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## Canadian Access to Justice Initiatives: Justice Development Goals Status Report

Trevor C. W. Farrow

*Osgoode Hall Law School of York University, [tfarrow@osgoode.yorku.ca](mailto:tfarrow@osgoode.yorku.ca)*

Lisa Moore

*Canadian Forum on Civil Justice at York University, [lmoore@cfcj-fcjc.org](mailto:lmoore@cfcj-fcjc.org)*

Nicole Aylwin

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# CANADIAN ACCESS TO JUSTICE INITIATIVES:

## Justice Development Goals Status Report

March 2017



Action Committee on  
Access to Justice in  
Civil and Family Matters

This report was prepared by Lisa Moore, Nicole Aylwin and Trevor Farrow of the Canadian Forum on Civil Justice. It is published by the Action Committee on Access to Justice in Civil and Family Matters, Ottawa, Canada, March 2017 with the support of the British Columbia Ministry of Justice, Justice Services Branch and Justice Canada.

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Comments on this report can be sent to the Action Committee through the Canadian Forum on Civil Justice, online at [<communications@cfcj-fcjc.org>](mailto:communications@cfcj-fcjc.org).



Action Committee on  
Access to Justice in  
Civil and Family Matters



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Canadian Forum on Civil Justice ♦  
*Forum canadien sur la justice civile*



Ministry of  
Justice

# FOREWORD

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**I am both delighted and proud** to be able to provide a brief foreword for this first Action Committee *Canadian Access to Justice Initiatives: Justice Development Goals Status Report* prepared by the Canadian Forum on Civil Justice with the support of the BC Ministry of Justice, Justice Services Branch, the Attorney General of British Columbia and Justice Canada.

The Action Committee's 2013 final report, *A Roadmap for Change*, contains 9 Justice Development Goals that, if accomplished, would result in significant progress in filling the large and growing access to justice gap in Canada. This Status Report is a first but important step towards measuring our progress and identifying successes and gaps in our ongoing efforts to improve access to justice in Canada.

The Canadian Forum on Civil Justice collected data through a national, bilingual online survey conducted in late 2016 and early 2017. The survey focused on how access to justice work being undertaken across Canada relates to the nine Justice Development Goals set out in the *Roadmap*. One hundred eighty-five organizations representing every province and territory responded, a staggeringly successful response rate for this first of its kind survey. Government bodies, courts, legal regulators, not-for-profits, law schools, university research centres, legal clinics and Provincial and Territorial Access to Justice Groups, are just a few of the types of organizations that helped to inform this Status Report through their participation in the survey.

This report provides a useful information exchange and priority development resource and helps make better known the breadth and depth of the work being done to improve access to justice. We also hope that it will be a first step towards providing benchmarks allowing us to measure our collective progress.

Sincere thanks to Nicole Aylwin, Lisa Moore and Trevor Farrow and indeed to the whole team at the Canadian Forum on Civil Justice, to the BC Ministry of Justice, Justice Services Branch, the Attorney General of British Columbia and Justice Canada and, most of all, to

everyone and every organization that took the time to complete the on-line survey. I believe that this report will be seen as a key element of our access to justice strategy for years to come.

**The Honourable Thomas A. Cromwell**  
**Chair, Action Committee on Access to Justice in Civil and Family Matters**

# TABLE OF CONTENTS

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## A. NATIONAL SURVEY

Overview	1
Basic Methodology	1
General Information	2
General Activities	8

---

## B. JUSTICE DEVELOPMENT GOALS

**Goal I:** Refocus the Justice System to Reflect and Address Everyday Legal Problems...13

**Goal II:** Make Essential Legal Services Available to Everyone...19

**Goal III:** Make Courts and Tribunals Fully Accessible Multi-Service Centres for Public Dispute Resolution...25

**Goal IV:** Make Coordinated and Appropriate Multidisciplinary Family Services Easily Accessible...41

**Goal V:** Create Local and National Access to Justice Implementation Mechanisms...51

**Goal VI:** Promote a Sustainable, Accessible and Integrated Justice Agenda through Legal Education...60

**Goal VII:** Enhance the Innovation Capacity of the Civil and Family Justice System...71

**Goal VIII:** Support Access to Justice Research to Promote Evidence-Based Policy Making...76

**Goal IX:** Promote Coherent, Integrated and Sustained Funding Strategies...86

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**ENDNOTES**...87

# A. NATIONAL SURVEY

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## OVERVIEW

One of the keys to understanding what needs to be done in the area of access to justice in civil and family matters is to first understand what is already being done. That is the goal of this first ever national survey (“Survey”) on the Action Committee on Access to Justice in Civil and Family Matters’ (“Action Committee”) nine Justice Development Goals. This Survey, in support of this first (and hopefully regular) Status Report (“Report”), is based on the Action Committee’s *A Roadmap for Change* report that offers six guiding principles for change and a nine-point Access to Justice Roadmap.”<sup>1</sup> The purpose of this Survey and Report is to help inform a national conversation on the state of access to justice in Canada with a view to recognizing current initiatives and identifying areas for future work. The Survey was conducted by the Canadian Forum on Civil Justice (CFCJ). This follow up Report was produced by the Canadian Forum on Civil Justice, under the leadership of Lisa Moore, Nicole Aylwin and Trevor Farrow.<sup>2</sup>

## BASIC METHODOLOGY

The 128-question Survey (in English and French) was developed as a national, online questionnaire and was disseminated through an active social media campaign, hundreds of direct emails to justice stakeholders, organizations<sup>3</sup> and individuals with a mandate to address and support work in access to justice, and through a series of blog posts that were published on national platforms. For a full reporting of all of the Survey questions and answers, see *Status Report Working Data Document*.<sup>4</sup>

The Survey launched on 23 November 2016 with an initial deadline of 9 December 2016. A further extension was announced via mass email and through social media for 31 December 2016. Ultimately, access to the survey remained open until 23 January 2017.”<sup>5</sup>

The survey was designed with three main paths: courts and tribunals; access to justice groups or commissions; and others. It was then organized into the following topical categories:

### I. Introduction

### II. General Information

### III. Mandate and General Activities

### IV. Justice Development Goals<sup>6</sup>

### V. Justice Development Goals – Progress and Influence

### VI. Closing

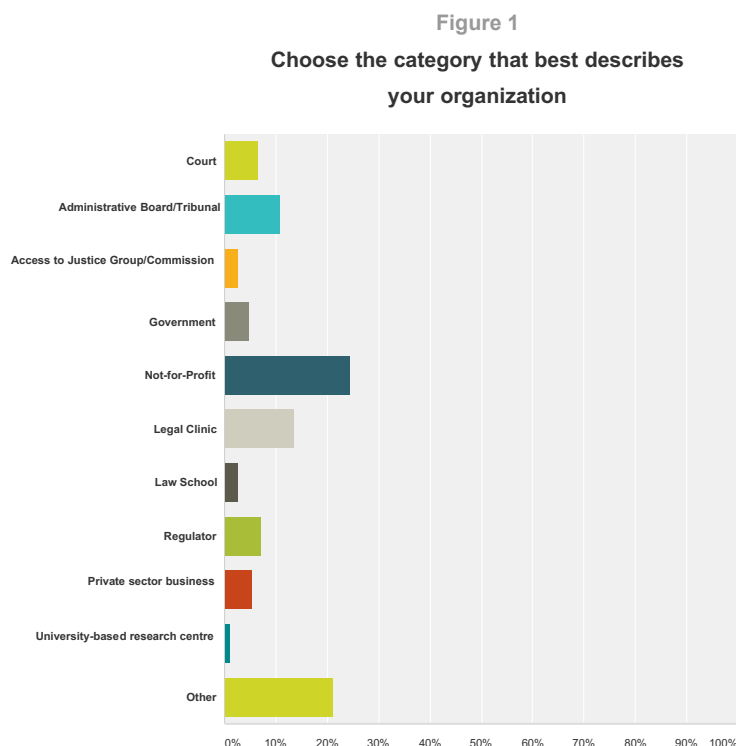
**The Survey's 185 respondents included a diverse range** of organizations, groups, government bodies, institutions, individuals and others, with different mandates, activities, organizational structures, scopes of activity and reach that contribute in a variety of ways **to improving access to civil justice in Canada.**

## GENERAL INFORMATION

The General Information section of the Survey was comprised of 7 questions. Its inclusion in the Survey offered contact details and basic information about the Survey respondents.<sup>7</sup> A total of 185 respondents recorded answers in the General Information section of the Survey.

## RESPONDENT PROFILES

The Survey's 185 respondents included a diverse range of organizations, groups, government bodies, institutions, individuals and others, with different mandates, activities, organizational structures, scopes of activity and reach that contribute in a variety of ways to improving access to civil justice in Canada.



**Respondents from the following 11 organizational categories (see Figure 1) participated in the Survey:**

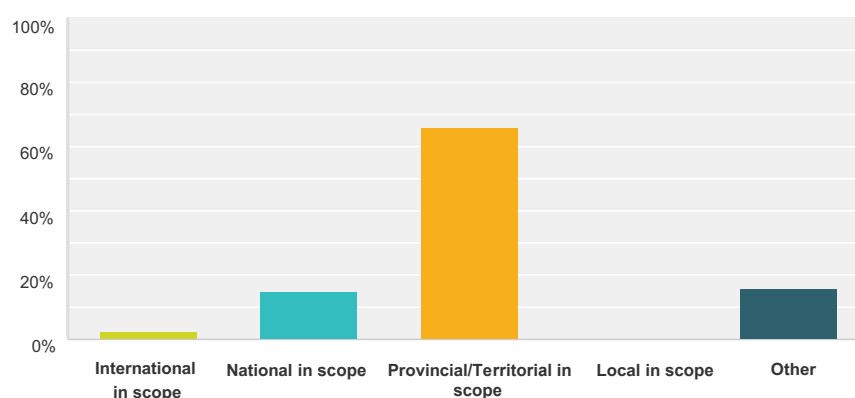
- Not-for-profit organizations: 24% or 45 respondents
- Legal clinics: 14% or 25 respondents
- Administrative boards or tribunals: 11% or 20 respondents
- Regulators: 7% or 13 respondents
- Courts: 6% or 12 respondents
- Government organizations and bodies: 5% or 9 respondents
- Private sector businesses: 5% or 10 respondents
- Access to justice commissions ("A2J Groups"): 3% or 5 respondents
- Law schools: 3% or 5 respondents
- University-based research centres: 1% or 2 respondents
- Other: 21% or 39 respondents

**Descriptions provided by respondents in the “Other” category included:**

- Law library
- Social and health services organization
- Legal aid service provider
- Charity
- Professional order
- Legal service provider
- Funder
- Accrediting body for mediators
- Pro bono law office
- Ombudsman
- Collective impact initiative
- Volunteer association of law professionals and students
- Legal publisher

**Figure 2**

**Is your organization:**



**In response to Survey Question 6 – scope of organization** – the majority of respondents – 66% or 122 – indicated that their scope was provincial/territorial. 30 respondents or 16% chose “other”, 28 respondents or 15% operate with a national scope and 5 or 3% with an international scope. The 30 respondents describing their scope as “Other” offered the following characterizations:

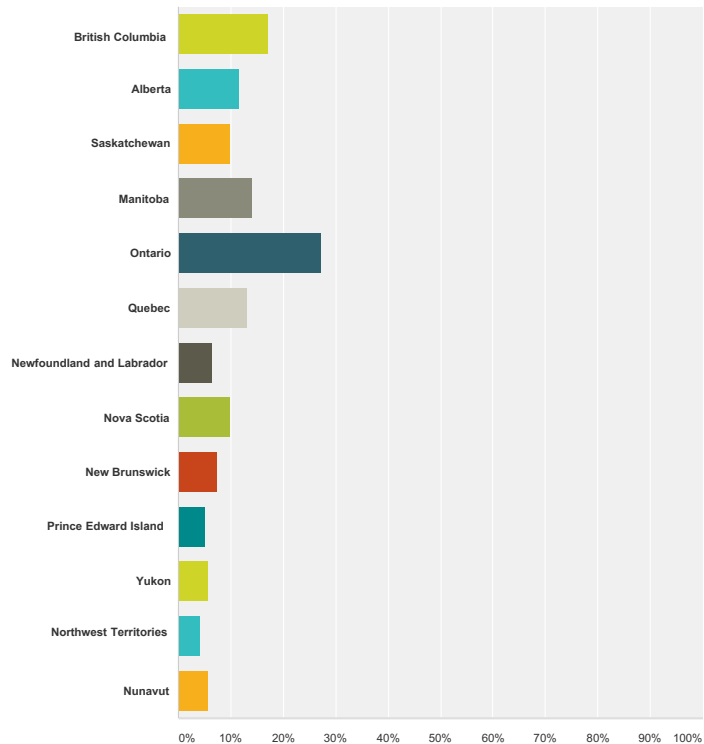
- Municipal
- Regional
- County-specific
- City-specific
- First Nations



The 122 respondents who indicated that they operate within a provincial/territorial scope represented all of Canada's 13 provinces and territories<sup>8</sup>.

**Figure 3**

**Please select the  
province(s)/territory(ies) that you serve**



In terms of respondents with a provincial/territorial scope, the following representative breakdown was indicated:

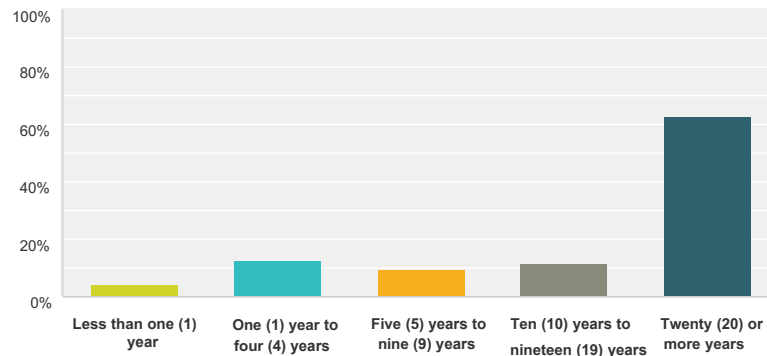
- Ontario: 33 respondents or 27%
- British Columbia: 21 respondents or 17%
- Manitoba: 17 respondents or 14%
- Québec: 16 respondents or 13%
- Alberta: 14 respondents or 11%
- Nova Scotia: 12 respondents or 10%
- Saskatchewan: 12 respondents or 10%
- New Brunswick: 9 respondents or 7%
- Newfoundland and Labrador: 8 respondents or 7%
- Nunavut: 7 respondents or 6%
- Yukon: 7 respondents or 6%
- Prince Edward Island: 6 respondents or 5%
- Northwest Territories: 5 respondents or 4%

Questions regarding length of operation, staffing and presence on social media offered a range of responses.

**Of the Survey's 185 respondents, 116 or 63% have been in operation for 20 years or more, 23 or 12% have been in operation from 1 to 4 years, 21 or 11% indicated that they have been in operation for 10 to 19 years, 18 or 10% indicated that they have been in operation for 5 to 9 years and 7 respondents or 4% were less than a year old.**

**Figure 4**

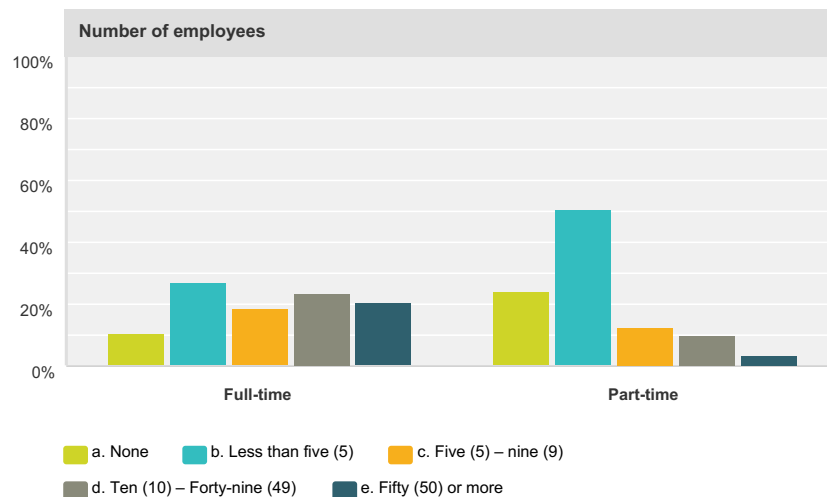
### How long has your organization been in operation?



The most significant number of the 145 respondents with paid, full-time employees – 39 respondents or 27% – indicated that they have between 1 and 5 staff members. Similarly, a slight majority of the 121 respondents with paid, part-time employees – 61 respondents or just over 50% – indicated that they have between 1 and 5 staff members.

**Figure 5**

### How many paid employees does your organization have?



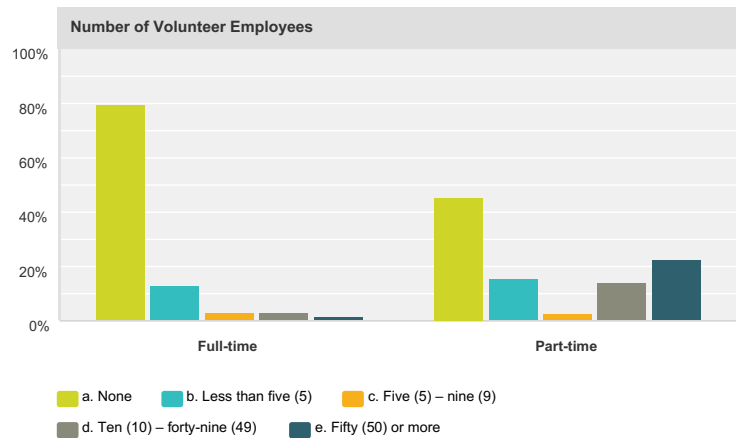
More than half of the respondents – 79% – indicated that there are no full-time volunteer employees among their staff and 45% of respondents indicated that there are no part-time volunteer employees among their staff.

**a majority of survey respondents – 60% – indicated that their governance framework does not reserve a spot for a representative of the general public.**

The remaining 40% indicated that members of the general public primarily occupy positions on their board (87% of respondents who have positions reserved for members of the general public), followed by committee positions (55%), advisory roles (30%) and other positions (18%).

Figure 6

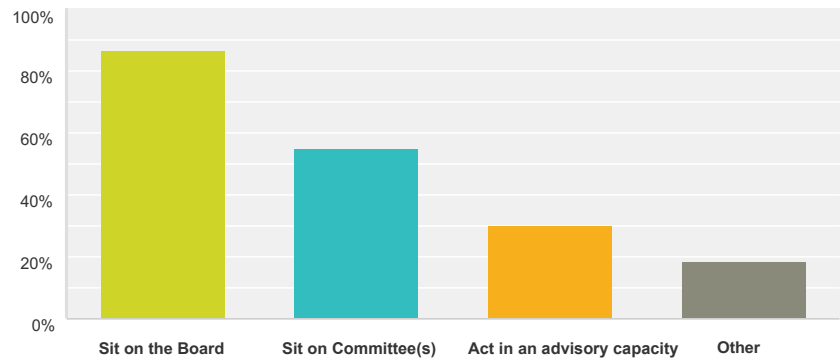
**How many volunteer staff members does your organization have?**



In terms of members of the public, a majority of survey respondents – 60% – indicated that their governance framework does not reserve a spot for a representative of the general public. The remaining 40% indicated that members of the general public primarily occupy positions on their board (87% of respondents who have positions reserved for members of the general public), followed by committee positions (55%), advisory roles (30%) and other positions (18%).

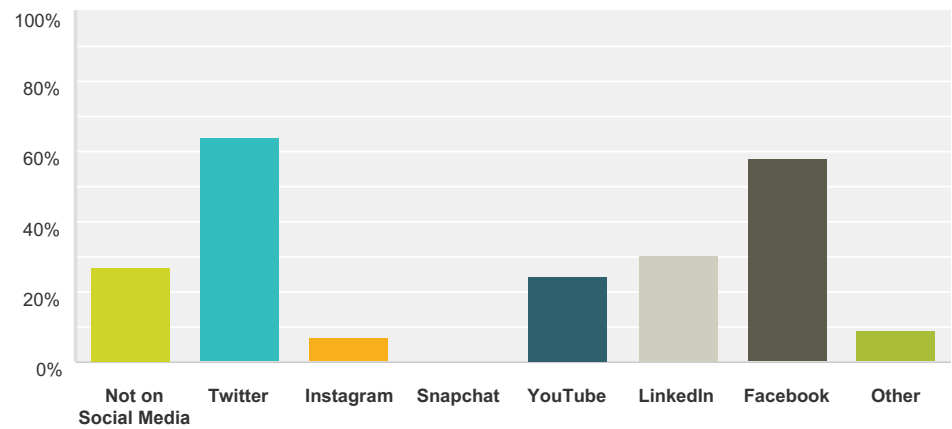
Figure7

**What role does the representative of the general public play?**



Of the 185 respondents, 50 or 27% indicated that they are not active on social media. A majority of respondents indicated that they are active on one or more social media platform(s), with Twitter being the most used platform at 64%, followed by Facebook at 58%. 9% of respondents indicated that they use social media platforms other than those offered in the answer choices (including WordPress, Vimeo, Google+, Periscope, RSS feeds, Pinterest, forums and blogs).

**Figure 8**  
**Social Media Tools**



## GENERAL ACTIVITIES

Access to justice relies on the work of many players in the justice system as well as public and private institutions which contribute to education, support and addressing legal problems before and after they begin. Questions 14 to 18 of the Survey concentrate on the areas of focus and the services provided by 148 respondents.<sup>9</sup>

### Public Interest Advocacy

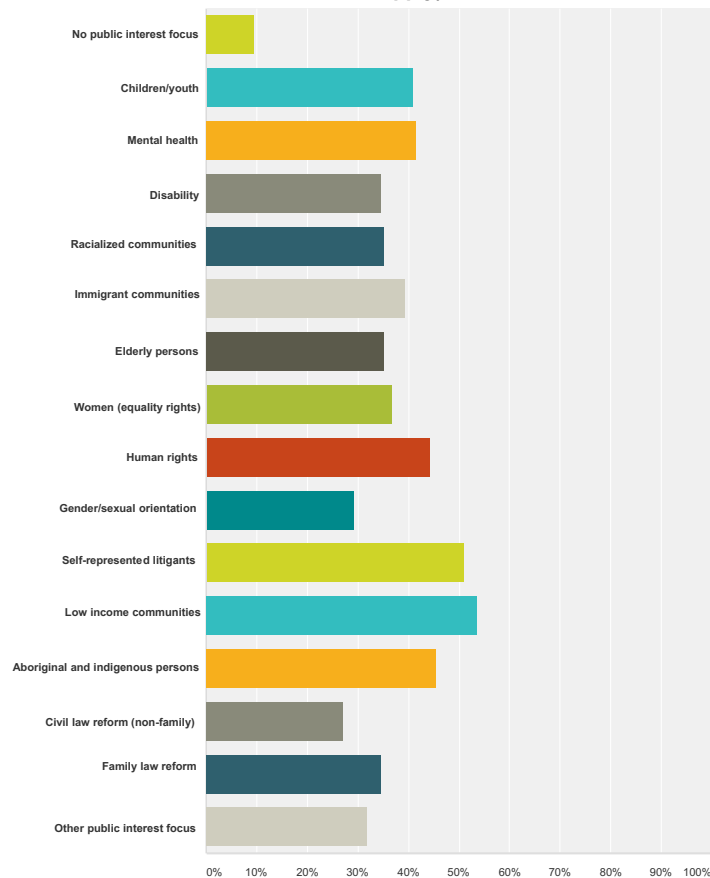
Of the 148 respondents who provided responses about the public interest area(s) of focus of their organization, 90% indicated that their organization has 1 or more public interest areas of activity.

