# Judges' Orientation Toolkit Additional Documentation

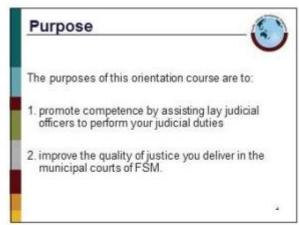
Available at: http://www.fedcourt.gov.au/pjdp/pjdp-toolkits

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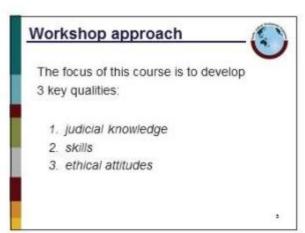
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# SAMPLE POWERPOINT PRESENTATION 1: INTRODUCTION AND WELCOME





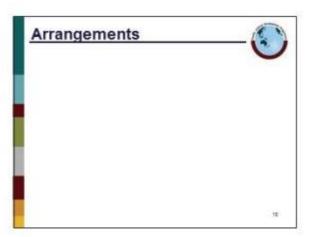








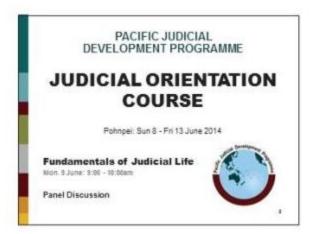








# SAMPLE POWERPOINT PRESENTATION 2: FUNDAMENTALS OF JUDICIAL LIFE







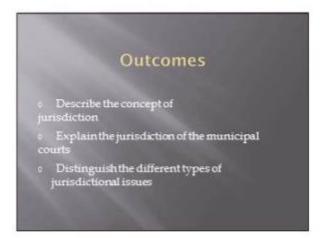
# SAMPLE POWERPOINT PRESENTATION 3: JUDICIAL CONDUCT AND ETHICS



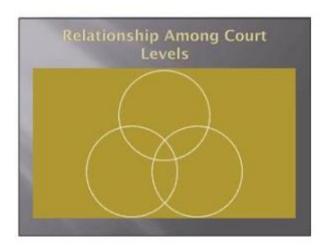
# SAMPLE POWERPOINT PRESENTATION 4: FSM MUNICIPAL COURT

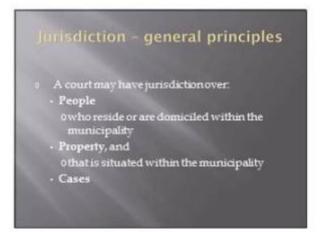












# Types of Jurisdiction

- General or Specific

  Ceneral the court may hear all cases not restricted by the
  Constitution or by statute

  © Ee State Courts
- Fe State Courts
  perific juris dictional lumbs are set forth in the Constitution or
  y statute

  Es FSM National Court Municipal Courts
  XxLusive or Concurrent

  sclusive it is the ONLY court than can legally decide the case

  Es FSM National Court alone can hear cases effecting officials
  of foreign goo's, dispotes between states, admirally maritime
  cases, and cases where the national gov is a party except where
  land is at issue

  oncurrent when two or more courts can legally decide the
  ase

# Appellate process explained

- When a case is appealed, the higher court will either affirm or reverse the decision of the lower
  - Affirm the higher court agrees with the lower court's
- judgment

  Reverse the higher court disagrees and is overturning the lower court's judgment

  Yap/Pohnpei State Courts are courts "of record"

  this means that they are legally required to keep records of cases, filings, and proceedings

# Jurisdiction of yap and pohnpei

- Yap (Code Title 4, §162)

  - Civil
    oover the whole municipality
    oover natural persons residing or domiciled in the
    municipality
    agree property within the municipality where the o over property within the municipality where the parties are natural persons

    <u>Criminal</u>
    o As prescribed by statute (none) **Polnipei**

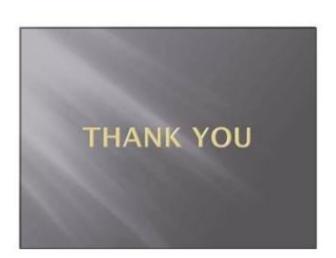
# Appellate process ctd.

- State Trial Courts conduct an appeal
  "De Novo" (new)

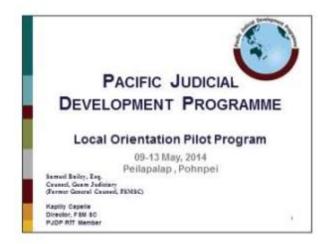
  this means the State Court begins a new trial
  including any new testimony and evidence
  of the Municipal Court's record will still be considered
  Appellate Courts conduct an appeal
  without considering new evidence
  only the lower court's record will be used
  the lower court's record will be reversed only if it
  was "Clearly Erroneous"
  of that no evidence in the record supports their decision

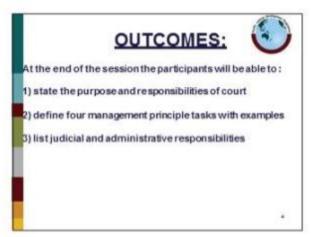
# Appeals

- - an appeal is when a party asks a higher court to review oYap State Code Title 4, §167, Folumes Municipal Code
- - when a higher court transfers jurisdiction of a case from the jurisdiction of a lower court O'ap State Code Title 4, §166. Pohnpei Municipal Code...
- Remand
   when a higher court transfers jurisdiction of a case to a lower court

