 members. The Office of Treaty Settlements (OTS) is leading work to negotiate a comprehensive settlement with the iwi for the Crown's historical breaches of the Treaty.

In 2015, the Waitangi Tribunal found that the Crown had failed in its duty by recognising a mandate to negotiate a Ngāpuhi treaty settlement in the absence of clear evidence of hapū support for that mandate.

The listening tour provided an open forum for Ngāpuhi hapū representatives and others to share how they see the Ngāpuhi Treaty settlement negotiations shaping up.

The tour, organised by OTS in collaboration with Ngāpuhi representatives, kicked off in Waitangi on November 25 and was concluded over the weekend of 9-10 December with meetings at Kaeo, Ohaeawai, Moerewa, Omapere, Titoki and Whangarei. ■



Treaty Settlement Process

IN 2017

Mandates recognised

3



Ngāti Hāua, Whanganui Lands Settlement, Te Whānau a Apanui

Terms of Negotiation signed

5



Te Korowai o Wainuiārua, Taranaki Maunga, Ngāti Hāua, Whanganui Lands Settlement, Te Whānau a Apanui

Agreements in Principle signed

5



Ngāti Rangī, Ngāti Maniapoto, Moriori, Ngāti Whātua, Whakatōhea

Deeds of Settlement initialled

9



Ngāti Hei, Ngāti Tara Tokanui, Ngāti Rahiri Tumutumu, Ngāti Rangī, Ngāti Pāoa, Ngāti Whanaunga, Ngāti Tamaterā, Ngāti Maru (Hauraki), Te Patukirikiri

Deeds of Settlement signed

3



Ngāti Tamaoho, Ngāti Tūwharetoa, Ngāti Hei

Legislation introduced

5



Ngāti Tamaoho, Ngāti Kahungunu ki Heretaunga Tamatea, Ngāti Tūwharetoa, Ngāi Tai ki Tāmaki

Legislation enacted

4



Te Awa Tupua (Whanganui River), Ngāti Pukenga, Rangitāne o Wairarapa Tamaki Nui-ā-Rua, Ngatikahu ki Whangaroa