



Accessible Tribunal Technologies

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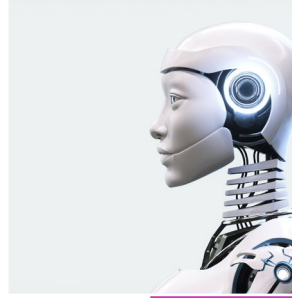


Tribunal technologies driving change



Supportive

- e-forms
- Remote/video conference
- Online websites and forums
- Support apps
- Email, Skype, Teams



Replacement

- ADR
- ODR
- Automated Case Management
- Chat bots
- Decision-making
- Risk-calculation



Disruptive

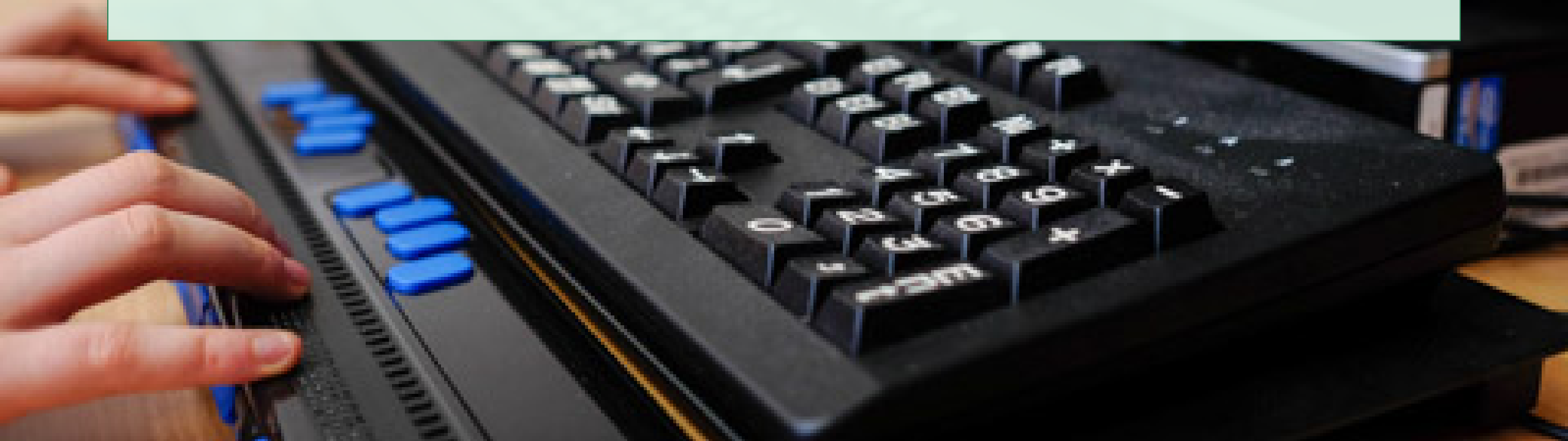
- Workforce impacts
- Understanding bias
- Privacy and consent
- Access and inclusion

