

Automated Systems in Administrative Decision Making

A Statement and a Request for Assistance from The Australian Government Information Management Office

The Australian Government Information Management Office (AGIMO) recently established the Automated Assistance in Administrative Decision Making (AAADM) Working Group (the Working Group) to provide advice to government on the operation of automated systems in administrative decision making. The Working Group is currently developing Best Practice Guidelines for use by Australian Government agencies that reflect key principles from the Administrative Review Council (ARC) Report No 46: *Automated Assistance in Administrative Decision Making* (the Report). The ARC is responsible for overseeing and monitoring the Australian Government system of administrative review and provides advice to the Australian Government Attorney-General on strategic and operational matters relating to that system.

The Report contains 27 best practice principles for ensuring that decision making undertaken with the assistance of automated systems is consistent with the administrative law values of lawfulness, fairness, rationality, openness and efficiency.

A key principle being progressed by the Working Group focuses on training users of automated systems to ensure they understand the relevant legislation and are able to explain a decision to the affected person (Principle 16). The Working Group is in the process of seeking advice from government agencies so that it may draw on their experiences regarding training users of automated systems. Gaining additional insights into approaches, potential pitfalls and experiences will assist with the development of robust generic advice that will inform Best Practice Guidelines for use by Australian Government agencies.

If you feel you may be able to offer some experiences or views regarding the training of users of automated systems, please contact Mr Bernard McMinn of the Australian Government Department of Veterans' Affairs: bernard.mcminn@dva.gov.au or the AAADM Working Group Secretariat: aaadm@finance.gov.au at your earliest convenience.

A copy of the Report can be downloaded at:
www.ag.gov.au/agd/WWW/arcHome.nsf/Page/Publications_Reports_Downloads_Automated_Assistance_in_Administrative_Decision-making.

Further information regarding the Working Group is available at www.imsc.gov.au