The most common areas of focus reported were:

- Low income communities: 79 respondents or 54% of responses
- Self-represented litigants: 75 respondents or 51%
- Aboriginal and Indigenous peoples: 67 respondents or 46%
- Human rights: 65 respondents or 44%
- Mental health: 61 respondents or 42%
- Children/youth: 60 respondents or 41%

Figure 9

Please select the public interest area(s) of focus for your organization (check all that apply)



## Legal Services

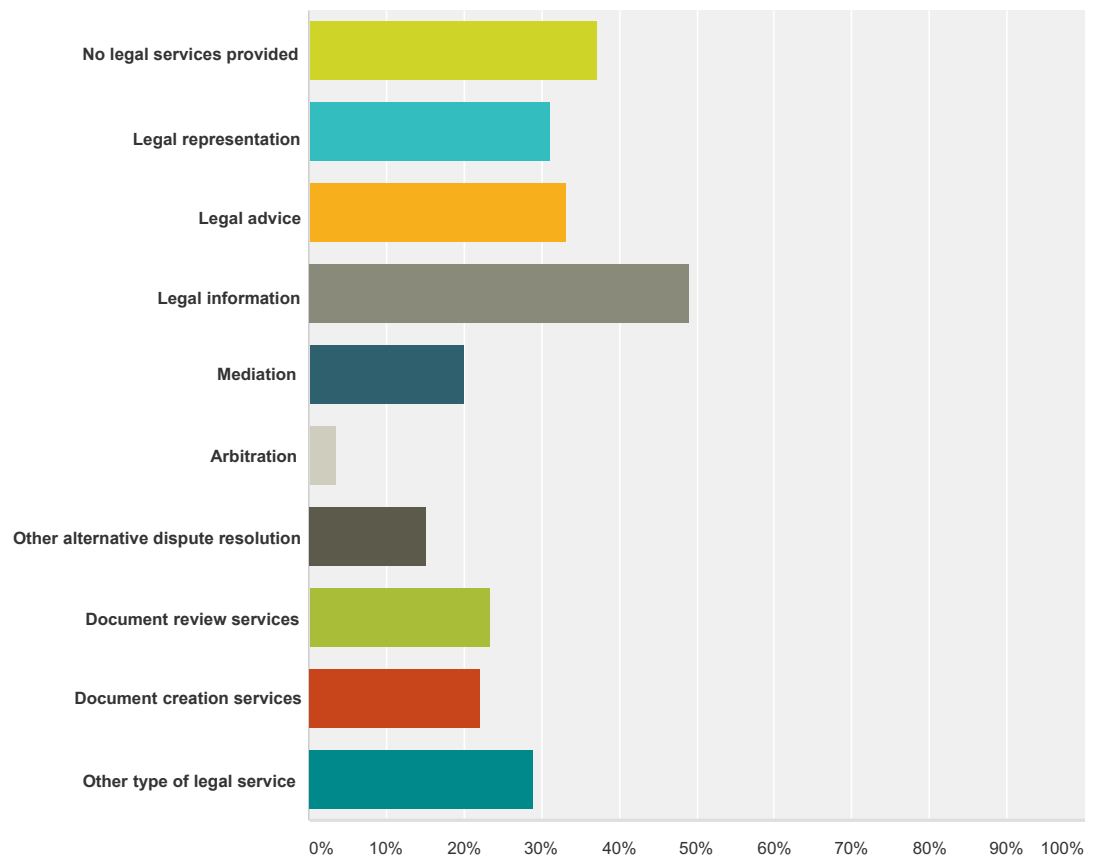
145 respondents provided responses regarding the type of legal service(s) that they provide with 63% indicating that they provide 1 or more legal service(s).

The most common legal services provided are:

- Legal information: 71 respondents or 49% of responses
- Legal advice: 48 respondents or 33%
- Legal representation: 45 respondents or 31%
- Document review services: 34 respondents or 23%
- Document creation services: 32 respondents or 22%
- Mediation: 29 respondents or 20%

Figure 10

**Please select the type(s) of legal service(s) that your organization provides (Check all that apply)**



## Community Outreach and Engagement

145 respondents recorded responses relating to the community outreach and engagement work of their organization. 90% of respondents indicated that their organization performs community outreach and/or engagement activities.

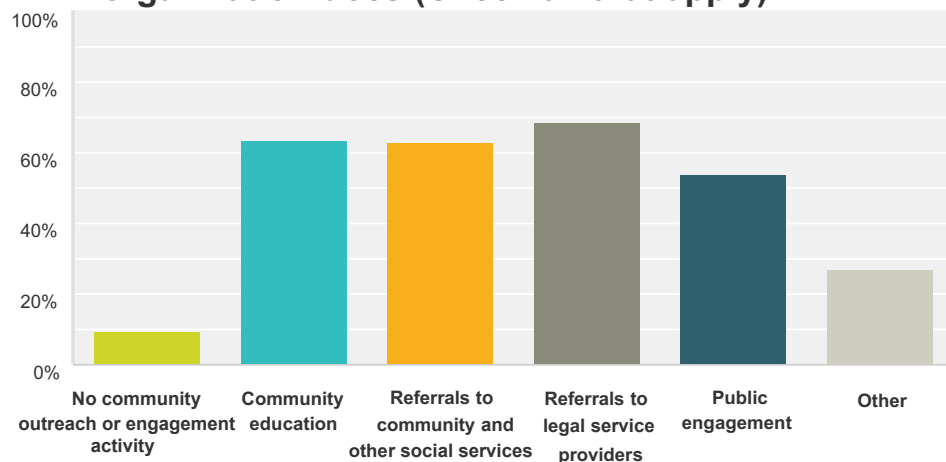
- 68% of respondents with a community outreach/engagement focus indicated that they offer referrals to legal service providers (including legal information services)
- 63% offer community education
- 63% provide referrals to community and other social services
- 54% do public engagement

Other community outreach/engagement activities carried out by respondents include:

- Local poverty reduction initiative meetings
- Secondary consultations
- Conferences
- Workshops
- Fairs
- Media appearances

Figure 11

**Please select the type(s) of community outreach or engagement activity that your organization does (Check all that apply)**



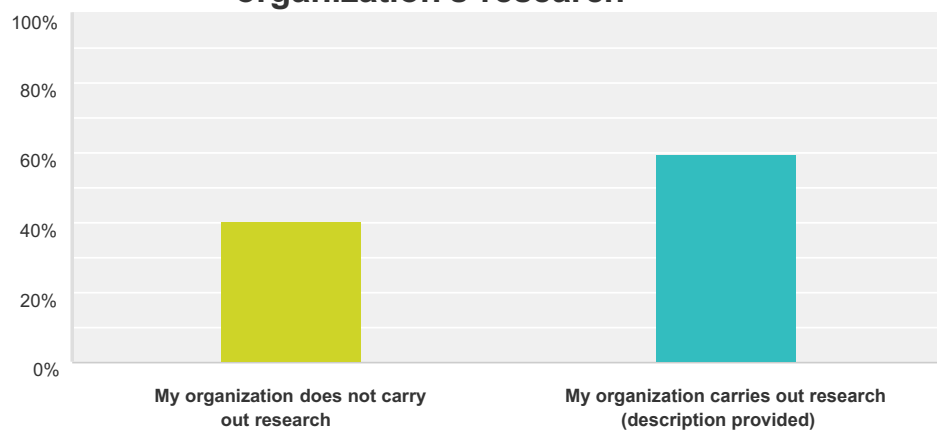
## Research

**86 respondents indicated that they carry out research activities.**

Areas of research reported by respondents in this category include: access to justice, administrative law, pro bono legal services, innovation in the law and the legal profession, global and national trends in law, dispute resolution, property law, estate law, continuing legal education, reform of justice services, Indigenous access to justice, transnational law, regulation of the legal profession and others.

**Figure 12**

**Please describe the nature of your organization's research**



## Other Areas of Focus

**35% of 144 respondents indicated that they have one or more areas of focus other than those offered in previous Survey questions.**

Based on the organizational category of respondents indicating that they have “other” areas of focus:

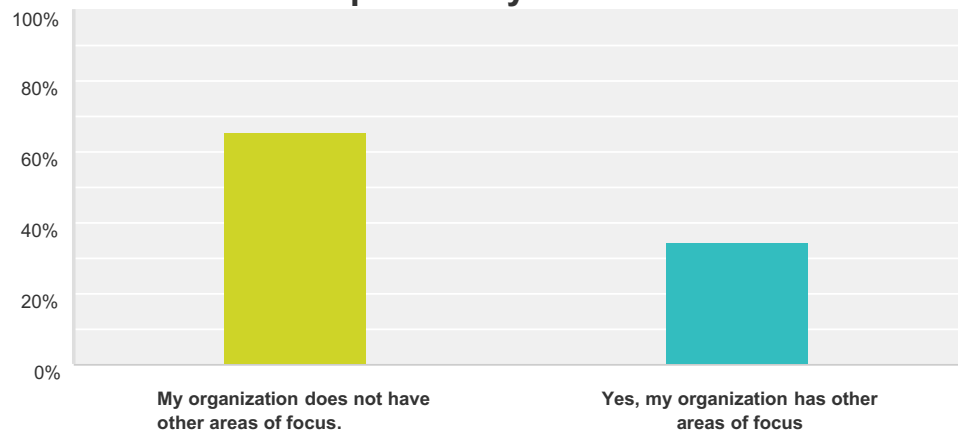
- 56% of government organizations mentioned facilitating the reform of justice services and the regulation of online legal services
- 30% of not-for-profit respondents mentioned facilitating access to and information from law libraries, systemic appeals and intervention and prevention of exploitation
- 28% of legal clinic respondents mentioned Indigenous access to justice issues and government relations
- 80% of law school respondents, not surprisingly, indicated other activities centered around legal education
- 31% of regulators mentioned issues related to the interactions between law, society and regulation of the legal profession



- 33% of private sector businesses mentioned issues related to elders, property and estates
- None of the Survey's university-based research centre respondents have an area of focus other than those previously mentioned

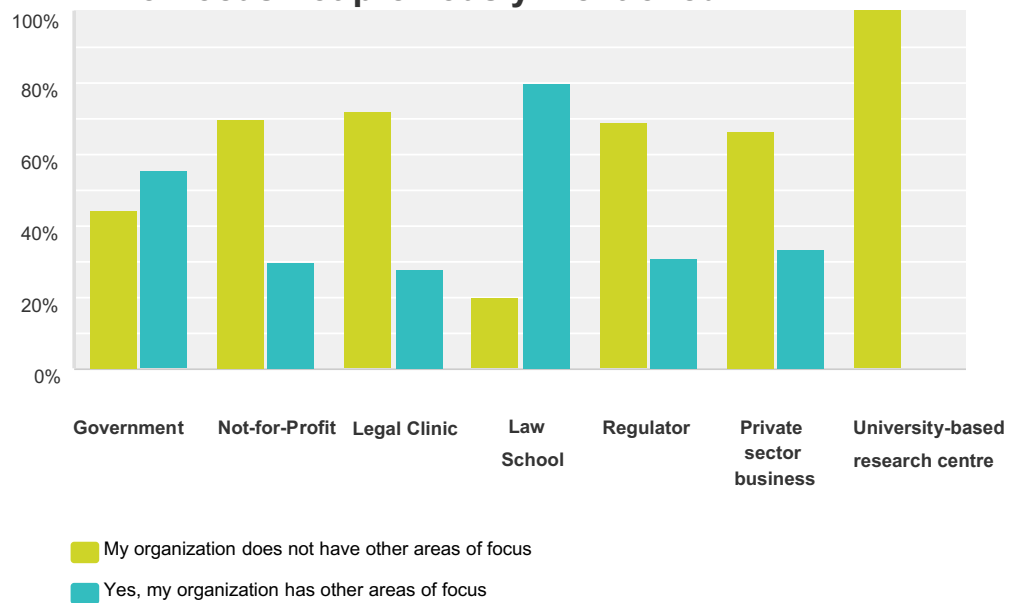
**Figure 13**

**Does your organization have another area of focus not previously mentioned?**



**Figure 14**

**Does your organization have another area of focus not previously mentioned?**



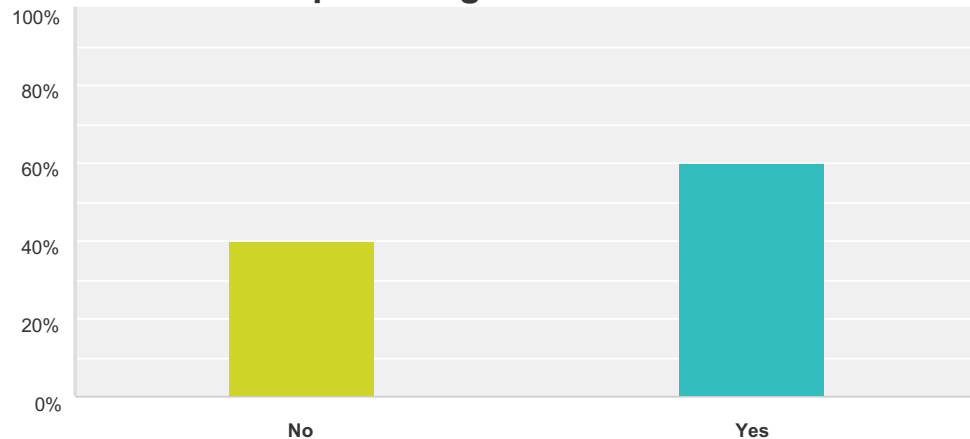
## B. JUSTICE DEVELOPMENT GOALS

### GOAL I: REFOCUS THE JUSTICE SYSTEM TO REFLECT AND ADDRESS EVERYDAY LEGAL PROBLEMS

Essentially every Canadian will experience an everyday legal problem over the course of their lifetime<sup>10</sup> and only a small portion of those problems will be resolved within the formal justice system.<sup>11</sup> Justice Development Goal One from the Action Committee's *A Roadmap for Change*<sup>12</sup> proposes a shift in focus primarily from back-end dispute resolution and more toward front-end education, triage and the prevention of everyday legal problems. The idea, part of an overall shift in the current culture of justice, is to try to address everyday legal problems early on and, where appropriate, outside of courts and tribunals. This shift is based in part on the development of a far-reaching and comprehensive Early Resolution Services Sector (ERSS)<sup>13</sup> designed to provide early and accessible legal information, education, services and support.

Figure 15

**Does your organization provide any form of public legal education?**

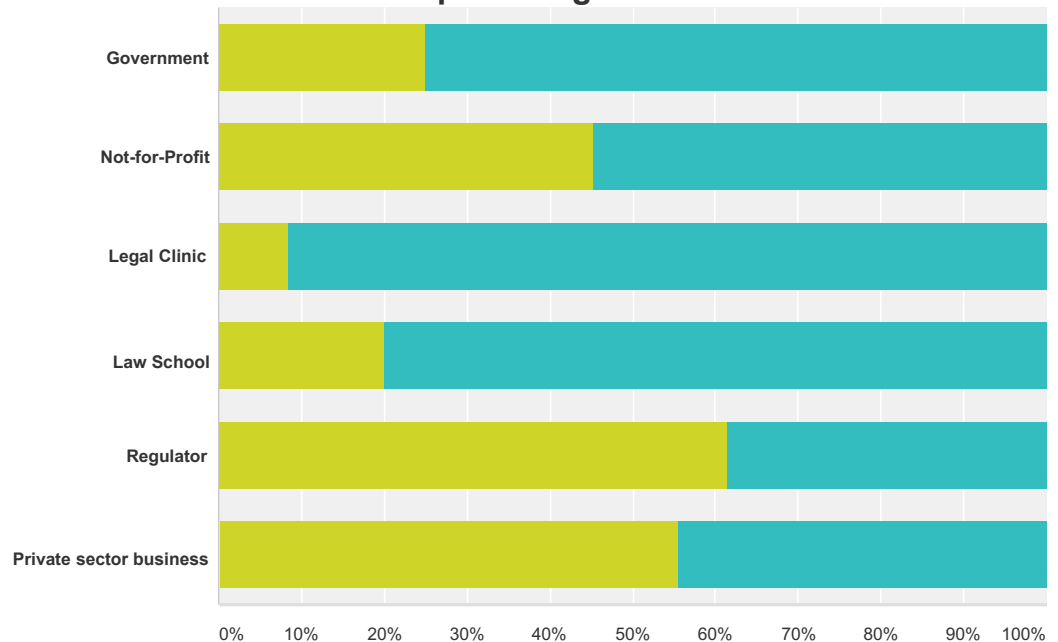


**More than 50%** of respondents in each of the 13 provinces and territories indicate that they provide some form of public legal education.

Public legal education is an important tool for building a robust ERSS. The availability and distribution of legal information and resources in efficient, effective and innovative ways at the earliest points of a legal problem increase the opportunity for such problems to be resolved quickly and with less cost to individuals and the state. 140 Survey respondents provided responses about their organization's public legal education efforts. A majority – 60% or 84 respondents – indicate that their organization provides public legal education in some form.

**Figure 16**

**Does your organization provide any form of public legal education?**



**Among these 84 respondents, at least 50% or more indicated that they offer public legal education:**

- Legal clinics: 92%
- Law schools: 80%
- Governments: 75%
- Not-for-profit organizations: 55%
- University-based research centres: 50%

Survey responses also reveal an encouraging pattern of widespread efforts to provide public legal education. More than 50% of respondents in each of the 13 provinces and territories indicate that they provide some form of public legal education. At the highest level, this is suggestive of significant work across multiple sectors and in multiple areas to provide access to legal information and resources that can educate and assist people who experience legal problems.

The efficacy of the ERSS fundamentally depends on the range of public legal education resources and services that are available, how these resources promote

understanding and prevent everyday legal problems, and the ways in which this information is made available to the public. Survey respondents answered several questions related to the types of public legal education that they provide, the different mediums that they use to disseminate information and resources, and the languages for accessing public legal information and resources.

**Figure 17**

**Does your organization provide any form of public legal education?**

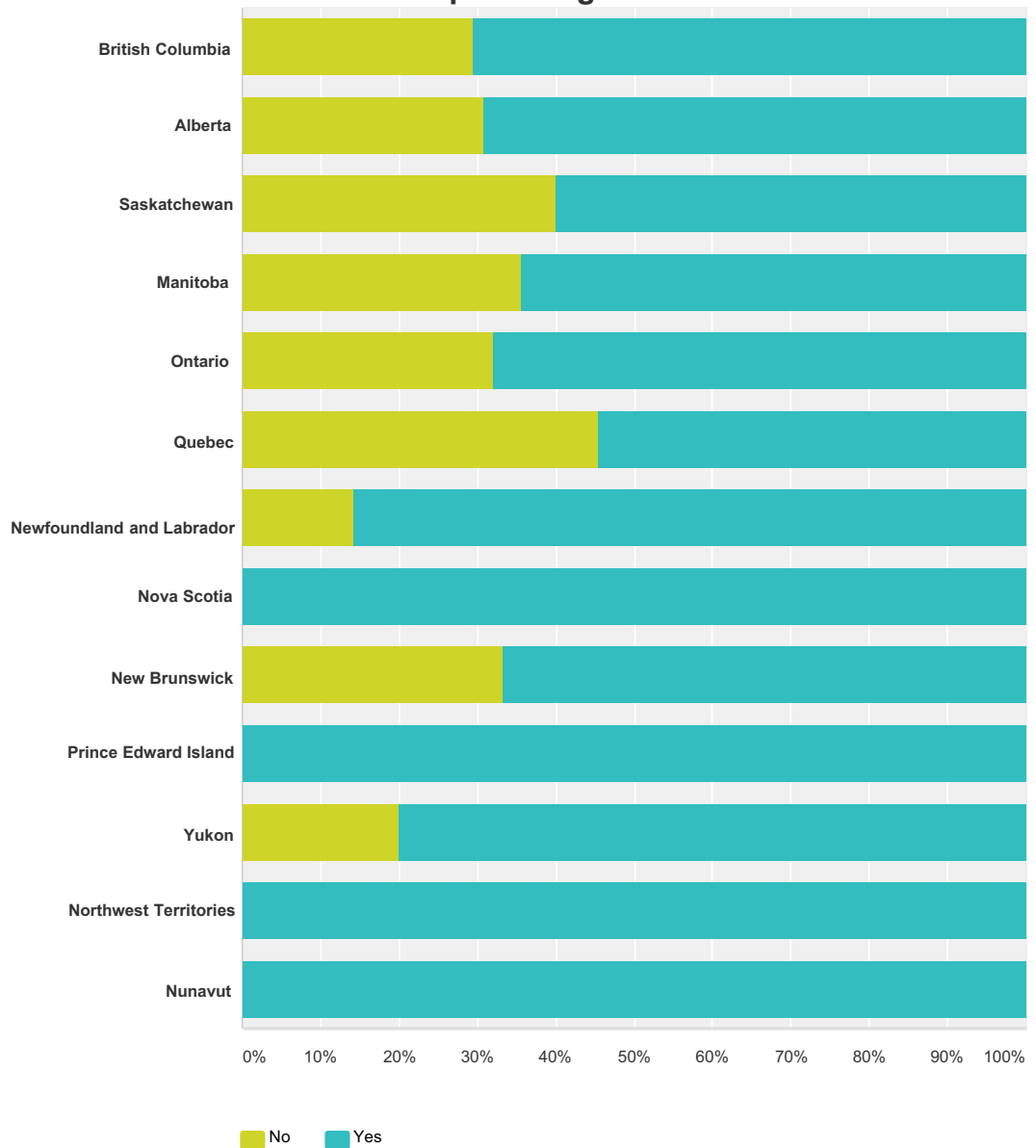
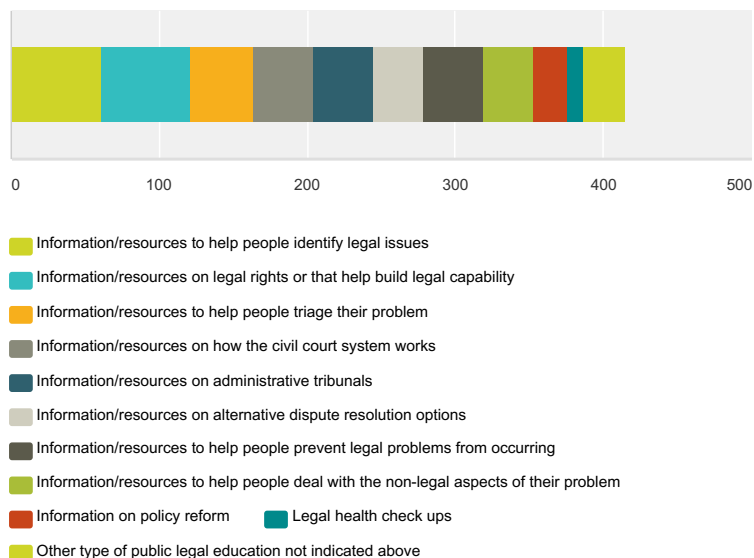


Figure 18

**What type of public legal education does your organization provide? (Select all that apply)**



Answers recorded from 83 respondents confirm that various types of public legal education are available in Canada. Each of the 10 types of public legal education or resources listed in the survey are being provided by one of more organization(s), with the following types of public legal education being the most widely offered by respondents:

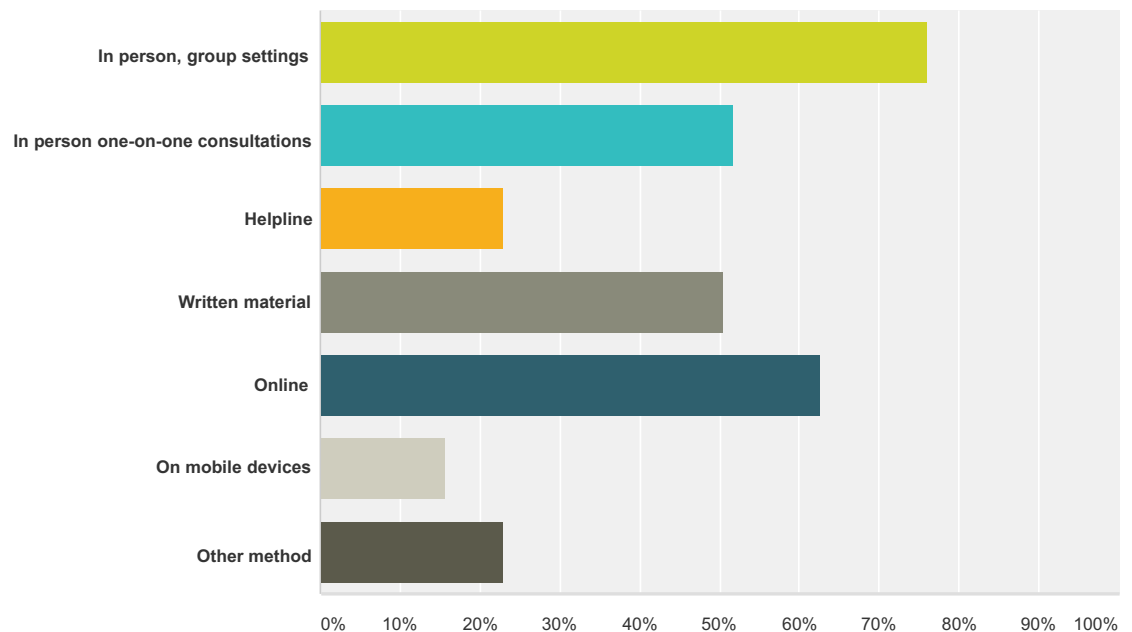
- Identify legal issues: 73%
- Build legal capability: 72%
- Triage legal problems: 51%

The types of public legal education that are being provided by the majority of respondents in this category collectively provide resources that assist with understanding what constitutes legal problems, help individuals to develop tools to resolve problems by themselves, and equip the public with the knowledge necessary to direct people to the types of information, resources or services needed to address specific problem(s). These are all important elements that contribute significantly to early resolution. Other types of public legal education are not made as widely available by Survey respondents. Less than 50% of respondents in this category indicated that they provide public legal information or resources related to the following:

- Civil courts :49%
- Administrative tribunals: 48%
- Prevention: 48%
- Alternative dispute resolution: 42%
- Non-legal aspects of legal problem: 41%
- Policy reform: 28%
- Legal health check-ups: 13%

Figure 19

### How does your organization provide public legal education? (Select all that apply)



Of equal importance in a discussion about public legal education is the accessibility of legal information and resources to the public. Language, geographical location, income level and other factors can present challenges for people trying to access justice information or services. It is important that these access to justice barriers be considered and, as it is noted in the Action Committee *A Roadmap for Change* report, the services and information that are provided through the ERSS must also “be responsive to Canada’s culturally and geographically diverse population.”<sup>14</sup> The Survey responses related to the way that public legal education information and resources are provided are largely encouraging. Of those respondents in this category indicating that they provide public legal information or resources, over 50% report providing the following services through the following delivery methods:

- Group settings: 76%
- Online: 63%
- One-on-one: 52%
- Written materials: 51%

#### **Fewer public legal education information or resources are offered through helplines or via mobile devices:**

- Helplines: 23%
- Mobile devices: 16%

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More than half of the 137 respondents who provided responses in this category – **53%** – indicate that they are involved in projects designed to increase public engagement with the justice system and raise awareness of the access to justice crisis in civil and family matters.

