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MINISTRY OF THE ATTORNEY GENERAL

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PUBLISHED RESULTS-BASED PLAN 2009-10

PART I: PUBLISHED RESULTS-BASED PLAN 2009-10

MINISTRY OVERVIEW

The Ministry of the Attorney General is responsible for providing a fair and accessible justice system that reflects the needs of diverse communities across the province. The ministry employs approximately 8,100 staff who provide services in criminal, civil, family and small claims courts, the prosecution of crime, services to victims, support of vulnerable people and legal services to Government.

The ministry is guided by four key strategies that support the government priority of Justice and the commitment, "Keeping Families Feeling Safe and Secure." They are:

Improve the Effectiveness of the Criminal Justice System

The ministry helps protect community, family and personal safety through the effective prosecution of

offences. The ministry employs over 1,000 Crown attorneys for that purpose.

The criminal justice system receives almost 600,000 new criminal charges each year. The ministry is determined to improve the effectiveness of the criminal justice system and has implemented initiatives to reduce delay in Ontario's criminal courts and move major criminal cases through the justice system faster and more effectively.

On June 3, 2008, the Attorney General announced the [Justice on Target](#) strategy. The strategy seeks to achieve faster focused justice by reducing by 30 per cent, the provincial average of length of time and number of court appearances needed to complete a criminal case.

The ministry continues to support and work with [Legal Aid Ontario](#) as it provides high-quality legal services to low-income Ontarians.

As part of Ontario's new approach to Aboriginal Affairs, the province supports a variety of programs that help Aboriginal people take responsibility for the administration of justice in their communities.

Better Protect Ontario's Children

The ministry delivers or supports special services for Ontario's children, including legal representation of children through the [Office of the Children's Lawyer](#) and the [Supervised Access Program](#) for families with custody and access issues.

Protect the Interests of the Most Vulnerable

The ministry provides and supports a wide array of services for vulnerable people through community, agency and court-based initiatives, including decision-making by the [Office of the Public Guardian and Trustee](#) for mentally incapable people with no one else to act on their behalf.

The Bail Verification and Supervision Program enables people accused of criminal offences who are not a threat to the community, but do not have the resources to meet bail conditions, to be released from pre-trial custody.

The ministry is responsible for the [Ontario Human Rights Code](#) and for the arm's-length agencies that administer the Code. Ontario's human rights system is made up of the [Human Rights Tribunal of Ontario](#), the [Ontario Human Rights Commission](#) and the new [Human Rights Legal Support Centre](#).

The ministry provides support services for victims of crime through initiatives such as the [Victim/Witness Assistance Program](#) and Community Victims Services. As an advisory agency, the [Office for Victims of Crime](#) works to strengthen victims' services by consulting with victims and advising government on ways to improve services to victims. The [Criminal Injuries Compensation Board](#) awards compensation to victims of crime committed under certain Criminal Code offences.

Deliver a Modern and Efficient Court System

The ministry is responsible for administering criminal, civil, family and small claims courts. In these courts,

ministry employees provide courtroom and administrative support, maintain records, enforce civil orders, collect fines and fees and give information to the public. The ministry also works with the judiciary and justice partners on measures to improve access to justice.

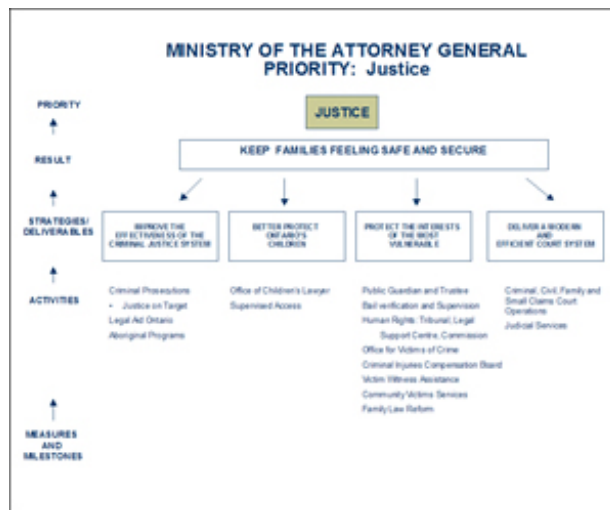
Additionally, the ministry is guided by a strategy that supports the government commitment, "Serving the Public Interest."

The ministry supports the role of the Attorney General as [Chief Law Officer of the Crown](#). It provides the government with expert legal services, advocacy and representation before tribunals and at all levels of the court.

The ministry also maintains public accountability for the administration of:

- The [Special Investigations Unit](#)
- Independent Police Review Office
- Public Inquiries
- The [Assessment Review Board](#)
- The [Ontario Municipal Board](#)
- The [Board of Negotiation](#)
- The [Environmental Review Tribunal](#)
- The [Conservation Review Board](#).

