



# ANZOA's work on the National Benchmarks – May 2010

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SCAW



- National Benchmarks – a brief history
- Why a review
- Areas for change



# NATIONAL BENCHMARKS A BRIEF HISTORY

- Released in 1997
- The standard to which EDR schemes are held



# WHY A REVIEW?

- 12 years since release
- ASIC and ISO
- New EDR offices



**THE NATIONAL BENCHMARKS  
ARE AS RELEVANT TODAY AS  
THEY WERE IN 1997**



**BENCHMARKS FOR ~~INDUSTRY~~  
~~BASED CUSTOMER~~ OFFICES  
PROVIDING EXTERNAL DISPUTE  
RESOLUTION SERVICES**



# SUGGESTED CHANGES – PRINCIPLE BY PRINCIPLE

- Accessibility
- Independence
- Fairness
- Accountability
- Efficiency
- Effectiveness