

TRIBUNAL ACCESSIBILITY

Meeting Community Expectations



Council of Australasian Tribunals
2017 Registrar & Executive Officer Conference
20 OCTOBER 2017, ADELAIDE

WELCOME TO THE SECOND NATIONAL COAT TRIBUNAL REGISTRAR & EXECUTIVE OFFICER CONFERENCE

TRIBUNAL ACCESSIBILITY *Meeting Community Expectations*

Join us to network, discuss and share approaches on meeting the needs of our users and engaging our community.

The Registrar & Executive Officer's conference is one of COATs major networking and development events. The theme of the conference is Tribunal accessibility and meeting community expectations. The conference will be held in Adelaide at the Mayfair Hotel, the newest five-star boutique hotel in Adelaide that offers luxury accommodation and contemporary dining in the heart of the city.

The conference comprises a **Master Class** in the evening of **Thursday 19 October 2017** with the conference proper to be held on **Friday 20 October 2017**.

The Thursday evening Master Class with Professor Tania Sourdin will provide a forward looking session on the future of the law and new technologies, including the use of Artificial Intelligence and some of her recent research on judges, judging and robotics.

The Honourable Justice Greg Garde, President of the Victorian Civil & Administrative Tribunal (VCAT), is the keynote speaker for the Conference. Justice Garde will energise, motivate and inspire the audience with the challenge of reframing VCAT's vision of service through a spectrum of citizen centric service delivery. Justice Garde's presentation will be followed by a presentation from Mike Vallance of the Supreme Court of Victoria regarding the Frameworks for Court and Tribunal Excellence and a panel discussion on specific client focused initiatives of the VCAT, Queensland Civil & Administrative Tribunal (QCAT) and the Administrative Appeals Tribunal (AAT).

There will be inspiring, innovative and informative sessions regarding engagement with rural Indigenous service providers to promote appeal rights; the indigenous experience at VCAT, the LGBTI Community and Tribunals, the Safewards Victoria program to improve the quality of interactions between staff and consumers in mental health settings; and several presentations on technology in tribunals with a focus on current and future initiatives which have the potential to change the landscape of Tribunal services and processes.

PROGRAM

MASTER CLASS

Thursday, 19 October 2017

REGISTRATION

from 5pm, Master Class 6pm - 9pm (includes dinner)

SPEAKER

**Professor Tania Sourdin,
Dean, University of
Newcastle Law School**

SESSION OVERVIEW

Future of Law and Justice

Changing and emerging technologies are reshaping the justice system.

First, and at the most basic level, technology can assist to inform, support and advise people involved in the justice system ('supportive technology').

Second, technology can replace functions and activities that were previously carried out by humans ('replacement technologies').

Finally, at a third level, technology can change the way that judges work and provide for very different forms of justice ('disruptive technology') that can include replacing some human decision-making.

This Masterclass explores how Tribunals are using newer technologies and justice gateways and how disruptive technologies will impact on Tribunals into the future.

CONFERENCE

Friday, 20 October 2017

REGISTRATION

from 8am; 8:45am - 4:30pm

TIME

SESSION

8:45am

Conference Opening

Conference Chair: The Honourable Justice Judy Hughes, President, South Australian Civil & Administrative Tribunal (SACAT)

***Welcome to Country:* Dr. Lewis O'Brien**

9:00am

***Conference Welcome:* Deputy Premier and Attorney General of South Australia, The Honourable John Rau MP**

9:15 - 9:45am

KEYNOTE ADDRESS

Tribunal Accessibility - Meeting Community Expectations

SPEAKER

The Honourable Justice Greg Garde, President, Victorian Civil & Administrative Tribunal (VCAT)

SPEAKER

Michael Vallance, Manager, International Framework for Court Excellence, Supreme Court of Victoria.

This session will explore the relevance of the Court and Tribunal Excellence Frameworks to modern-day Tribunals.

The Tribunal Framework is an adaptation of the International Framework for Court Excellence, a quality management tool first developed for Courts and Tribunals by the International Consortium for Court Excellence in 2008.

The foundation of the Tribunal Excellence Framework is the clear statement of fundamental values tribunals must adhere to if they are to achieve excellence. The Framework presents eight detailed areas of tribunal excellence aligned with those values against which Australasian tribunals can voluntarily manage, assess and improve the quality of justice and tribunal administration.

The core values when considered in conjunction with the areas of excellence create a holistic management model that helps tribunal leaders to establish and maintain a culture that focuses on the pursuit of excellence.

The Framework is heavily predicated on measuring excellence through the concept of organisational self-assessment using a survey style questionnaire.

