Paula Sellin

From:

Karen Baines

Sent:

Thursday, 30 July 2020 8:32 AM

To:

Julie Steel; Amanda O'Brien; Darren Davies; Kelsey Graham; Paula Sellin; Suzanna

McMurtrie; Ranil Dayal

Subject:

20200730 DJAG-Courts HR Meeting - Agenda

Attachments:

JAG-#5286389-v1-20200730_DJAG-Courts_HR_Meeting_-_Agenda.DOC

Good morning everyone

Please see attached agenda for today's meeting.

Kind regards Karen



QUEENSLAND COURTS

Karen Baines

Executive Assistant

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COVID-19 response

We are open and hearing cases: courts qid.gov.au



Role description for Court Services Officer									
Branch	Court Services Queensland	Division	Justice Services	Unit	Supreme, District & Land Court Services				
Location	Brisbane	Closing date:	Wednesday 3 June 2020	Vacancy ref	QLD/345410/20				
Classification	AO3	Salary per fortnight	\$2,393.00 - \$2,656.00	Salary per annum	\$62,431 - \$69,293				
Type of	Permanent								
vacancy	Hours will be negotiated with the successful applicant (Refer to Applicant Information Package)								
Flexible work options	Flexible full-time	Full-time hours and some flexible work options are up for discussion							
Contact Name	Mohamed Bensghir	Title	Deputy Senior Registrar	Telephone	(07) 3738 7750				

The Department of Justice and Attorney-General (DJAG)

DJAG's vision is to deliver 'Justice for all' through safe, fair and responsible communities. We provide integrated criminal, civil and community justice services supported by a commitment to accessibility, timeliness, responsiveness and value.

We are committed to building a culture that respects and promotes human rights, inclusion and diversity. Our agency and employees consider relevant human rights so that our actions and decisions are compatible with those rights. Human rights, inclusion and diversity are integral to Our Charter, plans, policies, practices and procedures and what it means to be a DJAG employee.

DJAG currently employs 3800 dedicated staff who are highly capable, demonstrate integrity and respect and foster trust and collaboration. As an employer we have a strong focus on creating a safe, healthy, diverse and inclusive workplace that represents the community we serve and empowers our people to realise their potential.

About the Business Unit

Located within the Queen Elizabeth II Courts of Law, the Brisbane Registry of the Supreme and District Courts of Queensland plays a vital role in the delivery of justice services. The Supreme and District Court jurisdiction encompasses the state's first and second level courts and deals with more serious criminal offences and hears civil matters involving amounts greater than \$150,000. The Supreme and District Courts are an integral partner in Court Services Queensland.

About the Role

A Court Services Officer ensures the administrative processes relevant to the operations of the courts are performed efficiently, including the delivery of quality services to members of the public, judicial officers and other internal and external clients and stakeholders.

This role reports to a Deputy Registrar or Registrar.

Key Responsibilities

As a Court Services Officer you will be expected to:

- Provide administrative support to ensure the efficient and effective operation of Queensland Courts and Court Services Queensland Registries.
- Comply with directions and administrative systems or processes relating to operation of the Court to ensure the delivery of quality services relevant to clients and stakeholders.
- Prepare, process and manage correspondence, court documents and other documents of an administrative/financial nature in accordance with legislation and departmental policies and procedures in a timely and accurate manner.

- Develop and maintain professional and collaborative relationships, and confidentially communicate
 with key court stakeholders including members of the judiciary, the legal profession and their staff,
 other government agencies, self-represented litigants and the general public regarding matters
 before the Queensland Courts.
- Provide appropriate information to members of the public, jurors and other internal and external stakeholders about Court and Registry services, court rules, practices and procedures.
- Assist in the supervision of staff by providing fair and specific performance feedback and identifying training and development opportunities to ensure the efficient operation of a work unit.
- Any other relevant duties as directed by the Registrar or Senior Registrar.

How you will be assessed

The ideal applicant for this role will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

1. Supports strategic direction -

Demonstrated understanding of the work environment and ability to source information and ask questions to ensure comprehension of issues and requirements, including informing supervisor of work progress.

2. Achieves results -

Demonstrated ability to work to deadlines, plan, organise and monitor a range of work activities through to completion, and ensure objectives are met. Proven experience responding positively to change and adopting new approaches to meet diverse team or stakeholder needs.

3. Supports productive working relationships -

Demonstrated capacity to develop and sustain positive relationship with team members and stakeholders, internal and external, including participating in team meetings and stakeholder engagement activities.

4. Displays personal drive and integrity -

Demonstrated initiative in the performance of duties including attention to detail and the ability to identify solutions, be outcome driven, conscientious and hard-working while maintaining a high standard of professionalism.

