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BETTER OUTCOMES FOR NEW ZEALANDERS

In this issue Chief Executive Andrew Bridgman discusses how data can help inform business decisions, Justice Minister Amy Adams talks about the recent Family Violence Summit, we highlight some of the ways in which the justice system is making things better for New Zealanders and look at how this year's Budget is helping the Ministry deliver modern, people-centred justice and court services.



Big data shines a light where it's most needed

ANDREW BRIDGMAN • SECRETARY FOR JUSTICE AND CHIEF EXECUTIVE



In the March issue of Justice Matters, I highlighted some key areas we're focusing on as we drive improvement and change across the Ministry to deliver better outcomes for New Zealanders. This month, I want to explore the key area of using data to better understand our business and inform our decisions.

A handwritten signature in blue ink that reads "Andrew Bridgman".

Data provides an objective view based on real experience. It helps us to see how things actually work and not how we think they work or should work. It presents us with a greater ability to evaluate programmes for our customers and to decide when and where to intervene. Importantly, better use of data can help us understand what the problem is, the catalyst behind it and what the solution could be. Simply put, it's a three step process: data to insights to action.

Crucial to the first step in the process is access to all the relevant data. Successive New Zealand governments have invested heavily in crime prevention policies and services to help victims and rehabilitate offenders but have been hampered by the lack of data sharing between agencies. A programme's success was often judged from the viewpoint of the agency running it without regard to its effect on other agencies. For example, a health initiative

to address youth drug and alcohol abuse was measured in terms of a young person's development. The effect of such an initiative on the criminal justice system was rarely considered.

Today, the power of modern information technology means agencies can more easily share information and make decisions that can more effectively meet people's needs. For example, at the Ministry of Justice we're using data and the Investment Approach to Justice to identify the best approaches for preventing crime. The Investment Approach is central to one of our key goals, that is, reducing crime, victimisation, and harm. It uses data to better understand who needs support and what type of support works best, and allows us to fine-tune our services to make sure we're offering the most effective help to people in need. We can target our services to the people, families and communities where dysfunction

poses the highest economic and social costs. This, in turn, will help us reduce crime and the monetary and emotional costs to individuals, communities and society as a whole.

The data comes from the Integrated Data Infrastructure (IDI), a large database hosted by Statistics New Zealand with unidentifiable data about people and households.

We're using IDI to:

- measure the burden of crime on society and the effectiveness of our investments at reducing crime
- build statistical models so we can understand who's at most risk of offending and victimisation
- understand what works to reduce crime, not only in the justice sector but all levels of government, and
- connect the insights of researchers with decision-makers across the system, so they can make better decisions.

Some of the initial insights are challenging and unsettling. We've always known that people who come into contact with the justice system often have drug or alcohol issues and that they're drawn into crime at a young age, with multiple interactions with different government agencies. But data from IDI has specifically shown us, for example:

- three out of every four young prisoners were notified to Oranga Tamariki – formerly Child Youth and Family – for a care and protection concern before they turned 15 years old
- for a group of people born in New Zealand in 1978, 80% of convictions went to those who were first convicted before the age of 20. Of those people born in 1978, 1 in 4 had a criminal conviction but among men it was 1 in 3, and among Māori and Pacific men it was 1 in 2.

Other research compared the sentences given for assault, drink driving and shoplifting offences and found those who got a fine were less likely to reoffend or to need a benefit in future, than those sentenced to community work.

The Investment Approach is also putting some hard data around the oft-quoted notion that people who interact

with the justice sector have mental health issues. We found that while 11% of the population have used mental health services, the figure is almost four times as high (40%) for those charged in court. As a result of these findings, there will be more research focused on people in the justice system who have a mental illness, the severity of it, and its prevalence among different types of offenders.

With more than 166 billion facts taking up more than 1.22 terabytes of computer memory – and growing every day – the IDI is big data with a capital B. Its

potential to turn data into insight is incredibly powerful. The challenge for decision-makers is to harness that power and turn insight into action. Some of that action will need to be undertaken by a range of agencies but certainly over the medium- to long-term, there are significant opportunities for the justice sector to make a difference to New Zealanders.

The Investment Approach uses data to better understand who needs support and allows us to fine-tune our services to make sure we're offering the most effective help to people in need.

Message from our Minister

AMY ADAMS • MINISTER OF JUSTICE AND COURTS



Family violence affects thousands of New Zealanders every day and too many of them aren't getting the help they need.

Tackling family violence is my core priority. But the Government cannot tackle family violence alone. That's why I, along with Social Development Minister Anne Tolley, co-hosted the Family Violence Summit in Wellington in June. The Summit brought together agencies, NGOs, community groups, victims and former perpetrators, to help determine what the family violence system of the future should look like and guide the work of the Ministerial Group on Family Violence and Sexual Violence. What we're hearing is the current system for dealing with family violence is too fragmented. What we want to see is a future system where there is 'no wrong door' – meaning that no matter who a victim talks to about their experience, that person will be able to help them or refer them to the most appropriate person or organisation.