The features of the Framework are well documented within the 2nd Edition published by COAT in June 2017. The conference presentation will involve delegates in a conversation around the need to work on improving their business while they continue to operate in their day-to-day business. It will engage delegates in better understanding that the Framework is not a panacea for a tribunal's ills. It is simply a management model, but a really good one. And, it will challenge delegates to consider how they might interpret the Framework within the context of modern-day tribunals.

- Delegates will have an enhanced understanding of the value that excellence frameworks can bring to the performance of tribunals.
- Delegates will better appreciate the holistic nature of excellence frameworks and why they offer better value than many other management frameworks for tribunals.
- Delegates will recognise that effective use of an excellence framework can serve as a major contributor towards forming the desired culture within a tribunal.

PANEL

Keryn Negri, Chief Executive Officer, Victorian Civil & Administrative Tribunal (VCAT)

Mary Shortland, Executive Director, Queensland Civil & Administrative Tribunal (QCAT)

Sian Leathem, Principal Registrar, Administrative Appeals Tribunal (AAT)

Question time with panel

CONCURRENT SESSION 1

CONCURRENT SESSION 2

11:30 - 12:30pm **DIVERSITY & INDIGENOUS CLIENTS**

DIVERSITY AND THE LGBTI COMMUNITY

SPEAKERS

Adrian Sculthorpe, Senior Manager, PwC’s Indigenous Consulting

VCAT engaged PwC’s Indigenous Consulting to consult with Victoria’s indigenous community to understand how well VCAT was serving their needs and what VCAT needed to do differently to increase engagement. Adrian will share the insights from the study.

Ian Phillips, Acting District Registrar, AAT

Roula Karzis-Wyatt, Team Leader, AAT

Ian and Roula will discuss the AAT’s Social Security Stream’s in SA program of engaging with rural Indigenous service providers to promote appeal rights.

Rodney Croome AM, Australia’s leading advocate for LGBTI human rights;

Robin Banks, former Anti-Discrimination Commissioner for Tasmania, lawyer & advocate for human rights.

Rodney and Robin will discuss the importance of tribunal processes being inclusive and welcoming to members of the LGBTI community. They will consider some of the ways in which systems and processes can inadvertently discourage members of this group from accessing justice or participating in processes through tribunals. This will include considering impacts on members of the LGBTI community of unconscious bias, the importance of well-informed members and staff, the best approaches to relationship recognition and gender recognition, and the risks of not being aware of legal obligations and equality rights principles more broadly. They will also address the issue of reflecting gender fluidity in case management systems.

12:30 - 1:30pm **LUNCH**

CONCURRENT SESSION 3

CONCURRENT SESSION 4

1:30 - 2:30pm **SAFEWARDS VICTORIA**

TECHNOLOGY IN TRIBUNALS - GAME CHANGERS

SPEAKERS

Anna Love, Chief Mental Health Nurse, Department of Health & Human Services Victoria

Rachel Gwyther, Mental Health Nurse & Trainer, Safewards Victoria

The purpose of the presentation is to inform the audience of practical tools and solutions for managing or reducing conflict when engaging with consumers living with mental illness in the context of tribunal services.

An overview of the eCourts Plan in the Department of Justice (WA).

Martin Jackson, Acting Director, Strategic Business Development, Court & Tribunal Services, Western Australian Department of the Attorney General

Conference participants will gain knowledge of Western Australia’s current situation with respect to its digital court systems, its future priorities and some of the lessons learnt through the implementation of the plan to date.

Implementing VCAT’s Digital Strategy – key challenges and risks.

SPEAKER

Edward Busuttil, IT Director, Strategic Projects, VCAT

CONCURRENT SESSION 4 cont.

Ed has been the architect of VCAT's digital strategy, a program of IT initiatives aimed at modernising VCAT's services. Ed will present on some of the key aspects of the program with a focus on discussing some of the barriers to implementing and adopting new technologies in a tribunal setting.

Recent innovations in digital technology within the South Australian Employment Tribunal (SAET)

Leah McLay, Principal Registrar, SAET & Anna Guthleben, Deputy Registrar, SAET

SPEAKERS

2:30 - 3:00pm AFTERNOON TEA

3:00 - 3:20pm HACKATHON HOTSPOT

Hackathons are innovation events that involve subject matter experts and visionaries from a range of fields (eg IT, business development, law, social welfare) who conceptualise and develop solutions to help resolve an issue.

PANEL DISCUSSION

Join us for an 'in conversation' with our panel of speakers:

SPEAKERS

Mary Shortland, Executive Director, QCAT
Hasan Anjum, SA State Director, GovHack
Anna Guthleben, Deputy Registrar, SAET

3:20 - 4:20pm ON-LINE DISPUTE RESOLUTION DEMONSTRATION WITH QCAT & SAT(WA)

SPEAKER

Mark Street, Executive Officer, State Administration Tribunal (WA)

This presentation will demonstrate the on-line resolution tool and associated elodgement functionality that has been developed for guardianship and administration applications at SAT. Commentary will include information about:

- How support was gathered to fund the development work;
- Key aspects of how it was developed;
- The rationale for focussing on G&A initially;
- Impacts, learnings and challenges.