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[ORGANIZATIONAL CHART](#) (PDF)

MINISTRY LEGISLATION

ADMINISTRATION OF JUSTICE BUSINESS REGULATION

<i>Administration of Justice Act</i>	<i>Absconding Debtors Act</i>
<i>Age of Majority and Accountability Act</i>	<i>Bulk Sales Act</i>
<i>Arbitration Act, 1991</i>	<i>Business Records Protection Act</i>
<i>Assessment Review Board Act</i>	<i>Charitable Gifts Act</i>
<i>Bail Act</i>	<i>Charities Accounting Act</i>
<i>Blind Persons' Rights Act</i>	<i>Construction Lien Act</i>
<i>Class Proceedings Act, 1992</i>	<i>Costs of Distress Act</i>
<i>Commissioners for Taking Affidavits Act</i>	<i>Creditors' Relief Act</i>
<i>Compensation for Victims of Crime Act</i>	<i>Electronic Commerce Act, 2000</i>
<i>Courts of Justice Act</i>	<i>Employers and Employees Act</i>
<i>Crown Witnesses Act 2000</i>	<i>Frustrated Contracts Act</i>
<i>Dog Owners' Liability Act</i>	<i>International Sale of Goods Act</i>
<i>Environmental Review Tribunal Act, 2000</i>	
<i>Evidence Act</i>	

<i>Execution Act</i>	<i>Mercantile Law</i>
<i>Fines and</i>	<i>Amendment Act</i>
<i>Forfeitures Act</i>	<i>Pawnbrokers Act</i>
<i>Habeas Corpus Act</i>	<i>Sale of Goods Act</i>
<i>Hospitals and</i>	<i>Statute of Frauds</i>
<i>Charitable</i>	<i>Ticket Speculation</i>
<i>Institutions</i>	<i>Act</i>
<i>Human Rights Code</i>	<i>Unconscionable</i>
<i>Judicial Review</i>	<i>Transactions</i>
<i>Procedure Act</i>	<i>Relief Act</i>
<i>Juries Act</i>	<i>Vendors and</i>
<i>Justices of the Peace</i>	<i>Purchasers Act</i>
<i>Act</i>	<i>Wages Act</i>
<i>Legal Aid Services</i>	<i>Warehouse</i>
<i>Act, 1998</i>	<i>Receipts Act</i>
<i>Legislation Act, 2006</i>	
<i>Limitations Act,</i>	PROFESSIONAL
<i>2002</i>	REGULATION

<i>Negligence Act</i>	
<i>Notaries Act</i>	<i>Architects Act</i>
<i>Ontario Heritage</i>	<i>Barristers Act</i>
<i>Act, Part III</i>	<i>Law Society Act</i>
<i>Ontario Municipal</i>	<i>Professional</i>
<i>Board Act</i>	<i>Engineers Act</i>
<i>Police Services Act</i>	<i>Public Accounting</i>
<i>(s.113)</i>	<i>Act, 2004</i>
<i>Provincial Offences</i>	<i>Solicitors Act</i>
<i>Act</i>	

<i>Public Inquiries Act</i>	CROWN
<i>Real Property</i>	DUTIES/
<i>Limitations Act</i>	IMMUNITY
<i>Rescuing Children</i>	
<i>from Sexual</i>	<i>Crown Agency Act</i>
<i>Exploitation Act</i>	<i>Crown Attorneys</i>
<i>2002 (Parts III and</i>	<i>Act</i>
<i>IV) (not in force)</i>	<i>Ministry of the</i>
<i>Safe Streets Act,</i>	<i>Attorney General</i>
<i>1999</i>	<i>Act</i>
<i>Statutory Powers</i>	<i>Ombudsman Act</i>
<i>Procedure Act</i>	<i>Proceedings</i>
<i>Victims Bill of</i>	<i>Against the Crown</i>
<i>Rights, 1995</i>	<i>Act</i>
	<i>Public Authorities</i>
	<i>Protection Act</i>
	<i>Public Officers Act</i>

FAMILY LAW

Children's Law

<i>Reform Act</i>	ESTATES
<i>Domestic Violence Protection Act, 2000</i>	<i>Absentees Act</i>
<i>(Not in force)</i>	<i>Crown</i>
<i>Family Law Act</i>	<i>Administration of</i>
<i>Parental</i>	<i>Estates Act</i>
<i>Responsibility Act, 2000</i>	<i>Declarations of</i>
	<i>Death Act, 2002</i>
	<i>Estates Act</i>
INTER-	<i>Estates</i>
JURISDICTIONAL	<i>Administration Act</i>
	<i>Perpetuities Act</i>
<i>Enforcement of Judgment</i>	<i>Powers of</i>
<i>Conventions Act, 1999</i>	<i>Attorney Act</i>
<i>International Commercial</i>	<i>Public Guardian and Trustee Act</i>
<i>Arbitration Act</i>	<i>Settled Estates Act</i>
<i>Inter-Provincial</i>	<i>Substitute</i>
<i>Summonses Act</i>	<i>Decisions Act, 1992</i>
<i>Interjurisdictional</i>	<i>Succession Law</i>
<i>Support Orders Act</i>	<i>Reform Act</i>
<i>International</i>	<i>Trustee Act</i>
<i>Interests in Mobile Equipment Act</i>	<i>Variation of Trusts Act</i>
<i>(Aircraft Equipment), 2002</i>	OTHER
<i>(not in force)</i>	<i>Civil Remedies Act, 2001</i>
<i>Reciprocal</i>	<i>Donation of Food Act</i>
<i>Enforcement of Judgments Act</i>	<i>Executive Council Act</i>
<i>Reciprocal</i>	<i>Act</i>
<i>Enforcement of Judgments (UK) Act</i>	<i>Good Samaritan Act</i>
<i>Settlement of International</i>	<i>Libel and Slander Act</i>
<i>Investment Disputes Act, 1999 (not in force)</i>	<i>Lieutenant Governor Act</i>
<i>Trans-boundary</i>	<i>Members' Integrity Act</i>
<i>Pollution Reciprocal Access Act</i>	<i>Ontario Association of Former</i>
PROPERTY STATUTES	<i>Parliamentarians</i>

