Working at the ATSSC

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Welcome from the Chief Administrator



On behalf of all of us at the Administrative Tribunals Support Service of Canada, I'd like to welcome you. We're thrilled you are here.

I'm proud to say that you are joining a very special organization that has the privilege of contributing directly to Canada's justice system. The work we do at the ATSSC allows the federal administrative tribunals we support to effectively deliver on their important mandates, helping them provide access to justice to Canadians across the country.

Whether you are working in internal services or one of the secretariats, know that we are united and that you are part of a thriving, healthy organization that does great things.

Now, you are going to receive a lot of information in the coming days as part of your orientation, but don't feel overwhelmed. We just want to make sure that you have the tools you need so that you can get started with ease. You've got lots of great colleagues that will be there to support you along the way.

We're a diverse and inclusive organization, where people feel valued and respected, and where they can grow and evolve. Collaboration, innovation and creativity are important to us here at the ATSSC. So is supporting our employees through professional training, career opportunities, and care for health and well-being.

As you explore the onboarding resources, you will be learning more about our mission, vision and values—the things that guide us in our actions every day, and which allow us to serve Canadians and support our tribunals.

Every employee has a special role at the ATSSC, and I value each and everyone's contributions. I am always amazed at the energy our employees bring to their work, as well as the creativity, and the desire to go the distance. Our people are what sets us apart. I am so proud of our culture. Together, we can continue to do great work!

I'm glad that you will be part of our exciting journey, and I look forward to working with you.

Welcome aboard and thank you for choosing to grow your career here at the ATSSC.

Orlando Da Silva, LSM

Chief Administrator

Mandate, Vision, Mission, Values and more...

The Administrative Tribunals Support Service of Canada was established to build capacity to meet the needs of administrative tribunals, find efficiencies through economies of scale, and improve access to justice for Canadians.

Consult the following document to understand how the ATSSC is structured: Understanding the ATSSC's Structure.

✔Our Mandate

The ATSSC is responsible for providing support services and facilities to 12 federal administrative tribunals by way of a single integrated organization.

These services include the specialized services required by each tribunal (e.g., registry, research and analysis, legal and other mandate or case activities specific to each tribunal), as well as internal services (e.g., human resources, financial services, information management and technology, accommodations, security, planning and communications).

✔Our Vision

We will be recognized as a centre of excellence for:

- service delivery;
- innovative, efficient and effective operations; and
- supporting improved access to justice.

✔Our Mission

We provide high-quality services to the tribunals and the people we serve by:

- being responsive to their needs;
- preserving the tribunals' independence, neutrality and reputation for excellence; and
- fostering the development of cooperative, engaged and knowledgeable employees.

✔Our Values

We actively promote and demonstrate the public service values outlined in the *Values and Ethics Code for the Public Sector*: Respect for Democracy; Respect for People; Integrity; Stewardship; and Excellence.

We are also committed to the following values:

Service Excellence

- We provide high-quality, reliable, timely, effective and efficient services that meet the common and unique needs of the tribunals and the people we serve.
- We continually seek opportunities to improve our services through innovation, leveraging resources and sharing best practices.
- We work collaboratively, constructively, and respectfully.

Accountability and Transparency

- We communicate openly and honestly.
- We remain accountable at all times for what we do.
- We maintain trust by respecting the roles, responsibilities and mandates of the tribunals and the ATSSC, and by spending public funds wisely.

Supportive Work Environment

- We create a workplace culture that generates a sense of belonging and where people are valued and engaged.
- We recognize the contributions of our colleagues and ensure we provide the learning and development we need to continue to grow.
- At all levels, we demonstrate leadership through teamwork, adaptability and creativity.

Contact the ATSSC Values and Ethics team at valuesethics_valeursethique@tribunal.gc.ca (mailto:valuesethics_valeursethique@tribunal.gc.ca).

✔Equity, Diversity and Inclusion

Equity, Diversity and Inclusion is a fundamental principle at the ATSSC. Learn more by consulting the Equity, Diversity, and Inclusion Strategy and 2022-25 Action Plan.

The ATSSC has subscribed to the services of the Canadian Centre for Diversity and Inclusion (CCDI)—a not-for-profit organization that focuses on diversity and inclusion, as well as human rights and equity in Canadian workplaces and schools—where ATSSC employees and managers can access a wealth of resources.

Consult the ATSSC's intranet page on equity, diversity and inclusion in the workplace (https://intranet.atssc-scdata.gc.ca/en/human-resources-hr/official-languages-accessibility-equity-diversity-and-inclusion/equity-diversity-and-inclusion) for more on this and other related information.