SPEAKER

Peter Johnstone, ADR Manager, QCAT

In addition to reporting on the recent evaluation of QCAT's Skype trial, QCAT staff will provide a brief mediation demonstration highlighting the Skype functionality used by QCAT in management of Minor Civil Dispute matters. This will include:

- Management of multi-party meetings;
- Use of on-line waiting rooms and;
- On-line sharing of documents.

SPEAKERS

Ross Paull, Chief Executive Officer & Nitzan Karni, Chief Technology Officer from Guided Resolution Australia

A brief demonstration will be provided of the On-line Dispute Resolution App created by Guided Resolution Australia. This will include a discussion of possible uses of the app in the management of tribunal based disputes.

4:20 - 4:45pm QUESTION TIME WITH QCAT & SAT

4:45pm CONFERENCE CLOSE

SPEAKERS



Professor Tania Sourdin, Dean of the University of Newcastle Law School

Professor Tania Sourdin, Dean, University of Newcastle Law School

She was previously the Foundation Chair and Director of the Australian Centre for Justice Innovation (ACJI) at Monash University in Australia.

Professor Sourdin has led national research projects and produced important recommendations for justice reform. In the past two decades, she has conducted qualitative and quantitative research projects into aspects of the justice system systems in 11 Courts and Tribunals and five external dispute resolution schemes. Other research has focussed on justice innovation, technology, delay and systemic reforms.

Professor Sourdin is the author of books, articles and papers, and has published and presented widely on a range of topics including justice issues, mediation, conflict resolution, collaborative law, artificial intelligence, technology and organisational change. She is also a Visiting Professor at the University of Sydney and has worked as a senior Tribunal member in respect of appellate matters and as a mediator for more than 25 years. She has worked extensively overseas as an expert consultant in relation to disputes and dispute system design. In 2014 she was appointed as the National Broadband Network (NBN) Industry Dispute Adviser in Australia and also co-chaired the 2014 National Mediation Conference. In 2015 she won the Deans award for Research Impact in relation to her work on behavioural change in the justice sector.



The Honourable Justice Judy Hughes, President, South Australian Civil & Administrative Tribunal (SACAT)

The Honourable Justice Judy Hughes was born and raised in Adelaide and graduated from the University of Adelaide in 1991 with an Honours degree in Law and a Bachelor of Arts specialising in philosophy and politics. Her early career was spent working in private legal practice and for Government at the Crown Solicitor's Office. She has also undertaken policy development roles within Government, and worked in the Attorney-General's Office. Between 2000 and 2006, she was Deputy Commissioner for Consumer and Business Affairs, and in that role was closely involved in real estate reforms, industry regulation, incorporated associations and consumer law.

Justice Hughes returned to work with the Crown Solicitor's Office in 2006 as an Executive Solicitor, managing a team of lawyers in the areas of State taxes, freedom of information, and judicial review of administrative decisions. She was appointed Crown Solicitor in April 2017, overseeing an office of 280 staff, before being appointed to the Supreme Court and as President of SACAT in July 2017.



Dr Lewis O'Brien AO

Uncle Lewis Yerloburka O'Brien is a Kurna Elder born at Point Pearce. Named Aboriginal Elder of the Year in 1977, awarded 'Local Hero' Australia Day Awards in 2003, Fellow of the University of SA in 2004, Citizen of Humanity Awarded by the National Committee of Human Rights in 2009 and an Order of Australia Medal in 2014. Uncle Lewis is widely regarded as a leader of reconciliation and custodian of Kurna culture.



The Honourable John Rau MP

The Honourable John Rau MP is the South Australian Deputy Premier, Attorney-General, Minister for Justice Reform, Minister for Planning, Minister for Industrial Relations, Minister for Child Protection Reform, Minister for the Public Sector, Minister for Consumer and Business Services and the Minister for the City of Adelaide.

After completing his law degree, John worked at legal firms Duncan & Hannon and later at Johnston Withers & Associates, where he was made a partner. He was an adviser to the Hawke Government from 1985-1988, and has been a Barrister since 1997. In 2002, he was elected to the South Australian House of Assembly where he served on various Parliamentary Committees until being appointed to the Ministry in March 2010. John is a former member of the ALP National Executive. He was appointed Deputy Premier in February 2011.



