



MINISTRY OF  
**JUSTICE**  
*Tabū o te Ture*

# Te Au Reka

## Capability model

Te Tāhū o te Ture  
Ministry of Justice

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# Te Au Reka capability model

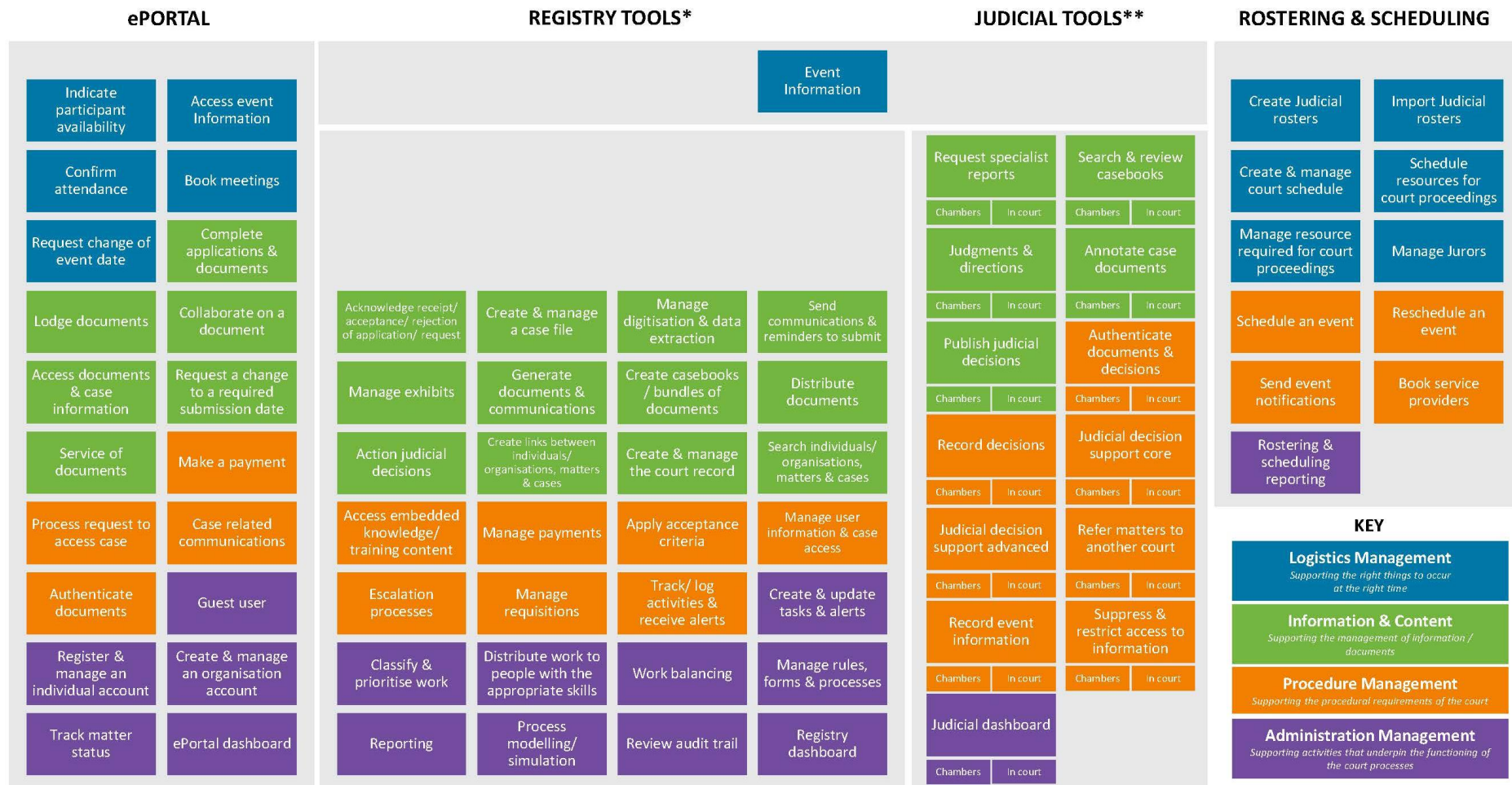
The capability model below illustrates the solution's required functionality in five key areas:

- Online portals (ePortal) – supporting participants to file, pay, access case information and track the progression of their case online.
- Logistics management – supporting the right things to occur at the right time.
- Content management – supporting the management, privacy and access to court and tribunal information.
- Procedure management – supporting the application of the procedural requirements of courts and tribunals, including judicial decisions.
- Administration management – supporting the administrative activities that underpin the functioning of the court and tribunal processes.

The solution will cover all stages in the courts and tribunal processes.



