

Foundation of Administrative Justice
5th Annual Conference Workshops and Descriptors
April 29th & 30th, 2009

Key Note Wednesday April 29th, 2009 7:30 pm

Opening Doors: Tribunals Creating Access to Administrative Justice

Speaker: Brian Goodman, Chairperson, Immigration and Refugee Board of Canada

Creating effective access to fair processes is one of the biggest issues facing tribunals today and often one of the most misunderstood issues. Access refers to the client's focus, but the tribunal must take the steps to create that access. Effective access means affordable, understandable, timely, and predictable processes, communications, and outcomes. It can involve self-empowerment for clients; sensitivity to their needs; and an environment that is responsive, flexible, and appropriate to differing cultures. How can tribunals meet the challenges of creating effective access for their clients? What new techniques, rules, procedures and ideas are tribunals using to meet these challenges? Brian Goodman will discuss access and draw on his experiences to set the tone for the conference.