The Honourable Justice Greg Garde, President, Victorian Civil & Administrative Tribunal (VCAT)

Justice Greg Garde AO RFD. Justice Garde was appointed a Justice of the Supreme Court of Victoria on 29 May 2012. Before His Honour's appointment to the Supreme Court, he was a practising Queens Counsel. Justice Garde signed the Victorian Bar Roll in 1974, and was appointed a Queens Counsel in 1989.

Justice Garde has also lectured in Administrative and Constitutional Law. His Honour is a former Chairman of the Planning and Local Government Committee of the Commercial Bar Association and of the Bar's Law Reform Committee. His Honour is a former President of the Victorian Chapter of the Council of Australasian Tribunals. He was appointed President of VCAT on 1 June 2012 for five years. His Honour was reappointed as President for a further year in May this year and is now VCAT's longest serving president.



Michael Vallance, Manager, International Framework for Court Excellence, Supreme Court of Victoria

Mike is the Manager, International Framework for Court Excellence with the Supreme Court of Victoria in Australia; a dedicated full-time role implementing the Framework as the Court's foundation management model. Significant emphasis is also being placed on implementing the global measures of court performance as the court's suite of key performance indicators.

Previously, Mike was the General Manager, Change Management with Corrections Victoria in the Department of Justice, Victoria. With 2,100 staff spread across 68 locations, including 11 prisons, Mike helped guide the organisation to a Silver Award in the Australian Business Excellence Awards; the first correctional jurisdiction in the world to gain award level status in any national business excellence awards program. Mike has also been a Lead Evaluator in the Australian Business Excellence Awards, holds multiple quality management qualifications, is a lead assessor in ISO quality management systems and has completed training in six sigma and the balanced scorecard.



Keryn Negri, Chief Executive Officer, Victorian Civil and Administrative Tribunal (VCAT)

Over a fifteen-year career in the Victorian Public Service, Keryn has worked across a broad array of social policy areas including aged care, employment, health, indigenous affairs, emergency management and consumer affairs, driving a number of major reform projects.

She has worked in several departments including health and human services, education and Premier and Cabinet, with the past decade spent predominately in the Department of Justice. Keryn has extensive management experience, a comprehensive understanding of how government works and a passion for driving public sector excellence, leadership and reform.



Mary Shortland, Executive Director, Queensland Civil and Administrative Tribunal (QCAT)

Mary Shortland has been the Executive Director of the Queensland Civil and Administrative Tribunal for seven years and has extensive executive experience in implementing major Government and Private sector reforms.

Prior to joining the tribunal Ms Shortland had key executive roles in the Brisbane City Council and a number of International companies including Dairy Crest UK Ltd and DHL International.

Ms Shortland is a member of the Chartered Institute of Cost and Management Accountants and a member of the Australian Institute of Company Directors.



Sian Leathem, current Registrar of the AAT for a five-year term which commenced on 7 April 2015

Her role is to assist the President to manage the Tribunal and advise on its operations and performance. The Registrar may act on behalf of the President in relation to the administration of the Tribunal.

Ms Leathem has over ten years' experience in tribunal management at both state (NSW) and federal level. She led the project team responsible for merging twenty-two existing tribunals into the New South Wales Civil and Administrative Tribunal (NCAT) and performed the role of Principal Registrar of that amalgamated Tribunal. Prior to her role at NCAT, Ms Leathem was the Registrar of the Workers Compensation Commission of NSW for five years.

Ms Leathem has relevant experience of the Commonwealth administrative review system and governance, finance, staffing and administrative arrangements, gained in her role as Assistant Registrar of the AAT over three years. She also has a wealth of legal policy experience that she gained through various roles in the NSW Attorney General's Department and in the Department of Prime Minister and Cabinet.

In 2002 Ms Leathem was awarded the Excellence in Government Legal Service Award by the Law Society of New South Wales and in 2014 she received the Excellence in Leadership Award from the NSW Department of Justice. She was also awarded the Young Public Sector Leader Award by the Institute of Public Administration Australia in 2011.



Adrian Sculthorpe, Senior Manager, PwC's Indigenous Consulting

Adrian is a Palawa (Tasmanian Aboriginal) man and Senior Manager with PwC's Indigenous Consulting (PIC). PIC is a national Indigenous consulting business that is majority Aboriginal owned and staffed, and is also a member firm of the PricewaterhouseCoopers global network. Adrian's previous work experience has included a diverse range of roles across Victoria and Tasmania, with a focus on improving justice outcomes for Aboriginal people by ensuring programs and services are provided in a culturally inclusive and accessible manner. He has over 10 years' experience working in management and operational roles to develop and implement initiatives of the highly regarded Victorian Aboriginal Justice Agreement (AJA).