✔ATSSC Strategic Plan and Departmental Reports

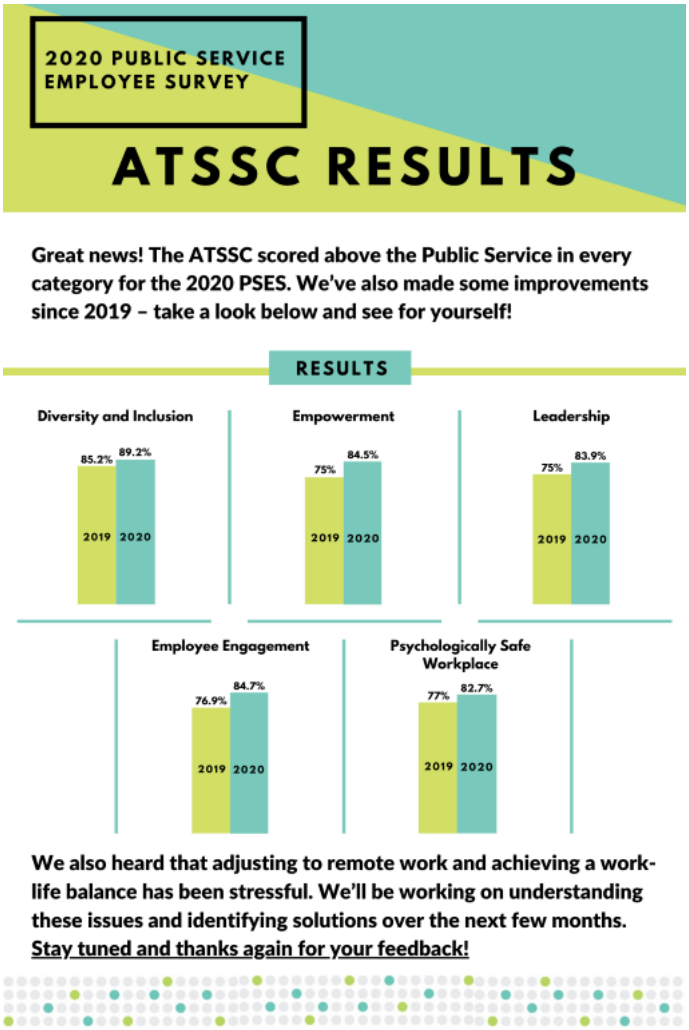


Visit canada.ca (https://www.canada.ca/en/administrative-tribunals-support-service/reports.html) for ATSSC reports, plans, quarterly financial reports, etc.

✔Public Service Employee Survey Results

Public Service Employee Surveys (PSES) give employees the opportunity to tell us how we are doing as an organization from an employee-experience perspective.

The ATSSC is proud to have scored above the Public Service in every category for the 2020 PSES, as we strive to be an employer of choice!



Consult the ATSSC's detailed results for the 2020 PSES (https://www.tbs-sct.gc.ca/pses-saff/2020/results-resultats/en/bq-pq/index/91) and compare with results for the Public Service (https://www.tbs-sct.gc.ca/pses-saff/2020/results-resultats/en/bq-pq/org/00) as a whole.

✔About Administrative Tribunals (general info)

Administrative tribunals:

- Were created to provide justice between citizens and the government.
- Also recognized as "Expert Tribunals", they supply expertise and knowledge in a specific area of law.
- Get their powers from a statute, allowing decision-makers to decide only on those matters over which their tribunal has jurisdiction under the statute.
- Allow for matters to be heard and decisions to be made more quickly and efficiently.
- Alleviate workload and free up time for the courts (which are more costly to operate).

Natural justice and procedural fairness are procedures that administrative tribunal decision-makers must follow to act fairly; these include:

- Notice: The applicant must be given adequate notice of the nature of the proceedings and of the issue to be decided.
- Disclosure: Depending on the nature of the case, all evidence to be used against an applicant must be disclosed.
- Opportunity to present one's case and to respond: The applicant must be provided with an opportunity to present whatever evidence they wish to be considered. While the right to be heard generally implies a hearing, it does not always mean an oral hearing. Submissions can be made in writing.
- Right to an impartial decision maker and freedom of bias
- Institutional independence and the person who hears the case must decide
- Duty to consider all the evidence

Consult the Canadian Encyclopedia (https://www.thecanadianencyclopedia.ca/en/article/administrative-tribunals#) for additional information on administrative tribunals.

ATSSC Intranet

Visit the ATSSC's intranet (https://intranet.atssc-scdata.gc.ca/index-en.html) regularly to read important staff messages. You will also find useful information, tools and resources.

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This page was last edited on 8 April 2025, at 06:33.

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