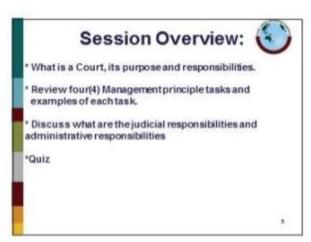


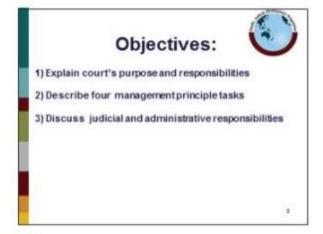
# SAMPLE POWERPOINT PRESENTATION 5: COURT MANAGEMENT





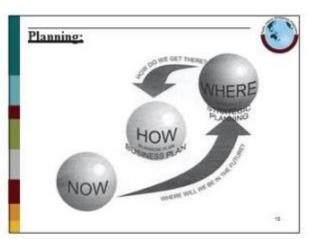


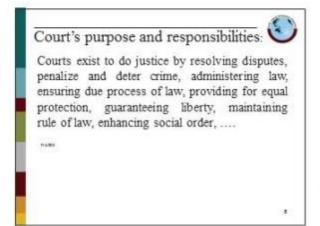




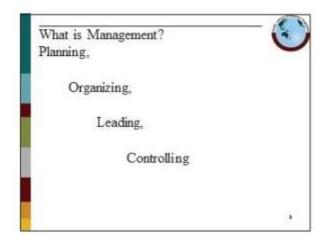


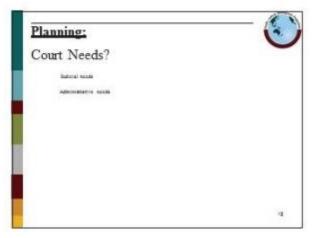




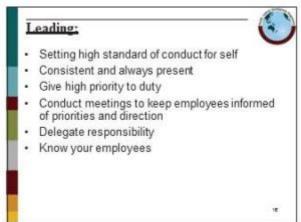


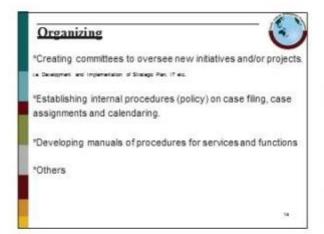


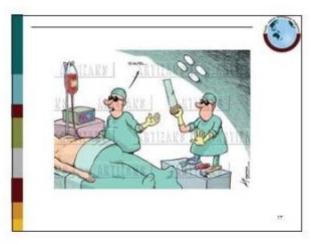




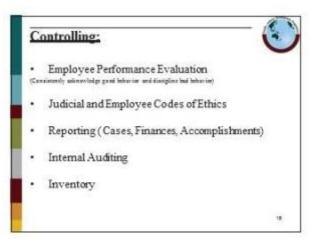










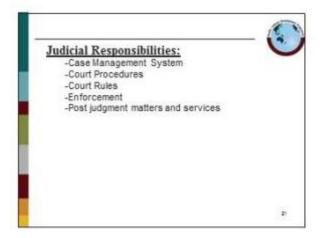


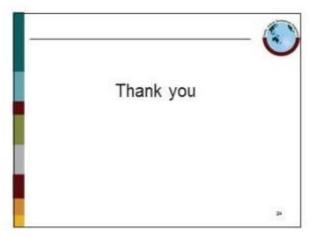




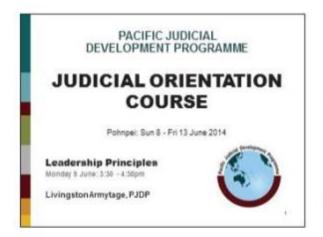


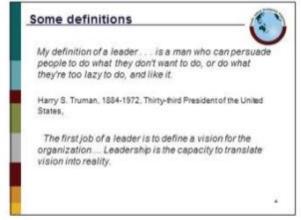


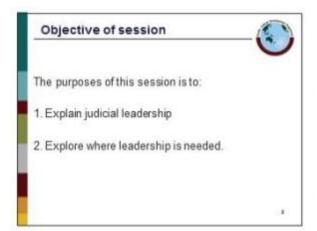


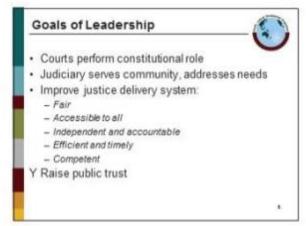


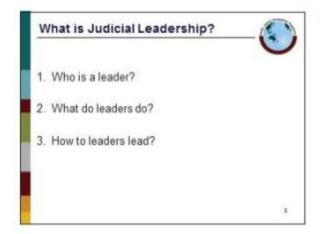
# SAMPLE POWERPOINT PRESENTATION 6: LEADERSHIP PRINCIPLES





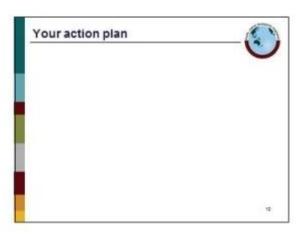




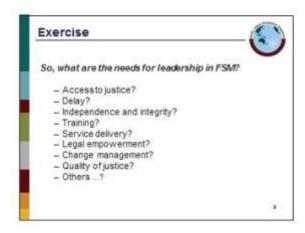












# SAMPLE POWERPOINT PRESENTATION 7: DUE PROCESS



### LEARNING OUTCOMES

- Identify the section of the FSM Constitution that serves as the basis for the right to Procedural Due Process
- Know what constitutes the Notice requirement
- Know what constitutes the Opportunity To Be Heard requirement

# STRUCTURE OF THIS SESSION

- FSM Constitution
- · Notice
- Opportunity To Be Heard
- Class Exercise

## NATURAL JUSTICE

- The rule against bias and the right to a fair hearing.
  - The basis for the rule against bias is the need to maintain public confidence in the legal system.
  - The right to a fair hearing requires that individuals should not be penalized by decisions affecting their rights or legitimate expectations unless they have been given prior notice of the case, a fair opportunity to answer it, and the opportunity to present their own case.



### DUE PROCESS - SOURCE/AUTHORITY

- FSM Constitution Article IV § III
  - A person may not be deprived of life. Identy, or property without due processof law, or be denied the equal protection of the laws.
  - All 4 States have the Due Process Clause in their
  - The Constitution is the Supreme Law of the Land, anything in conflict with the Constitution will be deemed unconstitutional

### DUE PROCESS

### What is Due Process about?

- In plain English terms, it is about <u>Fundamental</u>
   Fairness and Natural Justice.
- Also, to <u>Prevent</u> the government from making an <u>Erroneous Decision</u>.