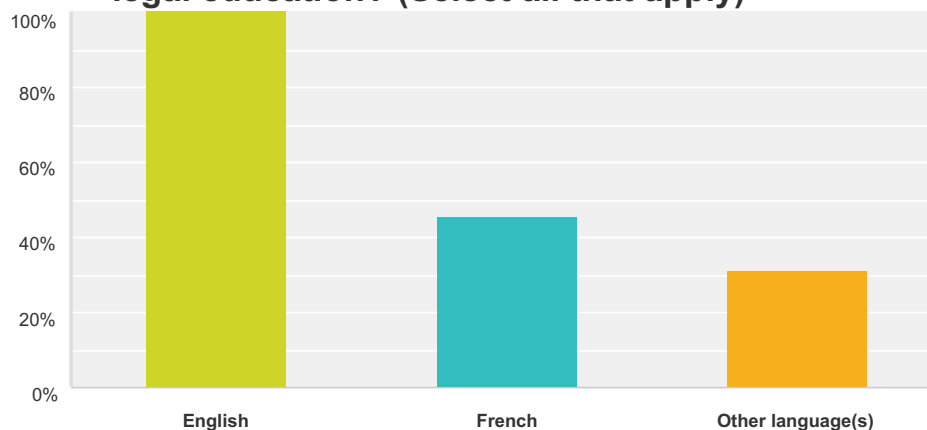
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While 100% of survey respondents who offer public legal education or resources do so in English, less than half offer public legal information or resources in other languages:

- French: 46%
- Languages other than French or English: 31%

**Figure 20**

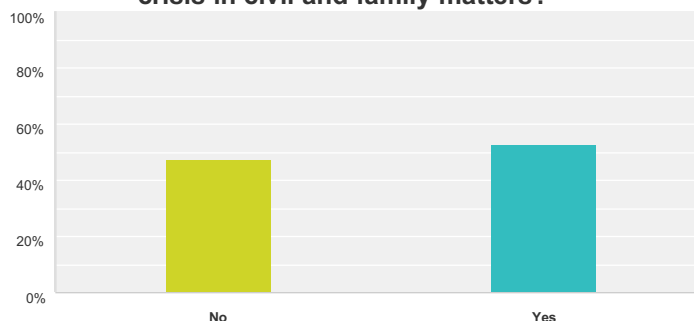
**In what language(s) do you provide legal education? (Select all that apply)**



Though certainly encouraging, the responses regarding public legal education and resources indicate that there is still work to be done to improve the types of information and resources that are available, the ways that they can be retrieved, and the languages in which information can be accessed. In addition to the public legal education resources that are currently available, more than half of the 137 respondents who provided responses in this category – 53% – indicate that they are involved in projects designed to increase public engagement with the justice system and raise awareness of the access to justice crisis in civil and family matters. This engagement with the public offers another path to education and information about everyday legal problems, access to justice and the work that is being done to offer more information and resources for early resolution.

**Figure 21**

**Is your organization involved in any projects designed to increase public engagement with the justice system and raise awareness of the access to justice crisis in civil and family matters?**



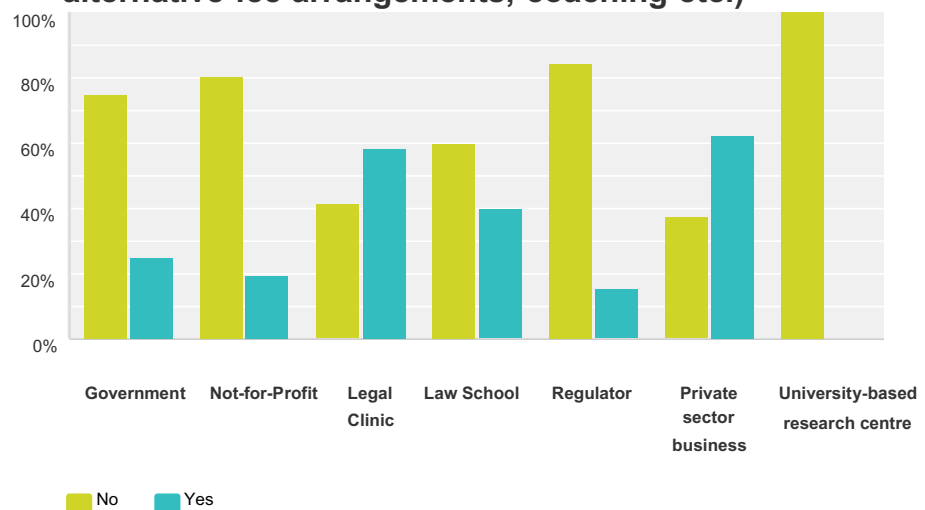
## GOAL II: MAKE ESSENTIAL LEGAL SERVICES AVAILABLE TO EVERYONE

In the face of everyday legal problems, many Canadians experience difficulties accessing legal services and/or engaging legal professionals to help address their problems. Increasingly, justice stakeholders, not-for-profits, regulators, clinics, leaders in the legal sector and other organizations are being asked to use new, innovative and cost-effective methods to help bridge the legal services delivery gap and to connect Canadians with essential legal services.

The second Justice Development Goal from the Action Committee's *A Roadmap for Change* report invites an expansion and improvement in the availability and accessibility of essential legal services.<sup>15</sup>

Figure 22

**Does your organization use any new or innovative legal service delivery methods to help address the legal services gap? (e.g. alternative fee arrangements, coaching etc.)**



Survey responses indicate that new and innovative legal service delivery methods are being used in most sectors to help address the legal services gap, with the majority of respondents in the following fields indicating that they use innovative legal service delivery methods:

- Private sector business respondents: 63%
- Legal clinic respondents: 58%

Conversely, significantly less than 50% of respondents in several organizational categories indicated that they do not offer any new or innovative legal service delivery methods to help address the legal services gap:



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## 31% of a total 137 respondents

indicated that they use new and innovative legal service delivery methods to help address the legal services delivery gap.

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- Regulators: 15%
- Not-for-profits: 20%
- Government respondents: 25%

The total number of respondents who are using new and innovative legal service delivery methods suggests that there is room for overall growth in this area. Only 31% of a total 137 respondents indicated that they use new and innovative legal service delivery methods to help address the legal services delivery gap.

Figure 23

Does your organization use any new or innovative legal service delivery methods to help address the legal services gap? (e.g. alternative fee arrangements, coaching etc.)

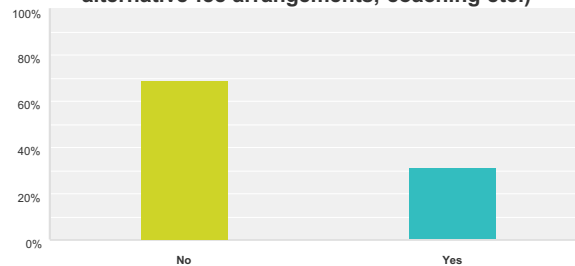
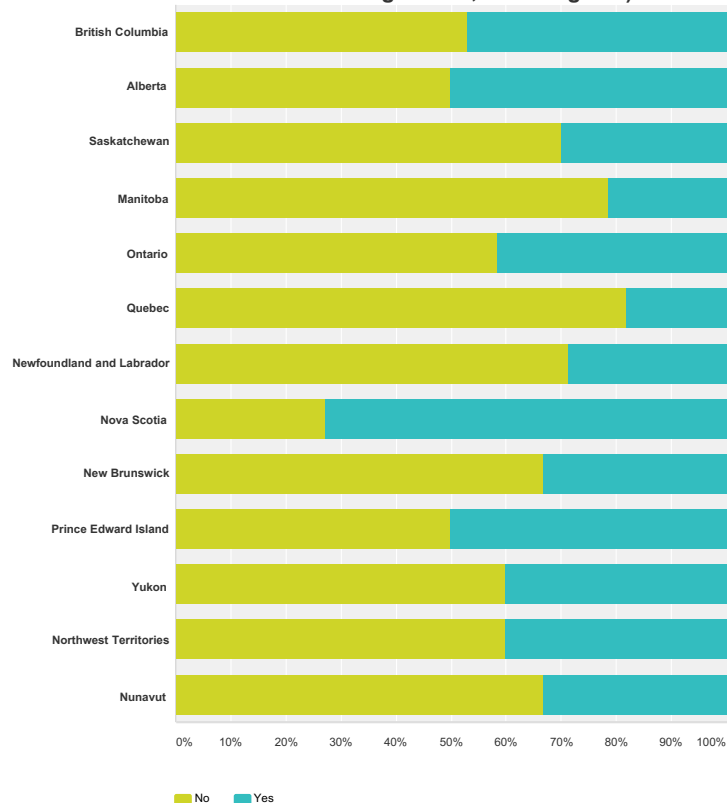


Figure 24

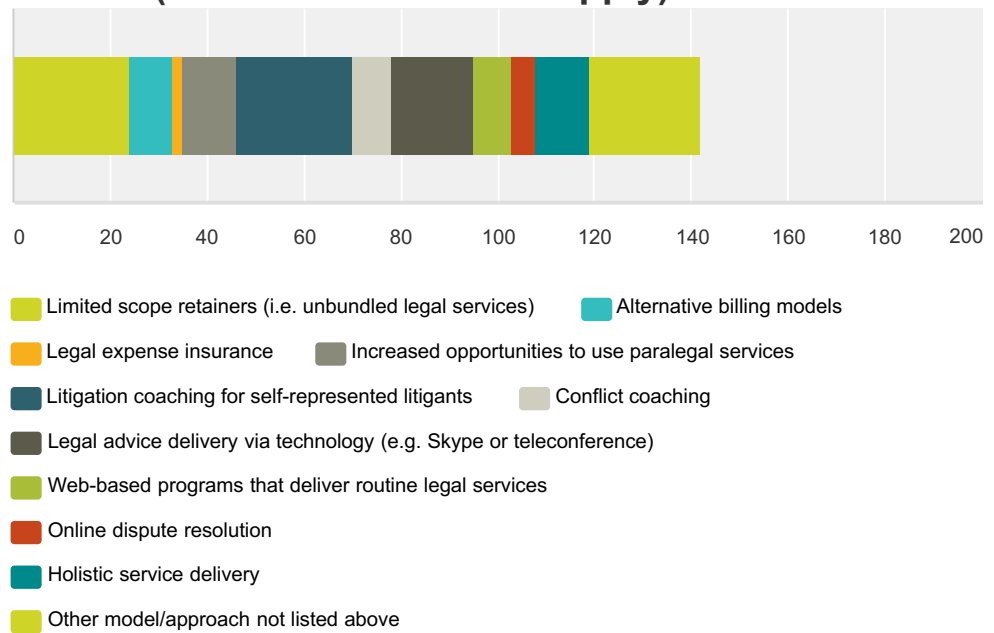
Does your organization use any new or innovative legal service delivery methods to help address the legal services gap? (e.g. alternative fee arrangements, coaching etc.)



In terms of provincial/territorial organizations, 50% or more of the respondents in several provinces indicated that they are using new and innovative legal service delivery methods. The use of these services in multiple sectors and by various organizations signals a move towards more innovative methods of legal service delivery, with many of these models having only recently been adopted for use in some sectors. 50% or more of respondents with activities that serve the following provinces indicated that they use new and innovative legal service delivery methods:

- Nova Scotia: 73%
- Prince Edward Island: 50%
- Alberta: 50%

**Figure 25**  
**What types of innovative models/approaches do you use?**  
**(Please select all that apply)**



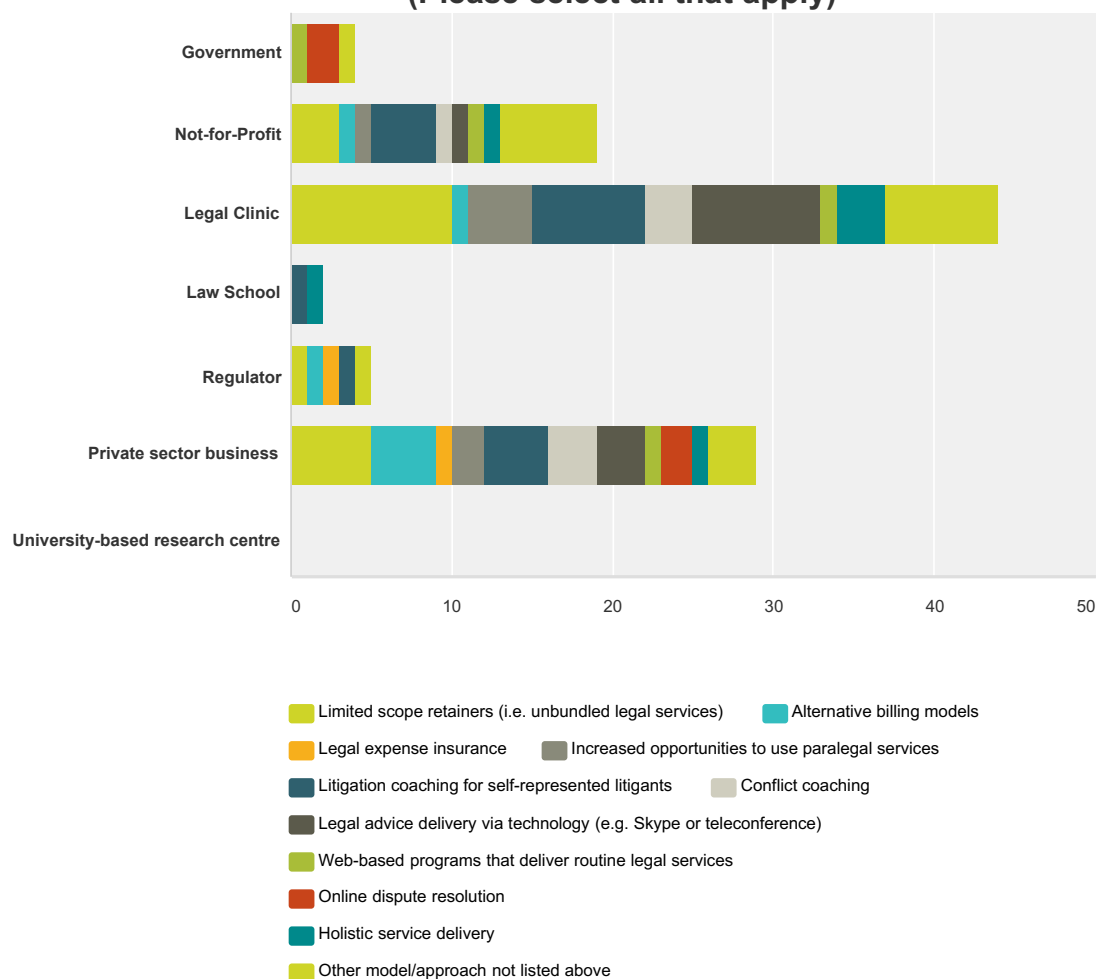
Respondents who use new and innovative legal service delivery methods to help address the legal services gap indicated that they do so largely with a variety of models or approaches.

- Limited scope retainers (including unbundled legal services) and litigation coaching for self-represented litigants are the most common approaches, with each being used by 59% of respondents
- Legal advice delivery via technology (e.g. Skype or teleconference): 41%
- Paralegal services: 27%
- Holistic service delivery methods: 27%
- Legal expense insurance: 5%
- Online dispute resolution: 12%

**Figure 26**

### What types of innovative models/approaches do you use?

(Please select all that apply)



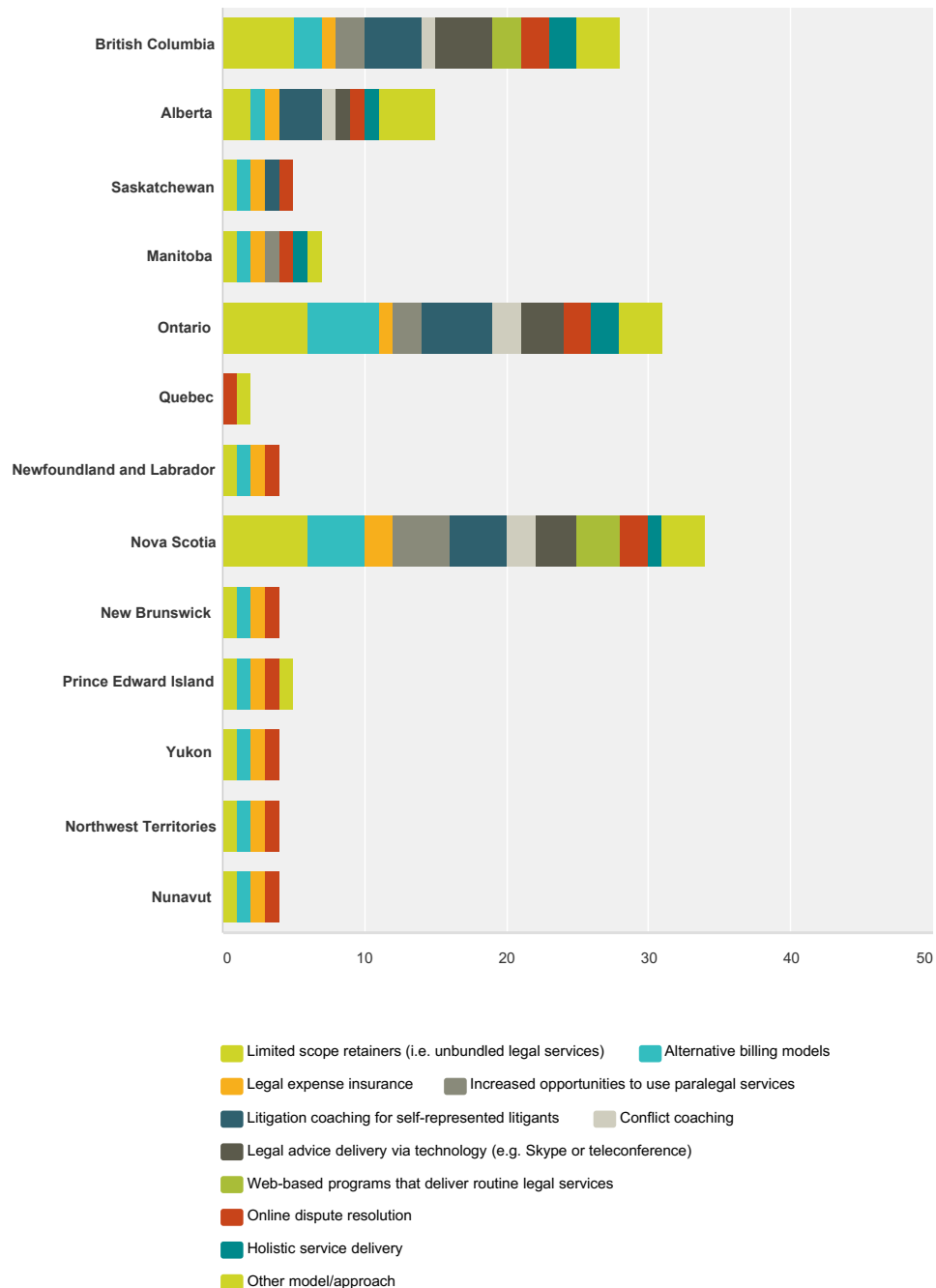
A review of the Survey responses based on the organizational category of the respondent reveals that different organizations use some innovative models and approaches more broadly than others:

- 100% of government respondents in this category indicated that they use online dispute resolution
- 75% of not-for-profit organizations indicated that they use new and innovative legal service delivery models and approaches other than those listed including pro bono, one-day pop-up legal clinics and restorative justice, and 50% of not-for-profit respondents use litigation coaching for self-represented litigants
- 77% of legal clinic respondents indicated that they use limited scope retainers and 62% use legal service delivery via technology (e.g. Skype or teleconference)
- 100% of law school respondents in this category indicated that they use holistic service delivery as well as litigation coaching for self-represented litigants
- 50% of regulators indicated that they use a number of innovative approaches, including: limited scope retainers, alternative billing models, legal expense insurance and litigation coaching for self-represented litigants
- 100% of private sector business respondents in this category indicated that they use limited scope retainers and 80% of private sector business respondents indicated that they use litigation coaching for self-represented litigants; 80% of private sector business respondents also indicated that they use alternative billing models.

A further review of the Survey responses on the use of innovative models and approaches based on provincial/territorial scope indicates that online dispute resolution is being used by respondents in every province and territory, and limited scope retainers are being used by respondents in 12 provinces and territories. Alternative billing models are being used by respondents in 12 provinces and territories. Legal expense insurance is also being used by respondents serving a majority of provinces and territories.

**Figure 27**

**What types of innovative models/approaches do you use?  
(Please select all that apply)**



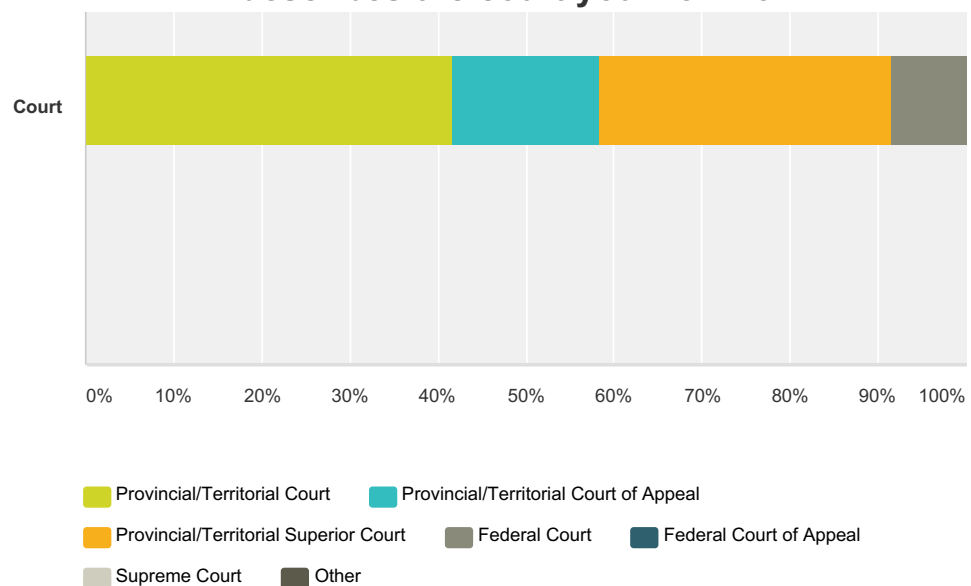
### GOAL III: MAKE COURTS AND TRIBUNALS FULLY ACCESSIBLE MULTI-SERVICE CENTRES FOR PUBLIC DISPUTE RESOLUTION

The third Justice Development Goal of the Action Committee's *A Roadmap for Change* report focuses on the importance of an accessible, multi-service formal justice system.<sup>16</sup> Early resolution outside of Canada's courts and tribunals, where appropriate, can offer a cost-effective and timely path to problem resolution. Notwithstanding this Goal, there is no doubt that Canada's exceptional network of lawyers, judges, courts and tribunals remain fundamental to dispute resolution processes and cases. However, the third Justice Development Goal encourages a wider range of dispute resolution services and proportional processes being offered through courts and tribunals that facilitate the creation of more accessible justice venues that are responsive to the needs of their users.