	<i>Act</i>
<i>Accumulations Act</i>	<i>Prohibiting</i>
<i>Aliens' Real</i>	<i>Profiting from</i>
<i>Property Act</i>	<i>Recounting</i>
<i>Conveyancing and</i>	<i>Crimes Act, 2002</i>
<i>Law of Property Act</i>	<i>Revised Statutes</i>
<i>Disorderly Houses</i>	<i>Confirmation and</i>
<i>Act</i>	<i>Corrections Act</i>
<i>Escheats Act</i>	<i>Religious Freedom</i>
<i>Expropriations Act</i>	<i>Act</i>
<i>Fraudulent</i>	<i>Time Act</i>
<i>Conveyances Act</i>	
<i>Mortgages Act</i>	DEMOCRACY
<i>Occupiers' Liability</i>	STATUTES
<i>Act</i>	
<i>Partition Act</i>	<i>Election Act</i>
<i>Property and Civil</i>	<i>Election Finances</i>
<i>Rights Act</i>	<i>Act</i>
<i>Religious</i>	<i>Electoral System</i>
<i>Organizations'</i>	<i>Referendum Act,</i>
<i>Lands Act</i>	<i>2007</i>
<i>Short Forms of</i>	<i>Representation Act</i>
<i>Leases Act</i>	<i>Legislative</i>
<i>Trespass to Property</i>	<i>Assembly Act</i>
<i>Act</i>	
	DORMANT
	ACTS
	<i>Ontario Law</i>
	<i>Reform</i>
	<i>Commission Act</i>

AGENCIES, BOARDS AND COMMISSIONS REPORTING TO THE MINISTRY

Description	Accrual 2009-10 Estimates		2008-09 Interim Actual	
	Expenditure \$	Revenue \$	Expenditure \$	Revenue \$
Assessment Review Board	8,855,800	2,400,000	8,309,500	2,215,429
Criminal Injuries Compensation Board	55,297,400		43,458,000	19,458,300
Ontario Municipal Board	7,735,400	302,500	7,834,600	237,416
Ontario Human Rights Commission	5,989,800		13,745,200	
Human Rights Tribunal of Ontario	11,116,700		8,506,700	
Human Rights Legal Support Centre	5,282,400		4,282,600	
Public Inquiries	-		15,376,500	

Legal Aid Ontario	287,781,100	50,438,223	285,811,100	50,012,092
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Interim Actuals reflect the numbers presented in the Ontario Budget

MINISTRY FINANCIAL INFORMATION

Table 1: Ministry Planned Expenditures (\$) 2009-10

OPERATING EXPENSE	1,388,213,614
CAPITAL EXPENSE	188,338,400
Total	1,576,552,014

Table 2: Operating and Capital Summary by Vote 2009-10

Vote	Estimates 2009-10	Change from 2008-09 Estimates		Estimates 2008-09	Interim Actuals 2008-09	Actuals 2007-08
	\$	\$	%	\$	\$	\$
OPERATING AND CAPITAL						
Ministry Administration	(96,415,500)	(12,741,900)	(6.1)	209,157,400	204,283,000	202,598,438
Prosecuting Crime	264,701,200	13,687,700	5.5	251,013,500	256,646,700	231,188,911
Family Justice Services	374,315,400	3,872,000	1.0	370,443,400	371,428,300	364,095,356
Legal Services	67,109,100	(15,848,700)	(19.1)	82,957,800	88,614,200	78,268,373
Court Services	536,480,000	26,713,800	5.2	509,766,800	558,791,700	472,051,097
Victim Services	132,727,300	29,653,700	28.8	103,075,500	113,393,500	206,845,980
Total Including Special Warrants	1,571,749,000	45,334,000	3.0	1,526,414,400	1,593,158,000	1,555,048,155
Less: Special Warrants	-	-	-	-	-	-
Total Operating and Capital Expense To Be Voted	1,571,749,000	45,334,000	3.0	1,526,414,400	1,593,158,000	1,555,048,155
Special Warrants	-	-	-	-	-	-
Statutory Appropriations	4,902,014	37,000	0.8	4,765,014	22,766,100	44,213,026
Ministry Total Operating and Capital Expense	1,576,552,014	45,371,000	3.0	1,531,180,414	1,615,924,100	1,599,261,181
Consolidations & Other Adjustments	74,444,000	7,927,000	12.0	66,317,000	66,317,000	48,955,400
Total Including Consolidations & Other Adjustments	1,650,796,014	53,298,000	3.3	1,597,497,414	1,682,239,100	1,648,216,581
ASSETS						
Family Justice Services	499,000	(262,000)	(34.4)	761,000	-	-
Total Operating Assets to be Voted	499,000	(262,000)	(34.4)	761,000	-	-