### DUE PROCESS

PROCESURAL DUE PROCESS SAUFLE

- Barack Obama is employed by the Kolonia Town Government as a police officer, and has been employed for 5 years. Obama is sick with the flu and does not come to work for 5 days. He does not have any sick leaves. When Obama comes back to work, the police chief tells him to complete a report on a crime within three days. Obama does not complete the report after three days. The following week, the police chief tells Obama to gather his belongings and go home because he has been fired.
- Keep these facts in mind as we go through Procedural Due Process

### 2 TYPES OF DUE PROCESS

- Substantive Due Process
  - Rationale or legitimacy of government interest
- · Procedural Due Process
  - Notice
  - Opportunity to be Heard

## SUBSTANTIVE VS. PROCEDURAL DUE PROCESS EXAMPLE

- John Rambo has a claim filed against him in the Pohnpei Supreme Court for back child support. The Pohnpei State Legislature passed a law in 2012 to enforce child support payments to protect the welfare of children born out of wedlock. Without going through the judicial process, an Order was entered against John Rambo for back child support payments.
  - Substantive Due Process

The government's legitimate interest in enacting and enforcing Child Support to protect children born out of wedlock.

Procedural Due Process

The Order entered against John Rambo without going through the judicial process.

### PROCEDURAL DUE PROCESS

- · Notice
- That something has been, or is going to happen to you by the Government.
- Opportunity to be Heard
  - A chance to present your side of what happened

### NOTICE

- Must be informed as to WHY a certain action is being taken.
  - . In writing
  - Facts

What

happened?

Based on Authority

For example, if an employee is AWOL (absence without leave), then he is in violation of Section 10.5 of the FSM)
Public Service System Regulations.

: Be given an opportunity to Appeal

52 F.S.M.C. 154 requires that an appeal be filed with the FSM Personnel Officer within 15 calendar days of notice. If you don't the an appeal, it may constitute a waiver

## OPPORTUNITY TO BE HEARD

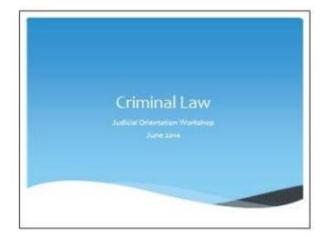
- · Hearing 52 F.S.M.C. 155
  - Neutral Tribunal
    - 82 F.S.M.C. 183 governs the configuration of an appeal panel Ad Hoc Committee
  - Submit Evidence
  - Confront Witnesses
  - Recorded
- Recommendation made by the tribunal to either <u>Uphold</u> or <u>Reverse</u> the termination
- If not satisfied with the decision, file with the Court
  - Failure to Exhaust Administrative Remedies issue

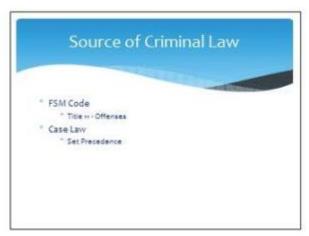
### DUE PROCESS CLASS EXERCISE

Jet Li owns a parcel of land in Kitti. Jackie Chan owns the parcel next to Jet Li's land. There is a portion of land below the two parcels that is in dispute as to ownership. Jet Li claims he bought the land from Bruce Lee. Jackie Chan says that Bruce Lee gave it to him as a gift. Notice of a meeting and land survey for all land owners in the area was given, and a survey team surveyed the land. Based on this survey, ownership was given to Jackie Chan. Jet Li was not present during the meeting and the survey. Is there a violation of Due Process? If yes, if you were the Judge, what would your Judgment be?

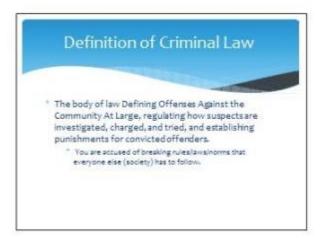


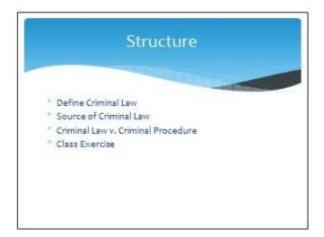
# SAMPLE POWERPOINT PRESENTATION 8: CRIMINAL LAW





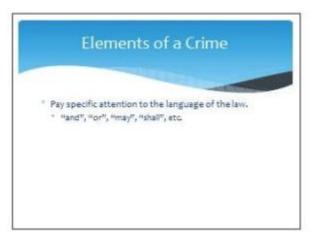
# To identify the sources of Criminal Law and Elements of Offenses To be able to distinct guish Criminal Law and Elements of Offenses from Criminal Procedure To identify the Burden of Proof/Onus of Proof/Burden of Persuasion in Criminal Matters To be able to define Elements of a Crime





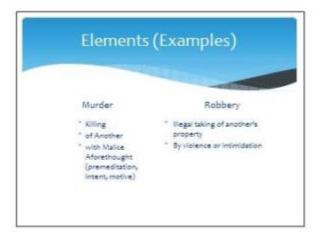


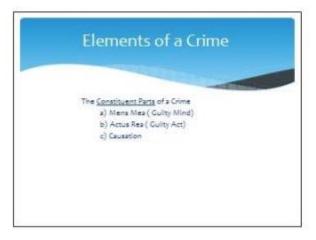
# Burden of Proof Onus of Proof Burden of Persuasion Proof Beyond a Reasonable Doubt The standard that must be met by the prosecution's evidence in a criminal prosecution: that no other logical explanation can be derived from the facts except that the defendant committed the crime, thereby overcoming the presumption that a person is innocent until proven guilty.



# element of a crime is one of a set of facts that must all be proven to convict a defendant of a crime. Before a court finds a defendant guilty of a criminal offense, the prosecution must present evidence that, even when opposed by any evidence the defensemay choose to present, is credible and sufficient to prove beyond a reasonable doubt that the defendant committed each

element of the particular crime charged.