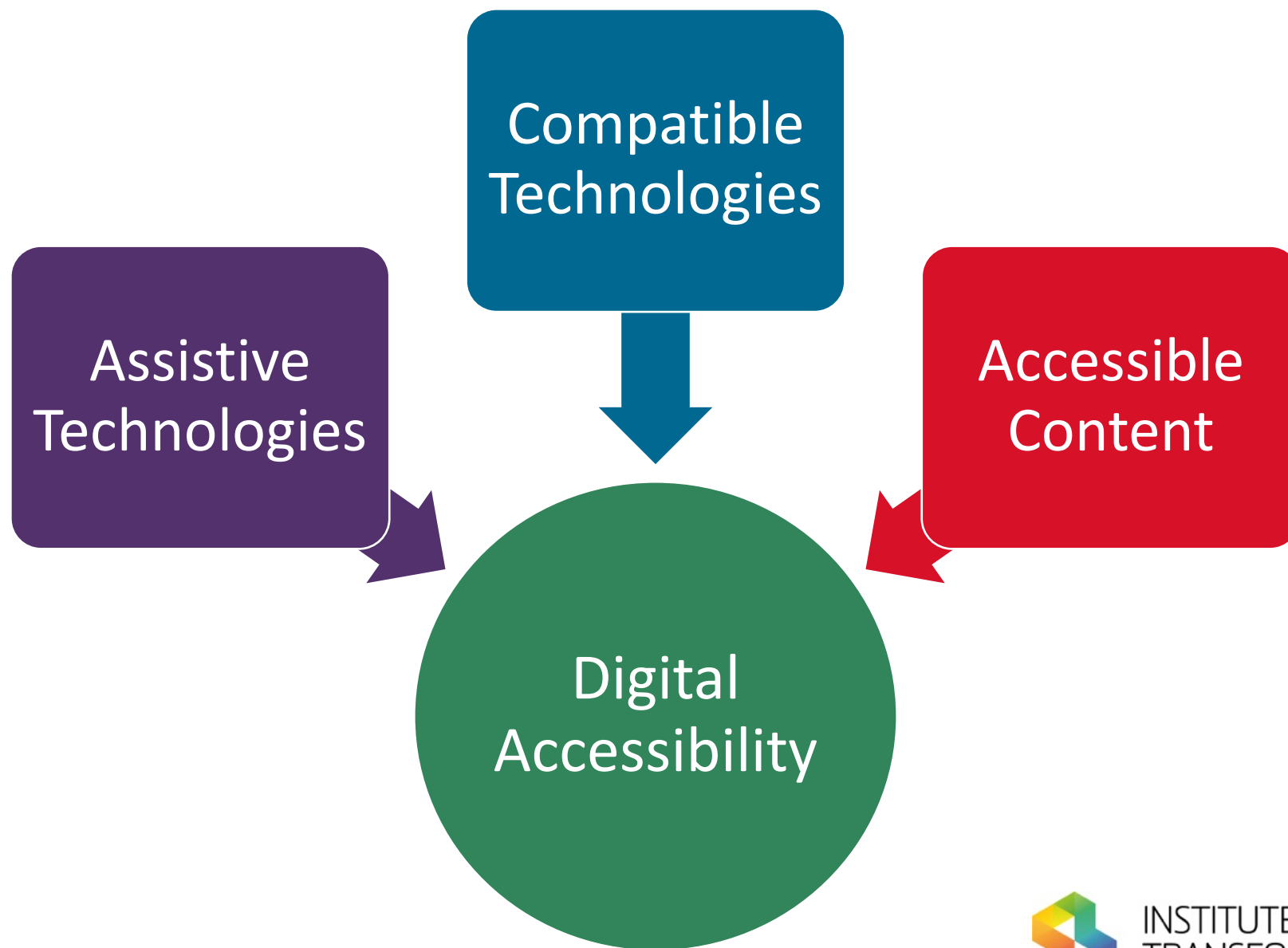




Digital Accessibility

“the way in which people with disability gain access to digital content”
(Centre for Accessibility)