Of the survey's 185 respondents, 12 respondents (6% of respondents) indicated that they were responding on behalf of a court. 20 respondents (11% of respondents) indicated that they were responding on behalf of an administrative board or tribunal.

Figure 28

Please select the category that best describes the court you work for.



Of the respondents who indicated that they were responding on behalf of a court:

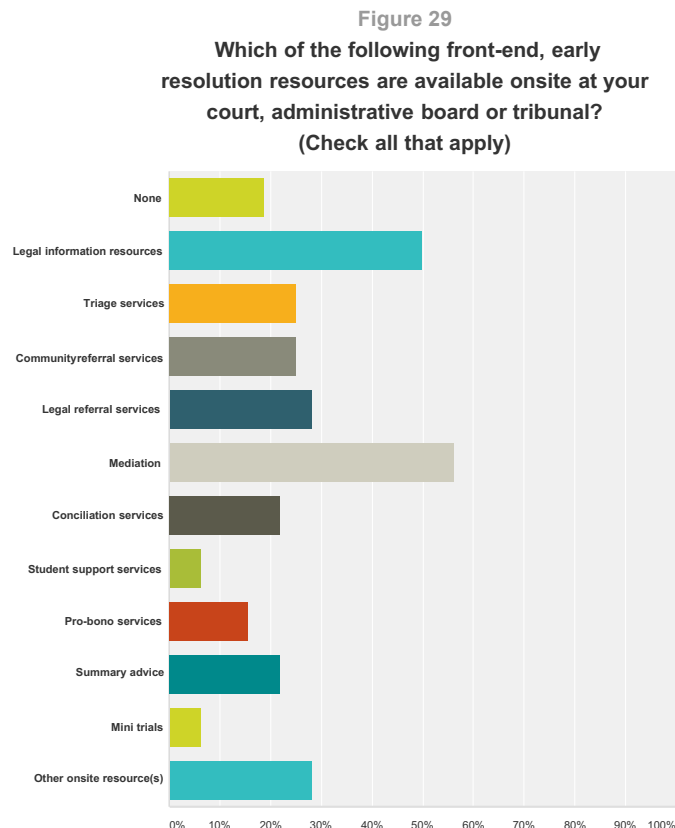
- 5 identified as a provincial/territorial court
- 4 identified as a provincial/territorial superior court
- 2 identified as a provincial/territorial court of appeal
- 1 identified as a federal court

The “multi-door courthouse”, referenced in the Action Committee's *A Roadmap for Change* report,<sup>17</sup> is a formal justice venue that offers multiple avenues for resolving a legal problem. The 32 combined court and tribunal survey respondents were asked about the types of front-end, early dispute resolution services that they offer. The responses suggest that, in several ways, courts and tribunals are shifting towards this “multi-door”, multi-service model.

Court, administrative board and tribunal respondents indicated that they offer a range of front-end, early resolution resources onsite, with a majority – 56% of respondents in this category – indicating that they offer mediation. A slightly smaller number of respondents – 50% – indicated that they offer legal information resources.

Fewer than 50% of court and tribunal respondents indicated that they provide other front-end early resolution services onsite:

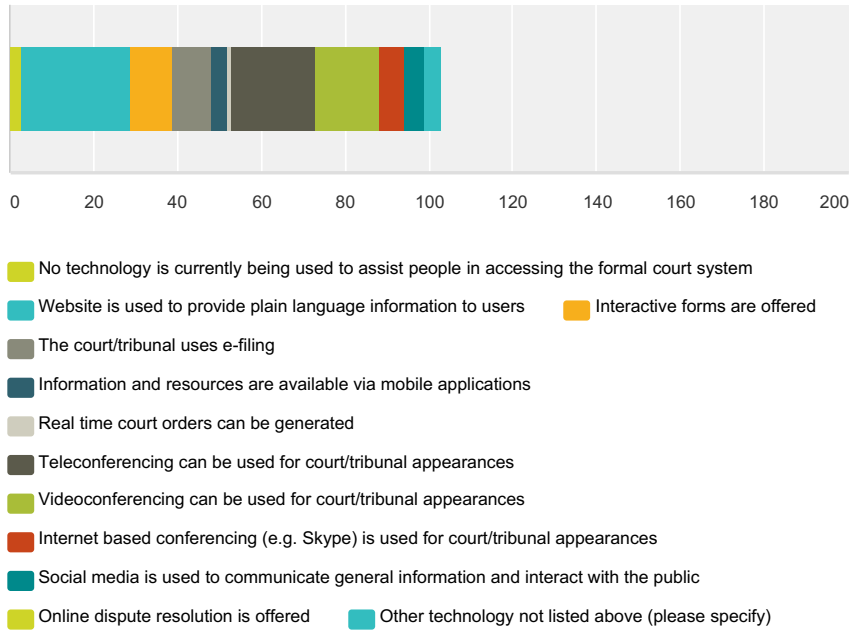
- 28% indicated that they offer legal referral services
- 28% indicated that they offer other onsite resources, including pre-trial conferences, informal resolution and case management
- 25% indicated that they offer triage services
- 25% indicated that they offer community referral services
- 22% indicated that they offer conciliation services
- 22% indicated that they offer summary advice
- 16% indicated that they offer pro-bono services
- 6% indicated that they offer student support services
- 6% indicated that they offer mini trials



19% of court, administrative board and tribunal respondents (6 respondents) indicated that they do not offer front-end, early resolution resources onsite. Based on respondent type, 75% of court respondents indicated that they offer legal information services and 75% of court respondents also indicated that they offer mediation. Conversely, the least offered front-end early resolution resources offered by the Survey's court respondents are student support services.

Mediation is the most common front-end early resolution resource offered by the Survey's administrative board and tribunal respondents, with 45% indicating that this resource is available onsite. No administrative board or tribunal survey respondent offers mini-trials.

**Figure 30**  
**Which of the following technology does your court, administrative board or tribunal use to assist people in accessing the formal court system?**  
**(Select all that apply)**



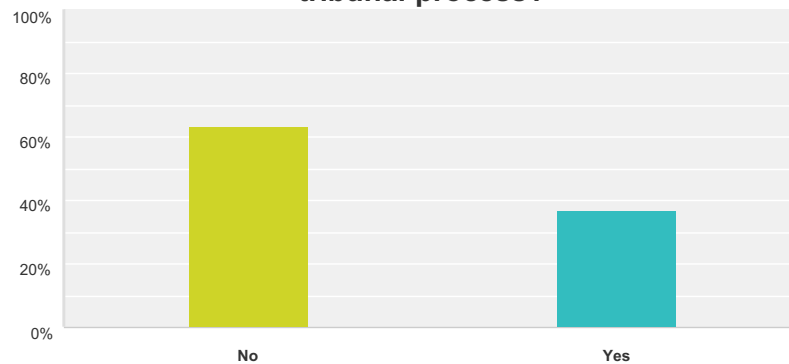
Courts, administrative boards and tribunal respondents indicated that in some ways their formal justice venues are moving towards being modernized and equipped with technology that meet some of the needs of present-day society. For example, a majority of courts, tribunals and administrative boards – 90% – indicated that they use technology in assisting people to access the formal court system. 87% of court, tribunal and administrative board respondents indicated that a website is used to provide plain language information to users, 67% indicated that teleconferencing services can be used for court or tribunal appearances, while 50% indicated that videoconferencing can be used for court or tribunal appearances.



Less progress appears to have been made in offering other electronic services. Only 13% of court, tribunal and administrative board respondents indicated that they provide information and resources via mobile applications and only 3% indicated that they provide a means for real time court orders to be generated. No court, tribunal or administrative board respondent in this category provides assistance through online dispute resolution.

**Figure 31**

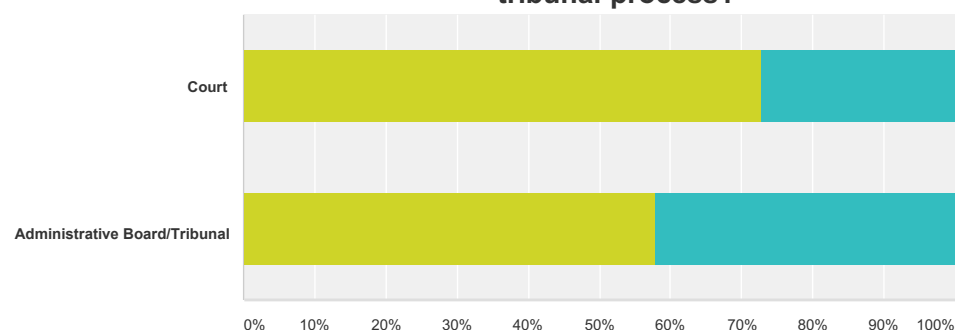
**Is your court, administrative board or tribunal pursuing any new projects that will introduce technology into the court or tribunal process?**



Further, 37% of the 30 court, administrative board and tribunal respondents in this category indicated that they are pursuing new projects that will introduce technology into the court or tribunal process. Of these respondents, 27% of courts in this category indicated that they are pursuing new projects that will introduce technology into court processes, and 42% of administrative board and tribunal respondents indicated that they are pursuing new projects that will introduce technology into tribunal processes.

**Figure 32**

**Is your court, administrative board or tribunal pursuing any new projects that will introduce technology into the court or tribunal process?**

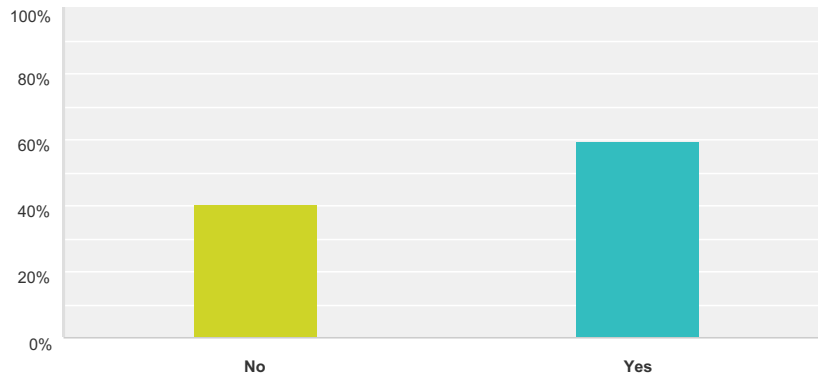


### Courts, Administrative Boards and Tribunals: Public Legal Education Information

59% of court, administrative board and tribunal respondents indicated that they provide public legal information. Of this 59%, 75% of respondents who identified as courts provide public legal information and 50% of respondents who identified as tribunals provide public legal information.

Figure 33

**Does your court, administrative board or tribunal provide public legal education information?**

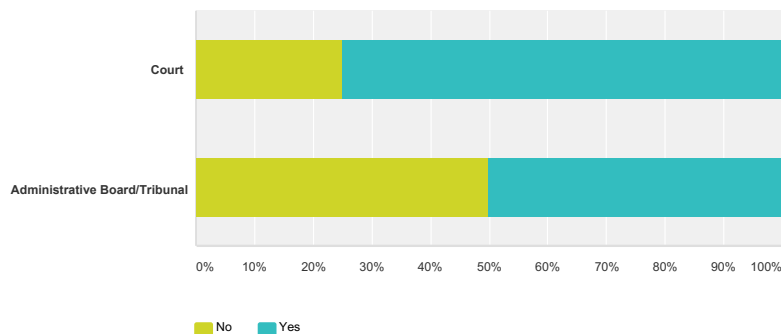


Court, administrative board and tribunal Survey respondents provided answers to a number of questions related to their efforts at building a more accessible and user-friendly formal justice system. A range of public legal education resources are available through formal justice venues that provide information that helps users of the system to better understand legal processes and the dispute resolution options that are available to them, navigate the justice system and deal with different aspects of their problems.

Of the court, administrative board and tribunal respondents that offer public legal information, 79% indicated that they offer information or resources to help people to identify legal issues, 74% indicated that they offer information or resources on alternative dispute resolution options, and 58% indicated that they offer information/

Figure 34

**Does your court, administrative board or tribunal provide public legal education information?**

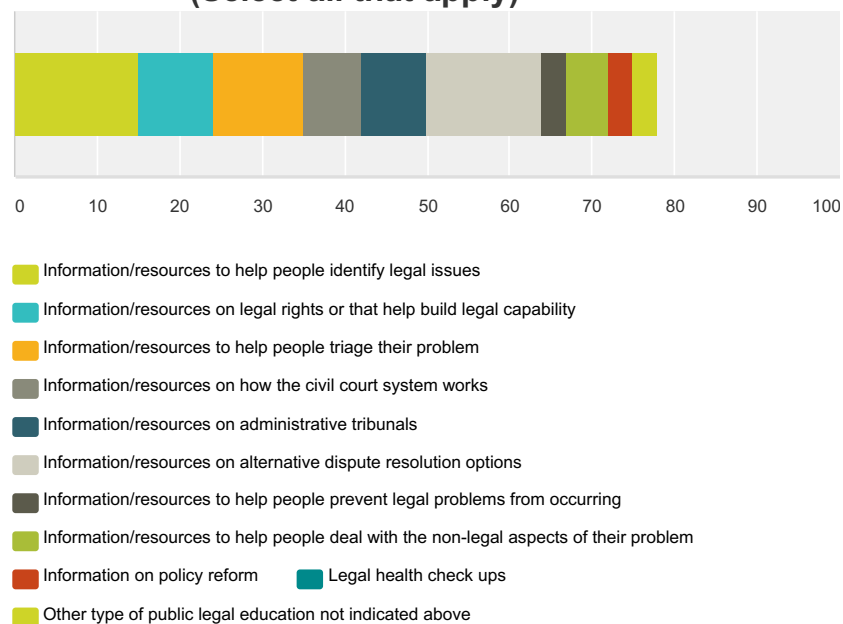


resources to help people triage their problem. Fewer than 50% of court, administrative board and tribunal respondents offer other types of public legal information on topics such as:

- Legal rights or legal capability: 47%
- Administrative tribunals: 42%
- Civil courts: 37%
- Non-legal aspects of legal problems: 26%
- Prevention: 16%
- Other (e.g. online videos to help self-represented litigants and procedural information): 16%
- Policy reform: 16%

No court, administrative board or tribunal respondent offers legal health check-ups.

**Figure 35**  
**What type of public legal education**  
**information does your court, administrative**  
**board or tribunal provide?**  
**(Select all that apply)**

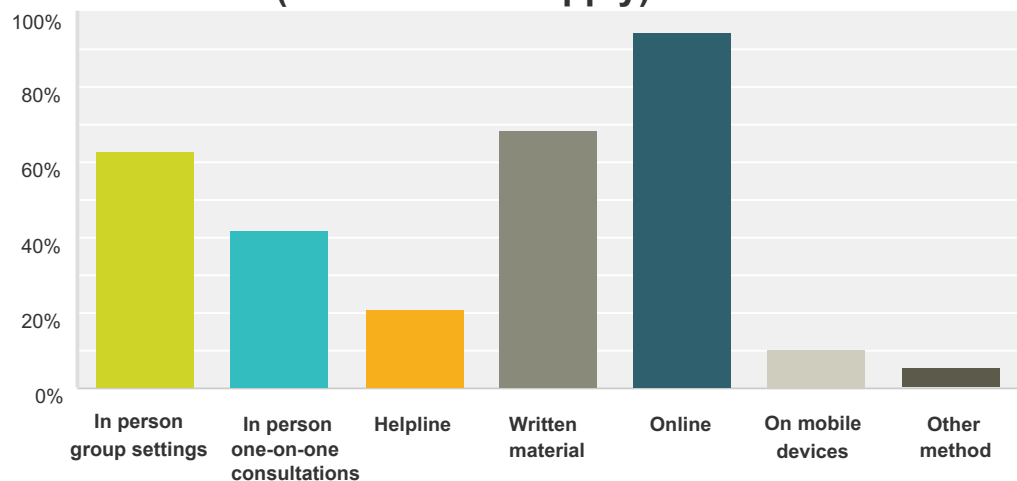


A majority of court, administrative board and tribunal respondents which provide public legal information – 95% – indicated that the information they provide is available online. 69% indicated that it is accessible in written form and a slightly smaller number – 63% – indicated that they provide public legal information through in-person, group settings.

Users of the justice system seek and access information in different ways and offering multiple avenues to access public legal information is one of the contributing factors in making court and tribunal processes and procedures more accessible and user-friendly.<sup>18</sup> The increased use of electronic and online platforms, in particular, is emphasized in the Action Committee's *A Roadmap for Change* report.

Based on respondent type, 89% of court respondents indicated that they provide public legal education online, 78% indicated that they provide public legal education via in-person, group settings and 78% indicated that they provide public legal education through written material. No court respondent indicated offering public legal education via helplines or on mobile devices.

**Figure 36**  
**How does your court, administrative board or tribunal provide public legal education information?**  
**(Select all that apply)**



As for administrative board and tribunal respondents, 100% indicated that they provide public legal education online, 60% indicated that they provide public legal education via written materials, 50% indicated that they provide public legal education through in-person, group settings, and 20% indicated that they provide public legal education on mobile devices.

All court, administrative board and tribunal respondents offer public legal information in English while 79% indicated that they offer public legal information in both English and French and 11% offer information in other languages, including Mandarin and Punjabi.

Figure 37

How does your court, administrative board or tribunal provide public legal education information?

(Select all that apply)

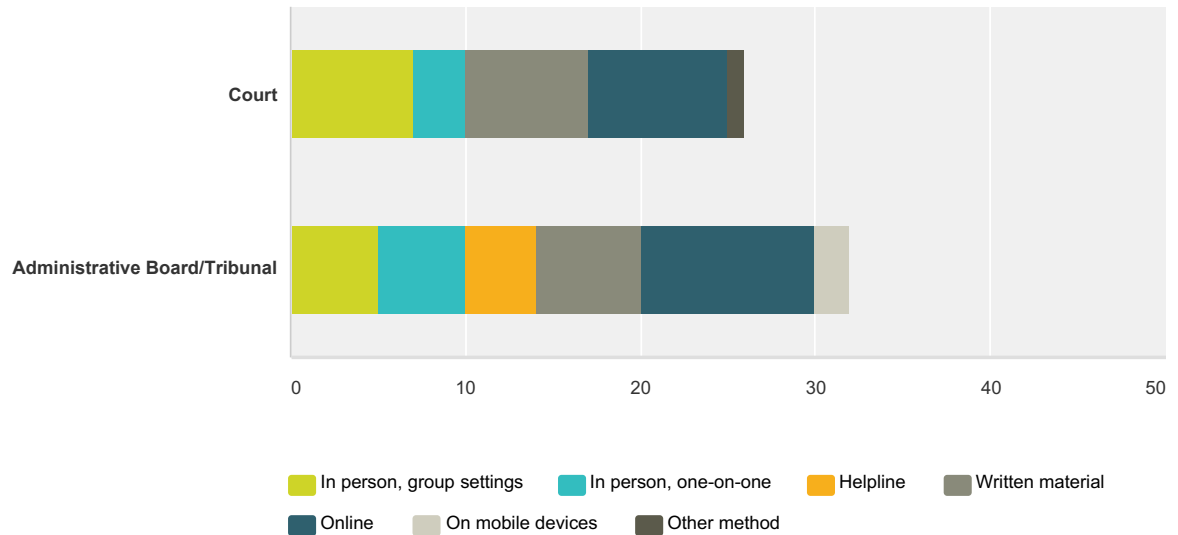
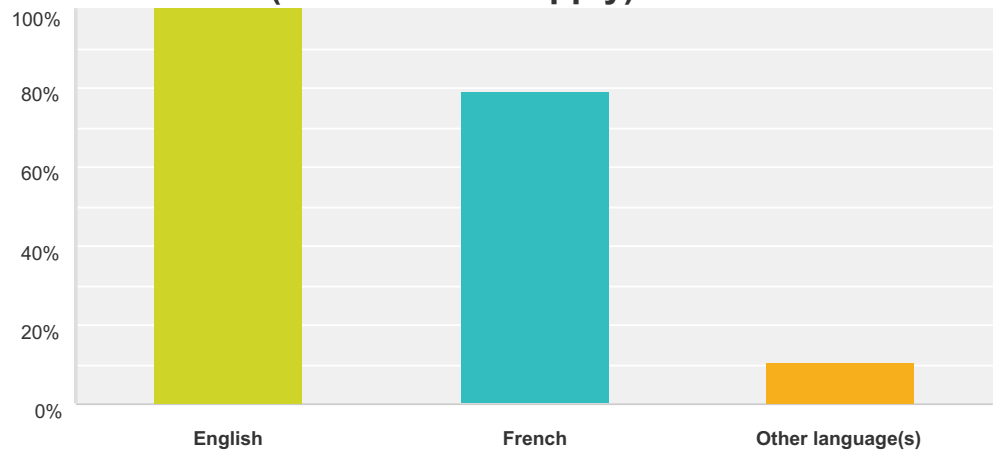


Figure 38

In what language(s) do you provide legal education information?

(Select all that apply)



## Courts, Administrative Boards and Tribunals: Services for Self-Represented Litigants

The third Justice Development Goal of the Action Committee's *A Roadmap for Change* also envisions the availability of accessible services for self-represented litigants through courts, administrative boards and tribunals.<sup>19</sup> 63% of the combined 30 court, administrative board and tribunal Survey respondents indicated that they provide specialized assistance for self-represented litigants: courts (82%) and administrative boards or tribunals (53%).

Figure 39

**Does your court, administrative board or tribunal provide any specialized assistance for self-represented litigants?**

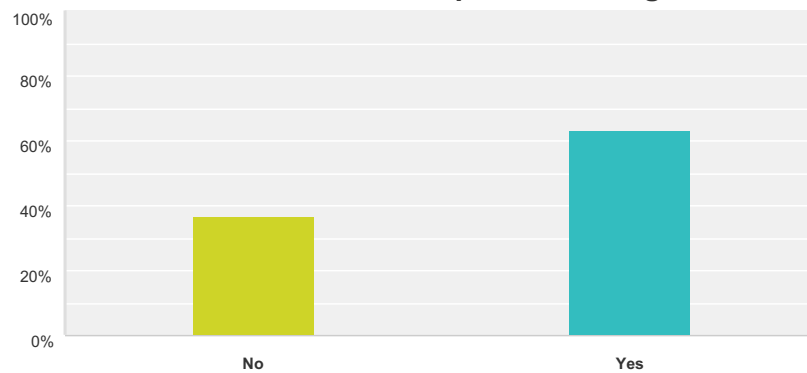
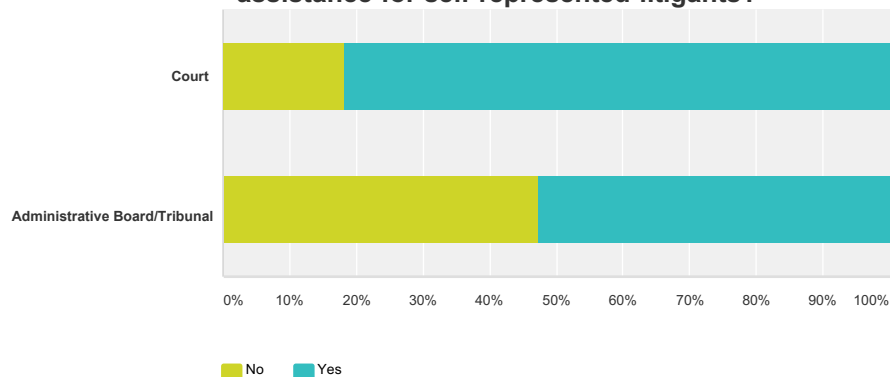


Figure 40

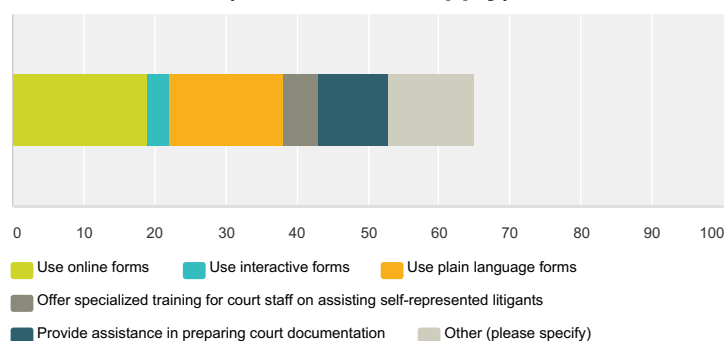
**Does your court, administrative board or tribunal provide any specialized assistance for self-represented litigants?**



Court, administrative board and tribunal respondents indicated that they offer a range of resources to assist self-represented litigants (which potentially could be coordinated with other services and service providers and be more readily integrated into the ERSS). A majority of court, administrative board and tribunal respondents in this category – 66% – use online forms to better assist self-represented litigants and 55% use plain language forms. Fewer respondents in this category – 17% of courts, administrative boards and tribunals – indicate that they offer specialized training for court staff on assisting self-represented litigants, and 10% use interactive forms to assist self-represented litigants.