5. Communicates with influence -

Well-developed written and interpersonal communication skills utilising tact, discretion and confidentiality in a variety of mediums, including the ability to consider alternatives to meet the needs of diverse audiences.

These attributes are based on the Queensland Public Service (QPS) Capability and Leadership Framework and have been tailored for this department.

Career Development

The Brisbane Registry of the Supreme and District Courts consists of six separate work units, with staff ranging from AO2 to AO7 under the leadership of the Deputy Principal Registrar Supreme & District Court.

Multiple Court Services Officer positions exist within the Registry performing a wide variety of roles. The focus of a position may vary from day to day or remain fixed for a period within the scope of the key responsibilities above, depending upon the particular team of the registry it is assigned to.

Mandatory Qualifications, Conditions and Requirements

• Nil

Interested in applying?

Applicants are encouraged to read the *Applicant Information Package* as it contains information to assist with understanding the department's recruitment and selection process.

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A statement (2 pages maximum), including examples, outlining your suitability for the role by addressing the key attributes under 'How you will be assessed'.
- The statement must be in Arial Font size 11. Please Note: Your statement may be considered as an example of your written communication skills.
- Your current resume (4 pages maximum)

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

How to submit an application

Applying online through the Smart jobs and careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online please contact the **QSS Customer Support Team** on **1300 146 370**, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the **QSS Customer Support Team** on the number above to arrange this.

Hand delivered applications will not be accepted.

Additional Information

Applications to remain current for 12 months.

The incumbent may be required to work hours outside the normal work hours.

A criminal history check may be undertaken for this position on any recommended applicant due to the nature of the work involved.

Applicants are advised that the work of the Brisbane Supreme and District Court Registry may expose employees to confronting and disturbing material including distressing and offensive content. Employees may be required to engage with persons who have and may continue to experience distressing circumstances and/or are involved with the justice system.

Applicants should consider the above and their personal resilience and coping strategies to sustain working in confronting and challenging circumstances.

For details regarding salary information, leave entitlements, flexible working arrangements and other benefits for this position please refer to the Applicant Information Package.

Further information about the department, including <u>Our Charter</u> and the <u>Strategic Plan</u>, is available from our <u>website</u>.

The Queensland Government is committed to building an inclusive and diverse workforce that better reflects the community we serve. The <u>Queensland public sector Inclusion and Diversity Strategy 2015-2020</u> is the overarching framework driving the inclusion and diversity agenda across the Queensland public sector.

The Department of Justice and Attorney-General supports veterans' employment. More information about recruiting veterans and ex-Australian Defence Force members is available from the Public Service Commission website.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with *Disclosure of Previous Employment as a Lobbyist Policy*.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

Any successful applicant, upon appointment as a public service officer, may be subject to a probationary period for a minimum of 3 months.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.

Employee Union Information

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. Supervisors will be able to tell you the name of the union that represents your role.

You should also know that your name, the name of your workplace and your workplace location may be provided to a relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Refer to the **Applicant Information Package** for further information about which union covers the Department of Justice and Attorney-General.

Duty Statement – ACW Manager

Job Title: Affected Child Witness Manager	Date reviewed: November 2019		
Classification: AO3	Position Title: Court Service Officer		
Branch: Supreme, District and Land Courts	Division: Courts Service		
Team: Court Operations and Support Team	eDocs : #2140581		

Primary purpose of position:

This role is responsible for the storing, copying and editing of Affected Child/Special Witness recordings, and facilitating the distribution of copies of recordings to the Director of Public Prosecutions, Defence Counsel and Judiciary when pre-recorded evidence is to be taken. (see edoc #1366485 (Policy), #1366081 (7A), #1366072 (7B), #1366192 (7C) #1366194 (7D), #3935111 (ACW Manager Procedures Manual), #4277967 (Trim) #4275424 (Burn) #4458328 (Booking process)

<u>Duties:</u>

The duties and responsibilities of this position include, but are not limited to:

Daily/routine duties:

- Maintain<u>spreadsheet</u> of ACW recordings conducted throughout the state see edoc #3935111 ACW Manager Procedures
- Report any issues to the Registrar and/or Team Leader
- Oversee and confirm calendar bookings of pre-records throughout the region (#4458328)
- Booking Brisbane pre-records into ACW calendar as per court order and advising PACT of booking see edoc #3935111 ACW Manager Procedures
- Booking Brisbane Special Witnesses into ACW calendar and advise appropriate parties - see edocs #4203530 (ACW and SW Mapping Process)
- Advising relevant parties of upcoming ACW/SW recordings per #4203530
- Maintain content server, label recordings and trim/download completed recordings each afternoon see eDOCs #3935111 (page 14)
- At the completion of regional recordings when appropriate documentation is sent by the Regional Registrar/Court Services Officer, ensure that the ISO is created and transferred to the relevant courthouses folder in the transfer directory – see eDOCs #3935111 (page 15-16)
- Burn Brisbane ACW/SW recordings onto court DVDs. (QE11 MATTERS ONLY)
 see eDOC #3935111 (page 16)
- Perform edits and copies in accordance with Orders of the Court and ensure that both MP4 and ISO is saved into ACW Storage Directory. – see eDoc #4275436
- Check all content server recording tests and if any technological issues arise, ensure this is brought to the attention of Court Service Centre
- By referring to the daily law list distributed by the List Managers, ensure all Original Court copies and/or edits are accurately prepared and provided to each Court prior to the trial commencing.
- Give Bailiff Office sufficient notice as to when pre-records are to sit (email)
- Filing Orders for Pre-records, edits, copies once completed, bailiff recording sheets, correspondence etc.
- Filing of ACW dvd's when returned from court/parties, or masters created.
- Completion of daily checklist
- Save the ACW spreadsheet onto a USB at the end of each day as a precaution.

Other duties, as required:

- Conduct regular audits and contact other court registries for outstanding recordings and copies.
- Ensure party copies of recordings are returned to the registry within the acceptable timeframe (currently 21 days from conclusion of trial)
- As required, ensure that pre-records to external locations (eg. Witness in place external to Qld courts - #4277877) have been configured through Court Service Centre and the appropriate testing has been conducted.
- Accurately prepare the monthly stats of the ACW team using the spreadsheet
- Other duties as specified by supervisor, Registrar or Team Leader;
- Timesheets are to be completed accurately and within a timely manner;
- Leave applications are to be submitted through Aurion ESS accurately in a timely manner:
- Attendance at team meetings and 1:1 meetings with supervisors;
- Attendance and participation for any training being face-to-face and evolve training is completed;
- Review all Monthly Policy and Procedures;
- Ensuring your behaviour in the workplace is in accordance with the Code of Conduct;
- Maintain the appropriate retention and disposal of Court and Party Copies SEE EDOC ##1366194
- Complete ACW Training Plan (in edocs) for any new ACW Managers as requested by Registrar or Team Leader.

Documents referred to in Duty Statement:

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#1366081 – Procedure - Affected Child Witness Evidence Orders for Pre-Recording 7A #1366072 - Procedure - Affected Child Witness Evidence Recording 7B #1366192 - Procedure - Affected Child Witness Evidence Editing, Copying and Distribution 7C #1366194 – Procedure - Evidence Management – ACW Evidence Storage and Disposal 7D #1366483 - Policy #3935111 – ACW Manager Procedures Manual #277967 - (Trim) procedure #4275424 - (Burn) procedure #4458328 - (Booking process) #4277877 – form given to agencies to request external linkup to the Qld Courts content server (eg. Victorian witness) #4458633 – ACW Daily checklist
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Role Description: Bailiff (also known as an Enforcement Officer)

Role

As Bailiff (also known as an Enforcement Officer) you are appointed by either the Chief Magistrate (under section 3C of the Magistrates Court Act 1921) or Principal Registrar (pursuant to section 73 of the Supreme Court of Queensland Act 1991/ section 41 of the District Court of Queensland Act 1967) to undertake service and execution of process, judgments, and orders as authorised by the Court.

You are subject to lawful directions of the Registrar on behalf of the Court and must carry out the functions of your role in accordance with the relevant policy and procedures.

