

# ***9th CONFERENCE FOR DIRECTORS GENERAL OF PROBATION***

## ***Probation in the New Normality***

***23-25 November 2021***

***Royaumont Abbey, Asnieres-sur-Oise in Val-d'Oise***

### **LEADERSHIP IN PRACTICE: New Directions, New Developments and Service Delivery**

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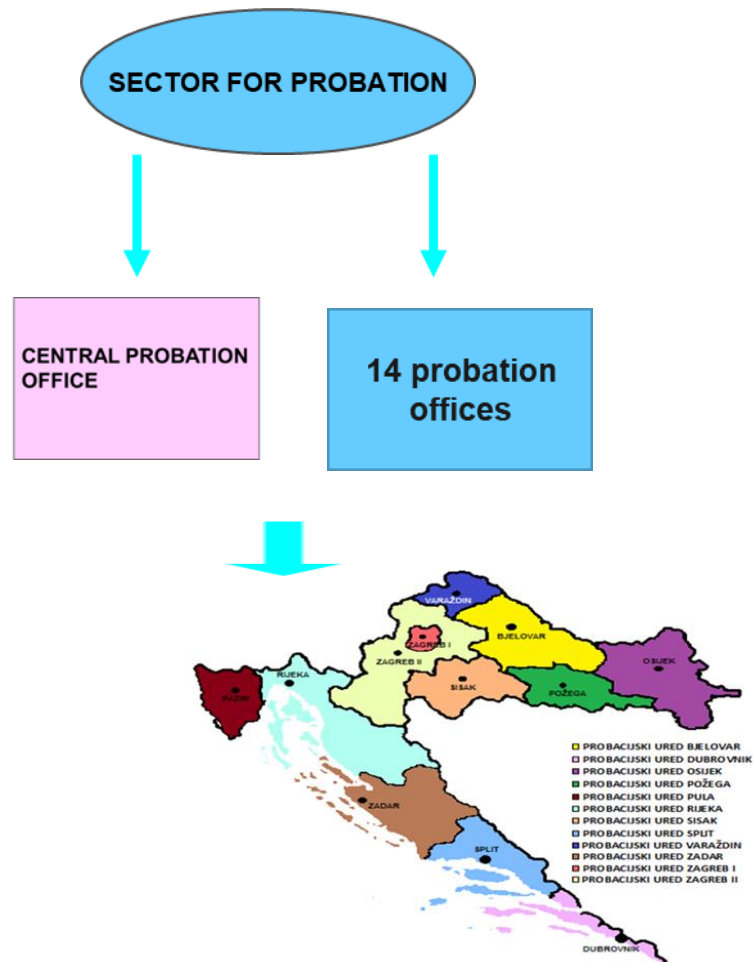


**JANA ŠPERO, Director General**  
**Directorate for Prison System and Probation**  
**Ministry of Justice and Public Administration**  
**Republic of Croatia**

# HAPPY ANNIVERSARY



# PROBATION SERVICE IN CROATIA





# 1. International Conference of the Croatian Probation Service „10 + Experiences and New Challenges of Probation Development” (Zagreb, October 2021)



# VERIFICATION OF THE EFFECT OF PROBATION SERVICE

35 000 cases received

30 000 cases completed

89,5%  
cases successful

NATIONAL ACCEPTANCE

INTERNATIONAL  
PROJECTS

ONGOING  
DEVELOPMENT

INTERNATIONAL  
COOPERATION

RESULTS OF WORK

AWARDS





2020/2021



COVID

EARTHQUAKE(S)





# PLANNING FUTURE: LEADERSHIP IN „NEW NORMAL”

UNCERTAINTY

FLEXIBILITY

CREATIVITY



COOPERATION

INTERNATIONAL  
EXPERIENCES

TEAM WORK

BRAVERY

# PLANNING FUTURE: PROBATION STAFF = KEY TO SUCCESS

**SUPPORT**

**EDUCATION**

**INCLUSION**

**FREEDOM**

**UNDERSTANDING**

**ASSISTANCE**





# NEW DIRECTIONS

**THE USE OF  
TECHNOLOGY**



**OUTDOOR**

# NEW DEVELOPMENTS

NEW PROJECTS



NEW IDEAS



ERASMUS + „Virtual reality”

NEW TASKS





# SERVICE DELIVERY

- NEW GOOD RESULTS OF PROBATION WORK
- COMMUNICATION AND COOPERATION WITH ALL STAKEHOLDERS
- MORE ATTENTION TO CLIENT CIRCUMSTANCES
- PLAN „B” FOR ALL TASKS
- E-WORK
- HEALTH INSTRUCTIONS

# SOME IDEAS...





# INTERNATIONAL COOPERATION



# CROATIAN PROBATION SERVICE

## GLANCE AT THE PAST- PRIDE



## GLANCE TO THE FUTURE DETERMINATION



**Thank you for your attention!**



***Take care***



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