Adrian's recent project experience with PIC has included: VCAT Aboriginal and Torres Strait Islander Engagement Project; Unlock The Facts on Indigenous Incarceration (a national, public report www.unlockthefacts.com.au); Refresh of the Wulgunggo Ngalu Operating Manual; Aboriginal Prisoner Transitional Housing Project Workshops; Ravenhall Correctional Centre Aboriginal Programs Service Delivery Model; and Induction Manuals and Professional Development Program for Aboriginal Community Justice Workers.



Ian Phillips, Acting District Registrar, Administrative Appeals Tribunal (AAT)

Ian has had a varied career working in both Federal and State Governments. He has worked for the Social Security Appeals Tribunal and the merged AAT since 2013 as the District Registrar for Social Security matters. From 2008 to 2013, Ian held the position of Registrar of the District Court, Environment Resource and Development Court, Equal Opportunities Tribunal, Police Disciplinary Tribunal and the Protective Security Officers Disciplinary Tribunal. From 2004 to 2007 Ian was the director of Public Sector Reform in Premier and Cabinet. He also has had experience as a Deputy Commissioner of Consumer Affairs and Manager of Corporate Affairs and Compliance. Prior to this from 1999- 2002 he was an investigator at the Australian Competition and Consumer Commission. He has had a long-standing interest in working with the indigenous members of the community to improve access to justice.



Roula Karzis-Wyatt, Team Leader, Administrative Appeals Tribunal (AAT)

Roula commenced working in the Social Security Appeals Tribunal in January 2007, having previously been employed by Centrelink and the Child Support Agency for 8 years. Prior to that Roula had 12 years' experience as a child protection social worker and family preservation worker in the Riverland and Elizabeth/Gawler region.

Over the last 10 years Roula established and coordinated a localised outreach program for the SSAT and now Social Services and Child Support Division of the Administrative Appeals Tribunal. They conducted targeted community outreach to educate community and government service providers and workers who interact with the vulnerable members of the community about the review rights available.

Outreach has been conducted in partnership with other legal advisory and social welfare groups including Welfare Rights Inc., Brain Injury Network of SA and Wyatt Foundation, and the AAT General Division. The success of this outreach programme is shown in an increasing number of reviews from the remote and rural indigenous communities in South Australia. Access to justice is Roula's great passion.



Rodney Croome AM

Rodney Croome is one of Australia's leading advocates for the human rights of gay, lesbian, bisexual and transgender people. He is the former national director of Australian Marriage Equality. He has left to fight a marriage equality plebiscite and remains a campaigner for LGBTI rights.

Rodney has worked closely with a number of different Tasmanian government agencies on LGBTI policy development over the past 20 years.

In recognition of his work he was made a Member of the Order of Australia in 2003 and was named Tasmanian Australian of the Year 2015. Rodney grew up on a dairy farm in North West Tasmania and is a graduate of the University of Tasmania. He lives with his partner Rafael in South Hobart.



Robin Banks

Robin has recently completed over six years as Tasmania's third Anti-Discrimination Commissioner.

Before returning to Tasmania in 2010, Robin was the Chief Executive Officer of the Public Interest Advocacy Centre where she led the centre's work in human rights, public interest law, social justice and inclusion, at both the level of individual rights protection and of systemic reform. This work included identifying ways in which systems and processes inadvertently create barrier to inclusion and working to remove those barriers. In 2007, Robin was shortlisted for the Federal Human Rights Community Award.

Robin has worked for more than 30 years in rights advocacy. She has been a lawyer since 2000 with experience in both the private and public sector including as an employment and discrimination litigation senior associate;

a legal researcher at the Canadian Human Rights Commission; an advocate for people with disability in Alice Springs, and as the co-ordinator of the NSW Disability Discrimination Legal Centre.

Throughout her working life, Robin has worked across sectors to promote understanding of and compliance with human rights and particularly equality rights and discrimination law. Through this work, Robin seeks to enhance opportunities for all in our community to be active and welcomed participants in civil and democratic society.

Robin continues to work on social justice and human rights issues and campaigns. She is an active member of the current campaign for a human rights act for Tasmania and is national co-convenor of Australian Lawyers for Human Rights, human rights sub-committee. Robin also works with Michael Small Consulting Pty Ltd supporting organisations to respond to their human rights and discrimination law obligations, including improving their accessibility and inclusive practices. She has recently been appointed as a University Associate to the College of Arts and Law at the University of Tasmania.

In her work, Robin draws on a wealth of experience as a manager, a specialist lawyer and a policy analyst.



Anna Love, Chief Mental Health Nurse, Department of Health & Human Services Victoria

Anna commenced her career in Scotland in the early 80's and moved to Australia in 1989. She has worked in both Inpatient and Community settings as a clinician and as a manager and as a Director Of Nursing both in Mental Health and Drug and Alcohol services.