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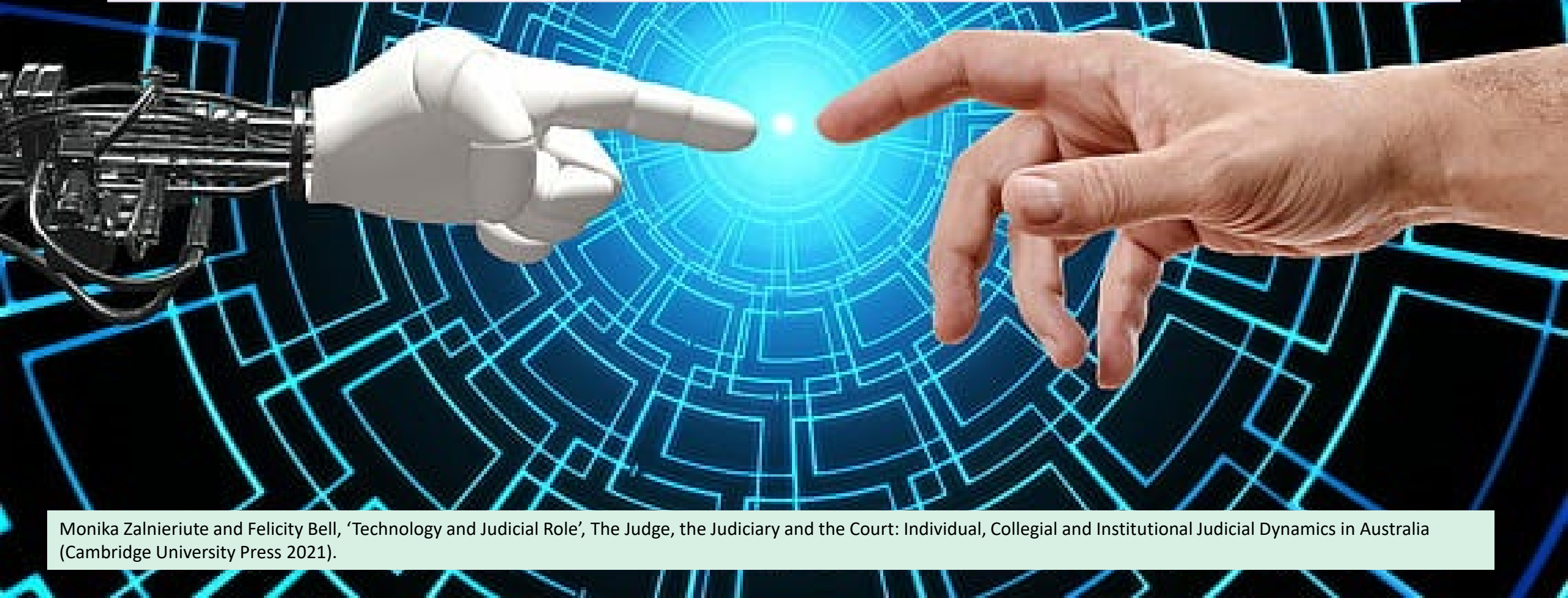


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Algorithmic Bias and Discrimination

“Lack of transparency ... undermines judicial impartiality, and if software is trained on data which itself reflects bias and discrimination against certain groups, programs may continue to replicate those biases, as will judges when using it.”

(Zalnieriute & Bell 2021)



Upskilling in Digital Access

- Digital accessibility standards and best practice
- Master local accessibility strategies
- Checking for accessibility compliance
- Funding options



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Starting a Conversation around Digital Access

- Existing and new assistive technology requirements
- Communication preferences
- Sharing access information
- Create room to explore concerns about representation, consent, privacy and trust
- What would ideal practice look like? – “*How might we...*” approach.
- Prototype solutions to see how they would work in practice.
- Share good practice across departments, organisations and networks



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Ensuring Meaningful Consultation

- Implement good accessibility practice in your engagement and feedback approaches
- Provide multiple ways for stakeholders to learn about your accessibility and inclusion projects
- Provide multiple ways for stakeholders to engage and provide feedback
- Are all essential voices represented?
- Ensure that consultation is purposeful and genuine
- Value the time and expertise of collaborators
- Balance need for representation with representation burden.

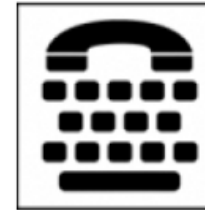
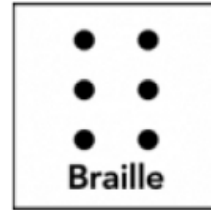


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Inclusive Innovation



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Thank you

Ask me anything!

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