[View a larger version of the table](#)

Vote	Estimates 2009-10	Change from 2008-09 Estimates		Estimates 2008-09	Interim Actuals 2008-09	Actuals 2007-08
	\$	\$	%	\$	\$	\$
OPERATING AND CAPITAL ASSETS						
Family Justice Services	267,000	(232,000)	(46.5)	499,000	-	-
Prosecuting Crime	212,000	212,000	-	-	-	-
Court Services	311,000	311,000	-	-	-	-
Total Operating and Capital Assets To Be Voted	790,000	291,000	58.3	499,000	-	-

MINISTRY RESULTS-BASED PLAN 2009-10

Through its Results-Based Plan, the Ministry of the Attorney General is committed to meeting the government's Justice priority by "Keeping Families Feeling Safe and Secure" and by "Serving the Public Interest".

Keeping Families Feeling Safe and Secure

The government has committed to the result, "Keeping Families Feeling Safe and Secure". To achieve this, the ministry has established four strategies with a number of related objectives for 2009 -10.

Improve the Effectiveness of the Criminal Justice System

The ministry works to protect community, family and personal safety through the prosecution of offences in all criminal matters and all criminal appeals before all levels of courts in the province. The ministry employs over 1,000 Crown attorneys for that purpose. The ministry is working to improve the effective functioning of the criminal justice system, which receives almost 600,000 new criminal charges per year.

Justice on Target

Justice on Target and resulting initiatives are the ministry's strategy to fulfill its commitment to improve the effectiveness of the criminal justice system, and to protect public confidence in the administration of justice.

On June 3, 2008, the Attorney General announced the [Justice on Target](#) strategy. The strategy seeks to achieve faster focused justice by reducing by 30 per cent, the provincial average of length of time and number of court appearances needed to complete a criminal case. The ministry is also making criminal case statistics dating back to 2000 publicly available on the [Justice on Target](#) website.

The province has announced that it plans to meet its target by Spring 2012.

In 2008-09, [Justice on Target](#) implementation teams were named at three action sites that were chosen to participate in Phase 1 of the strategy. Two initiatives designed to reduce delay, [Dedicated Prosecution](#) and [On-site Legal Aid](#), were also expanded.

The government created the Exit Point Taskforce, made up of specialized senior Crown prosecutors, to step up the fight against repeat violent crime. The Taskforce Crowns advise police and Crown prosecutors on issues including bail, sentencing and post-sentence – the main "exit points" of the justice system.

Throughout 2009-10, the ministry will work with justice participants to develop, test, implement and share additional initiatives designed to reach the target by 2012.

In 2008 the Attorney General appointed 12 judges to the Ontario Court of Justice and six Justices of the Peace.

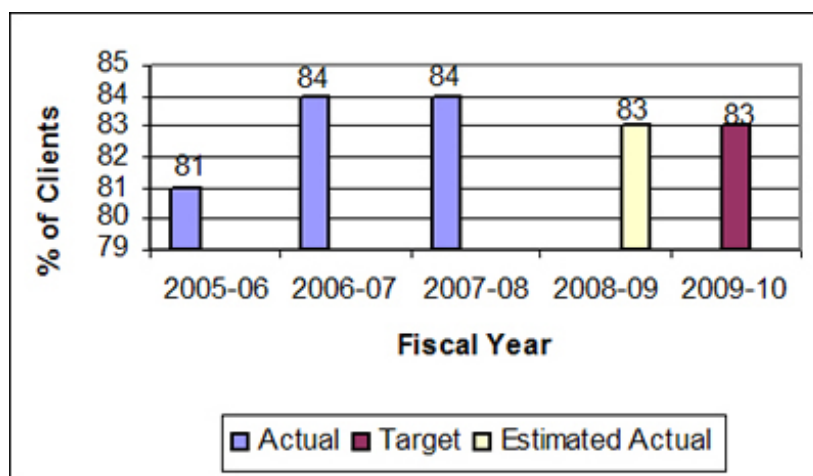
Bail Verification and Supervision Program

The Bail Verification and Supervision Program enables the release from pre-trial custody of people accused of criminal offences who are not a threat to the community, and do not have the finances or social ties to meet bail conditions. The program provides verified information to the Crown attorney and the court, so they can make bail decisions. The program also provides supervision for released accused while they are in the community awaiting trial.

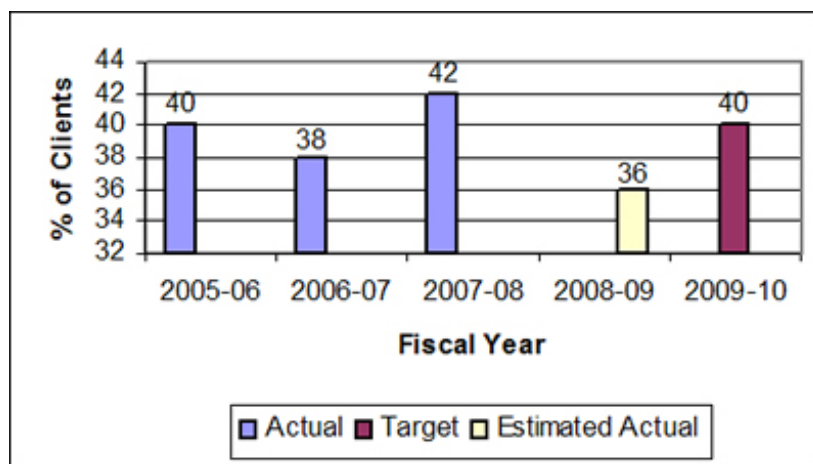
The program supports the reduction of delays in the criminal court as a cost-effective alternative to remand, by enabling the release of people who otherwise would be detained because they do not have the financial means or social ties. The program ensures the attendance of accused at court dates, reducing adjournments caused by failures to appear and thereby contributing to backlog reduction in the criminal courts.