During the early 90's Anna was involved in the decommissioning of the North Eastern Metropolitan Psychiatric Services (NEMPS) which gave Anna her first experience of managing service change and reform and it has been an area of interest since that time.

Anna's vision is to ensure we have a skilled Mental Health Nursing workforce for the future which is flexible, responsive and works collaboratively with consumers, encouraging self-determination and self-management of mental health and wellbeing.



Rachel Gwyther, Mental Health Nurse & Trainer, Safewards Victoria

Rachel qualified as a registered mental health nurse in the U.K. Since moving to Australia Rachel has worked in an acute inpatient setting as a registered nurse and then a clinical nurse specialist focussing on reducing seclusion and restraint. She currently works as a clinical nurse educator. She is also working in the Victorian Safewards team as a nurse trainer. She is passionate about reducing restrictive interventions and workforce development.



Martin Jackson, Acting Director, Strategic Business Development, Court and Tribunal Services, Western Australian Department of the Attorney General

Martin has been involved in court administration and courts IT development for over 35 years. He has been a Clerk of Courts, the Registrar of the Fines Enforcement Registry, a Registry Manager, Project Lead and Project Manager for numerous reform projects for Courts in Western Australia. He was also responsible for the establishment of the Courts Technology Group in Western Australia.

He is currently the Acting Director, Strategic Business Development, Court and Tribunal Services, Western Australian Department of the Attorney General and responsible for programs and project management, strategic planning, business systems development, legislative and policy review, strategic HR and finance services for Court and Tribunal Services, and is a member of the Court and Tribunal Services Executive Management Group. Key achievements to date include the successful implementation of the Integrated Courts Management System (ICMS) into all key court jurisdictions in Western Australia; execution of a licensing agreement and negotiated a sale of ICMS to the State of Michigan Courts in the United States; implementation of a number of legislative reforms including the Magistrates Courts legislative reform package and the Court and Tribunals (Electronic Processes

Facilitation) Act which then enabled the introduction of the eBench into Magistrates Courts to allow all prosecution notices to be dealt with electronically in court. He was the Western Australian Institute of Public Administration Information Technology Practitioner of the Year 2016.



Edward Busuttil, IT Director, Strategic Projects, Victorian Civil & Administrative Tribunal (VCAT)

Edward is the IT Director (Strategic Projects) at VCAT. He led the development of the VCAT Digital Strategy which was approved earlier in 2017 and is now responsible for the delivery of the strategic program of works. He has extensive experience in the development and implementation of strategic IT solutions across multiple industry sectors both as a service provider and as a customer representative.

Prior to his current engagement at VCAT, Edward led the eLodgement program at Court Services Victoria, successfully deploying systems to both VCAT and the County Court of Victoria. Prior to that, Edward was a program manager at ANZ negotiating global contracts and leading the development of the new branch systems. Edward also spent 12 years at HP where he went through the ranks from technical PM through to Account Program Director.



Leah McLay, Principal Registrar, South Australian Employment Tribunal (SAET)

After practicing law for a number of years, Leah became an employment and industrial mediator for the New Zealand Department of Labour's dispute resolution service which delivers compulsory alternative dispute resolution for all employment related disputes. From 2007 Leah was the Practice Leader for the dispute resolution service, responsible for the delivery of ADR services nationally.

In 2008 she worked in Thailand on a collaboration between the New Zealand and Thai Governments, to develop and deliver a program designed to promote good faith industrial bargaining. Leah has spoken at a number of conferences on various topics related to employment dispute resolution and has published articles on the use of mediation in workplace bullying cases.



Anna Guthleben, Deputy Registrar, South Australian Employment Tribunal (SAET)

After working in Policy and Legislation developing legal policy for the South Australian Attorney General for a number of years, Anna moved overseas and established the Solomon Islands Law Reform Commission. On her return to Australia she completed a Master's in Public Policy and Management from Carnegie Mellon University at the Adelaide campus.

Anna is keenly interested in law reform and how communities resolve disputes. Anna's background in science/statistics and law underpin her strength in analytics, and help her to understand the "big picture" well when undertaking strategic planning and operational design.



Hasan Anjum, SA State Director, GovHack

Hasan Anjum is the SA State Director of GovHack and last year's spirit of GovHack winner. As a Program/Project Manager, he has managed and built multiple large cloud-based, web-based and desktop-based solutions in the last 16 years. Hasan served the United Nations from June 2011 to September 2014 and managed multiple large and complex projects including Accreditation Project for Security and Safety Service of UNOG (United Nations Office at Geneva), Road Signs Management System, Internet and Intranet Transformation Projects of UNECE (United Nations Economic Commission for Europe).

