



## Administrative Appeals Tribunal

# Accessibility

## Strategic Statement 2017-20

### Introduction

This statement has been developed by the [Accessibility Advisory Group](#) to provide further information regarding the AAT's commitment to be an accessible tribunal (in accordance with our statutory objective, stated in the *Administrative Appeals Tribunal Act 1975*, section 2, and our [Strategic Plan 2015-20](#)).

The purpose of the statement is to help guide internal planning and priority-setting during the 2017-20 period.

### Vision

The AAT strives to be accessible to all users and potential users of our services.

The AAT's services should be accessible to all irrespective of a person's age, race or ethnicity, culture, physical or mental disability, language, location, religion, physical or mental health, socio-economic or educational background, sexual orientation, gender identity, or whether a party is self-represented.

The AAT strives to ensure that:

- potential users are aware of our services
- all parties to a review are supported to fully participate in the review and present their case
- tribunal services, information materials, and physical premises are accessible
- information about the tribunal and its processes is accessible, easy to understand, and timely
- users are able to communicate effectively with the tribunal
- members and staff can deal competently with a diverse range of users
- our services are informed by the needs of our users and potential users.

## Context

An aspect of the AAT's statutory objective is to provide a mechanism of review that is accessible. This aspect is informed by a range of government and sector policies, reports and initiatives relating to accessibility, including:

- [Council of Australasian Tribunals' International Framework for Tribunal Excellence](#)
- [Report of the Australian Productivity Commission's inquiry into access to justice arrangements \(2014\)](#)
- [Judicial Council on Cultural Diversity](#)
- [Australian Government's Multicultural Access and Equity Policy](#)
- [National Disability Strategy 2010-20](#)
- [Access to Justice Taskforce Report on a Strategic Framework for Access to Justice in the Federal Civil Justice System](#)

*(this is not an exhaustive list).*

## Delivery

At a minimum, the AAT will deliver our vision to be an accessible tribunal by:

- engaging with our users to understand their needs and barriers to access, and to obtain feedback on our services
- capturing and analysing user data to understand the types of people who are using our services
- reviewing our operations and services with reference to best practice, identifying areas for improvement and implementing plans
- conducting outreach activities that raise awareness of our services
- providing interpreters for registry contact and case events when needed at no cost to the party or witness
- making information available in key languages and a variety of formats, including print, video and audio
- ensuring our website meets standards for accessibility
- facilitating access to external legal advice services for self-represented parties
- educating members and staff on diversity and interacting with our diverse users
- making reasonable adjustments to our processes and facilities where required.



# AAT Strategic Plan

## 2015–20

### OUR VISION

We will be an expert, innovative and respected tribunal that delivers high-quality reviews.

### OUR PURPOSE

We provide independent merits review of administrative decisions as provided under Australian law. We aim to provide a mechanism of review that:

- is accessible, fair, just, economical, informal, quick and proportionate; and
- promotes public trust and confidence in the AAT's decision-making.

We enable individuals and organisations to challenge decisions that affect their interests and, more broadly, contribute to improving the quality of government decision-making.

### OUR STRATEGIC OBJECTIVES

#### INTEGRATE

We will create an integrated, national Tribunal

#### TRANSFORM

We will improve how we work and maximise our use of technology

#### ENGAGE

We will engage with stakeholders and build public trust and confidence

#### OPTIMISE

We will build capacity and make best use of our resources

# OUR STRATEGIC PRIORITIES

## PRIORITIES

## INTENDED OUTCOMES

### INTEGRATE

- Build a cohesive and collaborative culture aligned with the values set out in the Conduct Guide for AAT Members and the APS Values
- Harmonise our operations across divisions and locations, where practicable, including by pursuing harmonisation of member employment arrangements and the legislation governing the AAT's operations

- ✓ **Increased member and staff engagement**
- ✓ **Improved consistency, efficiency and effectiveness of AAT operations for external and internal users**
- ✓ **Legislative framework facilitates the AAT providing review processes that further our statutory objective**

### TRANSFORM

- Establish logical national practice areas for different categories of cases with efficient, proportionate and timely case pathways
- Build an integrated suite of electronic systems that support service delivery for external and internal users
- Ensure our services are accessible to all users, including by engaging them in the design of services

- ✓ **Well-operating national practice areas and case pathways**
- ✓ **Increased availability and uptake of digital services with increased user satisfaction**
- ✓ **Merits review is accessible for people affected by administrative decisions**
- ✓ **High performance against the Australia and New Zealand Tribunal Excellence Framework**

### ENGAGE

- Communicate with stakeholders by implementing a comprehensive engagement strategy that facilitates the needs of all external and internal stakeholders being considered
- Implement a public affairs strategy and decision publication policy that enhance public trust and confidence in the AAT and our decisions

- ✓ **Improved stakeholder perceptions of the AAT**
- ✓ **Increased trust and confidence in the AAT**

### OPTIMISE

- Implement effective and accountable governance arrangements
- Implement member and staff professional development frameworks and strategies to build capability, including the ability to work across divisions
- Develop the AAT's program and project management capabilities

- ✓ **Governance arrangements support the achievement of statutory and strategic objectives**
- ✓ **Members and staff deliver high-quality services and are able to work successfully in new areas and ways**
- ✓ **Transformation activities are planned, prioritised and completed successfully**