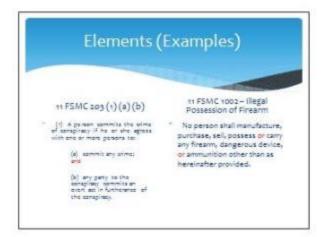


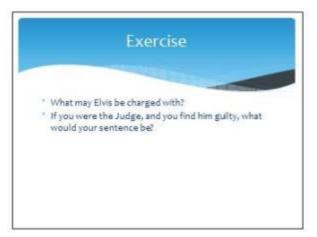


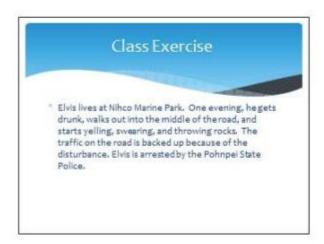


# \* Magic Johnson runs into the Bank of FSM, pulls outa gun, throws an empty bag at one of the tellers, and demands money. The teller, Milchael Jordan, tells Magic "It's not too late for God to forgive you, put down the gun." Magic has a change of heart, drops the gun, and runs out of the bank. Is he guilty of Robbery? \*Robbery = Illegal, taking of another's property, by violence or intimidation









# SAMPLE POWERPOINT PRESENTATION 9: SENTENCING PRINCIPLES AND PRACTICES

# Sentencing Principles and Practices

**ORIENTATION WORKSHOP FSM MUNICIPAL AND ISLAND COURT** JUDGES DATE: JUNE 9-13, 2014

VENUE: GOVERNOR'S CONFERENCE ROOM

## Structure

- 1-What are the principles of sentencing?
- 2-What are the purposes of sentencing
- 3-What are your sentencing tools?

## **OBJECTIVES**

The Learning objective of this session are:

- 1-Define principles of sentencing
- 2-Explain 5 goals/purposes of sentencing 3-List what are the available sentencing tools

That participants will be able to reasonably:

- 1-Define principles of sentencing
- 2-Explain 5 goals/purposes of sentencing
- 3-List what are the sentencing tools

# Principles of sentencing

- 1. Least restrictive to accomplish goals
- 2. Let the punishment fit the crime
- 3. Don't do the crime if you can't do the time
- 4. Eye for an eye
- 5. Balance of overall sentencing consistency and appropriate individual ensoures

# Outcomes

# What are the goals/purposes of sentencing

- 1-Retribution 2-
- Restitution 3-
- Rehabilitation
- 4-Removal
- 5-Deterrence

### 1-Retribution

- a-If a person has knowingly done wrong, he deserves to be punished
- b-Payback
- c-Eye for an Eye
- d-Revenge

# 4-Removal

- a. Imprisonment, deprives offender of opportunity to cause crimes by removing from society
- b. Protects public
- c.Not a long-term solution to crime
- e-May be costly

# 2-Restitution/Restoration

- a-Compensate the victim for losses suffered.
- b-Restore victim to state before the offense
- c-Defendant caused harm and should repair the harm
- d-If not possible to calculate precise amount of loss, a
- reasonable estimate may be awarded

# 3-Rehabilitation

- a. Modify offender's behavior and ways of thinking so he does not offend in the future
- b. Goal is to protect the public, not punish the offender
- c-Looks to future, not the past
- d-Justified through benefit to society by reducing crime
- e-Public may see it as "soft on crime"

# 5-Deterrence

- a. <u>Individual deterrence</u>. The punishment deters the offender from future crime
- b. General deterrence. The punishment deters others from crime
- c.Public Safety d-
- Prevents crimes
- e-Public perception satisfied

# Title 64 of Pohnpei State Code: Corrections and Rehabilitation

- Subsection 1-101 of Chapter 1; provides that in imposing or suspending execution of sentence, due recognition shall be given to
- Subsection 1-102 of Chapter 1: provides that prior to imposing of sentence consideration be given to evidence of good or had behavior, including prior criminal second of defendant.

# Sentencing Tools

- 1-Imprisonment (Retribution, Deterrence & Removal)
- 2-Suspended Sentence
- 3-Probation (Reoffend, Public require harsher punishment & rehabilitation helped for not in jail)
- 4-Intermediate Confinement

# Creative sentences

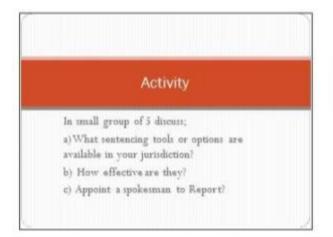
For 15 years Defendant haramed his neighbor, who adopted two disable children. Offenses include drawing feces on neighbor's car windshield, and once unsared feces on wheelchair for the disable children. Defendant was sentenced to hold the right for five hours on Sunday, serve 15 days in jail and seven months on probation. Defendant was ordered to complete 100 hours of community service, anger management classes and personal counseling

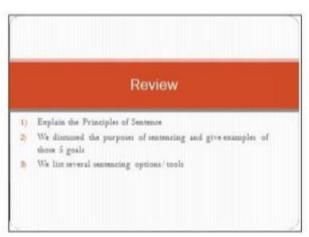
# Sentencing Tools (2)

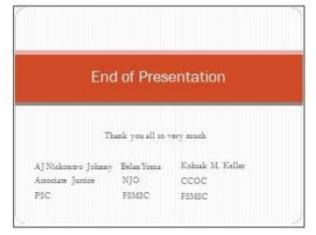
- 5-Suspended Imposition of sentence-
- 6-Eins
- 7-Restitution
- 8-Forfeiture
- 9 Community service
- 10Work Release 11-
- Cycative Sentences

# Creative sentencing









# SAMPLE POWERPOINT PRESENTATION 10: EVIDENCE

# Evidence

Judicial Orientation Training June 2014

# Source of Evidentiary Rule in FSM

- FSM Rules of Evidence
  - Each State has Rules of Evidence that is identical to the FSM Rules of Evidence
- · Case Law
  - Precedence

# Outcomes

- To be able to identify the Source of Evidentiary Rule in the FSM
- Define Evidence
- Distinguish Admissible v Non Admissible Evidence
- Better understand Relevancy and Hearsay

# Definition of Evidence

 Something (including testimony, documents, and tangible objects) that tends to prove or disprove the existence of an alleged fact.

# Structure

- · Source of Evidentiary Rule in the FSM
- Relevancy
- · Direct Evidence
- · Circumstantial Evidence
- Expert Testimony
- Hearsay

# Admissible v Non Admissible

- Admissible
  - Admitted into evidence
- Non Admissible
  - Not admitted into evidence

# Relevance

- Rule 401
  - evidence having any tendency to make the existence of any fact that is of consequence to the determination of the action more probable or less probable than it would be without the evidence.

