

Extract of Section 5.1.2 of the Relationship Framework

5.1.2 Staff who support the Licensing Tribunal shall:

- (i) in consultation with Tribunal Members, schedule hearings to ensure timely access;
- (ii) adhere to business processes that ensure public availability of all relevant information and materials such as hearing application forms, hearing procedures, and decisions;
- (iii) develop on-line resources as appropriate such as downloadable application forms, description of hearing and dispute resolutions processes, and Tribunal decisions; and
- (iv) develop a referral list of non-profit groups who appellants can approach for assistance with their appeal.