**Figure 41**

**If applicable, what does your court, administrative board or tribunal do to better assist self-represented litigants?  
(Check all that apply)**

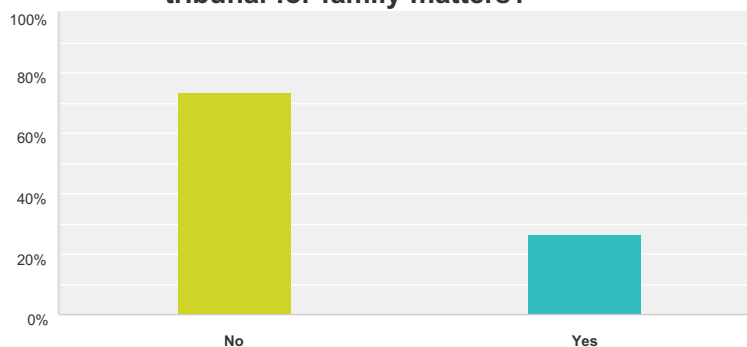


### Courts, Administrative Boards and Tribunals: Family Law Services and Resources

Court, administrative board and tribunal respondents also reported on the specialized assistance that they provide for family matters.

**Figure 42**

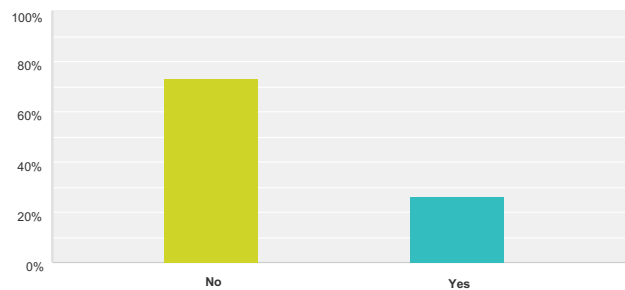
**Is there any specialized assistance available at your court, administrative board or tribunal for family matters?**



Only 27% of court, administrative board and tribunal respondents indicated that they offer specialized assistance on family matters, an area identified as one of particular need.<sup>20</sup> Further, only 27% of respondents who identify as courts, tribunals or administrative boards indicated that they are involved in projects specifically targeted at improving access to family justice.

Largely because of jurisdiction, all of the projects specifically targeted at improving access to justice in family law are being carried out by courts, with 73% of court respondents in this category indicating that they are involved in projects of this nature. Details provided by court respondents indicate that ongoing projects focus on a range of family law matters, including case management, streamlining processes, modernizing family law information resources, and the protection of children and youth.

**Figure 43**  
**Is your court, administrative board or tribunal involved in any projects specifically targeted at improving access to justice in family law?**

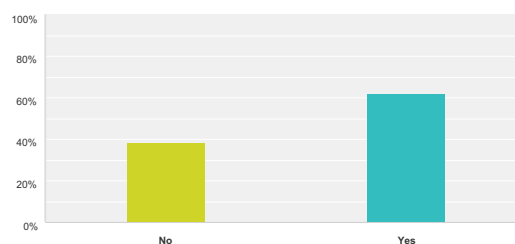


### Courts, Administrative Boards and Tribunals: Collaboration and Coordination

A majority of court, tribunal and administrative board respondents indicated that they collaborate and coordinate with justice stakeholders and others working in different disciplines.

62% of the 29 court, administrative board and tribunal respondents who recorded responses related to their collaborative efforts indicated that they are involved in projects where they work collaboratively with other organizations and stakeholders to improve access to justice: courts (73%), and administrative board and tribunal respondents (56%). Collaboration is taking place on a number of fronts with a range of stakeholders, including volunteer duty counsel, not-for-profit organizations, research centres, local, regional and national bodies, A2J Groups (see further below, Goal V), courts, tribunals, and others.

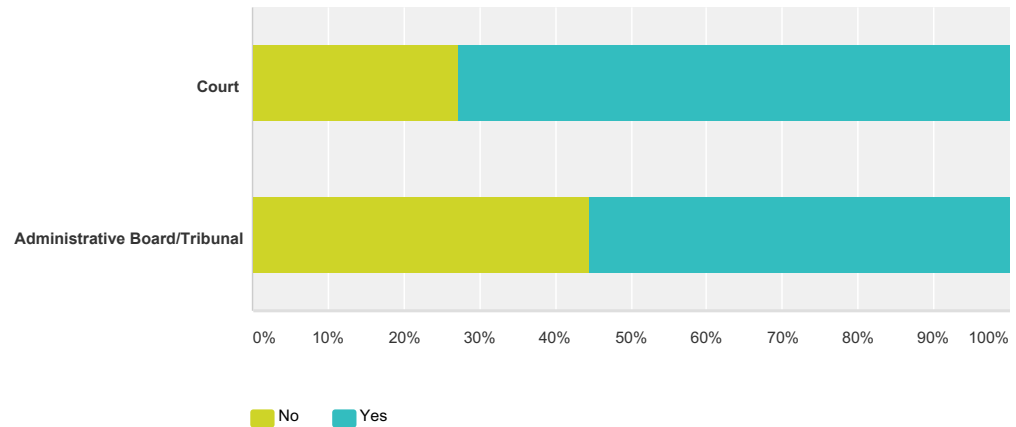
**Figure 44**  
**Is your court, administrative board or tribunal involved in any projects where you work collaboratively with other organizations/stakeholders to improve access to justice?**





**Figure 45**

**Is your court, administrative board or tribunal involved in any projects where you work collaboratively with other organizations/ stakeholders to improve access to justice?**

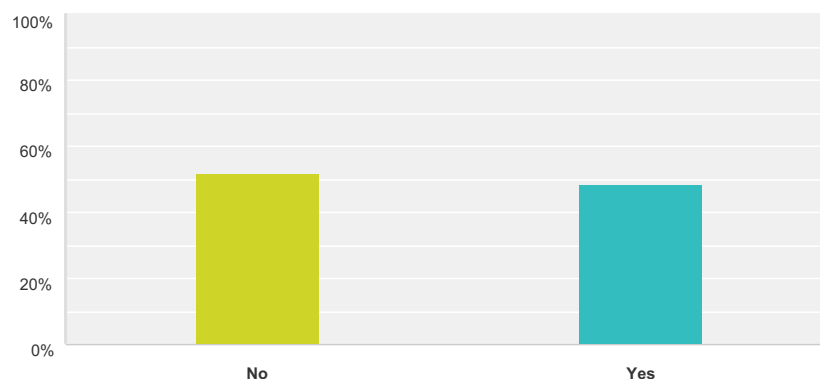


#### **Courts, Administrative Boards and Tribunals: Public Engagement**

Work to increase public engagement and raise awareness of access to justice issues by courts, administrative boards and tribunals is needed to help decrease the reliance on formal justice venues and services and to aid in the resolution of problems that could otherwise be addressed sooner and through other, less costly methods. Courts, tribunals and administrative boards can lend valuable and unique insight to conversations on access to justice issues and can play important leadership roles in fostering public understanding of justice issues. 48% of the 29 court, administrative board and tribunal respondents indicated that they are involved in projects designed to increase public engagement and raise awareness of access to justice issues.

**Figure 46**

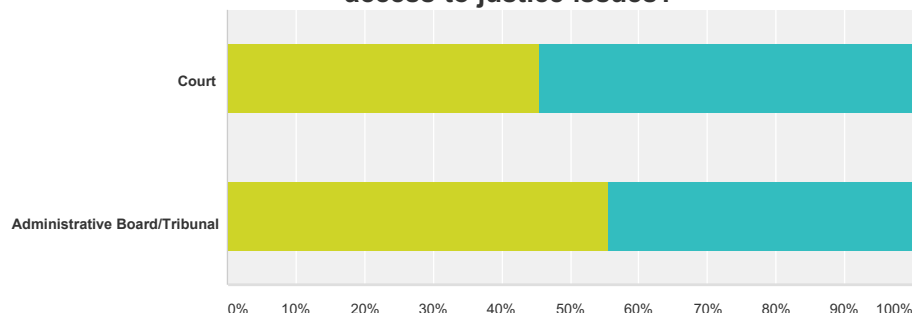
**Is your court, administrative board or tribunal involved in any projects designed to increase public engagement with the justice system and raise awareness of access to justice issues?**



Of these respondents, 55% of courts and 44% of administrative board and tribunal respondents in this category indicated that they are involved in projects designed to increase public engagement with the justice system and raise awareness of access to justice issues. Respondents offered details on a range of projects, including free legal advice clinics in public venues, reviewing and user-testing online legal services and materials, and participation in projects to create plain language guides for rules and procedures.

**Figure 47**

**Is your court, administrative board or tribunal involved in any projects designed to increase public engagement with the justice system and raise awareness of access to justice issues?**

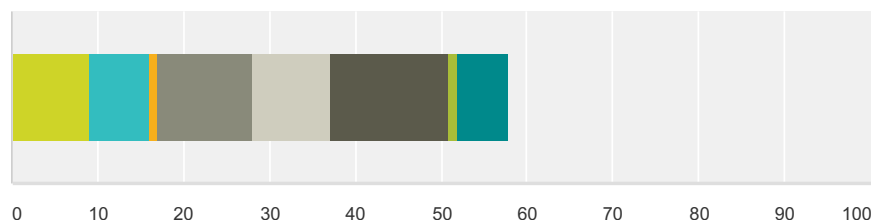


#### Courts, Administrative Boards and Tribunals: Metrics

All justice stakeholders can contribute to access to justice research through data collection and metrics. 69% of the 29 court, administrative board and tribunal respondents in this category indicated that there is information related to courts and tribunals being collected in their jurisdiction.

**Figure 48**

**Is any of the following information collected in your jurisdiction?  
(Select all that apply)**



- My court/tribunal does not track any of the following
- Court fee per civil case
- Length of proceedings (for similar matters)
- Percentage of case files and records that meet standards of accuracy, completeness, currency and accessibility
- Rescheduling of key processing events (e.g. trials, settlement meetings etc.)
- Number of self-represented litigants that come before the court/tribunal (in similar matters)
- Cost per case (to the court or tribunal)
- Other variable not listed above
- Court/tribunal user satisfaction

Of these respondents, 48% of court, tribunal and administrative board respondents indicated that information is collected on the number of self-represented litigants who come before the court or tribunal, 38% indicated that information is collected on the length of proceedings, 31% indicated that information is collected related to rescheduling of key processing events (e.g. trials, settlement meetings, etc.), and 31% indicated that information is collected on court fees per civil case. Less information is collected on the cost per case (to the court or tribunal): only 3% of respondents in this category collect this information, and further only 3% of respondents collect information on court fees per civil case. No court, tribunal or administrative board respondent in this category indicated that any information on the percentage of case files and records that meet standards of accuracy, completeness, currency and accessibility is collected in their jurisdiction.

**Figure 49**

**Is any of the following information collected in your jurisdiction?  
(Select all that apply)**



Based on respondent type, 45% of court respondents indicated that information on the number of self-represented litigants that come before the court is collected in their jurisdiction, while only 9% collect information on court user satisfaction, and information on court fees per civil case.

As for administrative tribunal and board respondents, 50% indicated that information on the number of self-represented litigants that come before tribunals is collected in their jurisdiction while only 6% indicated that information is collected on the cost per case to the tribunal.

Of the court, administrative board and tribunal respondents who recorded responses related to the information that is collected in their jurisdiction, **55% indicated that the data is available to the public.**

Of the court, administrative board and tribunal respondents who recorded responses related to the information that is collected in their jurisdiction, 55% indicated that the data is available to the public, 40% indicated that the data is available to researchers, 30% indicated that the data is available to external evaluators, and 25% indicated that data is available to other groups or individuals (including legislatures, stakeholders and Standing Committees). 20% indicated that the data is not available to any group or individual.

Figure 50

### Is the data collected made available to the following groups?

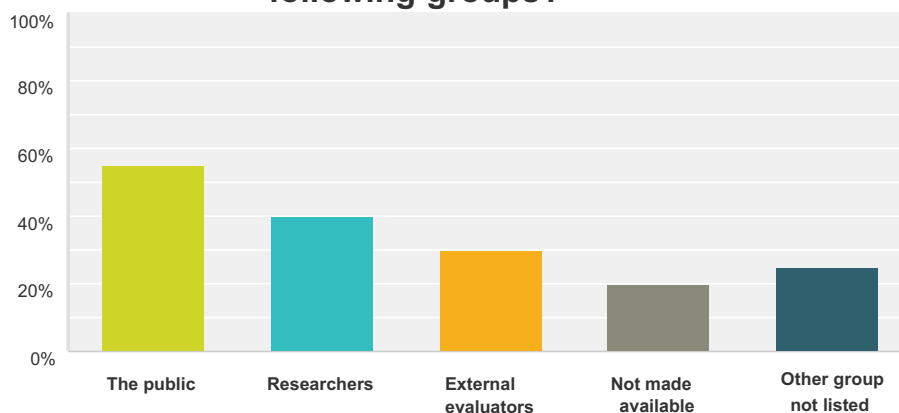
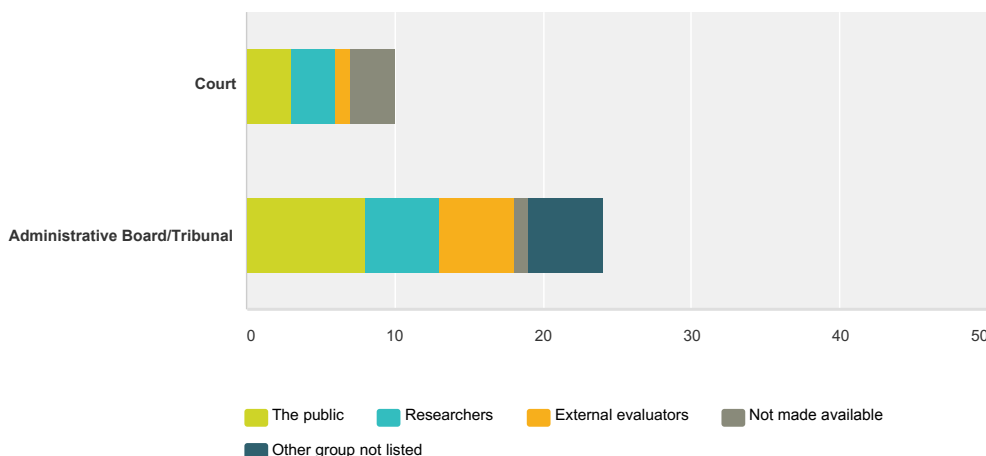


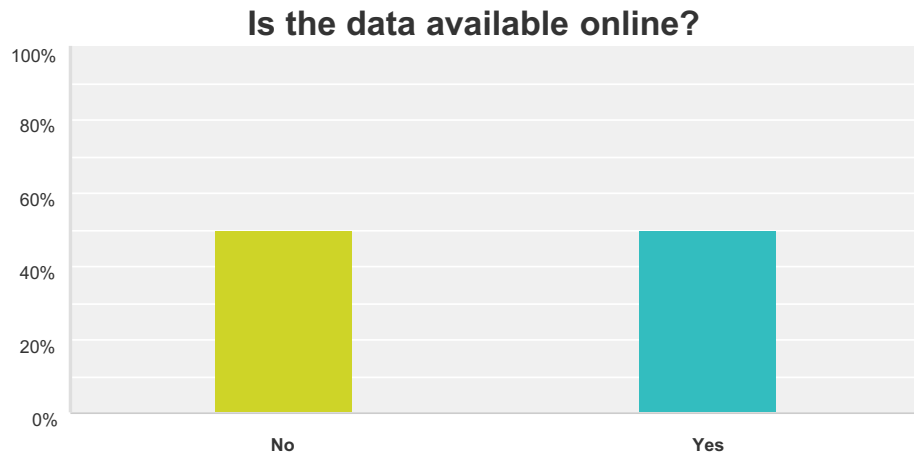
Figure 51

### Is the data collected made available to the following groups? (Select all that apply)

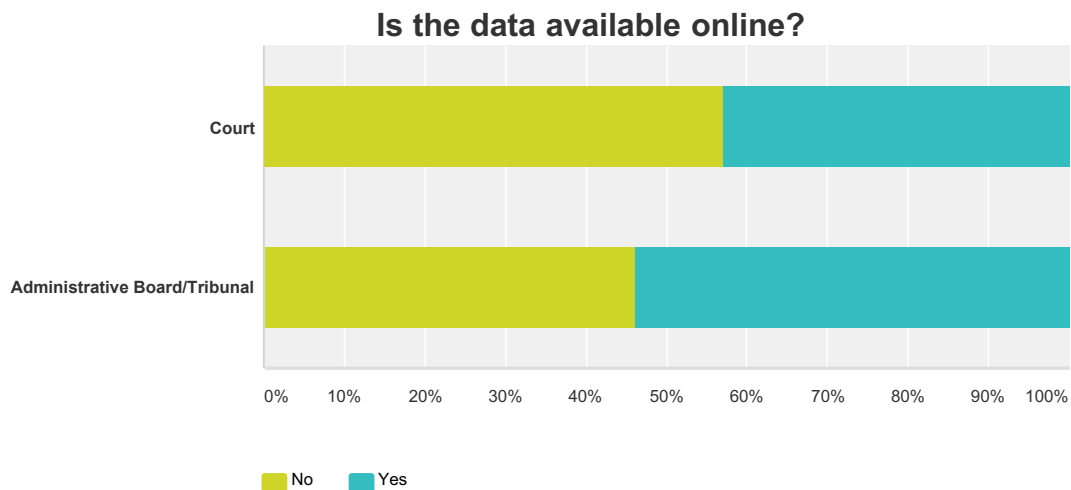


Based on respondent type, court respondents indicated that the data collected in their jurisdiction is primarily available to the public and to researchers (43% in each category). 62% of administrative board and tribunal respondents in this category indicated that the data collected is available to the public, 38% indicated that the information is available to researchers, and a further 38% indicated that the information is available to external evaluators.

**Figure 52**



**Figure 53**



10 court, tribunal and administrative board respondents indicated that the data that they collect is available online: courts (43%), and administrative boards and tribunals (54%).

## GOAL IV: MAKE COORDINATED AND APPROPRIATE MULTIDISCIPLINARY FAMILY SERVICES EASILY ACCESSIBLE

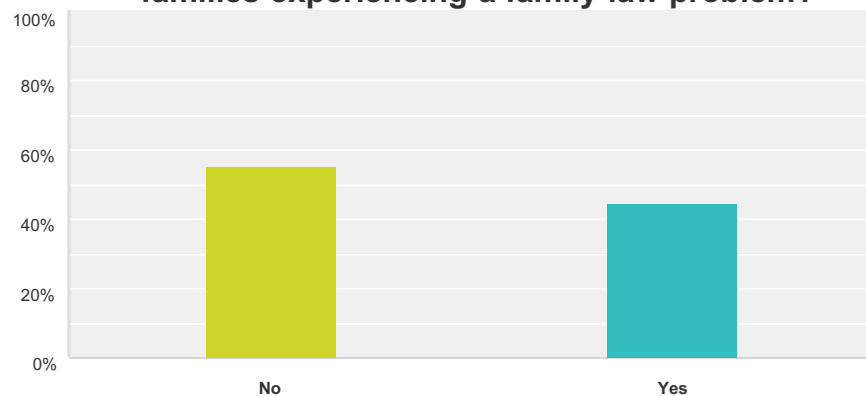
The fourth Justice Development Goal addresses the need for family justice reform that offers comprehensive, affordable, multidisciplinary and accessible paths to resolve family law problems. The Action Committee's *A Roadmap for Change* report outlines several important changes and considerations for effective and extensive family law reform, including progressive, core principles that should direct family law reform efforts,<sup>21</sup> front-end services that are needed, integrated services and programs, increased dispute resolution options related to family law, restructuring of courts to better manage family law issues, and modernization, innovation and coordination of current and non-traditional practices in family law. The Family Justice Services Continuum<sup>22</sup>, referenced in the *A Roadmap for Change* report, also underscores the need for a reallocation of family law resources to early resolution channels so that they are more visible and accessible to those who need them.

134 respondents provided responses to a series of questions related to these areas of proposed development and change in family justice.

60 respondents (or 45% of respondents in this category) indicated that their organization offers targeted legal or non-legal services or resources to families experiencing a family law problem.

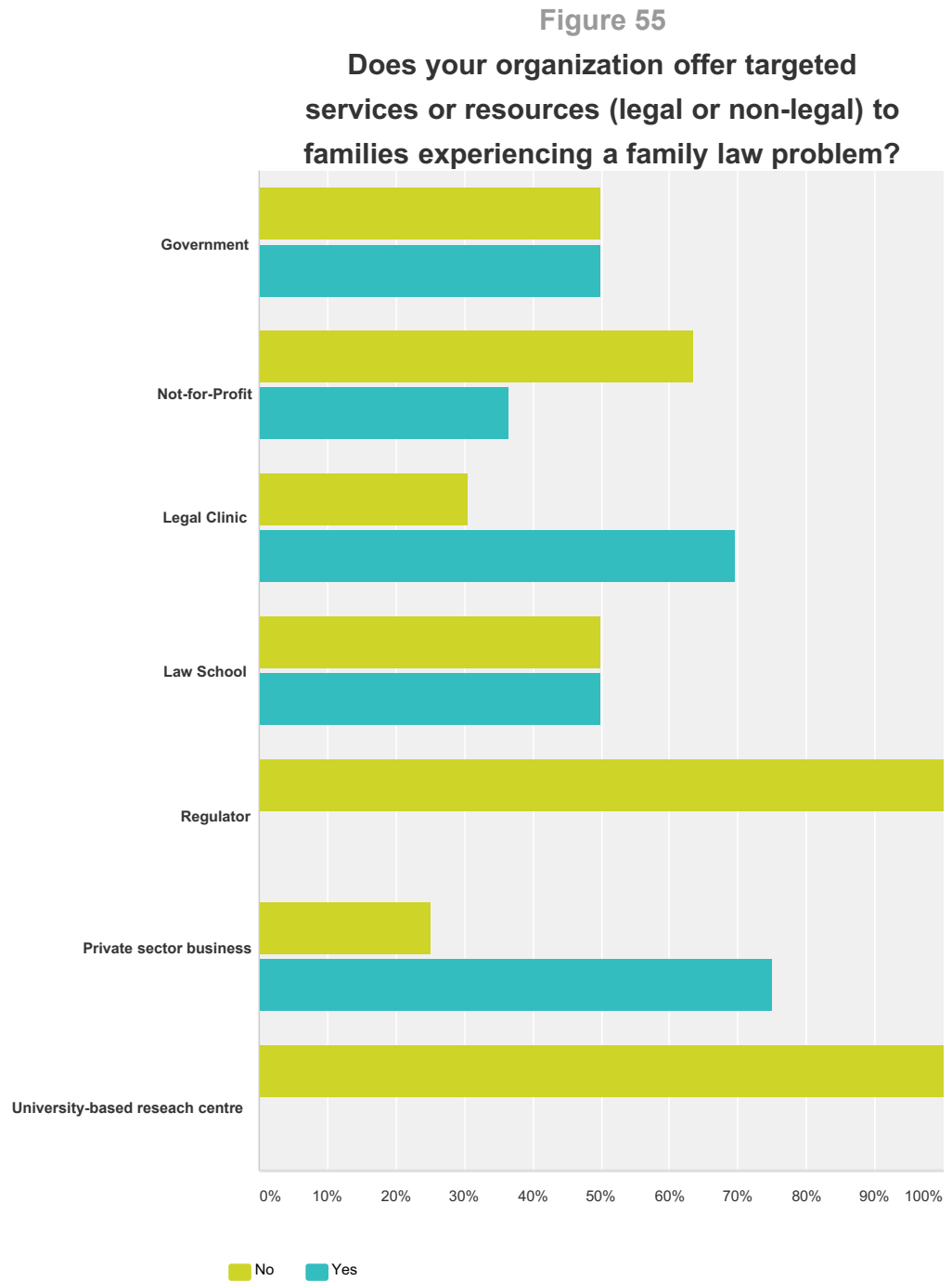
**Figure 54**

**Does your organization offer targeted services or resources (legal or non-legal) to families experiencing a family law problem?**



