

Accessibility of Tribunals for Vulnerable or Disadvantaged Participants

Chair:

Matthew Carroll, President, Victorian
Mental Health Tribunal



Panel of Speakers:

Linda Crebbin, General President,
ACT Civil and Administrative Tribunal



Malcolm Schyvens, Deputy President and
Head of Guardianship Division,
NSW Civil and Administrative Tribunal



Anita Smith, President,
Tasmanian Guardianship and
Administration Board



Panel Composition

A small, stand-alone tribunal with a small enough case-load to tailor-make access solutions and limited bureaucracy, but also limited resources (Tas)

A unified-tribunal for a small jurisdiction with a more varied case-load and more centralised base (ACT)

A unified-tribunal for a large jurisdiction with greater resources but more bureaucracy (NSW)

QUESTIONS:

Describe some personal characteristics of a Tribunal user that may impact upon:

- Receipt of information, hearing notices etc.
- Participation in a hearing
- Understanding the consequences of a Tribunal decision

QUESTIONS:

What measures does your Tribunal take to identify these characteristics:

- In pre-hearing processes
- At the start of a hearing

QUESTIONS:

What measures does your Tribunal commonly take to accommodate these characteristics?

QUESTIONS:

Does your Tribunal engage with stakeholder groups on the issue of accessibility?

Do you seek user feedback about access issues? Has that fielded useful data?

QUESTIONS:

Does your Tribunal have an accessibility strategy and if so, what does it encompass?

Has your tribunal undertaken an accessibility audit?

- Where do you find an access auditor and what qualifications or experience are relevant?
- Did you find the access audit useful?
- Did your Department/funder act on the recommendations of the auditor?

QUESTIONS:

What do you believe is the least effective adjustment that your tribunal has invested in?

Case studies welcome

QUESTIONS:

What is the most effective adjustment that your tribunal makes to enable access for persons with disabilities or specific access requirements?