



Tribunals Ontario

Tribunaux décisionnels Ontario

Access To Justice For Self-represented Parties

November 4, 2021

Self-Represented Parties

A party may be self-represented and appear before the Tribunal and present his or her case. Tribunal Ontario's rules are interpreted and applied to allow parties to participate effectively in the process, whether or not they are represented by a lawyer or paralegal.

Navigate Tribunals Ontario

Our goal is to
empower
Ontarians to **learn**
about their legal
rights and tribunal
processes.

Guided **pathways** provide users tailored information that help them manage their dispute.

Provide **self-help options** and include guidance on which application is applicable and how to file.

Designed to **emulate a conversation** between a non-expert user and an expert in that subject matter domain.

The Digital Divide



Most hearings at Tribunals Ontario are scheduled for videoconference by default. Some parties have barriers accessing technology and face digital exclusion - the 'digital divide'.

Typically experienced in two ways:

- access to a computer no physical access to digital tools, or
- and the internet but lack the digital literacy to use them to participate in tribunal proceedings.

Often these are self represented parties who may face other intersecting barriers.

Access to justice of paramount importance to Tribunals Ontario and actively looking for new ways to provide supports to self represented parties.

Access Terminals

Access terminals at Toronto, Ottawa, Hamilton and London hearing centers for LTB parties without access to a telephone, computer or the internet.



Technical support on the day of the hearing available.



Terminals also used to provide accommodations under the Human Rights Code.



Terminals will be expanded across to more regions in the province and for other Tribunals Ontario tribunals by the end of the year.

Participation by Phone



Parties can participate in digital hearings by telephone if they lack access to a computer or internet (or prefer telephone).

Exploring additional models of support to address challenges in accessing technology, starting with access to phones.

Technical Supports for Hearing Participants

Resource guides to participating in a videoconference hearing – including visuals and screenshots

Live Moderators assigned to many LTB hearing blocks:

- help with sign-in process
- direct parties to correct break-out room for mediation or consultation with Duty Counsel
- Provide basic technical support

Post-hearing user surveys.

Actively considering other tools and resources to enhance digital literacy to enable users to engage in virtual hearings easily.

November 4, 2021