# Te Au Reka capability model



**KEY**

- Logistics Management**  
*Supporting the right things to occur at the right time*
- Information & Content**  
*Supporting the management of information / documents*
- Procedure Management**  
*Supporting the procedural requirements of the court*
- Administration Management**  
*Supporting activities that underpin the functioning of the court processes*

\* Includes use by Judicial officers where appropriate  
 \*\* Includes use by registry staff where appropriate

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Capability	Description
<b>ePortal</b>	
Indicate participant availability	Participants can indicate availability / non-availability to the Court, for scheduling purposes, to ensure effective use of court time and resources.
Access event information	Participants can view hearing dates and related case material to meet their obligations to prepare for and participate in court events.
Confirm attendance	Participants can confirm their attendance to ensure an event can proceed and support the effective use of court time and resources.
Book meetings	Participants can book meetings to prepare for or progress cases where appropriate.
Request change of event date	Where appropriate, participants can request a change to a scheduled hearing date where circumstances warrant an adjournment.
Complete documents	External users can easily access and complete documents and applications online to meet legislative and operational requirements.
Lodge documents	External users can upload / submit documents against a case to meet court timeframes.
Collaborate on a document	Participants can collaborate to complete and lodge documents within required court timeframes.
Access documents & case information	External users can access documents and case information that they are authorised to access for progression and completion of case work.
Request a change to a required submission date	A participant can request a change to the due date of a task where circumstances warrant it, and case progression is maintained.
Service of documents	Participants can select their preferred methods for being served documents. Ensure service is completed in a legally compliant manner and supports case progression.
Make a payment	Participants can pay court related fees and costs through the portal to meet legislative requirements and fee regulations.
Process request to access case	External users are granted access to case information that they are authorised to access.
Case related communications	External users send and receive case notifications through their requested channels.
Authenticate documents	Participants can file legally compliant authenticated documents.
Guest user	Members of the public can create and file applications / documents without having to register and create an ePortal profile.
Register & manage an individual account	Members of the public, after supplying appropriate credentials can register and create a profile that allows case access and participation. They can also manage their own account information settings, including updating their personal details and specifying notification preferences.
Create & manage an organisation account	An organisation can register and create a profile and manage its users so the appropriate people within the organisation can access the cases they need to.

Capability	Description
Track matter status	Participants can track their matters, ensuring they are informed and able to participate in court activities.
ePortal dashboard	External users can search, view, filter and manage applications, documents, notifications, payments and other functions through a dashboard if they are registered users.
<b>Registry tools</b>	
Event information	Judicial officers and registry staff can view all scheduled events, as well as the case information and documents related to those events. This enables registry staff to prepare case files for judges and judges to prepare for both in-court and out-of-court events.
Acknowledge receipt/ acceptance/ rejection of application/ request	Registry staff will acknowledge receipt of filing and advise application outcome (such as acceptance or rejection) with reasons.
Create & manage a case file	A case file is a single place where all documents, activities, decisions and any other case related information is kept. Registry staff can create a case file that will be uniquely identified. All case management activities can then be undertaken against the case file.
Manage digitisation & data extraction	The solution can receive electronic and scanned documents, and extract data from uploaded documents to ensure the completeness of the electronic court record.
Send communications & reminders to submit	Participants are reminded when a task or submission is due, ensuring the completion of activities to maintain case progression.
Manage exhibits	The location, ownership, disposal / return, and access to exhibits is always securely managed and tracked.
Generate documents & communications	The solution will support the generation and construction of documents that are legally compliant and fit for purpose. The solution will support the generation of communications for multiple channels (eg portal notifications, emails).
Create casebooks / bundles of documents	Users can identify the required documents for the casebook / bundle and collate them in a manner that meets the requirements for the court hearing. In some jurisdictions (eg civil), the counsel normally has the responsibility of compiling the casebook / bundle of documents and presenting to the court for filing. Therefore, the key features below should be applicable to both internal and external users.
Distribute documents	Registry can distribute documents to the appropriate recipients at the right time to ensure legal obligations are met and participants are appropriately informed.
Action judicial decisions	Registry can action tasks arising from judicial decisions in a timely manner that supports case management.
Create links between individuals/organisations, matters & cases	Individuals, organisations, matters and cases can be linked together, to provide the court a comprehensive view of current and historical proceedings related to that individual or organisation. The links will enable the court to view information from different perspectives and groupings.
Create & manage the court record	Documents and information that form the court record are identified and can be grouped and managed to meet court search, retention and disposal rules.