# Direct Evidence

 Evidence based on Personal Knowledge or Observation and that, if true, proves a fact without inference or presumption.

# Relevancy Example

- Elvis lives at Nihco. He gets drunk one evening, goes out onto the road, and starts yelling, screaming and throwing rocks. Traffic is backed up in both direction because of the disturbance. David is arrested by the Pohnpei State Police for Drunk and Disorderly Conduct.

  - Relevant evidence:
     Testimony of Police officers
     Police report
     People in the community who heard or saw David

# Circumstantial Evidence

 Evidence based in Inference and not on personal knowledge or observation.

# Some Types of Relevant Evidence

- Direct Evidence
- Circumstantial Evidence
- Expert Testimony
- · Admission of Evidence Before Trial

# **Expert Testimony**

- Evidence about a scientific, technical, or professional issue given by a person Qualified to testify because of Familiarity with the subject or Special Training in the field.
  - •Rule 702

# Admission of Evidence

- Trial
  - Parties Stipulate and Mark Exhibits

# **Hearsay Exceptions**

Under Rule 801-806, there are 32 Hearsay Exceptions.

We will focus on Rule 803 (2):

Excited utterance. A statement relating to a startling event or condition made while the declarant was under the stress of excitement caused by the event or condition.

# Hearsay Definition - Rule 801 (c)

 "Hearsay" is a statement, other than one made by the declarant while testifying at the trial or hearing, offered in evidence to prove the truth of the matter asserted.

# Hearsay example

- At a murder trial, Manny Alik testifies that on the night of the murder, Dohsis Yinug was talking to Manny on the phone, then all of a sudden, Dohsis yells "oh no, I just saw Martin Mori shoot George Bush."
- Declarant = Manny because he is testifying as to what Dohsis told him
- Statement = "oh no, I just saw Martin Mori Shoot George Bush."

# Hearsay

- Hearsay evidence is non admissible, UNLESS, it falls under one of many exceptions from Rule 801 to 806
- Hearsay video clip

# Hearsay example

 Conclusion: Because Manny is testifying as to what Dohsis told him, this is Hearsay.
 However, under the Excited Utterance exception, because Dohsis's statement was made while observing Martin shoot George, the Excited Utterance exception applies, and the testimony is therefore admissible.

# SAMPLE POWERPOINT PRESENTATION 11: CIVIL MATTERS



# OF CIVIL LAW IN THE FSM

- ®FSM Rules of Civil Procedure
  - All 4 FSM States have similar Rules of Civil Procedure
- Case Law
  - Set Precedence on Civil Issues
  - FSM Dept. of Finance, et al., v. Udot Municipality

# **OBJECTIVES**

- To know the source and authority of Civil Law in the FSM
- To be able to define Civil Law in the FSM
- Identify the Burden of Proof in Civil cases
- To know the common Remedies sought in Civil cases

# DEFINITION OF CIVIL

# LAW

 Of or relating to PRIVATE RIGHTS and REMEDIES that are sought by action or suit, as distinct from criminal proceedings.

# STRUCTURE

- Source and Authority of Civil Law
- ® Definition of Civil Law
- ® Burden of Proof
- ® Procedural Mechanisms
- ® Group Exercise

# BURDEN OF PROOF IN CIVIL MATTERS

- · "Preponderance of the Evidence"
  - The greater weight of the evidence; superior evidentiary weight that, though not sufficient to free the mind wholly from all reasonable doubt, is still sufficient to incline a fair and impartial mind to one side of the issue rather than the other.
- · "More likely than Not"
- "That one side has more evidence in its favor than the other."

# CIVIL V. CRIMINAL

- Burden of Proof
  - Preponderance of the Evidence v. Proof Beyond a Reasonable Doubt
  - What is at stake = Money v. Person's Liberty

# CIVIL V. CRIMINAL MECHANISMS

- . Some Procedural Mechanisms
  - · Counterclaims (Civil)
  - Plaintiff v. Defendant (Claim)
- Cross Claims (Civil)
  - Plaintiff v. Defendant 1 Defendant 2
- Constitutional Challenges (Criminal/Civil)
- Search Warrant issued not based on Probable Cause
- Violation of Due Process

# CIVIL V. CRIMINAL

- ®Judgment v. Verdict
- · Judgment in favor of \_\_ v, Guilty/Not Guilty

# CIVIL V. CRIMINAL MECHANISMS

- Motion for Summary Judgment (Civil) Rule 56 (c)
  - No Genuine Issues of Material Fact
- Plea (Criminal)
- Motion to Dismiss Charges (Criminal)

# CIVIL V. CRIMINAL

- ®Time
  - Article IV § VI Right to Speedy Trial
  - Criminal matters tend to move quickly
  - · Liberty v. Money

# TYPICAL AREAS OF CIVIL

# LAW

- Contracts
- ® Torts
- Property
- @Post
  - Judgment/Collection

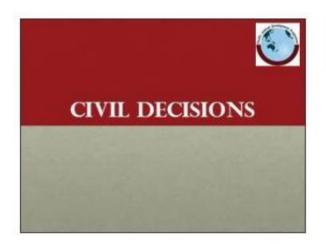
## SOME REMEDIES IN CIVIL MATTERS.

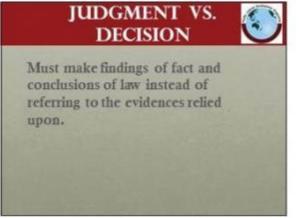
- Injunction
- **®Money Damages**
- Restitution
- Specific Performance
- Order in Aid of Judgment (Post Judgment)
  - Garnishment
- Rocky Balboa borrowed \$10,000 from the Bank of Guam. Rocky has not paid anything, he defaulted on the loan, and Judgment was entered in favor of the Bank. Rocky is employed by the FSM National Police and his take home pay is \$600 per month. Every month he spends \$300 on his necessities (food, kids tuition, fuel, living expenses, etc.), \$100 on family obligations, \$100 to maintain his pig pen and farm, \$50 on church activities, and \$50 on sakau. As the Judge, would you garnish any of Rocky's pay to apply towards the judgment? If so, how much?

