

DISPUTE RESOLUTION BEST PRACTICE FRAMEWORK

5 BEST PRACTICE PRINCIPLES

PRINCIPLE 1 User-focussed and accessible	PRINCIPLE 2 Independent and fair	PRINCIPLE 3 Efficient	PRINCIPLE 4 Effective	PRINCIPLE 5 Accountable
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9 STANDARDS

35 CAPABILITY AREAS	Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6	Standard 7	Standard 8	Standard 9
	Consistent with Te Tiriti o Waitangi/Treaty of 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
	<i>Dispute resolution processes</i>	<i>Build awareness</i>	<i>Perception of users</i>	<i>Perception of users</i>	<i>Confidentiality</i>	<i>Design and operations</i>	<i>Supporting early resolution</i>	<i>Funding model</i>	<i>Data capability and data practices</i>
	<i>Relationships with Māori</i>	<i>Facilitate access</i>	<i>Processes</i>	<i>Funding and governance</i>	<i>Privacy</i>	<i>Reducing delay</i>	<i>Data and monitoring</i>	<i>Allocation and level of funding</i>	<i>Availability, accessibility and openness of data</i>
	<i>Equitable outcomes</i>	<i>Equitable access</i>	<i>Staff and practitioners</i>	<i>Processes</i>	<i>Official Information Act</i>	<i>Reasonable timeframes</i>	<i>Sector co-ordination</i>	<i>Competence</i>	<i>Trust - Partnership, participation and protection</i>
	<i>Māori/Crown relationship</i>	<i>Support and assistance</i>		<i>Staff and practitioners</i>		<i>Information about progress</i>		<i>Capacity building</i>	
			<i>Conflict of interest</i>		<i>Monitoring, evaluation and reporting</i>		<i>Growing maturity</i>		