

AOTEAROA BEST PRACTICE DISPUTE RESOLUTION FRAMEWORK – AT A GLANCE

5 BEST PRACTICE PRINCIPLES

PRINCIPLE 1
User-focussed and accessible

PRINCIPLE 2
Independent and fair

PRINCIPLE 3
Efficient

PRINCIPLE 4
Effective

PRINCIPLE 5
Accountable

9 STANDARDS

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	Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6	Standard 7	Standard 8	Standard 9
	Consistent with Te Tiriti o Waitangi	Accessible to all potential users	Impartial	Independent	Information about parties and disputes is used appropriately	Timely	Promote early resolution and support prevention	Properly resourced to carry out the service	Accountable through monitoring and data stewardship
35 CAPABILITY AREAS	Dispute resolution processes	Build awareness	Perception of users	Perception of users	Confidentiality	Design and operations	Supporting early resolution	Funding model	Data capability and data practices
	Relationships with Māori	Facilitating entry	Processes	Funding and governance	Privacy	Reducing delays	Data and monitoring	Allocation and level of funding	Availability, accessibility and openness of data
	Equitable outcomes	Equitable access	Staff and practitioners	Processes	Official Information Act	Reasonable timeframes/limits	Sector coordination	Competence	Trust - Partnership, participation and protection
	Māori/Crown relationship	Support and assistance		Staff and practitioners		Information about progress		Capacity building	
				Conflict of Interest		Monitoring, evaluation and reporting		Growing maturity	