# 6 F.S.M.C. 1409

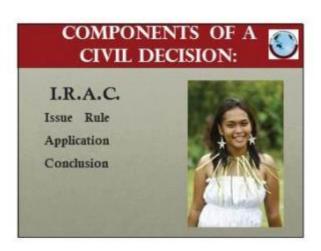
At any time after a finding for the payment of money by one party to another and before any judgment based thereon has been satisfied in full, either party may apply to the Court for an order in aid of judgment. Thereupon the Court, after notice to the opposite party, shall hold a hearing on the question of the debtor's ability to pay and determine the fastest manner in which the debtor can reasonably pay a judgment based on the finding. In making this determination the Court shall allow the debtor to retain such property and such portion of his income as may be taken to provide the reasonable living requirements of the debtor and his dependents, including fulfillment of any obligations he may have to any dan, lineage, or other similar group, in return for which obligations he, or his dependents, receive any necessary part of the food, goods, shelter, or services required for their living.

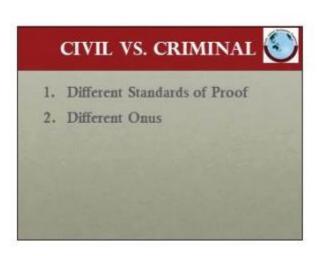
# SAMPLE POWERPOINT PRESENTATION 12: CIVIL DECISIONS

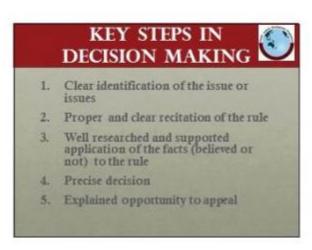


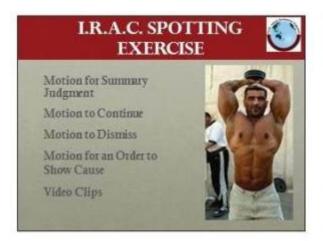


# Civil Decision: Facts found as true by a preponderance of the evidence to support a legal conclusion. Criminal Decision: Facts found as true beyond a reasonable doubt to support a finding of violation of a criminal statue.









# HYPOTHETICAL

· Penskin gets into an car accident with his wife Maileene while driving his taxi. Maileene files a complaint against Penskin for negligence. In her complaint Mayleen alleges that at the time of the accident Penskin was texting while driving and that his failure to pay attention caused the car accident. Penskin files a motion to dismiss arguing he had no duty to his wife.

# HYPOTHETICAL



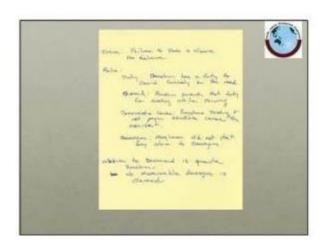
Island Development Bank files a complaint against Rohro for breach of contract when he fails to pay back his loan. Rohro files an answer where he admits he failed to pay back the loan but asserts he did not because he got in a car accident and is no longer able to work. Island Development Bank moves for summary judgment.



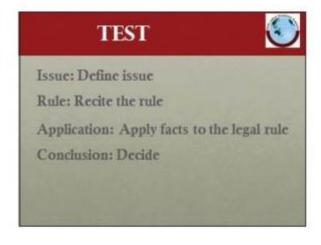
# RULE

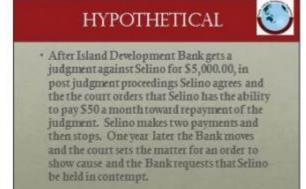


- · Motion for summary judgment:
  - No disputed issue of material fact
  - Entitled to judgment as a matter of law

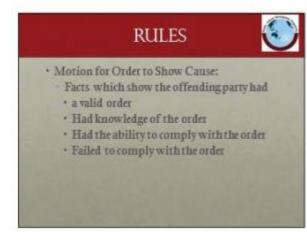


# \* Motion to Dismiss: Failure to state a claim upon which relief can be granted. Negligence: Defendant owed plaintiff a duty Defendant breached his duty Defendant's breach proximately caused Plaintiff's harm Defendant has measurable damages