	Responsibilities
0	Serve documents and execute warrants on behalf of and issued by Court Services Queensland in a timely matter. This includes but is not limited to: • service of documents on people or corporations at nominated addresses;
	 execution of enforcement warrants, which may involve the possession of property, the seizur of property and organising the sale of property at auction; and execution of enforcement hearing warrants, which may involve the apprehension of a person with assistance of police.
0	Act and comply in accordance with legislative, policy and procedural requirements, including the code of conduct, while undertaking your enforcement duties.
	Prepare your Bailiff Payment Report online for any service or execution function undertaken, which must include a detailed summary of events, an outline of additional fees claimed and include supporting documentation to substantiate payment.
0	Complete and return an Affidavit of Service/Non-Service to the Plaintiff or other applicable representative for any served processes (such as Foreign service).
0	Regularly communicate with your Registrar to provide an update on allocated enforcement matters, and immediately escalate concerns for guidance on any matters of interest in alignment with the procedures
0	Maintain records (including receipts) and be accountable for monies received or expended as well as property seized in the performance of your duties as an Enforcement Officer.
0	Take into consideration the Human Rights Act 2019, when undertaking the functions of your role, particularly the assessment of if there is a less restrictive or reasonably way to achieve your objective.
0	Deal with persons reasonably, fairly, and with dignity and respect, including when negotiating contact times and places and when communicating by telephone, email and in person.
	Respond to persons and clients in a timely manner or as directed by the Registrar.
0	Undertake all email correspondence through Department of Justice and Attorney General email accounts
0	Undertake regular refresher training through the Evolve platform and review Enforcement policy and procedures to ensure you are up to date with any changes.
0	Ensure that any costs incurred during service and execution are reasonable and in accordance with the Uniform Civil Procedure (Fees) Regulation 2019.
0	Ensure that any service or execution work has had a Queensland Police Service (QPS) Information Check completed and is within the 4 month validity period.
0	For any red or amber alert service or execution events, ensure that local QPS are alerted, on call or in attendance, and that any action plan devised with the Registrar is followed.
	Check the details of any allocated work and notify the Registrar in the event that there is a discrepancy in warrant or other associated service or execution documentation.
	Prepare associated documents such as with compliment slips, notice of execution, letter of demand in preparation for scheduled service and executions, this includes having readily available supplies on hand

Adhere to the court enforced annual embargo period and cease any execution related activity during the

for intended use.

advised period.

Role description for Bailiff/Enforcement Officer – 									
Branch	<location> Magistrates Court</location>	Division	Justice Services	Unit	Magistrates Court				
Location	<location></location>	Closing date:	<day> <date></date></day>	Vacancy ref	QLD/				
Type of vacancy	Appointment as Bailiff/Enforcement Officer pursuant to Section 3C of the Magistrates Court Act 1921.								
Contact Name	<name></name>	Title	Registrar	Telephone	(07) <telephone></telephone>				

The Department of Justice and Attorney-General

The department contributes to a fair and just society and safe, healthy, productive workplaces and community.

The department values cultural capability and supports the engagement, participation and advancement of Aboriginal people and Torres Strait Islander people across all occupational streams.

About the Business Unit

The Queensland Magistrates Courts play a vital role in the delivery of justice services. It is in this jurisdiction that the majority of Queenslanders first come into contact with the judicial system. Magistrates Courts deal with approximately 96 per cent of all criminal cases, handling the highest volume of court cases of any Queensland Court. Most civil actions are also heard in the Magistrates Court jurisdiction.

<location> Magistrates Court is situated at <address>. <brief description such as number of staff employed and geographical area covered>

About the Role

Bailiff/Enforcement Officers are appointed pursuant to section 3C of the *Magistrates Court Act 1921* for the purpose of the service and execution of process, judgments, and orders as authorised by the Magistrates Court or as directed.

You will be expected to serve or execute process in an expedient and timely manner.

You will be subject to the lawful directions of the registrar or Court and you will be responsible for ensuring that relevant policies and procedures in relation to the role are carried out.

The appointment extends to the <district> District only.

Key Responsibilities

As an appointed Bailiff/Enforcement Officer you will:

- Serve documents or execute warrants issued by a Magistrates Court of Queensland within the Magistrates Court District of <district> in accordance with legislation, court practices and procedures, and directions of the Court and Registrar of the Court. This includes:
 - $\circ \qquad \text{the service of documents on people or corporations at nominated addresses;} \\$
 - the execution of enforcement warrants, which may involve the seizure of property and organising the sale of property at auction;

- the execution of enforcement hearing warrants, which may involve the apprehension of a person with assistance of police; and
- bringing any necessary applications before the court (e.g. Enforcement Officer's Interpleader) to facilitate the service and execution of processes, judgments or orders according to law.
- In the case of served process, Bailiffs/Enforcement Officers complete and return an Affidavit of Service to the Plaintiff or their representative.
- In the case of non-service of process, Bailiffs/Enforcement Officers return the service copies to the Plaintiff or their representative, together with a signed Notice, stating the reason why the process has not been served. If required by the Court or Registrar, Bailiffs/Enforcement Officers provide an Affidavit concerning the matters contained in their Notice.
- In the case of warrants, the Enforcement Officer is to return to the Registrar those warrants with a signed report stating what has been done in relation to the warrant, or upon receiving a written request for such report from the Enforcement Creditor, provide them with an up-to-date report.
- Serve documents, execute warrants, and return all returns and reports in a timely manner or as directed by the Registrar.
- Keep records (including receipts) and be accountable for monies received or expended as well as property seized in the performance of your duties as Bailiff/Enforcement Officer.
- Deal with persons reasonably, fairly, and with dignity and respect, including when negotiating contact times and places and when communicating by telephone and in person
- Respond to persons and clients in a timely manner or as directed by the Registrar.