Some key measures that demonstrate the program's performance are:

- Percentage of **Bail Verification and Supervision** clients who attend all of their court appearances



- Percentage of **Bail Verification and Supervision** clients found not guilty or all charges withdrawn at trial



Legal Aid Ontario

[Legal Aid Ontario](http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/mag_annual/rbp_2009_10.asp) (LAO), an independent agency funded largely by the Province of Ontario, is responsible for the delivery of legal aid services to low-income Ontarians.

The government's 2007 budget increased LAO's funding by \$51 million over three years. This includes \$19 million in 2009-10. This represents an increase in LAO's annual funding from the provincial government by 19 per cent from \$199.3 million in 2002-03 to \$237.2 million by 2009-10.

In July 2008, Ontario released the [Legal Aid Review](#) report written by Professor Trebilcock. The province will use this report to assist in ongoing efforts to improve Ontario's justice system and create greater access to justice for all Ontarians.

The ministry and LAO have developed a new protocol to ensure the effective use of public funds in court-ordered, government-funded criminal defences.

The expertise of Legal Aid Ontario's board has been expanded with the appointment of new members with backgrounds in financial analysis and audit.

The ministry will continue to work with [Legal Aid Ontario](#) to put legal aid application offices in Ontario courthouses and to develop a new, simplified online application process for quick, one-stop legal aid applications.

Legal Aid Ontario is embarking on a modernization program that will allow it to contribute to and benefit from Justice on Target.

Aboriginal Programs

As part of Ontario's New Approach to Aboriginal Affairs, the province supports a variety of programs that help Aboriginal people take responsibility for the administration of justice in their communities.

The province remains committed to working with the Aboriginal community to develop an Aboriginal Justice Strategy to address the overrepresentation of Aboriginal people in the criminal justice system. Ontario currently funds 11 [Aboriginal community justice programs](#) in 23 communities across the province, to allow local communities to offer culturally appropriate ways to help Aboriginal people deal with the criminal justice system.

In August 2008, Ontario announced a \$2 million [Aboriginal Victims Support Grant Program](#) to help fund community based projects to help First Nations, Métis and Inuit victims of crime. Grant recipients will be announced in the spring of 2009.

Mental Health Issues

In 2009-10, the ministry will build on existing mental health court initiatives and improve the scheduling process to speed up the flow of cases through these courts.

The Ministry of the Attorney General will also work together with other ministries to help redirect people with mental health issues out of the standard-stream justice system, by increasing the capacity of community assessment programs and establishing ways to better coordinate with existing community programs.

Better Protect Ontario's Children

In 2009-10, the government will continue to move forward family law legislation, introduced in November 2008, that would better protect and support Ontario's children and families in times of family breakdown and distress. This proposed legislation would make it safer for children by requiring more evidence for judges to consider when determining the best interests of the child in custody decisions.

It would require everyone who applies for custody of, or access to a child, to complete a sworn statement, setting out all the information that relates to the child's best interests, including how they propose to care for the child.

Non-parents who apply for custody would also be required to submit a police record check as part of the application process. This is similar to requirements already in place for jobs or volunteer activities that involve direct contact with children.

As well, non-parents who apply for custody would have to provide information to the court about the existence of any Children's Aid Society record, the time frames of the involvement and whether the record is open or closed.

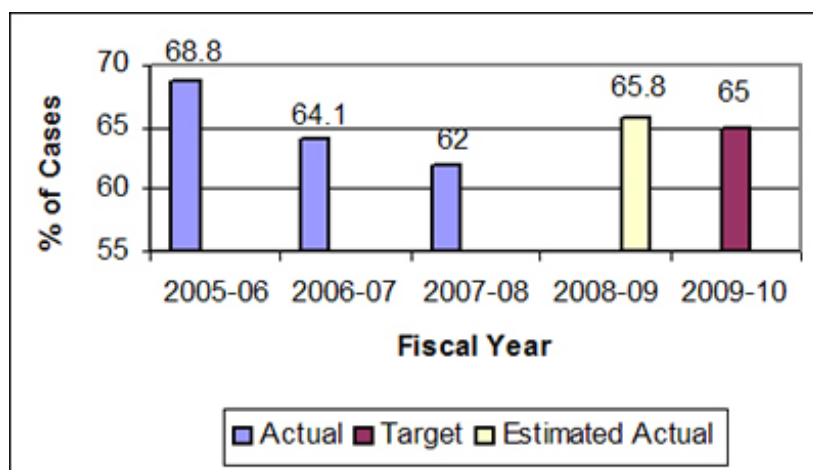
Judges would also have access to information about any other child protection or family law case involving a non-parent in a custody application.