Prior to establishing A&H Digital Solutions, Hasan was involved in multiple IT projects for the SA Government including the Department of Premier and Cabinet and Attorney General's Department. His unique background makes him a strong leader for major change projects. He has devoted his career to developing proven project and program management strategies in order to meet and exceed client expectations. His aim is to work on programs and projects that genuinely create "value" and improve the lives of fellow human beings.



Mark Street, Executive Officer, State Administrative Tribunal (WA)

Mark is employed by the Department of Justice of Western Australia and has held the dual positions of Executive Officer of the State Administrative Tribunal and the Gender Reassignment Board since 2010. During this time Mark has lead the implementation of a cultural change program focussed on the Tribunal which operates as one team that delivers quality service, adopts technology and seeks to improve what it does in order to achieve results efficiently. This has enabled the Tribunal to meet its increasing workload and improve its performance in the face of reduced human resources. Prior to his time at the Tribunal, Mark was the contract administrator of the Perth CBD Public Private Partnership for the provision of court facilities and services for the District and Magistrates Courts. His previous experience includes local and state government positions in asset and environmental management including five years at Perth Zoo.



Peter Johnstone, ADR Manager, Queensland Civil and Administrative Tribunal (QCAT)

Peter Johnstone is currently ADR Manager at the Queensland Civil and Administrative Tribunal (QCAT). Peter was previously the Executive Manager of Complaints at the Queensland Health Quality and Complaints Commission (HQCC) and prior to that the Executive Manager of the Dispute Resolution Branch, Department of Justice and Attorney-General (Qld). Peter holds a Bachelor of Commerce Degree, a Graduate Certificate in Business (Government), a Graduate Diploma in Family Dispute Resolution and a Masters of Business Administration. Peter is also a nationally accredited mediator with over 20 years of experience in conducting mediation, conciliation and conflict coaching. Peter has held an adjunct position at Griffith University's School of Law and has conducted a significant number of training courses in mediation and negotiation through that institution. Peter has served on numerous state and national ADR committees and was involved in the development of the National Mediator Accreditation Standard. Peter has also presented at a variety of national conferences in the areas of mediation, conflict resolution and complaint management.



Ross Paull, Chief Executive Officer, Guided Resolution Pty Ltd

Ross founded Guided Resolution Pty Ltd following a wide-ranging career in the financial services industry. Guided Resolution develops software solutions for managing disputes and complaints that are scalable to any volume. Embedded into the user interface is a guided pathway that structures the online exchange between two or more parties without their need to meet, speak or involve a mediator. The system has also been implemented to educate tertiary students in alternative dispute resolution practices. Guided Resolution was recently selected as one Westpac's inaugural 200 Businesses of Tomorrow.

Ross's academic background includes a master's degree in dispute resolution from the University of New South Wales.



Nitzan Karni, Chief Technology Officer, Guided Resolution Pty Ltd

Nitzan joined Guided Resolution as CTO in 2013 and brings almost 20 years' experience in website and online software development for SMEs in the local and international markets. He has technical expertise as a programmer, system architect, business analyst and User Interface specialist. As an IT business manager, Nitzan has successfully managed development teams and start-up businesses. During his career Nitzan has developed large-scale systems that have reliably performed for over a decade.

Prior to entering system development, Nitzan qualified in NLP (Neuro-Linguistic Programming) and became an Alexander Technique Teacher. He is also an accomplished Oboe player.

ORGANISING COMMITTEE

The committee is co-chaired by **Clare Byrt**, Principal Registrar, SACAT and **Leah McLay**, Principal Registrar, SAET. Other organising committee members are:

Anna Guthleben, SAET; **Chris Byron-Scott**, SACAT; **Ian Phillips**, AAT, SA; **Alicia Colley**, Medical Panels Victoria; **Jarrod Bryan**, Tasmanian Department of Justice; **Katrina Harry**, Veteran's Review Board; **Jane Probert**, NSW State Insurance Regulatory Authority (SIRA); **Zashalla Nicholson**, Mental Health Tribunal Victoria; **Keryn Negri**, VCAT; **Mary Shortland**, QCAT; and **Mark Street**, State Administrative Tribunal WA..

ACCOMMODATION



MAYFAIR HOTEL

45 King William Street, Adelaide, SA 5000

www.mayfairhotel.com.au

Ph 08-8210 8888

Discounted rate at the Mayfair Hotel 10% off best available. Please note 'COAT' when booking. Limited availability.

ADABCO (Mayfair Hotel's sister boutique hotel)

223 Wakefield Street Adelaide SA 5000

www.adabcohotel.com.au Ph 08-8100 7500

\$135 for a Premium Room and \$155 for a Premium King Room. Please note 'COAT' when booking. Special rate cut-off is 40 days prior to the conference, so please book by 20th September latest.



