

# TE AU REKA

## Improving access to justice and the integrity of courts and tribunals

Te Au Reka is a new digital case and court management system that will help to transform the administration of justice in New Zealand. It is a joint initiative of the Ministry of Justice and the judiciary, respecting our joint and separate responsibilities.

### Key Outcomes: improving access to justice

#### Reduced stress and harm

- Participants will be able to access case information and keep up to date with what's happening, reducing non-meaningful events.
- Judges will have all available information to make decisions and increased confidence their decisions will be correctly actioned by the court.
- Removing manual processes will reduce stress and the energy needed by the registry to mitigate the risk of mistakes.

#### Reduced churn

- Cases are more likely to progress on the day because the court is able to proactively case manage and make earlier decisions regarding readiness to proceed.
- Lawyers, third-parties and participants will be reminded about their upcoming responsibilities, so will be better prepared.
- Less time will be spent waiting for administrative activities to be completed after an event.

#### Improved effectiveness

- Unnecessary administration, data entry, double-handling and rework will be removed.
- Easier access to information online will reduce wasted time and effort spent searching.
- Work can be redistributed in response to demand and to where there is capacity.

#### Increased transparency

- Improved visibility of case progression and any blockages makes it possible to reprioritise and redistribute work in real time.
- Quality court performance information supports court management and continuous improvement.
- Greater transparency of adjournments and delays enables judges to hold people to account.

#### Improved resilience

- It will be easier to implement new legislation and rule changes.
- Gains from improvement activities will be greater and more sustainable.
- It will enable the ability to retain currency as digital innovations occur.
- Courts can continue to function in an emergency eg, earthquake, pandemic or weather event.

#### Creates new choices

- We can invest our capacity differently (eg, in people, communities and activities that support case progression rather than in paper/risk mitigation).
- Provides more options around where we undertake work and how we use property and other assets.
- Quality data will help us gain deeper insights to inform policy and design choices.

## What Te Au Reka will mean to

### New Zealanders

- will file, pay and track their case online
- will have a single source of trusted information
- will receive consistent, timely responses about their cases
- will have greater certainty their case will progress on the day
- will experience less stress and uncertainty.

### Courts

- will have systems and processes that support them to manage cases
- will be able to focus on the activities that help progress cases and support participants and communities
- will reduce risks to privacy, security and the integrity of the official court record
- will have improved resilience in the event of an emergency
- will have greater transparency of where the blockages are occurring.

### Judiciary

- will have greater confidence that their decisions and requests are actioned correctly and without delay
- will have all available information and can intervene if it's not provided
- will have access to the court file and the ability to work anywhere in the country
- will have increased transparency of the courts and the actions of participants, holding people to account for non-compliance.

## What Te Au Reka includes

Te Au Reka delivers modern capability in five key areas:

- **Online portals** - supporting participants to file, pay and track progress.
- **Logistics management** - supporting the right things to occur at the right time.
- **Content management** - supporting management, privacy and access to information
- **Procedural management** - supporting procedural processes, including judicial decisions
- **Administration management** - supporting the activities that underpin court processes

## Strategic alignment



## Our principles

We will use this opportunity to build our change and project capability

- We will build internal capability to undertake similar projects by providing opportunities for our people.
- We will seek people from the Ministry and public service and actively empower, coach, and support them to gain and transfer skills.

We value the experience and knowledge of those involved in courts and tribunals.

- We will provide meaningful ways for people to contribute to shaping our future and to developing tools and processes.
- We will use a range of methods to engage and involve people.

We will take a learning, iterative and exploratory approach, open to change as we learn new things.

- We will enable our approach to shift as we learn new things.

## Collective endeavour

- Te Au Reka is a joint initiative between the Ministry and the judiciary, reflecting the joint and separate accountabilities for the administration of the courts, the use of digital solutions, and the judiciary's responsibilities regarding court information.
- The Ministry and judiciary are both represented on the Programme Steering Group, and were actively involved in the procurement process to find a supplier to work with us to deliver Te Au Reka.
- All parts of the Ministry are involved, either directly or indirectly, and we need to work together to achieve the vision. We will need to involve a range of external stakeholders including from across the public sector, the legal profession and third-party providers.

## Procurement process

Te Au Reka procurement has been an intensive process. It is the first procurement involving the judiciary.

The procurement process has been designed to reflect the importance of Te Au Reka to New Zealand and learnings from other digital investments, internationally and in the public service. In particular, the procurement process:

- Provided vendors with more in-depth and extensive materials
- Provided more opportunities to meaningfully engage and build collective understanding, including an 8-day induction process with the two short listed vendors
- Identified the trade-offs between vendors and enabled the governance group to determine which trade-offs can be best mitigated
- Supported better commercial transparency and improved negotiations, including parallel negotiations with the two short-listed vendors
- Enabled the two short-listed vendors to reflect what they had learnt through the procurement process in their final offers.

## Implementation

Te Au Reka will be implemented in 3 phases

<b>Phase 1</b>	<p><b>Phase 1</b></p> <p>Family Court</p> <p>Plus: Proof of concepts for District Court Criminal and High Court Civil</p> <p><i>Scope and define of Phase 1 is planned for September 2023—June 2024.</i></p> <p><i>Estimated completion: FY 2025/2026*</i></p>
<b>Phase 2</b>	<p><b>Phase 2</b></p> <p>District Court Criminal, including Youth Court and District Court Civil</p> <p><i>Estimated completion: FY 2026/2027*</i></p>
<b>Phase 3</b>	<p><b>Phase 3</b></p> <p>Senior Courts (High Court, Supreme Court, Court of Appeal), Environment Court, Coroners Court, Disputes Tribunal</p> <p><i>Estimated completion: FY 2027/2028*</i></p>

\*Following scope and define for Phase 1 we will finalise the timeline.

Each phase comprises 5 stages: Scope, Define, Build, Acceptance and Deploy. The initial Statement of Work is focused on the first two stages: Scope and Define.

- **Scope** aims to achieve greater accuracy of scope. This phase defines the outcomes and requirements the Ministry and judiciary are seeking and what the vendor's priorities need to be. The vendor will also access the requirements against the out-of-the-box ("OOB") functionality.
- **Define** formalises the planning from the Scope stage and establishes the solution foundation and design in preparation for the Build stage. This stage aims to define how requirements will be implemented, including the foundational configuration of the solution and the design of specific modifications.
- **Build** involves the iterative build and verification of the complete set of configuration and functional testing.
- **Accept** is where all the efforts of the previous phases culminate in a solution that is ready for acceptance testing. Key activities in this phase include training, user acceptance testing, and preparing for go-live.
- **Deploy** involves final Go-Live Cutover activities to the production system, Go-Live support and transition to support. Deploy is the first step of rolling out the solution.