ATSSC: The Year in Review

In 2022, the ATSSC continued our work to create a modern federal tribunal sector that better enables unrepresented, underrepresented, and vulnerable parties to participate more fully and effectively in tribunal processes. We were guided by three strategic pillars.

Where we're going

- Continuing to collaborate with tribunals to help them reach their goals and to achieve excellence
- Continuing to invest in ourselves and improve our work culture
- Exploring uses for artificial intelligence
- Installing new audio/visual equipment in hearing rooms
- Updating the intranet

Pillar 1 successes:
Collaborating with tribunal leadership and one another

- Excelled in integrating specialized support services across business units
- Catalogued registry, legal and editing services across all secretariats
- Developed tools and processes to support tribunals as they adapt to fluctuating caseloads and legislation changes

Pillar 2 successes:
Delivering business excellence through innovation at work

- Continued to invest in technology to modernize:
  - tribunal websites
  - e-filing systems
  - videoconferences
- Improved service delivery by upgrading case management systems
- Worked with Community Legal Education Ontario to assist appellants with requests to reconsider Canada Pension Plan - Disability decisions

Pillar 3 successes:
Supporting our people

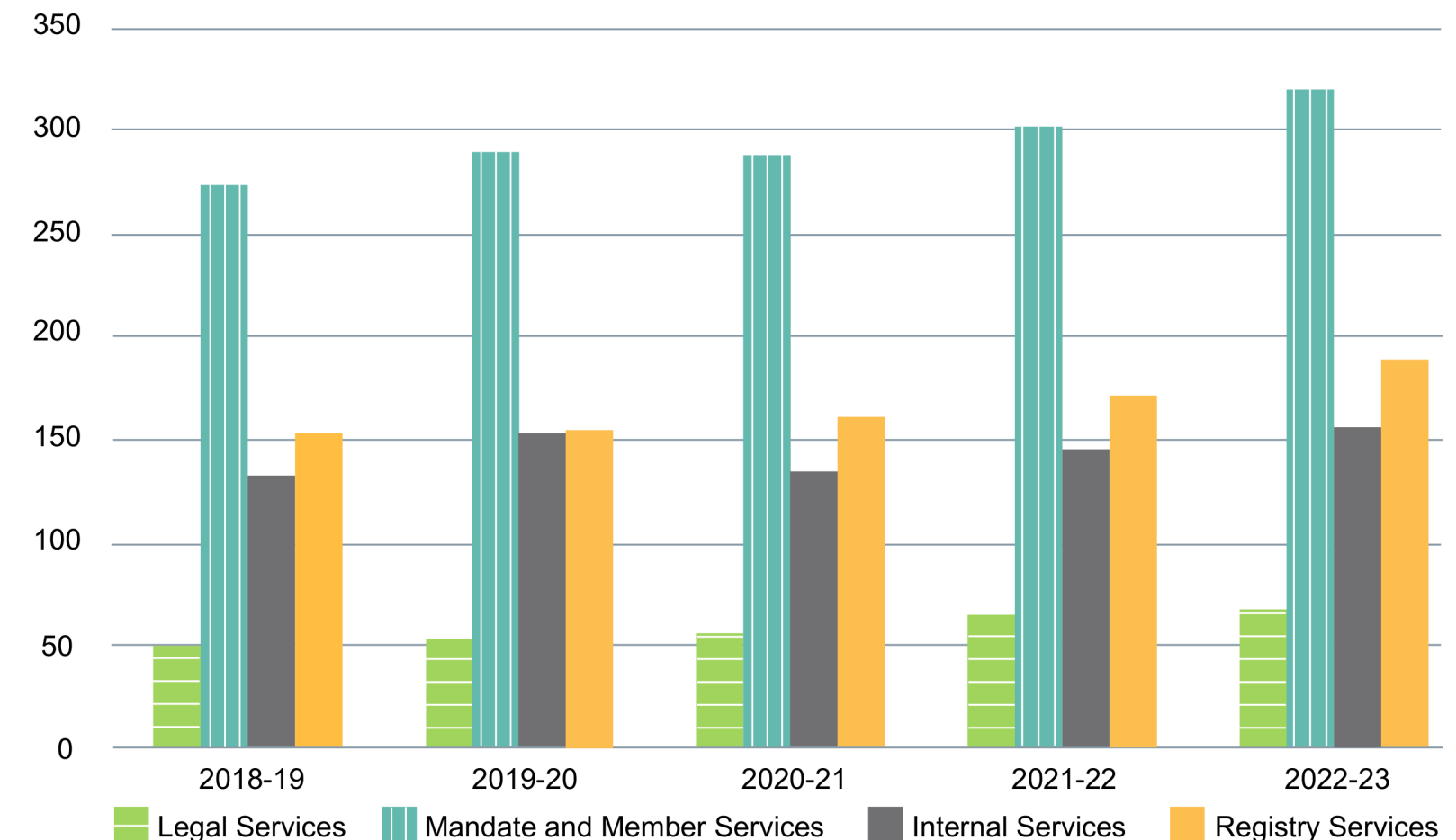- Continued easing workplace restrictions and supporting the new hybrid work model
- Implemented its Equity, Diversity, and Inclusion Strategy and 2022-25 Action Plan
- Developed its first Accessibility Plan
- Increased career opportunities through:
  - talent management program
  - standardized registry job descriptions
  - new talent acquisition strategy
  - integrated services

Expanding our services

Supporting a growing number of files and hearings

	2021-22	2022-23	Increase
Files opened	9,724	12,183	**25%**
Files closed	8,015	9,915	**24%**
Hearings supported	4,275	4,989	**17%**

Full-time Equivalents (FTEs) increases by program

Legend: Legal Services, Mandate and Member Services, Internal Services, Registry Services