In addition, judges would have new specific powers to control parents' harmful behaviour in custody and access disputes, such as changing the child's school or refusing to release the child's health card.

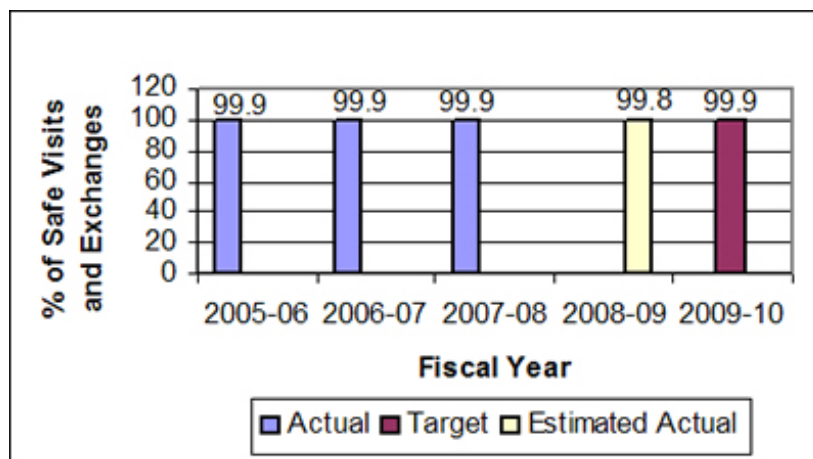
The ministry is committed to protecting Ontario's children with a range of services provided by the [Office of the Children's Lawyer](#) and the [Supervised Access Program](#).

Some key measures that demonstrate the performance of these programs are:

- Percentage of custody/access cases involving the **Office of the Children's Lawyer** that are settled without a trial



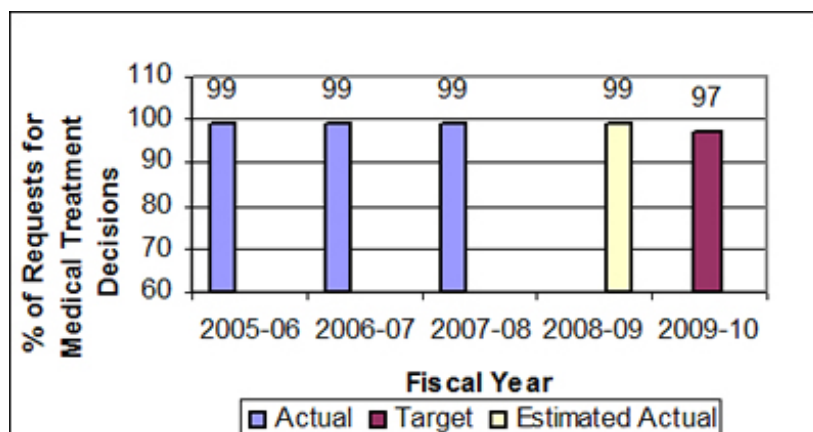
- Percentage of safe visits and exchanges without incident between children and their non-custodial parent in **Supervised Access Centres**



Protect the Interests of the Most Vulnerable

The ministry provides and supports a wide array of services for vulnerable people through community, agency and court-based initiatives. This includes decision-making by the [Office of the Public Guardian and Trustee](#) for mentally incapable people with no one else to act on their behalf. A key measure that demonstrates the performance of this program is:

- Percentage of requests for medical treatment decisions for mentally incapable adults responded to within 24 hours by the **Office of the Public Guardian and Trustee**



The ministry is responsible for the [Ontario Human Rights Code](#) and for the arm's-length agencies that administer the Code. The new human rights system was launched in June 2008, and consists of the [Human Rights Tribunal of Ontario](#), [Ontario Human Rights Commission](#) and the new [Human Rights Legal Support Centre](#). The new system reinforces Ontario's leadership in human rights and addresses systemic discrimination.

In 2008-09, the ministry supported the implementation of the new system with \$14.1 million additional, one-time funding, in addition to the annual funding allocated to it. In 2009-10, the ministry will continue to support the human rights system with \$22.4 million in funding.

The ministry is responsible for the administration of the [Criminal Injuries Compensation Board](#) (CICB), which awards compensation to victims of crime committed under certain Criminal Code offences. In August, 2008, former Chief Justice Roy McMurtry's report [on Financial Assistance for Victims of Violent Crime in](#)

[Ontario](#) was released.

In his report, Mr. McMurtry noted that Ontario has been, and continues to be, a leader in providing assistance to victims of crime and serves as a model to other Canadian and international jurisdictions.

Ontario is using one-time funding to build on improvements made to victim services, including investing nearly \$115 million of one-time funding in the Criminal Injuries Compensation Board to benefit approximately 9,000 victims of crime and their families.

The ministry will continue to support the CICB as it works to reduce its caseload. The current backlog caseload has been reduced to approximately 2,700 cases from 8,000 cases on April 1, 2008. The backlog is scheduled to be eliminated by December 31, 2009.