Of these respondents, 50% of government respondents indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem. Among not-for-profit respondents in this category, 37% offer services or resources to families experiencing a family law problem; 70% of legal clinic respondents offer family law services or resources of this nature while 50% of law school respondents indicate that they offer family law services to assist families. 75%

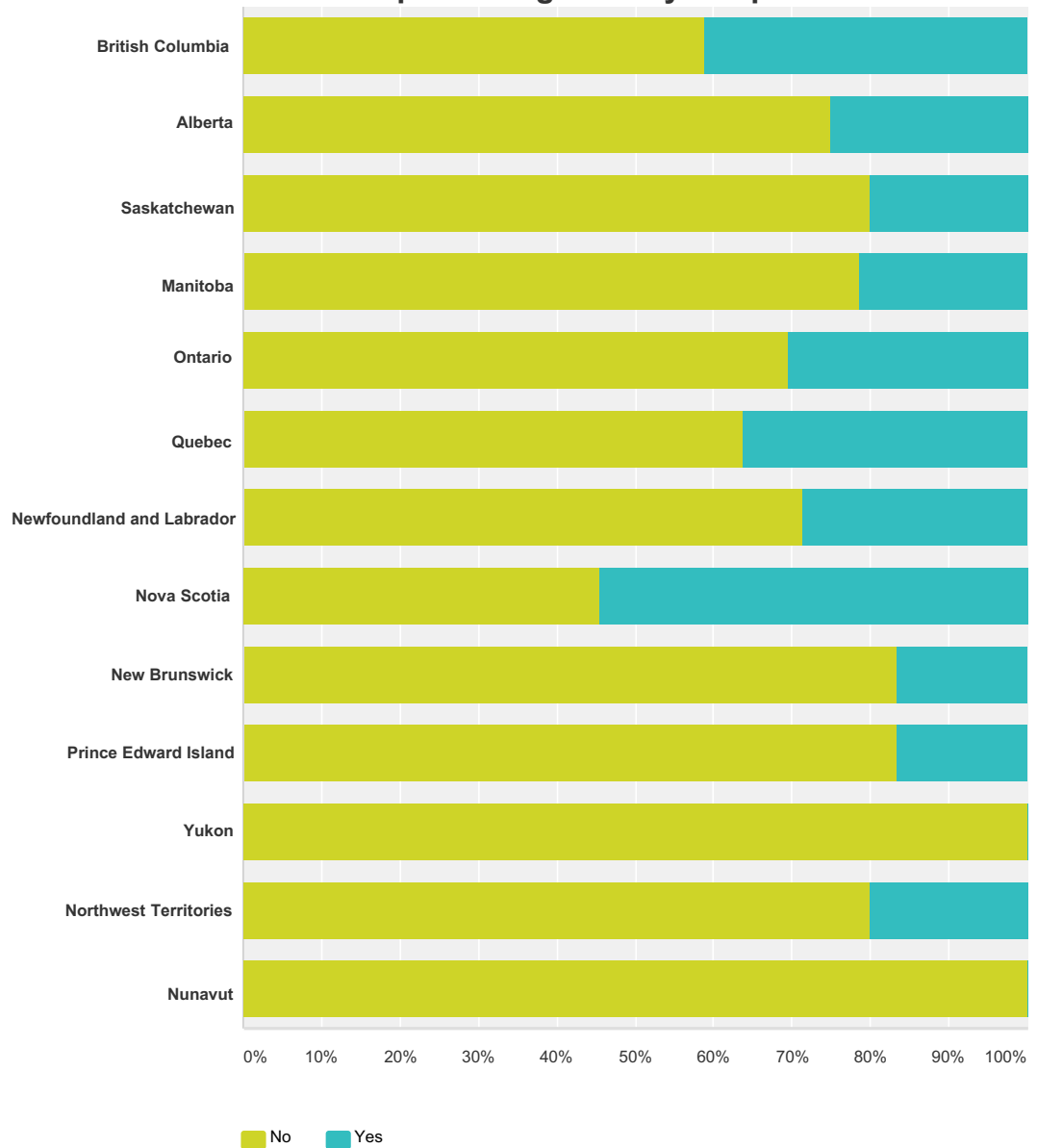
of private-sector business survey respondents offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.<sup>23</sup>



Though respondents in most provinces and territories indicated that they offer services or resources to families experiencing a family law problem, less than half of the respondents in these regions indicated that they offer these services. Nova Scotia was the sole exception, with 55% of survey respondents in this category indicating that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.

**Figure 56**

**Does your organization offer targeted services or resources (legal or non-legal) to families experiencing a family law problem?**

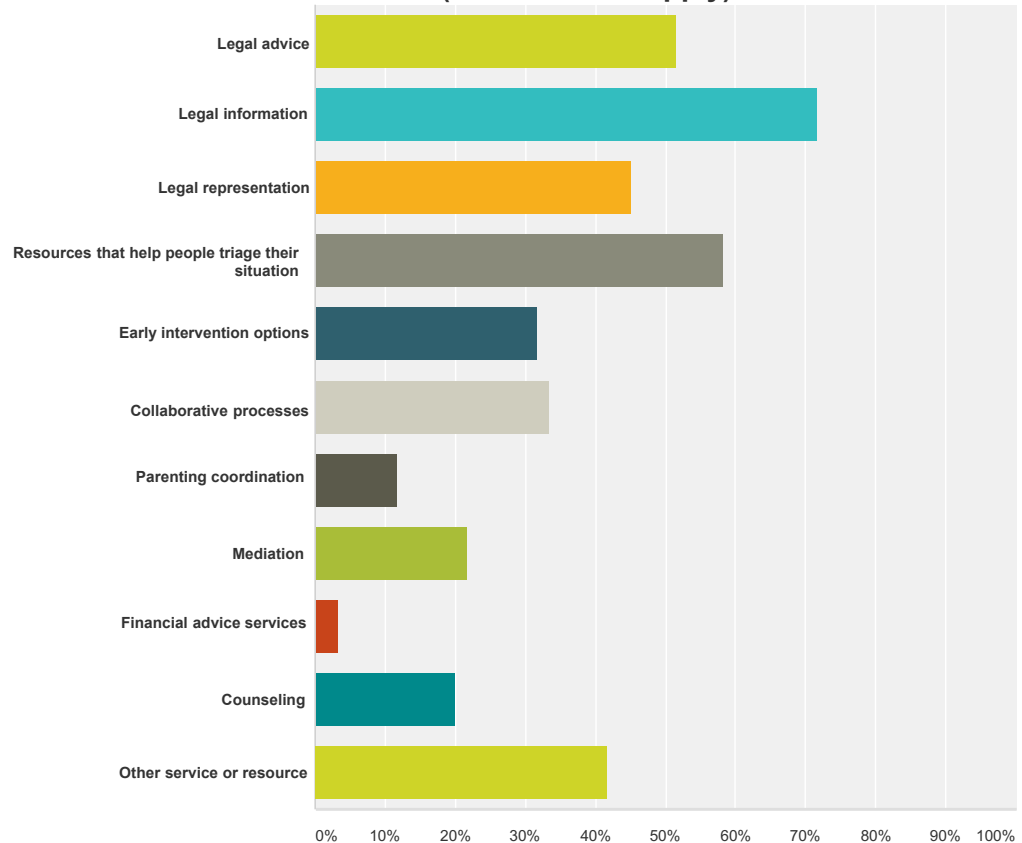




The diversity in the range of services and resources that are being used to help families who are experiencing a family law problem in Canada presents some encouraging figures and suggests that in some respects, **Canada may be moving towards offering more accessible and affordable family law options** for early problem resolution.

The diversity in the range of services and resources that are being used to help families who are experiencing a family law problem in Canada presents some encouraging figures and suggests that in some respects, Canada may be moving towards offering more accessible and affordable family law options for early problem resolution.

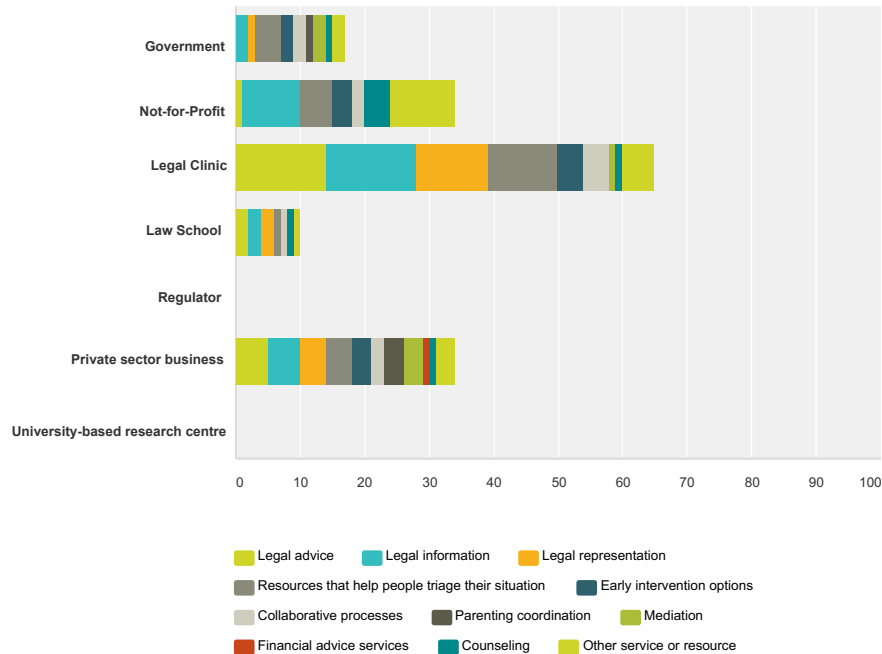
**Figure 57**  
**What type of services or resources does your organization provide to families experiencing a family law problem?**  
 (Select all that apply)



72% of respondents in this category (who offer targeted services or resources to families) indicated that they provide legal information to families experiencing a family law problem. This is followed by 58% who provide resources that help people to triage their situation, 52% who offer legal advice and 45% who offer legal representation. Collaborative processes, early intervention options and mediation are offered by 33%, 32% and 22% of respondents in this category respectively, while counselling is provided by 20% of respondents, parenting coordination is offered by 12%, and financial advice services are provided by 3% of respondents in this category.

Figure 58

**What type of services or resources does your organization provide to families experiencing a family law problem?  
(Select all that apply)**



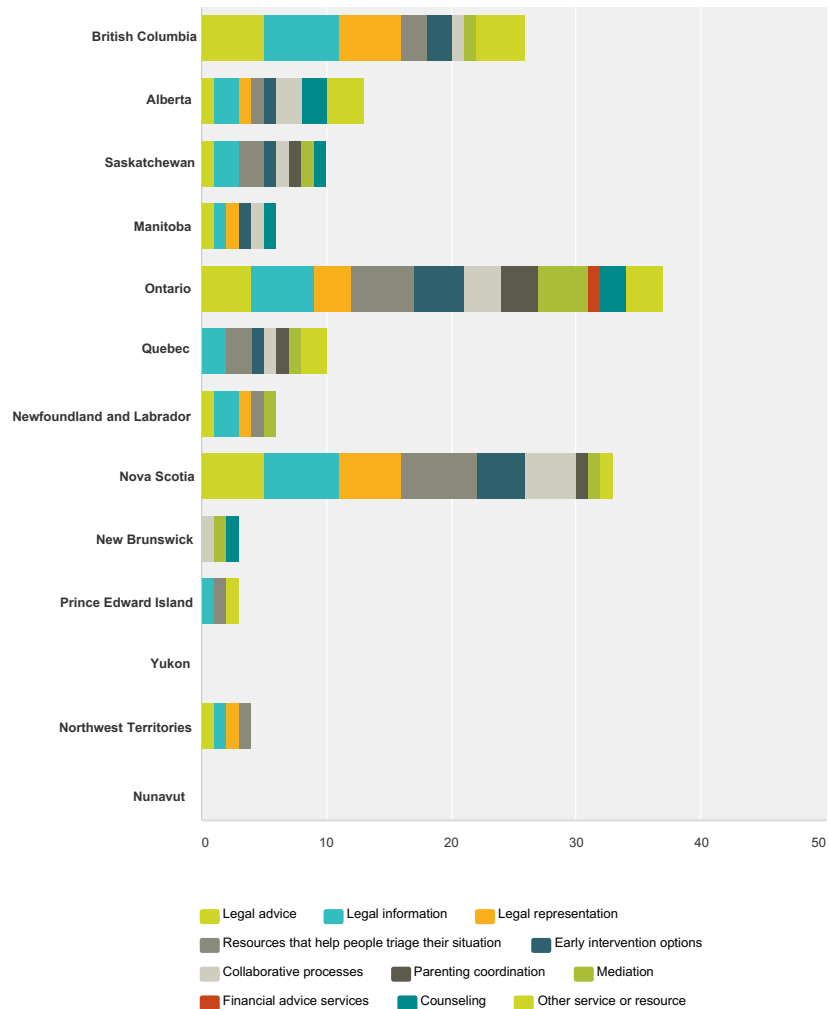
A review of the responses in this category also reveals that there is some variation in the availability of different family law services and resources through different organizations. All government respondents who provide services or resources to families experiencing a family law problem indicated that they offer resources that help people to triage their problem, while 50% of government organizations indicated that they offer services or resources in each of the following categories: legal information, early intervention options, collaborative processes and mediation. An equal number of government respondents – 25% in each category – offer legal representation, parenting coordination and counselling while no government respondents in this category offer legal advice or financial advice services.

- A majority of not-for-profit respondents in this category (60%) provide legal information to assist families experiencing a family law problem, while almost half that number — 33% — indicate that they provide resources that help people triage their situation and 27% offer counselling. No not-for-profit respondents in this category offer legal representation, parenting coordination, mediation or financial advice services.
- 88% of legal clinic respondents in this category indicated that they provide legal advice, and a further 88% indicated that they offer legal information. 69% offer legal representation and 69% also indicated that they offer resources to help people triage their situation. Conversely, no legal clinic respondent in this category reported offering parenting coordination or financial advice services to families who are experiencing a family law problem.

- All law school respondents in this category offer legal advice, legal information and legal representation. 50% indicated that they offer resources that help people triage their situation, 50% offer collaborative processes and 50% provide counselling. No law school respondent in this category offers early intervention options, parenting coordination, mediation or financial advice services.
- 83% of private sector business respondents in this category indicated that they provide legal advice to help families experiencing a family law problem; 83% also provide legal information. 67% indicated that they offer legal representation and a further 67% indicated that provide resources that help people triage their situation. At the lower end, 17% of private sector business respondents offer financial advice services or counselling.

No organization in this category that identified as regulators or university-based research centres indicated that they provide family law services or resources.

**Figure 59**  
**What type of services or resources does your organization provide to families experiencing a family law problem?**  
 (Select all that apply)



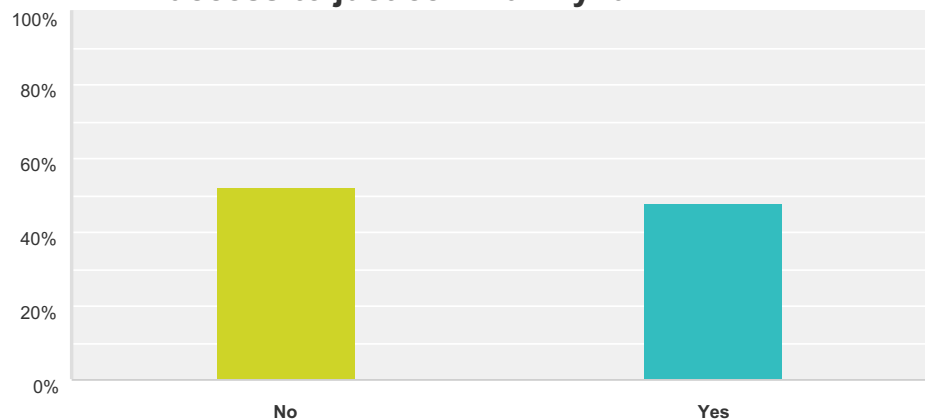
Further examination of family law responses, based in this instance on provincial/territorial organizational scope, indicates that more than 50% of respondents in several provinces and territories offer a range of services and resources to assist families experiencing a family law problem.

- British Columbia. 86% of respondents in this category with activities that serve British Columbia indicated that they provide legal information, 71% provide legal advice and 71% provide legal representation. Parenting coordination, financial advice services and counselling are reportedly the least offered services by respondents in this category who serve British Columbia.
- Alberta. 67% of survey respondents with activities that serve Alberta indicated that they provide legal information, 67% provide collaborative processes and 67% offer counselling. Parenting coordination, mediation and financial advice services are the least offered services by respondents in this category who serve Alberta.
- Saskatchewan. All respondents in this category with activities that serve Saskatchewan provide legal information to help families experiencing a family law problem and resources that help people triage their situation. 50% indicated that they provide legal advice, early intervention options, collaborative processes, mediation, parenting coordination and counselling. Legal representation and financial advice services are the least offered services by respondents in this category who serve Saskatchewan.
- Manitoba. Equal numbers of respondents (33%) in this category with activities that serve Manitoba provide legal advice, legal information, legal representation, early intervention options, collaborative processes, and counselling. Resources that help people triage their situation, parenting coordination, mediation and financial advice services are the least offered services by respondents in this category who serve Manitoba.
- Ontario. 71% of respondents in this category with activities that serve Ontario provide legal information and a further 71% offer resources that help people triage their situation. 57% offer legal advice, early intervention options and mediation. Financial advice services (with 14% of respondents) are the least offered service by respondents in this category who serve Ontario.
- Québec. 50% of respondents in this category with activities that serve Québec provide legal information to families experiencing a family law problem; further, 50% indicated that they provide resources that help people to triage their problems. No respondent with activities that serve Québec indicated that they offer legal advice, legal representation, financial advice services or counselling.
- Newfoundland and Labrador. 100% of respondents in this category with activities that serve Newfoundland and Labrador provide legal information to assist families experiencing a family law problem; further 50% of respondents indicated that they offer services or resources to families experiencing a family law problem in each of the following areas: legal advice, legal representation, resources that help people triage their situation, and mediation. No respondent indicated that they offer early intervention options, collaborative processes, parenting coordination, financial advice services or counselling.

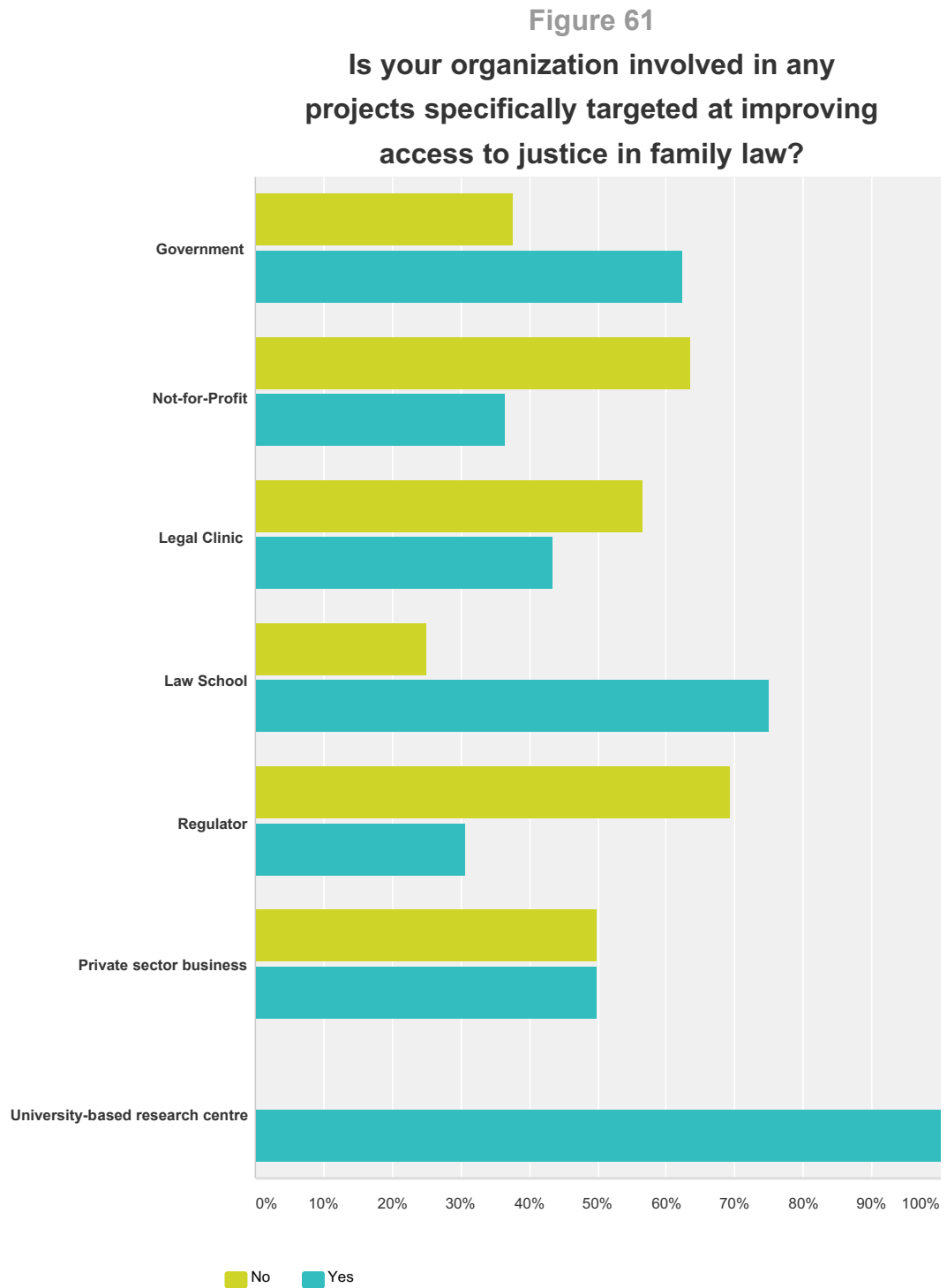
- Nova Scotia. 100% of respondents in this category with activities that serve Nova Scotia provide legal information to assist families experiencing a family law problem; further 100% also provide resources that help people triage their situation. 83% indicated that they offer legal advice and 83% indicated that they offer legal representation. 67% indicated that they offer early intervention options and 67% also offer collaborative processes. No respondent with activities that serve Nova Scotia indicated that they offer financial advice services or counselling.
- New Brunswick. 100% of respondents in this category with activities that serve New Brunswick provide collaborative services to assist families experiencing a family law problem. 100% also offer mediation and counselling. No other family law services are reportedly offered by respondents in this category with activities that serve New Brunswick.
- Prince Edward Island. 100% of respondents in this category with activities that serve Prince Edward Island provide legal information and they also provide resources that help people triage their situation. Otherwise, respondents in this category with activities that serve Prince Edward Island reportedly offer no other family law service that was listed in the Survey.
- Northwest Territories. 100% of respondents in this category with activities that serve the Northwest Territories indicated that they provide the following services or resources to families experiencing a family law problem: legal advice, legal information, legal representation, and resources that help people triage their situation. No respondent with activities that serve the Northwest Territories indicated that they offer any other service or resource listed.
- Yukon and Nunavut. No responses were recorded in this category for respondents whose activities serve the Yukon or Nunavut.

