**Dispute resolution- second guest speaker**

* Convenience – accessible, operation
* Design needs to take into consideration who will be using – a widely used technology rather than the best technology – who are the users and what is the technology they can access
* Ease in communication- gather and collect to input into appropriate channels
* Framing of questions – how to collect the data – clear questions, ability to communicate – simple and accurate language
* Providing online tools
* People not being able to fully utilise the technology – needs to be linked to other forms of assistance
* ODR needs to be trusted by the users – embrace the impartiality of the courts
* Software designers- highlights their values and preferences – needs to be impartial and neutral
* EBay – buyers are always correct scenario
* Law and litigation purpose – expertise of the law needs to be correct
* Interest based mediation and litigation – what someone would like to get out of the dispute
* Giving options to users – get to the core of the issue
* Emotional intelligence functionality – driven by emotions – seek assistance – show empathy for the problem – a more rounded service rather than just legal advice

**Middle class death – Philippe Doyle- Gary**

* Running trials without paper – 11,000
* Scan the papers online - 990
* Application of technology to the law – affording the law – make litigation affordable to the middle class –
* Timely, cost effective and clear
* The need to embrace technology
* **3 things looking for**
* A successful application of technology addresses the real problem – what is the problem?
* Does your idea solve that problem or make a new problem – 3 things to consider, how much money does it cost, who will be paying, how much time and effort this idea requires to implement, just because it treats people the same is it really fair?
* How will you overcome resistance to change, how much change will each person experience – will drop productivity, affect income etc. – less change is better than more change – how much people do you need to cooperate with each other
* Why should people cooperate – why should I spend money, why should I cooperate with you

The legal Profession and Technology

* Decisionary process
* Investing money into technology
* Time recording
* ClearDocs – decision based draft for lawyers
* Legal Vision – lawyer backing up business
* Maddocks – back office to legal vision
* Crowd and Co – put their services online and to sell it
* Modria- used for non legal users

Tanya Jackson Vaughan

* Upholding human rights, dignity and access to a fair legal services
* People seeking asylum – assessing people seeking asylum for refugees who have come by boat
* No more funding for ‘illegals’ by the coalition government in 2013 – cut government funding by 85%
* Develop innovative ways to assist people
* Immigration detention and community
* Non English speaking background
* People who have come by plane – access to two tiers of merits review and hearing in front of the appeal tribunal – permanent protection
* Immigration minister to give them permission – boat – fast track process
* Replacing the definition of refugee- modification of behaviour, codification – removed rights to merits review – narrower
* Always need a lawyer to assist their draft assessments for the claims for protection
* 9000 people need help - almost 6-8 months waiting time
* Current challenges – funding shortfall
* Judicial review program – funded by legal aid for 12 months - Justice for Refugees – fast track applicants – arrived to au by boat on an 8month program and have never been offshored
* Only review program provided to them – immigration assistance firm
* Take the matter to review to the federal court – needs to happen very quickly – bridging visa expires, and the application for review expires 35 days