How you will be assessed

The ideal applicant for this role will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

- 1. Demonstrated strong negotiation, communication and interpersonal skills relating to:
 - Written reports, correspondence and email communication;
 - Oral communication in person, by phone and within a court environment;
 - An ability to relate to people from diverse backgrounds and cultures.
- 2. Demonstrated ability and/or experience in working independently, and within a team or as directed, as a representative of the court:
 - To be skilled in office administration including document preparation and record keeping;
 - Ability to work methodically and have an organised approach to work;
 - Ability to prioritise work;
 - Ability to take all necessary action in accordance with law in a timely manner;
 - Ability to meet deadlines and take directions.
- 3. Demonstrated ability or the ability to rapidly acquire knowledge of the law and court practices and procedures as it relates to Bailiffs/Enforcement Officers and apply such knowledge so as to meet and comply with the key duties of the position.
- 4. Displays personal drive and integrity, including:
 - Ability to follow processes, use initiative to address problems and issues to achieve results whilst accepting responsibility for a personal workload;

• Understands and applies public service values and Code of Conduct and consistently behaves in an honest, ethical and professional way.

Conditions

- You must accept Appointment as a Bailiff/Enforcement Officer of the Magistrates Court District of
- You must be able to serve court processes and execute various types of Enforcement Warrants
 and other process as issued by a Magistrates Court in Queensland and directed to you for service
 and enforcement in accordance with law.
- You must be a fit and proper person to be engaged in the activities of Bailiff/Enforcement Officer. The Registrar of the Court, with your consent, may initiate a criminal history and/or integrity check.
- You must have your own work/office space (whether at home or other premises), facilities and equipment (including any personal protective equipment, computers, vehicles and phone/s) to operate and perform the duties of Bailiff/Enforcement Officer.
- You must undertake to comply at all times with the Queensland Government Code of Conduct.
- You must have suitable comprehensive insurance, including accident and public liability insurance.

NB. In serving documents and conducting activities as part of their duties and responsibilities Bailiffs/Enforcement Officers may be subject to other State and Commonwealth laws and regulatory frameworks. Service of some documents will be at the direct request of plaintiffs and enforcement creditors, and will entail private arrangements being entered into between the Bailiff/Enforcement Officer and those parties which are compliant with the relevant rules of court and court fee regulations.

Preferred Qualifications, Conditions and Requirements

No formal qualifications are required however experience in debt collection, policing, security or private investigation is an advantage and is highly desirable.

Applicants must currently possess or have the ability to apply for a current Australian Business Number (ABN).

Applicants must have a current Australian driver's licence.

Remuneration

This is a fee for service arrangement. No salary, wage or superannuation is paid or payable.

A Bailiff/Enforcement Officer receives for their own use the fees prescribed for the service and execution of process, judgments, and orders of the Court as set out in Schedule 2 of *The Uniform Civil Procedure (Fees) Regulation 2009.*

Current fees can be accessed on the Office of the Queensland Parliamentary Counsel website at: https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/S/SuprCrtQUCFR09.pdf

No other fees, allowances or expenses such as travelling expenses and private motor vehicle allowance are payable, other than those prescribed by the *Uniform Civil Procedure (Fees) Regulation* 2009.

The volume of work varies from time to time which may impact on the level of income generated.

HOW TO APPLY

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A statement (two A4 pages maximum) including examples outlining your knowledge, abilities, skills and experience as to your suitability for the role by addressing the Selection Criteria.
- The statement must be in Arial Font size 11.
- Your current résumé.

Please Note: Your statement and résumé may be considered as an example of your written communication skills.

Applications to be marked 'Private & Confidential' and sent by:

Mail

The Registrar <location> Magistrates Court <postal address>

Email

courthouse.<location>@justice.qld.gov.au

Hand Delivered

The Registrar <location> Magistrates Court <address>

Additional Information

Appointment is subject to the decision of the Chief Magistrate upon application to the court.

Applications to remain current for 12 months.

The incumbent will be required to work hours outside the normal work hours.

A criminal history check and a bankruptcy check will be undertaken for this position on any recommended applicant due to the nature of the work involved.

Further information about the department is available from our website.

A minimum probation period of 3 months may apply. Training and guidance will be provided to successful applicants and suitability to perform the role may be subject to regular review.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.