

Key National Principles for Resolution of Disputes

THE NATIONAL ALTERNATIVE DISPUTE RESOLUTION ADVISORY COUNCIL (NADRAC)

Justice in society and social inclusion is improved and advanced by:

1. encouraging people in dispute to take responsibility for their dispute and to take genuine steps to resolve or narrow their dispute before court or tribunal proceedings are commenced
2. encouraging people in dispute to continually consider and re-consider, and where appropriate pursue, alternative dispute resolution processes to resolve or narrow their disputes prior to and at all stages of the litigation process
3. ensuring that court and tribunal hearings are primarily reserved, and readily available, for those cases that cannot justly be resolved in any other way or in which there is a significant public interest in their being determined by a judge or tribunal member in a public venue
4. ensuring people in dispute obtain information necessary to enable them to choose the most suitable dispute resolution process for their dispute
5. ensuring people who use dispute resolution services have a sufficient understanding of what they should expect from the process and the practitioner
6. ensuring that dispute resolution services and practitioners meet standards sufficient to protect the users of dispute resolution services from harm and to ensure that dispute resolution services continue to provide an effective and valued service, and
7. fostering consistent use of dispute resolution terms to clarify differences in the dispute resolution processes available and to enhance community understanding of and confidence in dispute resolution services.