At the summit, Minister Tolley and I launched two documents which were developed in partnership with the family violence sector. The Risk and Assessment Management Framework (RAMF) and Workforce Capability Framework (WCF) link together to inform and support the family violence workforce as we work towards developing a more effective family violence system for New Zealanders.

The RAMF is a tool to help the workforce agree a common approach to screening, assessing and managing family violence risk. It divides the workforce into generalist, statutory and specialist services and will provide general practice guidance for each.

The WCF gives guidance about the skills, knowledge and organisational support needed by everyone working in the areas of primary prevention, early intervention, crisis response and recovery – from specialists to volunteers – so that they can consistently recognise and respond to family violence and sexual violence. It will help build the

core skills and knowledge required by the diverse family violence workforce, moving everyone towards more consistent, safe and culturally responsive practice.

The launch of these documents is not an end but a beginning. They're living documents and will continue to be built on as they're put into practice. They point to the kind of future family violence system we want for New Zealand. How we get there will be worked through together with the family violence sector.

If we are to truly change people's lives and ensure all children in New Zealand are able to grow up in homes where they feel safe and loved, we need to think differently and we need to work together. I'm under no illusions there's a quick or easy fix that will solve our country's horrific rate of family violence. It won't happen overnight and none of us can do it alone but I'm confident we're on the right track.

For more information about the Summit go to [Justice sector & policy > Key initiatives > Reducing family & sexual violence > Family Violence Summit](#) at [JUSTICE.GOV.TZ](https://www.justice.govt.nz)

Summit addresses family violence

The Family Violence Summit held in Wellington on 7 June 2017 was an opportunity for around 120 people from across the sector to come together and build on the conversations to date about breaking the patterns of family violence and working together effectively.

See *Message from our Minister*, page 4.



Keynote speakers (L to R) Maree Tukukino, Sue Hobbs, Shayne Walker and Gráinne Moss listen to Summit Chair, Sir Wira Gardiner's address.

Victims benefiting from Offender Levy

Thousands of victims of crime and their families are continuing to benefit from the Government's Offender Levy, which has generated more than \$25 million since it was introduced.

The \$50 levy has been imposed on all offenders at the point of sentencing since 2010.

It is used to fund services for victims of serious crime and helps ensure offenders contribute to addressing the harm their crimes cause.

In the 2015/16 financial year \$4.1 million in support and services helped around 5700 people. This included \$1.7 million for supporting sexual violence victims in court, such as by employing specialist advisors who helped about 1,400 people through the court process.

The offender levy also funded financial assistance such as travel grants for victims who need to travel to attend court, restorative justice meetings and parole hearings, and grants to families of homicide victims to help with funeral expenses, lost income and counselling.



For more information on the offender levy go to JUSTICE.GOV.TZ/FINES



COURTS' MODERNISATION MAKING A DIFFERENCE

Moves to modernise the New Zealand justice system are slowly but surely making a real difference to the people we serve, delegates to an international conference heard.

Group Manager, Courts and Tribunals Regional Service Delivery, Jacquelyn Shannon was speaking at the Innovation and Excellence in Courts conference held in Melbourne in March. Jacquelyn talked about the importance of organising court services around the needs of the people who use them. She told the conference our service delivery has been on the journey of transformation in recent years.

“In recent times we’ve aimed to get people through the courts in the least possible time by simplifying and standardising court processes. We’ve also improved court user experience by centralising jury management and by introducing customer service centres in some of our major courts.”

Jacquelyn also highlighted some of the results that have been achieved, for example:

- processing times for divorce applications have been reduced to 24 hours rather than six weeks
- the time it takes to finalise probates has more than halved from 31 days to 15 days.

She said the Ministry will keep working with its partners to continue to modernise our justice system, as more needed to be done to ensure those coming into our system are dealt with in an accessible, people-centric way.

The conference was hosted by the Supreme Court of Victoria in collaboration with the Australasian Institute of Judicial Administration and the Law Library of Victoria. It was attended by justice system representatives from Australia, Singapore, Canada and New Zealand – including Judge Doherty and Judge MacKenzie. ■



HUNDREDS HELPED BY CYBERBULLYING LAWS

Hundreds of people have been helped by cyberbullying laws over the past two years.

The Harmful Digital Communications Act 2015 includes a range of measures to prevent and reduce the impact of cyberbullying and other modern forms of harassment and intimidation. For example, it made it a criminal offence to send messages and post material online that deliberately causes a victim serious emotional distress.

Since coming into force in July 2015, dozens of offenders have been held to account. There have been:

- 148 criminal charges filed relating to 115 people
- 100 criminal charges finalised relating to 79 people
- 66 charges with outcome of convicted and sentenced
- 25 charges withdrawn
- 9 other outcomes, including diversions completed and dismissals.

The Act also established an approved agency, NetSafe, to assess, investigate and deal with complaints, and introduced a civil court process for serious or repeated harmful digital communications. Members of the public need to go to NetSafe before they can apply to the court, which can make orders to take down material and other remedies.

Netsafe has received more than 900 requests for help in the first 6 months since it began acting as the approved agency in November 2016.