In 2008, the [Victim/Witness Assistance Program](#) provided services to more than 73,390 people in Ontario. In 2009-10, the program will continue to provide support and information throughout the court process to the most vulnerable victims and witnesses of violent crime, including victims of domestic violence, child abuse, sexual assault, and hate crimes, as well as elderly victims and the families of homicide victims. More than 90 per cent of clients surveyed in 2008 were satisfied with the services they received. The program is available in all 54-court districts across the province.

Family Law Reform

In addition to helping Ontario's children, the province's proposed [family law reform legislation](#) would, if passed, better protect and support families in times of family breakdown and distress by:

- strengthening abuse prevention for women and children by prosecuting breaches of restraining orders as criminal offences and by providing the Court with clear guidance with respect to the test to be applied and the terms to be included;
- developing a plain-language guide for victims about the kinds of protections that can be sought and how to get them;
- eliminating costly battles over the division of pensions by clarifying the law;
- reducing family court battles and helping children receive the support they are entitled to through automatic annual financial disclosure.

Deliver a Modern and Efficient Court System

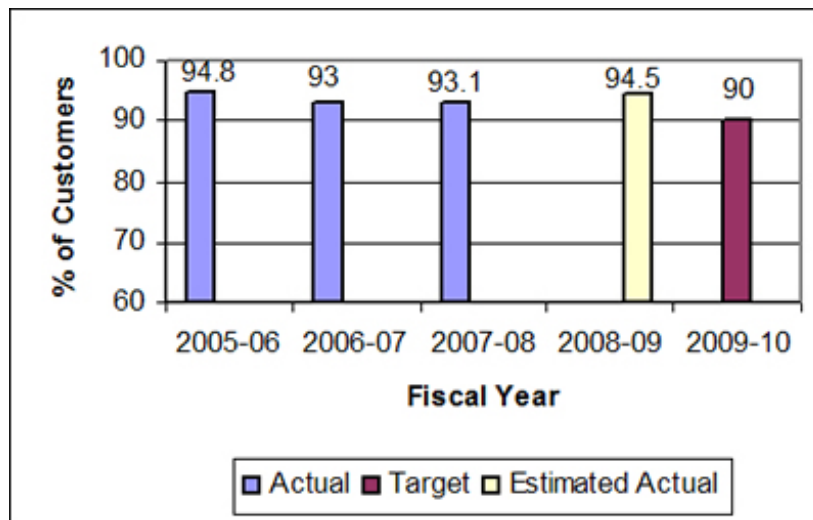
The ministry is responsible for the administration of criminal, family, civil and small claims courts in Ontario. It is committed to providing a modern and professional court service that supports accessible, fair, timely and effective justice. Services include:

- providing public information at court counters and information centres;
- maintaining court records;
- providing courtroom support for the judiciary;
- managing juries;
- delivering family and civil mediation programs;
- enforcing court orders;

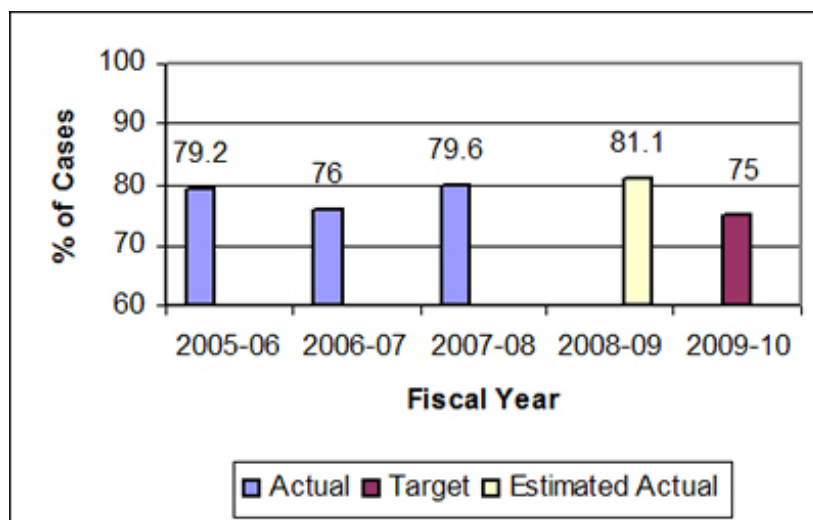
- providing administrative support for the appointment of judges and other judicial officials.

Some key performance measures that show how these services enhance access to justice include:

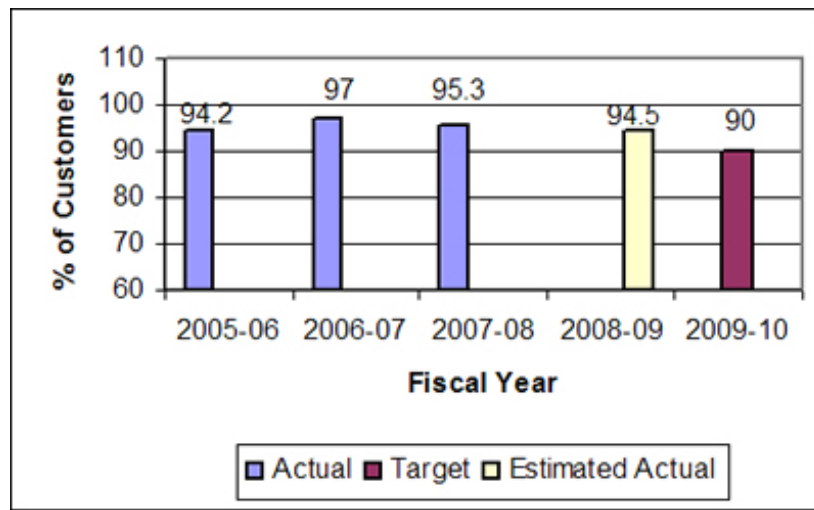
- Percentage of **Civil Court** customers with single filings who were served in less than 20 minutes