Capability	Description
Search individuals / organisations, matters & cases	The registry can search for individual or organisation profiles, matters and cases to complete case management activities.
Access embedded knowledge / training content	The registry can access training tools and knowledge bases from within the solution to support the completion of tasks. External users can also receive intuitive and unobtrusive help when using the portal.
Manage payments	Registry staff can request and process payments so that they are correctly linked to the activity, cost code and responsibility centre and can be reconciled.
Apply acceptance criteria	The solution will apply automatic acceptance criteria to filed applications and documents, and alert the registry to any non-compliance. This will ensure filed information will be accurate, complete and legally compliant.
Manage user information & case access	Registry can update user profiles and grant case access to ensure the correct participants have the right access to the right case files. Registry staff and court managers can manage internal access to cases.
Escalation processes	Registry can intervene and escalate to support case progression. This will happen where court processes have not been followed, timelines are not met, or unforeseen circumstances have arisen.
Manage requisitions	Registry can arrange, manage, and pay for services required by a court to support case progression.
Track/log activities & receive alerts	Registry can track activities and receive alerts related to any non-compliance with activities or sensitivities/risks (eg name suppression). This will ensure information is provided at the right time to inform decisions and support case progression.
Create & update tasks & alerts	Tasks and alerts can be created for registry/judiciary and/or participants to notify them of work that needs to be completed or is overdue. This is done to support case progression.
Classify & prioritise work	The solution can classify and prioritise work so that it can be distributed to staff with the appropriate skills and role to complete the work within the required timeframes.
Distribute tasks to people with the appropriate skills	The solution and registry can distribute tasks to people with the appropriate skills against a skills/role matrix for the jurisdiction and location.
Work balancing	The solution and registry can distribute and reallocate work depending on their workload, and the workload of the court to manage demand effectively.
Manage rules, forms & processes	Ministry technical support staff can configure and apply case management rules when building a new form or business process.
Reporting	Ministry technical support staff can view, modify, create and run reports to generate information required to manage court operations.
Process modelling/simulation	Ministry technical support staff can create simulations, prototypes and/or pilot versions of workflow to test different scenarios to support changes in business process.
Review audit trail	Internal users can view audit trails of all access, activities and data changes within the solution.

Capability	Description
Registry dashboard	Registry can search, view, filter and manage tasks and alerts through a dashboard.
<b>Judicial tools</b>	
Request specialist reports	Judicial requests for specialist reports are captured and routed to appropriate staff to action. This includes requesting service provisions for people to attend programmes or other services.
Search & review casebooks	Users can search and easily navigate casebooks to retrieve information they need and are authorised to access.
Judgments & decisions	A judicial officer can prepare, authenticate and release their decisions to progress or finalise a case.
Annotate case documents	Judicial officers can annotate case documents for their use and for those they authorise to view. Annotations support judicial preparation for hearings and the formulation of judicial decisions.
Publish judicial decisions	Judicial publications officers can follow judicial direction and publish their judicial decisions.
Authenticate documents & decisions	Judicial officers can authenticate their directions and decisions in a legally compliant way.
Record decisions	Judicial officers and registry can record judicial decisions electronically in court or from any other location. This is done to support case progression through to disposal and to meet the requirements for maintaining the court record.
Judicial decision support core	Judiciary can create, view, search and access reference material from within the solution to support the making of judicial decisions.
Judicial decision support advanced	Judiciary can access reference material from within the solution to support the making of judicial decisions.
Refer matters to another court	Judicial officers can direct that a matter be heard next in a different location or a different jurisdiction. Where an appeal is lodged, court information from the lower court can be transferred to the appellate court.
Record event information	Judicial officers and registry can record information relating to events ensuring a complete court record, effective case management and data analytics to support Te Au Reka.
Suppress & restrict access to information	Apply restrictions to suppressed information in compliance with legislation and/ or judicial direction. This is done to ensure the security and safety of case information.
<b>Rostering &amp; Scheduling</b>	
Create Judicial rosters	Judicial officer rosters can be created by the judicial roosting team to build a court schedule.  The Judicial Roster is roosting judicial resource to a location and jurisdiction.
Import Judicial rosters	Judicial officer rosters, which are created elsewhere rather than on Te Au Reka, can be imported so registry can build a court schedule that effectively uses judicial time and resources.

Capability	Description
Create & manage court schedule	A scheduler can create a court schedule that provides visibility of all in and out-of-court work scheduled to judicial officers in each courtroom nationally. Creation of the court schedule allows the registry to effectively schedule events and utilise judicial and court resources.
Schedule resources for court proceedings	Ministry staff can be scheduled to different locations to support court hearings and effectively utilise Ministry resources.
Manage resource required for court proceedings	Registry can request, book, schedule and manage resources required to support an event, such as remote participation equipment, to ensure that scheduled events proceed. Requests to providers can be tracked to ensure appropriate resources are available for the scheduled event.
Manage Jurors	Manage the end-to-end process of juror management, to ensure there are the right number of confirmed jurors for jury trials to proceed.
Schedule an event	Registry can schedule a specific case against an available activity/event in the court schedule, to ensure effective use of judicial time and court resources.
Reschedule an event	Registry can reschedule events that cannot proceed as scheduled due to unforeseen circumstances or a problem with any, or all, of the following: date, time, or location. This is done to ensure the optimisation of court resources and support access to justice.
Send event notifications	Participants and interested parties can choose to receive reminders of upcoming court hearings, in a way that suits them, to better ensure event attendance.
Book service providers	Registry can search for, book and confirm external service providers for a hearing.
Rostering & scheduling reporting	Create, run, view, and modify court reports to support scheduling decisions, identify gaps and trends, forecast workload, and monitor performance.



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