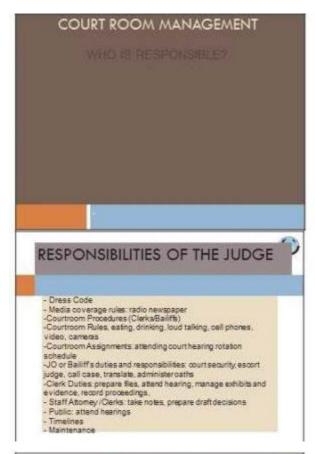






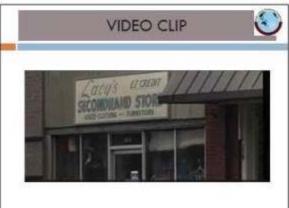


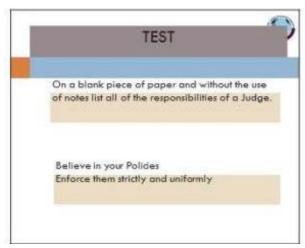
# SAMPLE POWERPOINT PRESENTATION 13: COURT ROOM MANAGEMENT









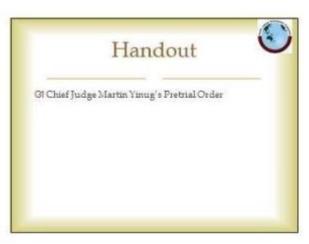


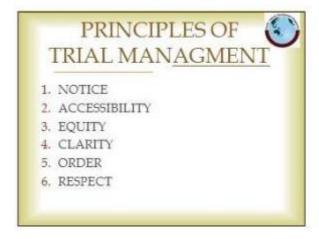
# SAMPLE POWERPOINT PRESENTATION 14: TRIAL MANAGEMENT



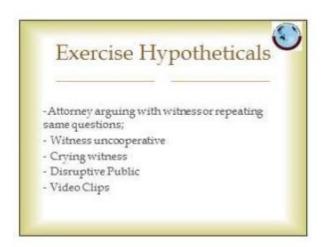








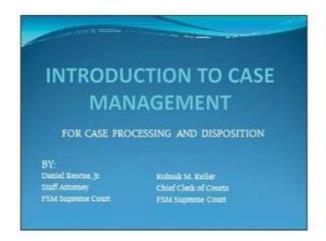








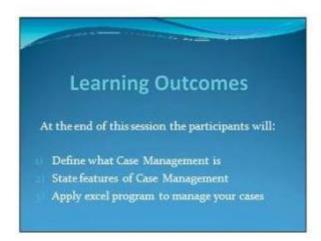
#### SAMPLE POWERPOINT PRESENTATION 15: INTRODUCTION TO CASE MANAGEMENT







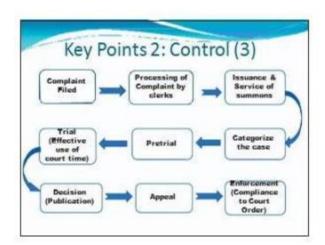


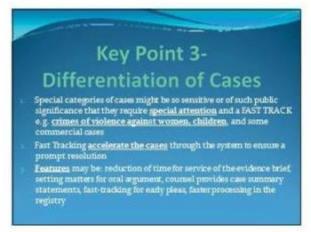




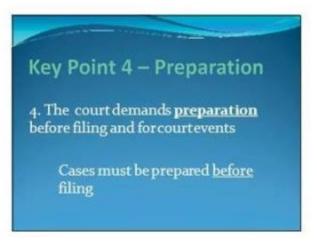


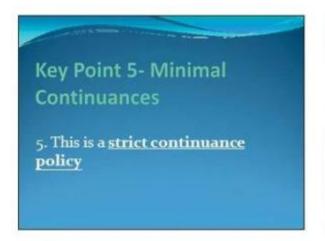




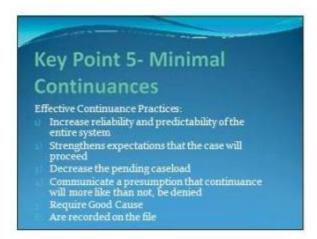








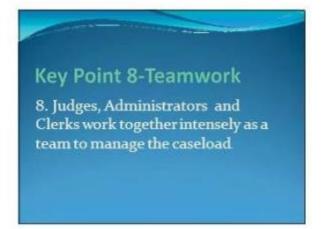




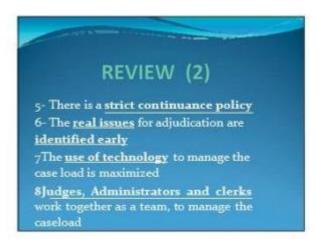


Key Point 6- Early identification of issues

6. The real issues for adjudication are identified early



Boles and Effective Case Management					
Adsistant clerks	Senior Clerks, Attorneys	Judges			
Case Information & Flow	Juridical	Adjudication			
Administrative & Record Resping	Preparation, Processing & Embocement	Exercise of Judicial Power			
Review of new files for basic compliance     Registration & Case Numbering     Case Processing     Records management     Forms	Compliance     screening     Differentiate cases     Time Goals & major     event management     Allocation case to     Judge     Scheduling     conferences	Early & continuous judicial control     Early identification o issues in dispute     Elimination of fivolous claims     Firm & credible trial date     Realistic Scheduling			

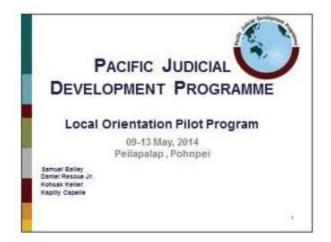


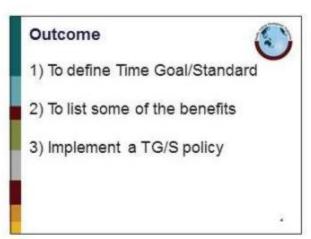




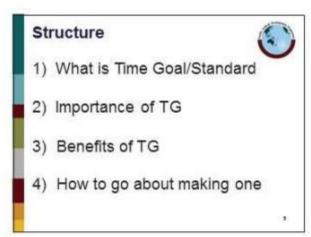


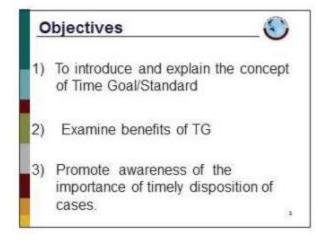
#### SAMPLE POWERPOINT PRESENTATION 16: TIME STANDARDS

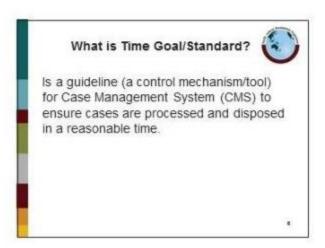








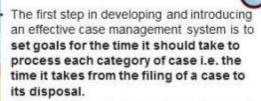




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#### A Reasonable Time

Each case is individual and requires an amount of time to fairly, necessarily and conveniently complete, as soon as circumstances permit.



 The second step is to develop systems and processes to assist the court meet those goals.

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### s it important?



- In FSM fair and speedy trial is a constitutional right of every citizen and resident.
- Efficiency of justice: providing final judgements with fairness within a reasonable time
- It is almost universal now that citizens expect, and in many places demand, their courts to deliver justice in a fair and timely manner.

  | Court | Court

#### Status quo



- No policies.
- (Policies are in the making in the State and FSM Courts)
- Municipal?

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- Acourt cannot hide behind procedural or other defects in its judicial processes to avoid responsibility for delays
- The fact that parties are responsible for the conduct of proceedings does not excuse judges from ensuring timely disposition of cases.