- Percentage of cases that proceeded to **Family Mediation** that were fully or partially settled



- Percentage of **Small Claims Court** customers with single filings who were served in less than 20 minutes



In addition to the [Justice on Target](#) strategy designed to improve the criminal justice system, and the family law legislation designed to better protect Ontario's families in times of family breakdown, the province also introduced civil justice reforms in 2008.

The new civil justice reforms include 25 significant changes to the rules of Ontario's civil courts that will simplify, speed up, and lower the costs of resolving disputes. The province is also increasing the monetary limit of the Small Claims Court from \$10,000 to \$25,000 effective January 1, 2010. This will provide a faster and more affordable option to Ontarians and businesses that are unable to resolve their own disputes.

The civil law reforms are based on recommendations from the [Civil Justice Reform Project](#), led by former Associate Chief Justice Coulter Osborne, and follow the advice received by the Attorney General from Ontarians on a civil justice tour covering all regions of Ontario.

Ontario is creating a modern, effective and accessible justice system by funding an accelerated new courthouse construction program and investing in existing courthouses.

Construction of the Durham Consolidated Courthouse is well underway and expected to be completed in December 2009. Construction of the new Waterloo Region Consolidated Courthouse is expected to begin in early 2010. Sites have been selected for the Quinte Consolidated Courthouse and the Thunder Bay Consolidated Courthouse. Site selection is underway for a consolidated courthouse that will be built in St. Thomas. In 2008-09, the ministry initiated facility planning studies to determine requirements for the Guelph/Wellington Consolidated Courthouse (completed) and the Kingston Consolidated Courthouse (to be completed in summer 2009).

The ministry continues to work to increase accessibility in Ontario courthouses. In 2009-10, the ministry will launch an Accessibility Coordinator function for all full-time court locations. By the beginning of 2010, the ministry plans to expand this function for all court locations, including satellite and fly-in courts.

Serving the Public Interest

Through its Legal Services Division, the ministry supports the role of the Attorney General as [Chief Law Officer of the Crown](#). It provides the government with expert legal services, advocacy and representation before tribunals and at all levels of court. The percentage of government clients satisfied with services

provided by the Legal Services Division was 93 per cent in 2007-08 and is expected to be 93.5 per cent in 2008-09. This satisfaction rate is expected to be similar for 2009-10.

In August 2008, the Attorney General launched [Justice Ontario](#), a new one-stop, easy-to-use website and telephone hotline that gives all Ontarians an entry point for accessing legal resources and basic information on the most common justice-related topics.

Special Investigations Unit

The [Special Investigations Unit](#) (SIU) is a civilian law enforcement agency, independent of the police, that investigates circumstances involving police and civilians which have resulted in serious injury, including sexual assault, or death. The Unit reports to the Attorney General, however the SIU's investigations and decisions are also independent of the government.

On September 30, 2008 the Ontario Ombudsman released the results of his investigation into the Special Investigations Unit's operational effectiveness and credibility. In his [report](#), he provided 46 recommendations directed toward the SIU, the Ministry of the Attorney General, and the Government of Ontario.

In response to the report, the Ministry of the Attorney General committed to a number of recommendations, including providing an additional \$700,000 to fund eight new SIU staff, including civilian investigators and community outreach staff.

The ministry will continue to work with the SIU in 2009-10 to further address recommendations.

Public Inquiries

The [Cornwall Public Inquiry](#) into the institutional response to allegations of abuse of young people concluded its activities on February 27, 2009. Headed by Justice Normand Glaude, this inquiry looked into the response of the justice system and other public institutions to the allegations of historical abuse. It also considered processes, services and programs that would encourage community healing and reconciliation. Justice Glaude will submit his final report of the Cornwall Inquiry by July 31, 2009.

In response to the Honourable Mr. Justice Stephen Goudge's [report](#) of the public inquiry into the oversight of Ontario's pediatric forensic pathology system, the Ministry of the Attorney General has established a review team for "shaken baby" death cases and a committee to consider issues of compensation related to Dr. Charles Smith's work. They will continue their work in 2009-10.

Independent Police Review Office

Based on recommendations made by the Honourable Patrick J. LeSage following his extensive study of Ontario's police complaints system, the ministry created the Independent Police Review Office to handle public complaints about the police in Ontario.

In June 2008, Gerry McNeilly was appointed Director of the Independent Police Review Office. He is currently working on implementation of the new police complaints system, which is expected to be operational in 2009.

The ministry is committed to a police complaints system that has the confidence and respect of the public and the police.

In 2009-10, the ministry will continue to support the Independent Police Review Office so that it can meet its facility, IT and human resources needs.

For more information on the Ministry's programs and services, please contact the Ministry of the Attorney General at 1-800-518-7901 or visit www.ontario.ca/attorneygeneral.

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