



MAY 6, 2021 – PULLING BACK THE CURTAIN: MANAGING ACCESS TO JUSTICE AT THE TRIBUNAL FRONT COUNTER

Jeremy Fraser, Deputy City Clerk, Appeals and Tribunals, City of Calgary



Jeremy is currently the Deputy City Clerk for Appeals & Tribunals at the City of Calgary, working closely with the Calgary Assessment Review Board, the Calgary Subdivision and Development Appeal Board, and the Calgary Licence and Community Standards Appeal Board to support tribunal governance and operations as the delegated clerk to each of the Boards. He works closely with the leadership and members of these tribunals to deliver effective administrative support, information systems and ensure access to service and justice for the public and other stakeholders.

With thirty years of public sector experience working in federal, provincial and municipal government, in various regulatory and adjudicative contexts, Mr. Fraser has been working to support tribunals for almost twenty years. With considerable experience supporting refugee and immigration adjudication, as well as tribunals supporting municipal taxation, planning and other regulatory matters, Jeremy has valuable insights into tribunal operations and administration.

David Keay, Liaison Officer, Administrative Tribunals Support Service of Canada, Secretariat to the Social Security Tribunal of Canada



David works out of the National Capital region as a Liaison Officer for the Social Security Tribunal of Canada (SST). Since 2015, David has provided general information to the public concerning the appeal process for Employment Insurance and Income Security matters. David also provides file specific information to parties to appeals, such as appellants and representatives. David's career as a call centre agent, which started in the late 1990's, has provided him with vast experience in assessing caller's needs and providing them with the right information at the right time: this experience supports access to justice and delivers client service.

Martine Lessard, Strategic Analysis Advisor on Fulfillment of Mandates, Tribunal administratif du Québec



Martine has worked at the Secretariat (registry) of the Administrative Tribunal of Quebec since December 2018. As Strategic Analysis Advisor on fulfillment of mandates, she coordinates the team responsible for the processes and work instructions of the Secretariat's resources. This service is the first contact for applicants (appellants) who come to the Tribunal. The Secretariat is responsible for informing them, carrying out the documentary processing of court cases and scheduling the various instances.

Martine has worked in the Quebec public service for over 17 years. Many of the positions she held were directly related to the services offered to the citizens of Quebec, initially as a workers' compensation agent, then as a team leader. Since her arrival at the Tribunal, Martine has contributed to the achievement of various mandates aimed at increasing accessibility to administrative justice.

Kelsey Scobie, Navigator, Administrative Tribunals Support Service of Canada, Secretariat to the Social Security Tribunal of Canada



Kelsey is a Navigator with the Social Security Tribunal (SST). The Navigator service is designed to better support people who don't have a professional representative. As a Navigator, I have a collection of clients that I guide through the appeal process. I offer one-on-one support from start to finish by answering all questions, and making sure these clients are ready for their hearing by knowing what to expect. Kelsey has found this role as a Navigator to be her most important role. Access to a fair process is important to her and her goal is to help appellants to not be overwhelmed, to put them at ease, build up their confidence, and empower them to be in control of their own appeal. Kelsey has been a public servant for 10+ years. She started her career as a Program Officer with Health Canada and made her way to the Social Security Tribunal as a Registry Clerk, Registry Officer and now Navigator.