The courts have received 14 civil cases requesting Harmful Digital Communications Orders, 6 of which have been completed. ■



MACA APPLICATIONS REQUIRE CAREFUL CONSIDERATION

Progress is being made on addressing customary Māori interests in the common marine and coastal area as the Ministry of Justice processes more than 380 MACA applications for Crown determination.

MACA – the Marine and Coastal Area Act – provides for a specific set of rights, which are defined in legislation. It also guarantees continued public access except in certain circumstances; and protects existing consents and the rights of third parties.

Marine and Coastal Area Manager Rhonda Taylor says her team is busy processing the applications but it is not a straightforward task.

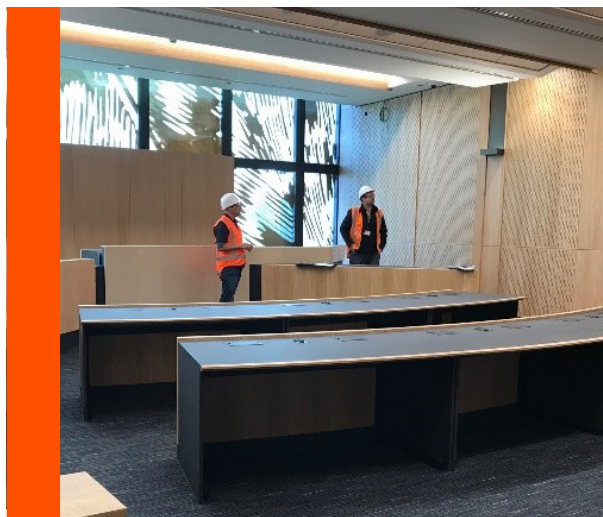
“We’re having to carefully analyse the applications to develop an overall strategy for approaching this process. The applications are particularly complex for reasons such as the extent to which they overlap and the nature of the evidence provided,” says Rhonda.

“The final number of applications was also towards the upper end of what we’d projected.”

The public will have a chance to make submissions on any application before it’s ultimately decided on by the Minister for Treaty of Waitangi Negotiations, Christopher Finlayson.

There are also about 190 applications for MACA determinations in the High Court.

For more information go to [Māori land and Treaty > Marine & Coastal Area - Takutai Moana](#) at [JUSTICE.GOV.TZ](https://www.justice.govt.nz)



FORWARD THINKING TECH FOR PRECINCT

An inter-agency approach to technology in the new Christchurch Justice and Emergency Services Precinct will allow the Ministry of Justice and other organisations within the complex to easily connect with each other – and reduce costs through shared ICT infrastructure.

Justice staff will co-locate into the \$300 million precinct with Police, Corrections, St John, New Zealand Fire Service and all 3 civil defence agencies.

Ministry of Justice Chief Executive Andrew Bridgman says the agreement with Spark as part of the Telecommunications as a Service (TaaS) shared capability represents a new way of working for staff.

“Our people in Christchurch will be able to work flexibly using secure ICT services without being bound to their desks. The mobile connectivity will improve the flow of information throughout the Precinct from front counters to busy court rooms, improving the service we deliver to the judiciary and our stakeholders while creating a most consistent experience for our customers,” says Andrew.

Spark Digital Chief Executive Jolie Hodson says they’re looking forward to seeing the cross-sector collaboration come to life.

“The underlying infrastructure being installed and the equipment being provided for the Ministry’s people are designed so that services can be easily and seamlessly updated, allowing the Precinct to continue innovating as technology develops into the future,” says Ms Hodson. ■



**\$11.9
MILLION**
FOR AN EXTRA
**100 COURT
SECURITY
STAFF**
OVER TWO YEARS

What Budget 2017 means for justice

This year's Budget included a \$238.2 million investment over four years for the Ministry of Justice to continue to deliver of modern, people-centred justice and court services.

Chief Executive Andrew Bridgman says the Ministry will receive \$145.8 million over four years to provide core justice and court services.

“As part of that, District Court personnel and operating expenses have been allocated \$47.6 million over four years,” says Andrew. “This will fund an extra 100 court staff next year rising to a total of 130 by 2020/21.”

“The additional funding is largely in recognition of the recent increase, and projected increase, in demand from Category 3 court cases, which are more complex for us to deal with.”

Other justice services to receive funding are:

- \$32.9 million over four years for burglary prevention and reduction services delivered alongside the Department of Corrections
- \$22.4 million over two years to extend the Integrated Safety Response Pilot, a key part of the sector's work to address family violence
- \$13.9 million over four years to reduce reoffending, particularly among young offenders in collaboration with Police

- \$11.9 million over two years to provide an extra 100 court security staff
- \$3.6 million over four years to help with the implementation and operation of Phase 2 of the anti-money laundering and counter-terrorism reforms
- \$7.6 million for the Electoral Commission to carry out the 2018 Maori Electoral Option.

The Office of Treaty Settlements received \$12.2 million over two years to resource its work to broaden the geographic and population reach of Treaty settlement negotiations. It also received \$2.8 million for the 2017/18 year to enable the Crown to participate in the resolution of disputes concerning the relativity mechanism contained in the Waikato-Tainui and Ngai Tahu Historical Treaty Settlements.

Justice sector agencies as a whole will receive \$2 billion over four years as part of the Government's law and order package. ■