#### Benefits of TG policy:



Define delay to avoid or decrease delay

Transform the way your court thinks about case processing

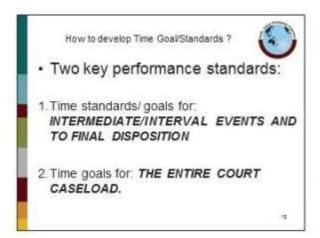
Stop cases getting "lost in the system"

Define a consistent process and expectation

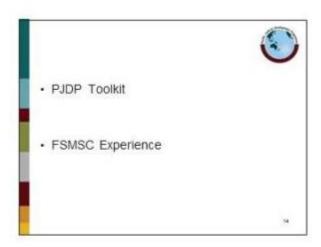
Improve quality and efficiency

Help courts be transparent and accountable

Help courts meet international standards of judicial administration

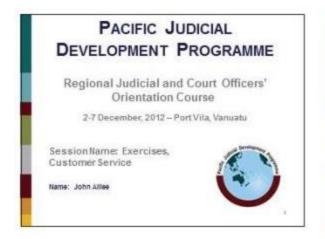


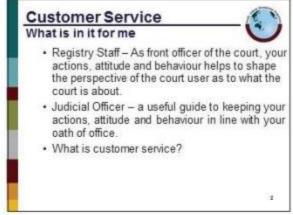


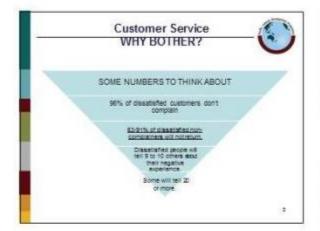


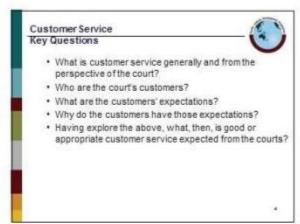


#### SAMPLE POWERPOINT PRESENTATION 17: EXERCISES AND CUSTOMER SERVICE



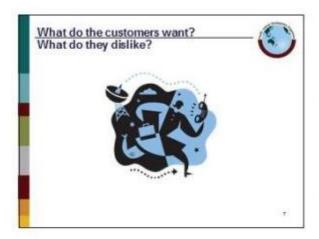


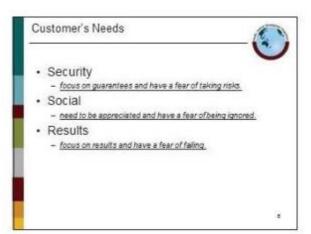


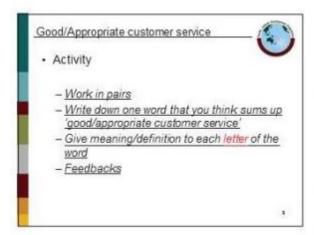


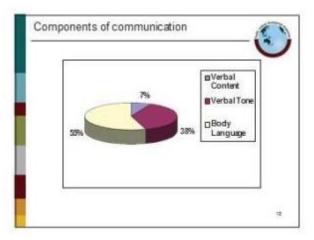






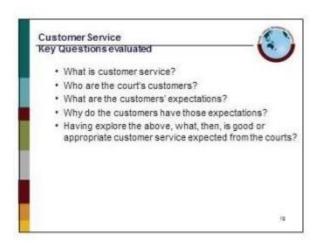


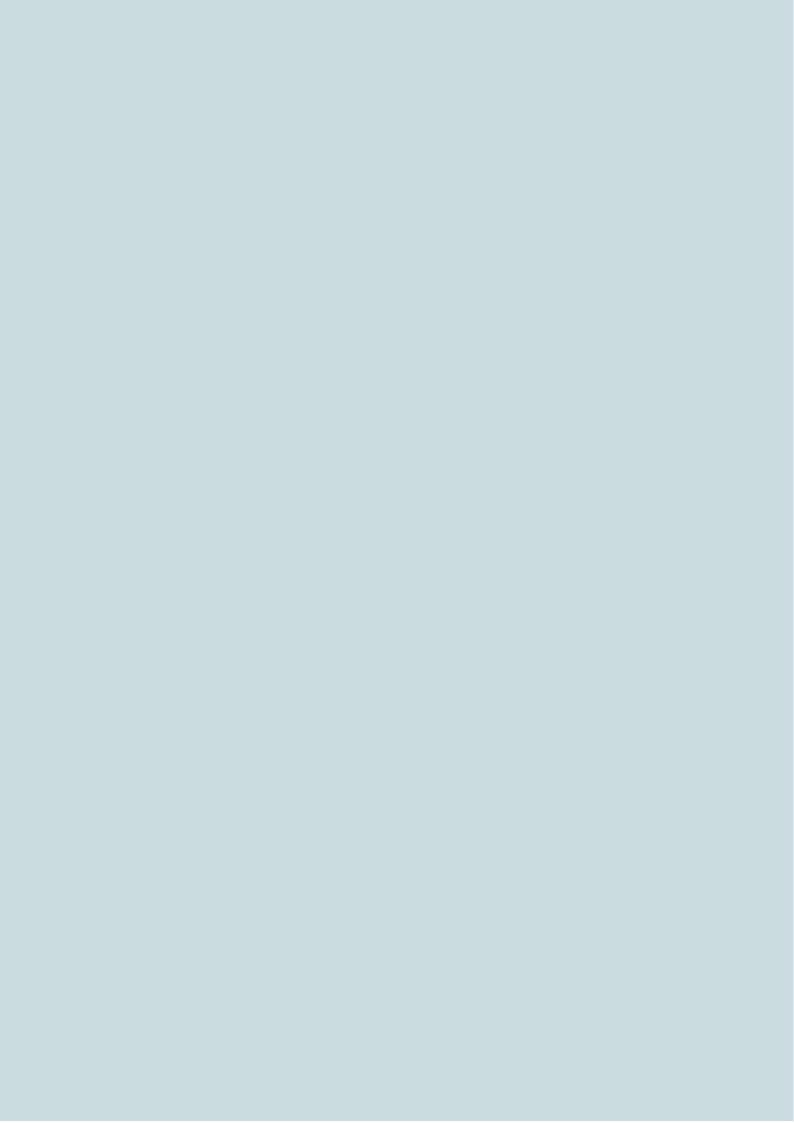














## PJDP toolkits are available on: <a href="http://www.fedcourt.gov.au/pjdp/pjdp-toolkits">http://www.fedcourt.gov.au/pjdp/pjdp-toolkits</a>