**Figure 60**

**Is your organization involved in any projects specifically targeted at improving access to justice in family law?**



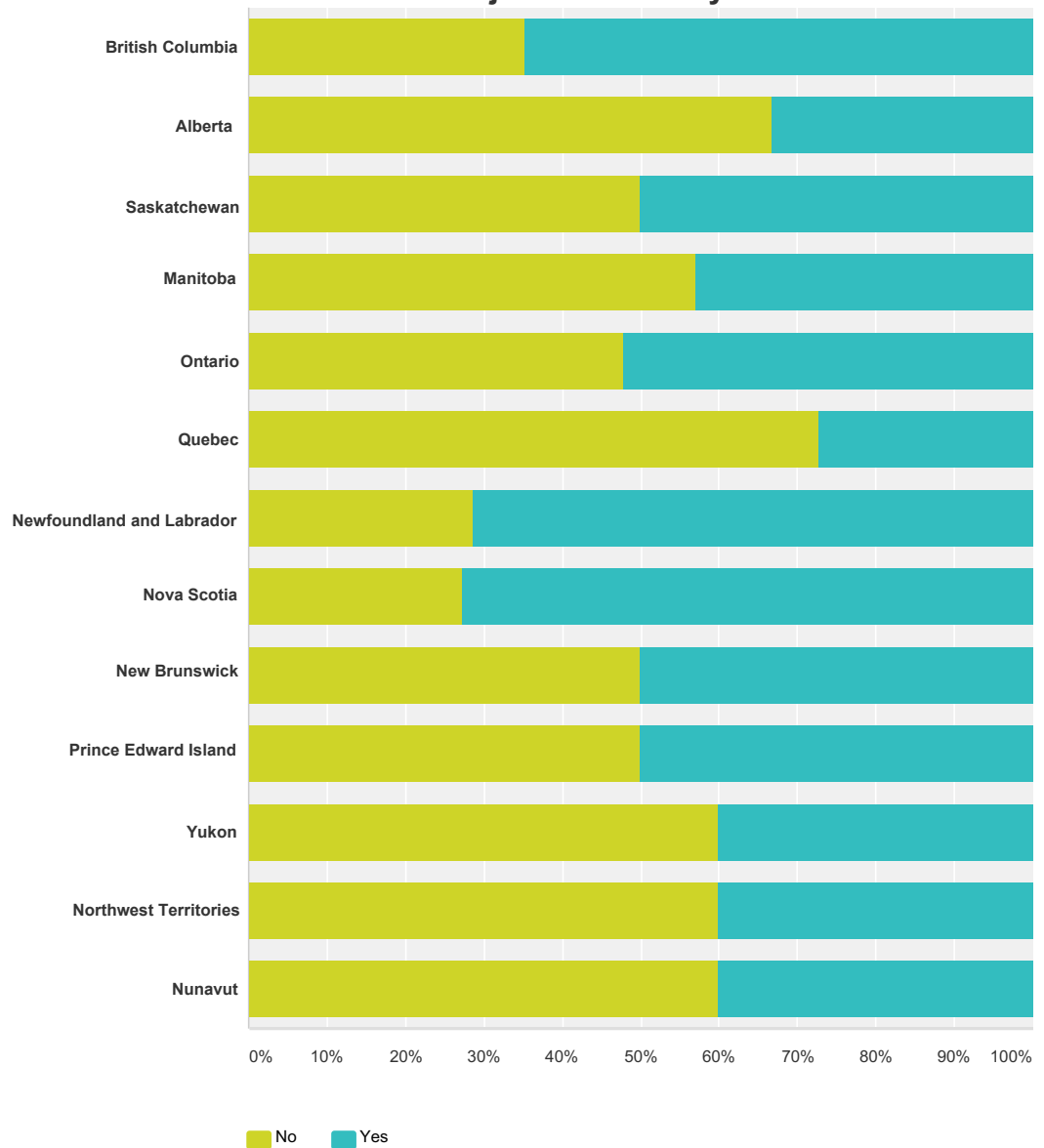
Work on Canadian family law initiatives is ongoing. In addition to the services and resources that are being provided across organizational sectors and in different provinces and territories, 48% (or 64 respondents) in this category also indicated that they are involved in projects specifically targeted at improving access to justice in family law.



Among these respondents, a majority of government, law school and university-based research centre respondents indicated that they are involved in projects specifically targeted at improving access to justice in family law and 50% of private sector business respondents indicated that they are involved in projects that aim to improve access to justice in family law.

**Figure 62**

**Is your organization involved in any projects specifically targeted at improving access to justice in family law?**



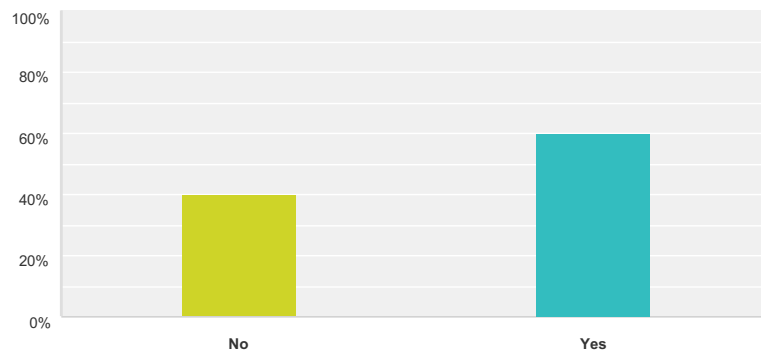
Based on the provincial and territorial scope of respondents in this category, 50% or more of respondents with activities that serve British Columbia, Saskatchewan, Ontario, Newfoundland and Labrador, Nova Scotia, New Brunswick and Prince Edward Island indicated that they are involved in projects that specifically aim to improve access to justice in family law.

## GOAL V: CREATE LOCAL AND NATIONAL ACCESS TO JUSTICE IMPLEMENTATION MECHANISMS

Goal five of the Action Committee's *A Roadmap for Change* report envisioned the creation of local and national access to justice implementation mechanisms – primarily in the form of “justice implementation commissions” by 2016. As of the time of the Survey, Access to Justice Groups (A2J Groups) have been created in each province and territory.<sup>24</sup> Since their formation, each A2J Group has initiated projects that primarily address areas of jurisdictional priority. While detailing these specific projects is beyond the scope of this Report, the Action Committee plans to release an “Innovation Toolbox” that highlights many of the innovative initiatives of these A2J Groups, as well as other projects from organizations around the country.

Figure 63

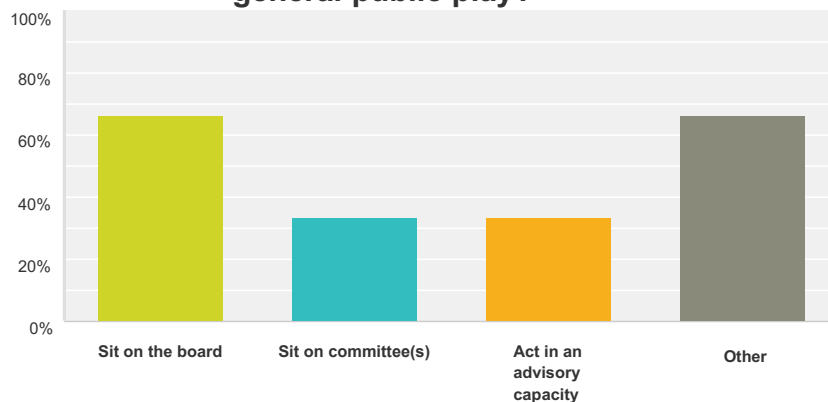
**Does your governance framework reserve a spot for a representative of the general public?**



It is important to acknowledge that of the Survey's 185 respondents, 5 respondents provided responses in this Access to Justice Group/Commission section. A2J Groups were asked to respond to questions that would provide data on their mandate and governance, areas of key priority, their efforts to coordinate and collaborate, and how they share information and best-practices both among A2J Groups as well as with the public.

Figure 64

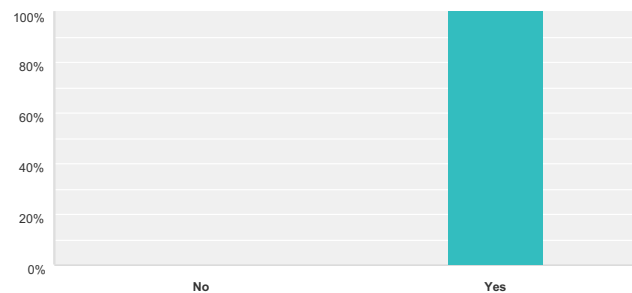
**What role does the representative of the general public play?**





An important part of the Action Committee's call to action for the provincial and territorial A2J Groups has been its encouragement to ensure that the general public is engaged with not just the activities of the A2J Groups but ideally in their governance as well. Of those that responded to the Survey, 60% indicated that they reserve a spot in their governance framework for members of the general public with a majority indicating that members of the general public sit on their board and occupy other positions.

**Figure 65**  
**Is your A2J Group/Commission involved in any projects related to public legal education?**

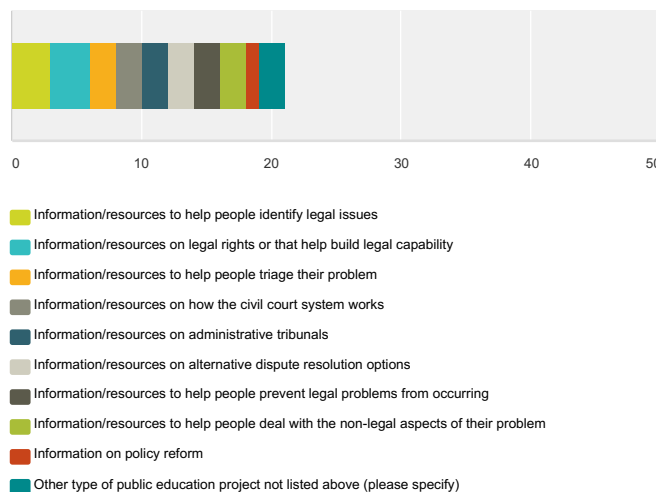


### Access to Justice Groups: Public Legal Education Information

Access to Justice Group respondents indicated that they are involved in projects related to public legal education.

60% of respondents indicated that their public legal education projects focus on information and resources to help people identify legal issues, their legal rights or resources that help build legal capability. There is slightly less of a focus on information and resources that help people, prevent legal problems from occurring, triage their problem, deal with the non-legal aspects of their problem and provide information on alternative dispute resolution options, with 40% of respondents indicating that they provide resources that do so.

**Figure 66**  
**What type of public legal education do these projects focus on? (Please select all that apply)**



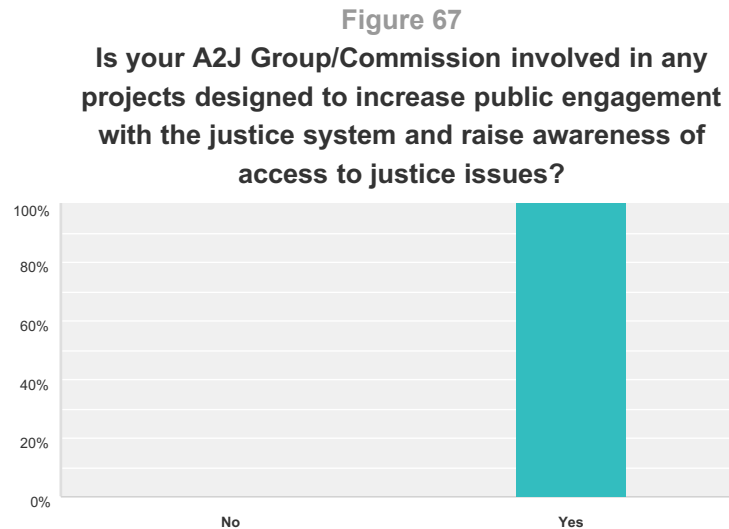
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All A2J Group respondents indicated that **they are involved in projects designed to increase public engagement** with the justice system and raise awareness of access to justice issues.

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20% of respondents indicated that their public legal information projects focus on policy reform, suggesting that the promotion of a national access to justice policy framework is not currently a focus of at least some of the A2J Groups.

All A2J Group respondents indicated that they are involved in projects designed to increase public engagement with the justice system and raise awareness of access to justice issues.



#### **Access to Justice Groups: Legal Service Delivery Models**

40% (two of the five A2J Group respondents) indicated that they are involved in projects related to legal service delivery models. Of these respondents, 100% indicated that they are working on legal service delivery projects that focus on:

- Limited scope retainers (i.e. unbundled legal services)
- Holistic service delivery (e.g. work in multidisciplinary teams to deliver tailored and holistic services)
- Legal advice delivery via technology (e.g. skype or teleconference)
- Web-based programs that deliver routine legal services (e.g. document automation, online forms and use of expert systems, etc.)

Further, 50% of respondents indicated that they are working on legal service delivery projects that focus on:

- Alternative billing models
- Increased opportunities to use paralegal services
- Litigation coaching for self-represented litigants
- Online dispute resolution

No Access to Justice Group respondent indicated that they are working on legal service delivery projects that focus on legal expense insurance or conflict coaching.

Figure 68

**Is your A2J Group/Commission involved in any projects related to legal service delivery models?**

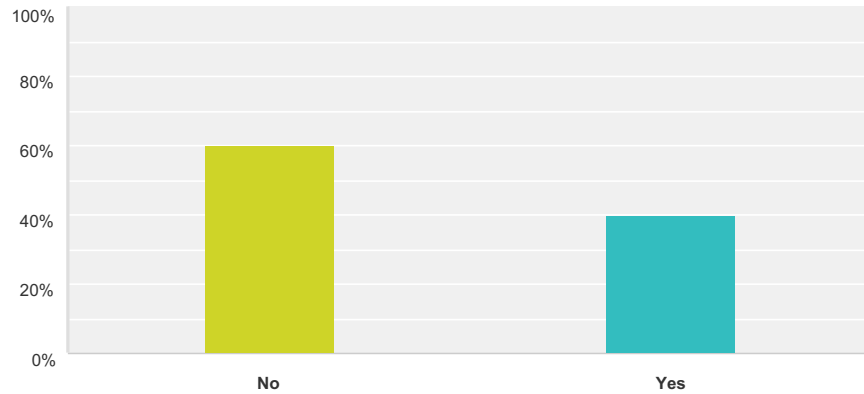
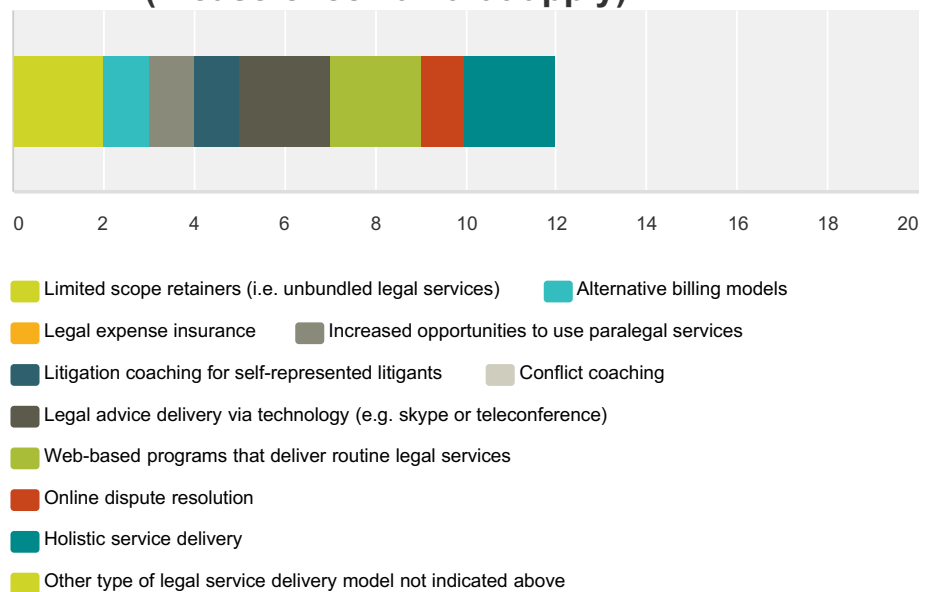


Figure 69

**What types of legal service delivery do your projects focus on?**  
(Please check all that apply)



## Access to Justice Groups: Family Law

Family Law has been consistently identified in both academic literature and policy reports as an area particularly in need of reform.<sup>25</sup> 60% of A2J Groups indicated that they are working on projects related to improving access to justice specifically for people experiencing a family law problem.

When asked which areas best describe the focus of their family law projects, 40% of the A2J Group respondents (2 respondents) indicated that they were working on projects that relate to legal advice, legal information, holistic problem solving (including financial services and counselling), early intervention options, collaborative processes and parenting coordination. Only one of the two respondents indicated that they are working on family law projects that relate to legal representation.

Figure 70

**Is your A2J Group/Commission working on any projects related to improving access to justice specifically for people experiencing a family law problem?**

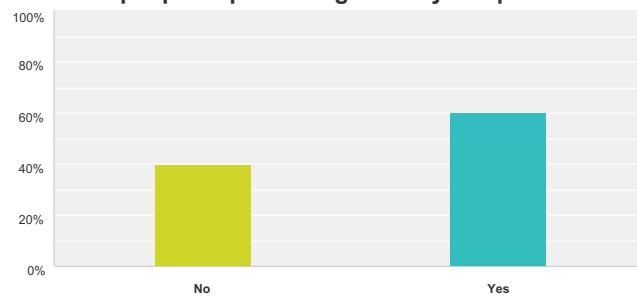
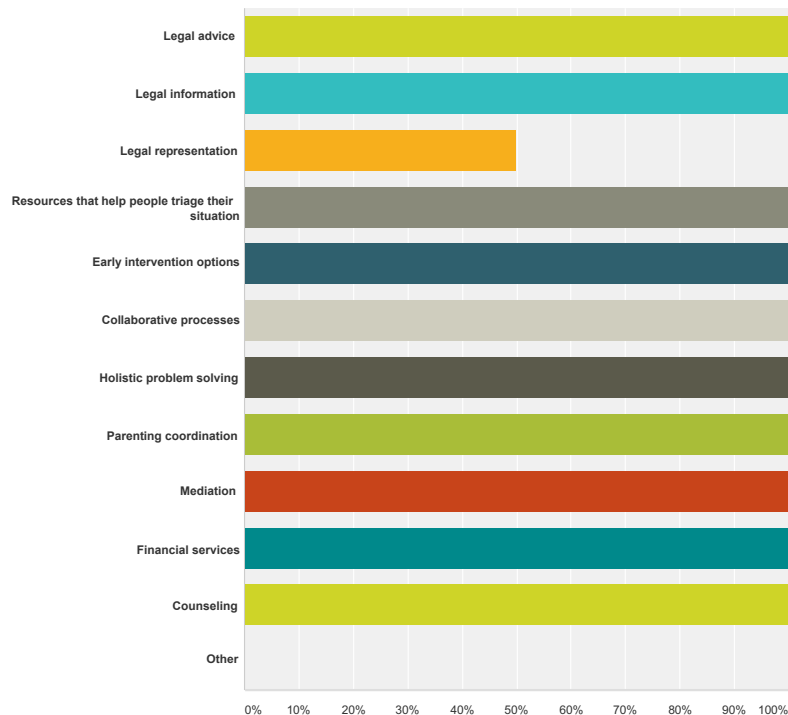


Figure 71

**Which of the following areas best describes the focus of your family law projects?  
(Please select all that apply)**



## Access to Justice Groups: Collaboration and Coordination

100% of Access to Justice Group respondents indicated that they are collaborating with organizations or stakeholders on justice projects. Of those respondents, 20% indicated that they have coordinated with organizations or stakeholders at a national level, 60% indicated that they have coordinated with organizations or stakeholders at a provincial/territorial level, and 20% indicated that they have coordinated with organizations at a local level.

Figure 72

**Has your A2J Group/Commission collaborated with organizations or stakeholders on justice projects?**

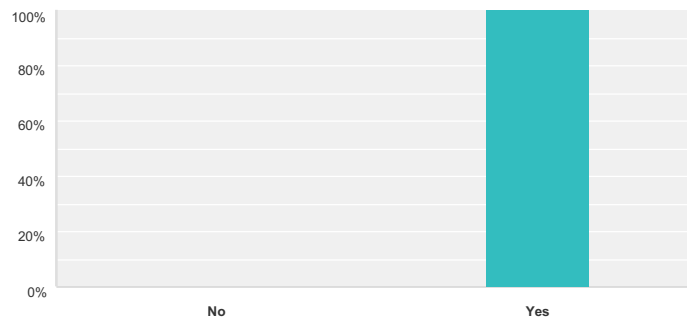
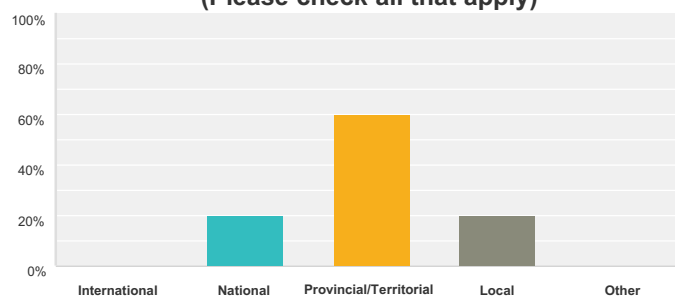


Figure 73

**At what level?  
(Please check all that apply)**



A2J Groups respondents reported collaborating with a wide range of organizations. 100% of A2J Group respondents reported collaborating with government, legal organizations and academic institutions, while 60% reported collaborating with:

- Medical or healthcare organizations
- Private sector business
- Not-for-profit organizations
- Research organizations
- Individual lawyers
- Courts
- Aboriginal and First Nations organizations

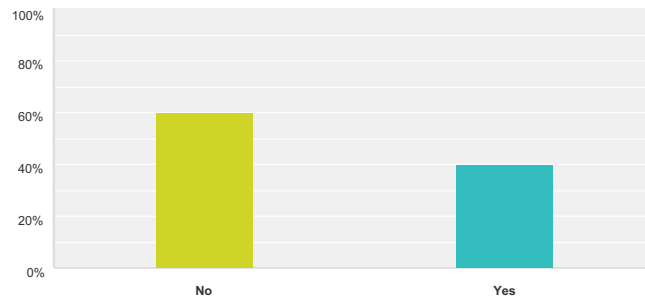
Only 20% of A2J Group respondents indicated having collaborated with mental health organizations.

### Access to Justice Groups: Metrics

40% of A2J Groups that responded to the Survey indicated that they have a standard set of metrics that they use to evaluate projects. However, of those that do collect metrics, 67% reported that their metrics and the results of their evaluations are available to the public, although only 33% indicated that these metrics are available online.

Figure 74

**Does your A2J Group/Commission have a standard set of metrics that it uses to evaluate its projects?**



A larger percentage of A2J Groups are actively involved in research projects that explore the use of metrics in the civil and family justice system more broadly, with 60% reporting that they are engaged in projects in this area.

Figure 75

**Are the metrics and the results of your evaluations available to the public?**

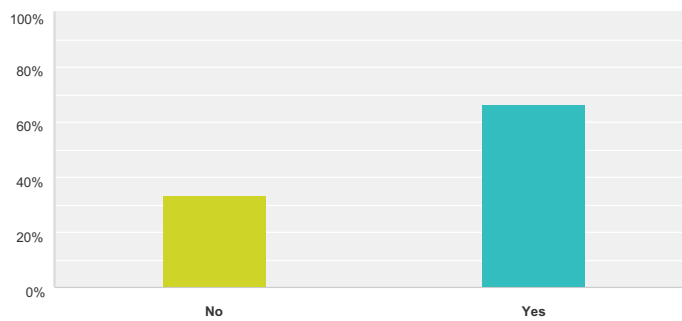


Figure 76

**Are the metrics available online?**

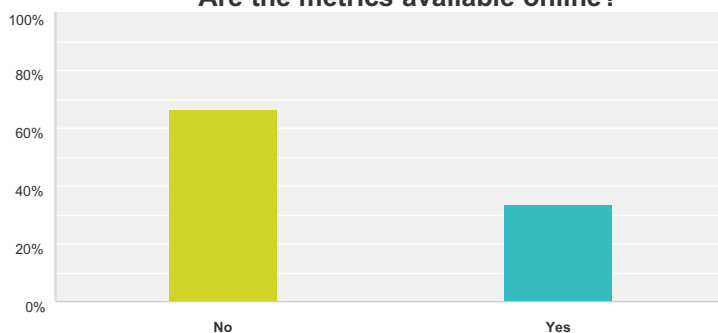
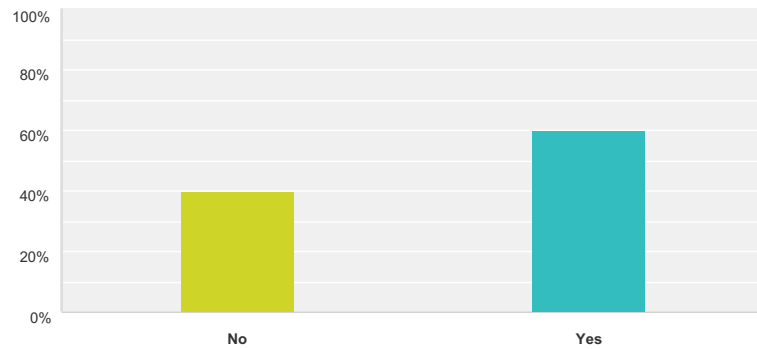


Figure 77

**Is your A2J Group/Commission involved in any research projects that explore the use of metrics in the civil and family justice system more broadly?**

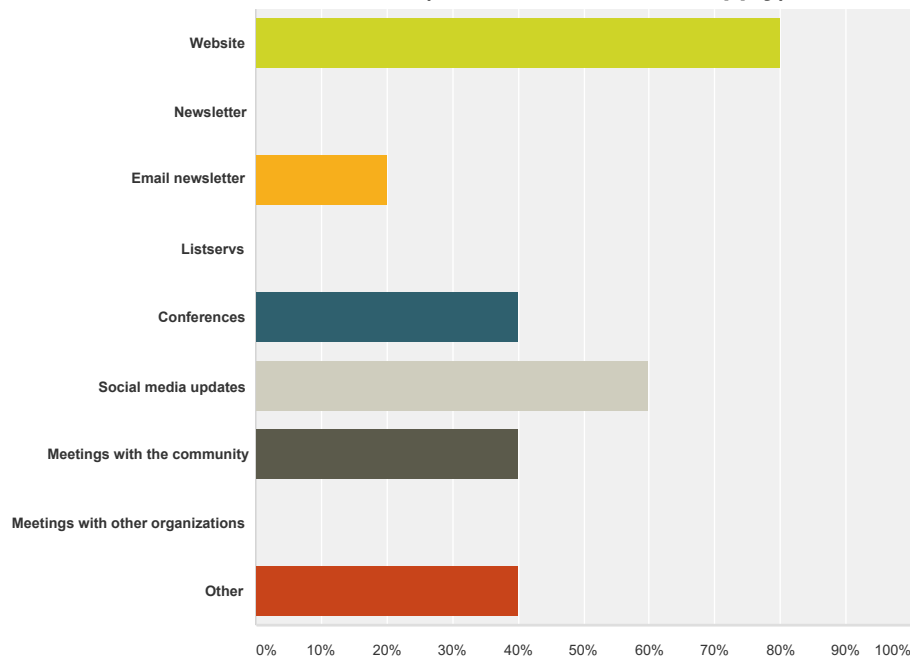


### Access to Justice Groups: Sharing Information with the Public

The most common way that A2J Groups share information with the public is reportedly via websites with 80% of A2J Group respondents sharing information this way. Social media follows closely behind websites as a preferred method of public communications with 60% of A2J Group respondents indicating that they share information with the public through social media updates. 40% of A2J Group respondents indicated that they share information with the public through meetings with the community.

