

# CASE STUDY

## The NSW Department of Juvenile Justice



### Striving to break the juvenile crime cycle



#### DEPARTMENT OVERVIEW

Established in 1991, the New South Wales's Department of Juvenile Justice (DJJ) supervises young offenders in the community and in detention centres while providing high quality services to young people who have committed criminal offences. The term juvenile justice is generally used to refer to a state's criminal justice responses to children who have allegedly committed an offence or have been found to commit an offence. In NSW the age of criminal responsibility commences at 10. Under criminal law, a child is a person under 18 years.

The prime focus in the department's interventions with juvenile offenders is to address their offending behavior. The main responsibilities of the department are to administer youth juvenile conferences and to supervise juvenile offenders when mandated by an order of the court. Such supervision may be conducted in the community, where a young person has been remanded in custody, or sentenced to a custodial order in a detention centre.

The directorates supporting the department's business include:

- ▶ **Operations Directorate:** Manages detention centres, community-based services, and regional based services. Management includes the transport of detainees, placements and intelligence.
- ▶ **Youth Justice Conferencing Directorate:** Provides diversionary options for young offenders.

- ▶ **Management Services Directorate:** Manages all corporate services.

The department is supported strategically by the Research, Planning and Evaluation directorate. The Office of the Director General is responsible for liaison with the Minister's Office, the media and external partnerships.

***“By using the department's CorVu reporting system, all managers and corporate services staff have access to timely and accurate financial and human resource information required to do their jobs.”***

*- Lindsay Beresford, Manager Management Services Unit*

#### ACCESS TO DATA AND INFORMATION

To deliver their services, the Department of Juvenile Justice (DJJ) employs over 1,600 permanent and casual staff while managing a recurrent budget of over \$135 Million per annum. CorVu's CorBusiness solution is used to extract information from DJJ's integrated management system which is available to sixty-nine (69) managers. The managers use the reports to oversee each business unit division of DJJ.

## DJJ SERVING THE NSW COMMUNITY

In 2004-2005, the DJJ completed heavy building construction work, which was under way at several sites, for its capital works program.

The program included:

- ▶ Construction of the new Juniperina Juvenile Justice Centre
- ▶ Major rebuilding and additions to the Cogham Juvenile Justice Centre
- ▶ Rebuilding and refurbishment of the Reiby Juvenile Justice Centre

In addition to these large scale projects, the department undertakes significant minor capital works and maintenance programs.

## CORVU'S CORBUSINESS SOLUTION

CorBusiness delivers extracted quarterly reports from the Department of Juvenile Justice's integrated management system in order to track and manage each business unit. The reports have allowed the DJJ to realize improved productivity and efficiency.

One of the most important tasks for the Department of Juvenile Justice is to manage their people and payroll effectively. They have people working around the clock, on different shifts, and in a variety of pay ranges and awards at their centres. With over 1,600 people on their human resource payroll system, the DJJ monitors their human resource performance with CorBusiness. CorBusiness extracts reports from their payroll and workers compensation systems to create more than sixty (60) reports. The reports are used in the payroll area to assist with reconciliation, payroll checking, analysis, audit trails, and staff entitlement administration.

Human resource reports include:

- ▶ Leave history reports
- ▶ New employee profiles
- ▶ Establishment reports
- ▶ Audit reports for payroll
- ▶ Learning and development reports
- ▶ Time and attendance reports

Because access to financial information needs to be accurate and timely, CorVu reports are widely used across the DJJ to access and run reports. In fact, the reports are critical management control solutions that are vital to running the department.

Department reports include:

- ▶ Monitoring by business activity
- ▶ Monitoring by expenditure from a departmental level down to unit level including drill-down capabilities to the general ledger
- ▶ Management and financial accounting reports
- ▶ Performance reports
- ▶ Assets reports
- ▶ Capital expenditure management reports

Report analysis enables performance improvements across the organisation including how individual detention centres and community offices are tracking financial performance against annual budgets and management forecasts. In addition, CorBusiness provides an extensive suite of quarterly and benchmarking reports to monitor internal systems within the department. Truly, CorVu helps the Department of Juvenile Justice effectively serve their communities.