There is a plethora of hotels in the Adelaide CBD close to the Mayfair Hotel conference venue, which you can access through sites such as www.booking.com.au

REGISTRATION/TAX INVOICE

(Please keep a copy for your records)

Council of Australasian Tribunals Inc.
ABN 54 873 590 835
Ph: 0418 281 116
PO Box 268, Darlinghurst NSW 1300
secretariat@coat.gov.au www.coat.gov.au

COST

Master Class AU\$150 (includes dinner); Conference AU\$350 (includes morning & afternoon tea & lunch)
Please Note: COAT is not registered for GST and the amounts stated do not include GST. Payments to be made in Australian Dollars only.

Bookings are also available online at: Eventbrite www.eventbrite.com.au/e/coat-tribunal-registrar-executive-officer-conference-tickets-35338515451

Organisation/Tribunal:
Contact: Name Position
Phone(s): Mobile
Other Email Contact:
Postal Address

DELEGATE DETAILS

Delegate 1

Title: First Name: Last Name:
Position: Tribunal/Organisation:
Dietary Requirements/Special Needs:
Email:
Phone: Mobile:

Master Class AU\$150 Conference AU\$350 **TOTAL COST DELEGATE 1: AU\$**
 Concurrent Session 1 'Diversity & Indigenous Clients' **OR** Concurrent Session 2 'Diversity & the LGBTI Community'
 Concurrent Session 3 'Safewards Victoria' **OR** Concurrent Session 4 'Technology in Tribunals'

Delegate 2

Title: First Name: Last Name:
Position: Tribunal/Organisation:
Dietary Requirements/Special Needs:
Email:
Phone: Mobile:

Master Class AU\$150 Conference AU\$350 **TOTAL COST DELEGATE 2: AU\$**
 Concurrent Session 1 'Diversity & Indigenous Clients' **OR** Concurrent Session 2 'Diversity & the LGBTI Community'
 Concurrent Session 3 'Safewards Victoria' **OR** Concurrent Session 4 'Technology in Tribunals'

Delegate 3

Title: First Name: Last Name:
Position: Tribunal/Organisation:
Dietary Requirements/Special Needs:
Email:
Phone: Mobile:

- Master Class AU\$150 Conference AU\$350 **TOTAL COST DELEGATE 3: AU\$**
 Concurrent Session 1 'Diversity & Indigenous Clients' **OR** Concurrent Session 2 'Diversity & the LGBTI Community'
 Concurrent Session 3 'Safewards Victoria' **OR** Concurrent Session 4 'Technology in Tribunals'

Delegate 4

Title: First Name: Last Name:
Position: Tribunal/Organisation:
Dietary Requirements/Special Needs:
Email:
Phone: Mobile:

- Master Class AU\$150 Conference AU\$350 **TOTAL COST DELEGATE 4: AU\$**
 Concurrent Session 1 'Diversity & Indigenous Clients' **OR** Concurrent Session 2 'Diversity & the LGBTI Community'
 Concurrent Session 3 'Safewards Victoria' **OR** Concurrent Session 4 'Technology in Tribunals'

Delegate 5

Title: First Name: Last Name:
Position: Tribunal/Organisation:
Dietary Requirements/Special Needs:
Email:
Phone: Mobile:

- Master Class AU\$150 Conference AU\$350 **TOTAL COST DELEGATE 5: AU\$**
 Concurrent Session 1 'Diversity & Indigenous Clients' **OR** Concurrent Session 2 'Diversity & the LGBTI Community'
 Concurrent Session 3 'Safewards Victoria' **OR** Concurrent Session 4 'Technology in Tribunals'

PAYMENT DETAILS

TOTAL PAYMENT AU\$ *Please contact us if you require an invoice issued.*

Please tick payment method. (Include participant's name(s) with payment advice and correspondence)

- Electronic Transfer**
Please forward payment advice to: secretariat@coat.gov.au
Commonwealth Bank BSB: 062 000 Account: 1138 0383
- Cheque** payable to "Council of Australasian Tribunals Inc."
Post to: Council of Australasian Tribunals Inc., PO Box 268, Darlinghurst NSW 1300
- Credit Card Payment** (MasterCard or Visa only)
Card Number..... Expiry Date.....
Cardholder Name.....
Signature.....

**For any enquiries, please contact: Kathryn McKenzie, COAT Secretariat and Conference Secretariat
Council of Australasian Tribunals Inc (COAT) ABN 54 873 590 835
Ph: 0418 281 116 or 0413 501 992 | PO Box 268, Darlinghurst NSW 1300 | secretariat@coat.gov.au**



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