



**State Courts Centre for Dispute Resolution**  
*Resolutions without Conflict*

*Volunteer Mediators Training*  
*14 September 2017*

*Welcome by PDJ James Leong*



**SCCDR – Case Performance Indicators**

- With the invaluable assistance of our VMs, SCCDR mediated about 6,000 cases annually since 2014
- Our overall settlement rates have consistently exceeded 85% in the last 3 years
- Civil suits and Magistrate's Complaints accounted for approximately 94% and 5% of the total caseload respectively

## SCCDR – 2015 Court Users Survey

- From the 2015 Court Users Survey (published in 2016), 98% of the respondents agreed that alternate dispute services at SCCDR met their expectations in providing satisfactory resolution of disputes (2017 Court Users Survey is in progress).

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## SCCDR – 2016 Stakeholders and Strategic Partners Survey

- From the 2016 Stakeholders and Strategic Partners Survey, 98% of the State Courts' stakeholders, including volunteer mediators, agreed that they have confidence in the fair administration of justice by the State Courts.
- 97% of the respondents confirmed that the State Courts have made positive impact on them or their organisations.

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## SCCDR – Workplan 2016 Initiatives

1. Organisation and Participation in ADR Related International Conferences
2. Review of the State Courts' Civil Jurisdiction
3. Mediating with Counsellors in High Conflict Relational Disputes
4. Provision of Mediation Information for Magistrate's Complaints
5. Working on Joint Publications with Civil Justice Division

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## SCCDR – Workplan 2017 Initiatives

1. Court-annexed ADR Programme - Setting up SCCDR Training Arm
2. Enhancing SCCDR's Volunteer Mediators Scheme
3. Online Dispute Resolution (ODR)

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**Thank you**