Figure 78

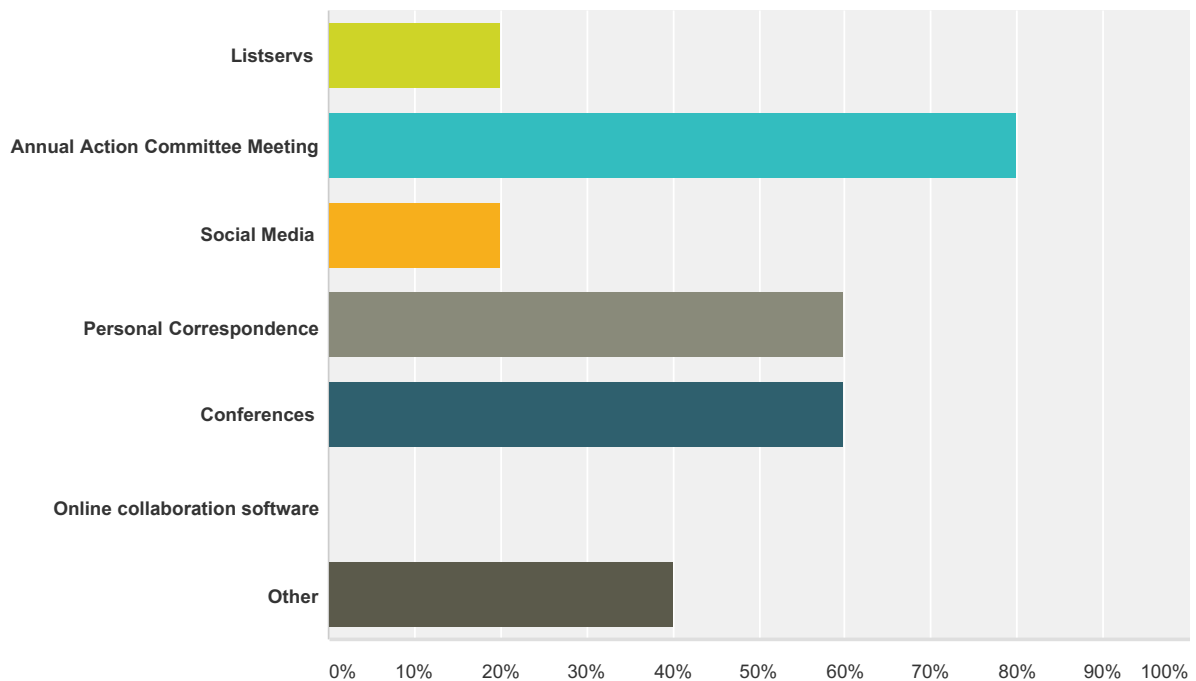
**How does your A2J Group/Commission share information with the public?  
(Please check all that apply)**



### Access to Justice Groups: Sharing Information on Best Practices

A2J Group respondents indicated that they use a number of avenues to share information with other A2J Groups and similar organizations. 80% of A2J Group respondents indicated that they share information with other A2J Groups and similar organizations at the annual Action Committee meeting, making this the most common way to-date by which A2J Groups share best practices. 60% of A2J Group respondents share information through personal correspondence or at conferences. 20% utilize a listserv and social media to gain knowledge and share information regarding best practices.

**Figure 79**  
**How does your A2J Group/Commission share best practices with other A2J Groups and similar organizations?**





## GOAL VI: PROMOTE A SUSTAINABLE, ACCESSIBLE AND INTEGRATED JUSTICE AGENDA THROUGH LEGAL EDUCATION

Placing a “modern access to justice agenda at the forefront of Canadian legal education” is the centerpiece of Goal Six of *A Roadmap for Change*.<sup>26</sup> With a focus on creating educational opportunities that introduce and expand student knowledge of the needs of all individuals, groups and communities including aboriginal communities, self-represented litigants, immigrants, and other marginalized communities, education can help build legal capacity from a young age and will be an important part of “a new legal reform culture.”<sup>27</sup> Though the needs and curriculum of the organizations that deliver education will be different depending on the context and student body, promoting a sustainable, accessible and integrated justice agenda will be key to assisting a public that feels more engaged and empowered to deal with civil legal problems when they arise.

### Access to Justice Education: Formal Legal Education

18 respondents indicated that they offer formal legal education, defined as the offering of a legal education program that results in either a degree, diploma, certificate or provides credits toward continuing professional development programs.

Not unsurprisingly, survey results suggest that law schools provide the majority of formal legal education.

Beyond law schools, the following types of respondents reported offering some form of formal legal education:

- Regulators (23%)
- Governments (11%)
- Legal clinics (16%)
- Not-for-profits (2%)

No private-sector respondent or university-based research centre reported offering formal legal education.

Figure 80

**Does your organization offer formal legal education (i.e. degrees/certificates/diplomas)?**

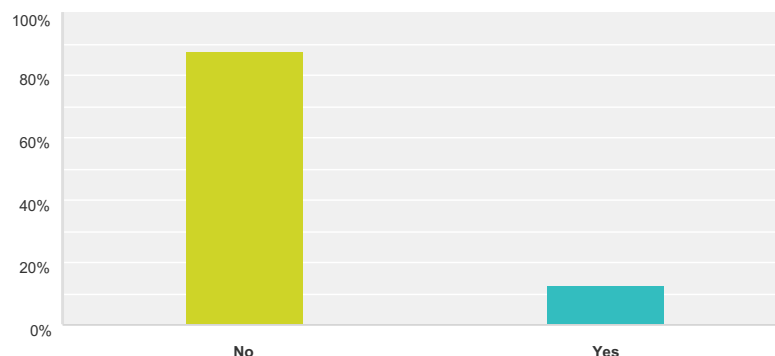
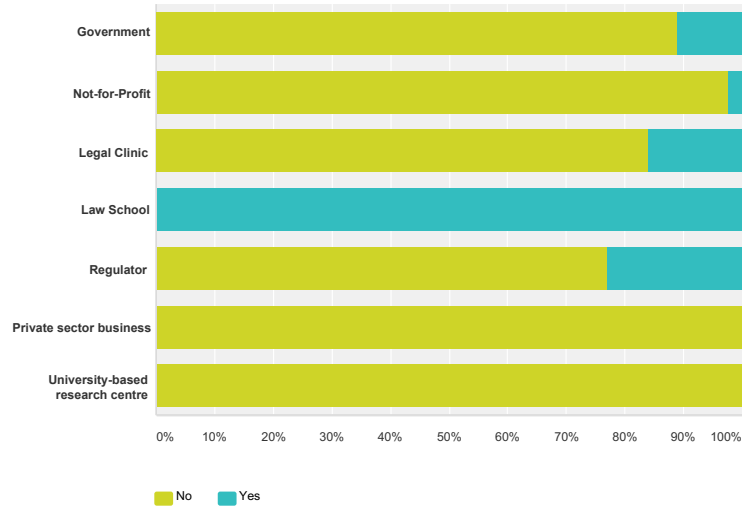


Figure 81

**Does your organization offer formal legal education (i.e. degrees/certificates/diplomas)?**



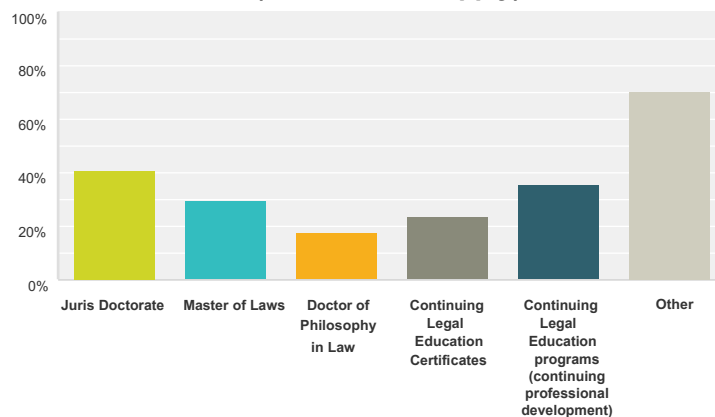
Respondents which provide formal legal education offer a range of degrees, diplomas and/or certificates:

- 41% indicate that they grant a Juris Doctorate degree
- 29% grant Master of Laws degrees
- 18% grant Doctor of Philosophy in Law degrees
- 24% grant continuing legal education certificates
- 35% grant continuing legal program degrees/diplomas/certificates that satisfy continuing professional development requirements

Other forms of recognition offered by respondents include: mediation/mediator training certificates, notary certifications, and various programs that offer credits towards degree programs.

Figure 82

**What degrees/diplomas/certificates are granted by your institution?  
(Select all that apply)**

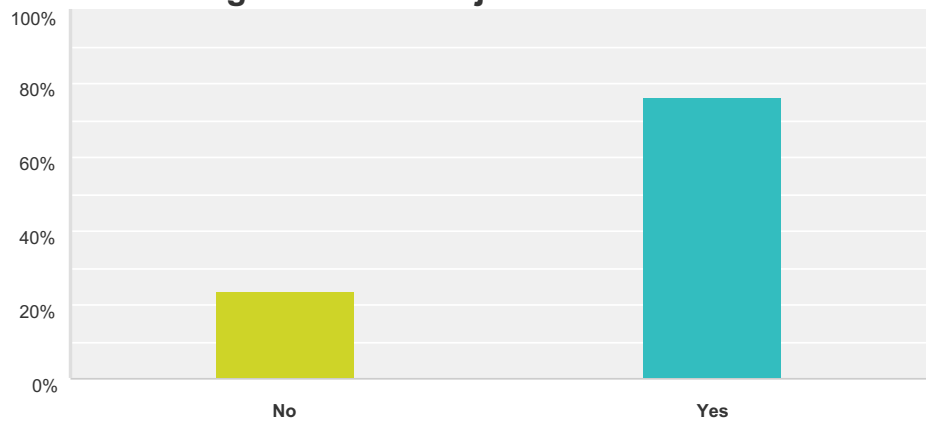


76% of respondents offering formal legal education indicated that they also offer targeted training on access to justice issues. All legal clinic respondents indicated that they offer both formal legal education and targeted training on access to justice issues, while 80% of law school respondents reported doing so. Only 33% of regulators indicated that they offer targeted training on access to justice issues.

The majority of respondents who offer formal legal education and targeted training on access to justice issues serve the 13 provinces/territories.

**Figure 83**

**Does your organization offer targeted training on access to justice issues?**



**Figure 84**

**Does your organization offer targeted training on access to justice issues?**

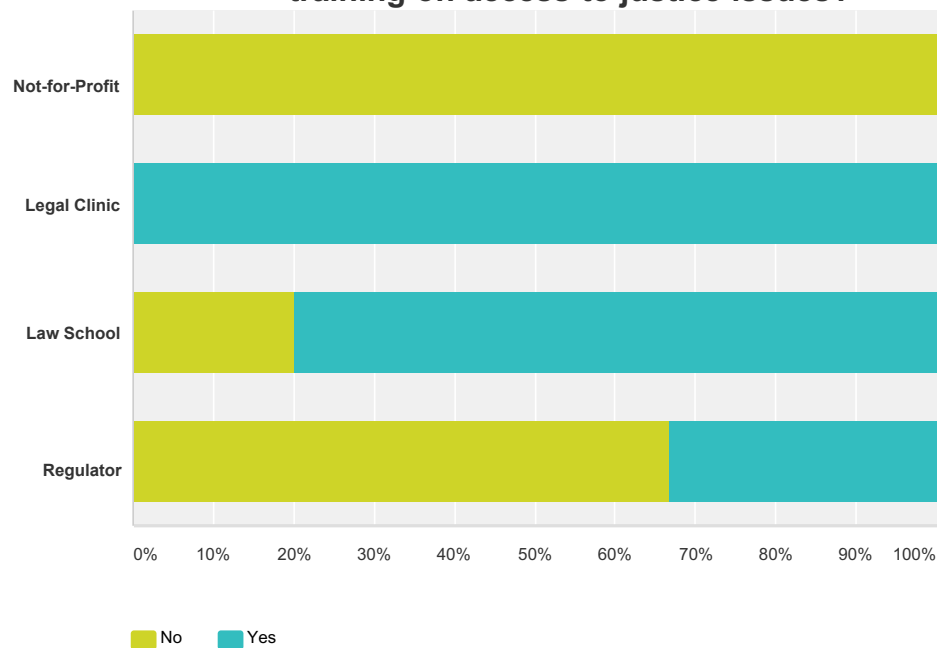


Figure 85

**Does your organization offer targeted training on access to justice issues?**

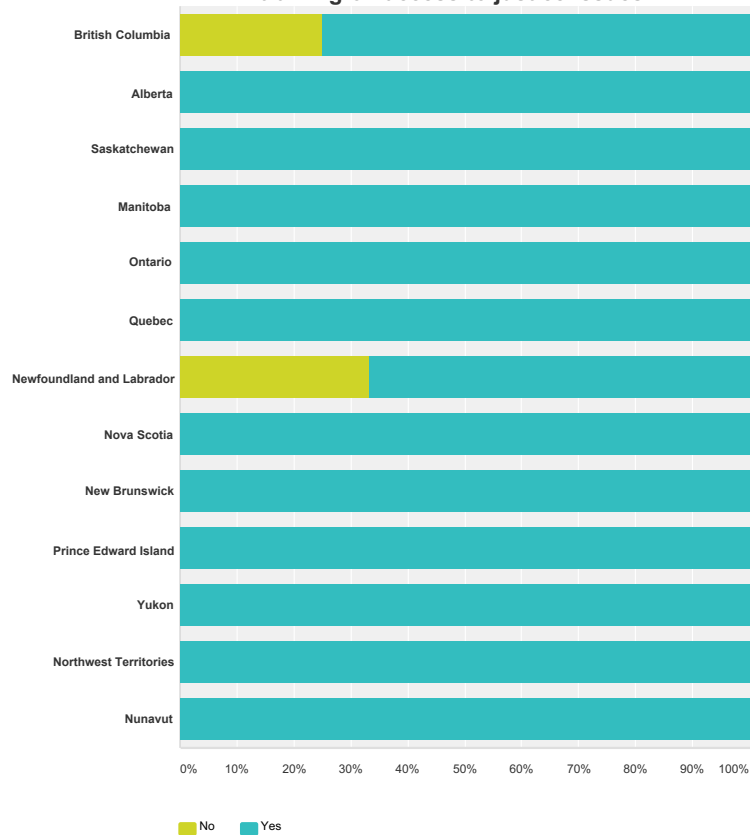
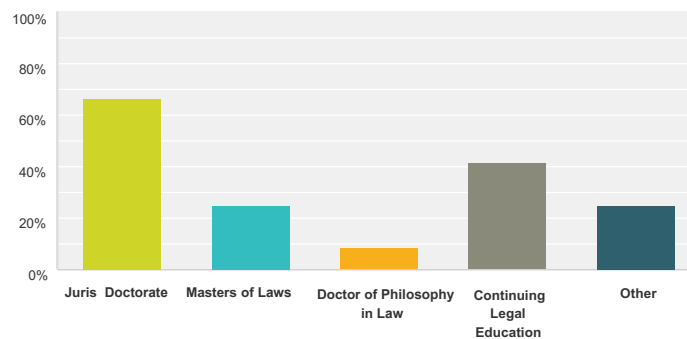


Figure 86

**At what level(s) do you offer training on access to justice issues? (Please select all that apply)**

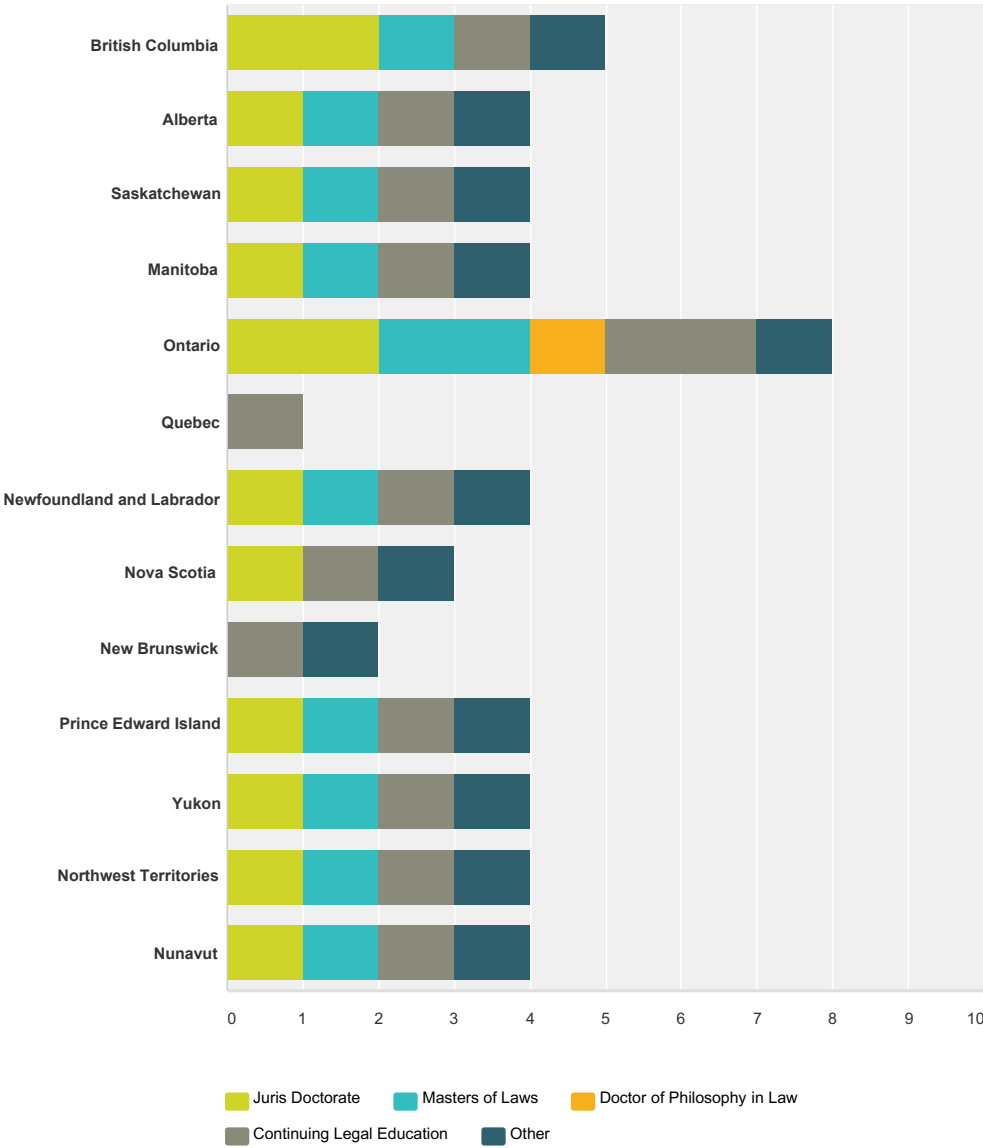


12 respondents indicated the levels at which they provide access to justice training. 67% indicated that they offer training on access to justice issues at the JD level while 25% indicated that they offer training at the Masters of Laws level. A further 8% indicated that they provide training at the Doctor of Philosophy in Law level.

42% of respondents indicated that they offer training on access to justice issues through continuing legal education programs, with 25% indicating that they offer training on access to justice issues at other levels, including through interdisciplinary programs, externship programs and special programs for lawyers.<sup>28</sup>

Figure 87

At what level(s) do you offer training on access to justice issues? (Please select all that apply)



### Access to Justice Education: Non-law Post-Secondary Education

142 respondents recorded responses about access to justice education or resources that their organization provides to post-secondary students. Of these respondents, 30% indicated that their organization provides access to justice education or resources to non-law post-secondary students.<sup>29</sup>

Figure 88

**Does your organization provide access to justice education or resources to non-law post-secondary students?**

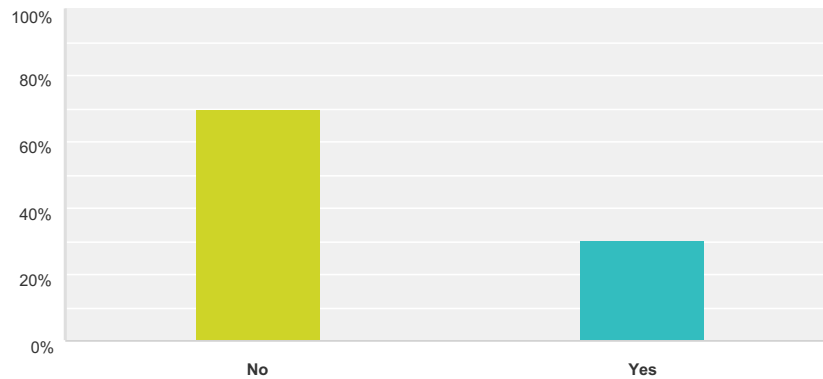
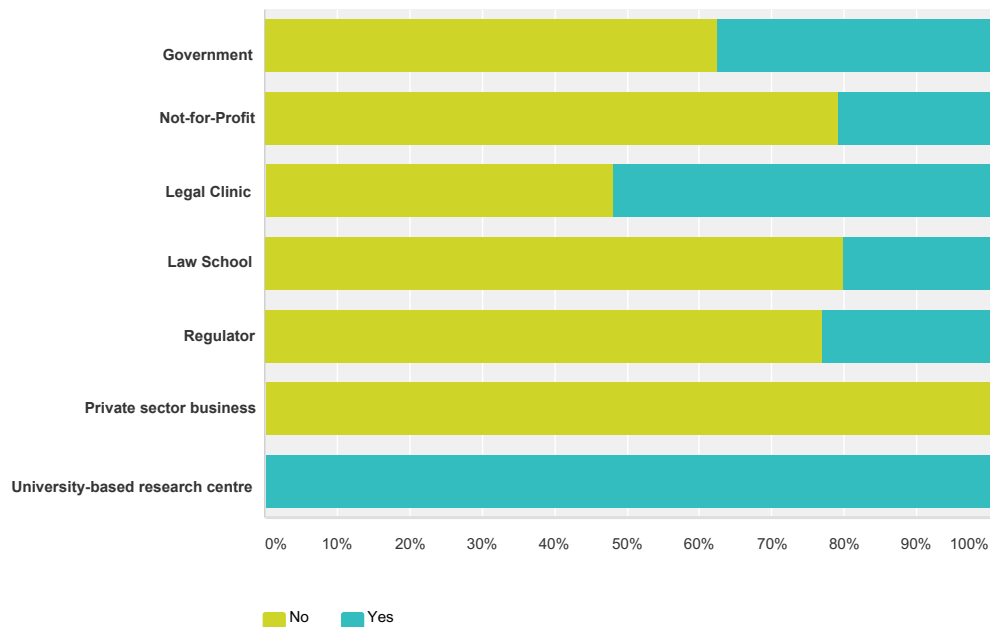


Figure 89

**Does your organization provide access to justice education or resources to non-law post-secondary students?**



The following numbers highlight the percentage of respondents which indicated that they provide access to justice education or resources to non-law post-secondary students,

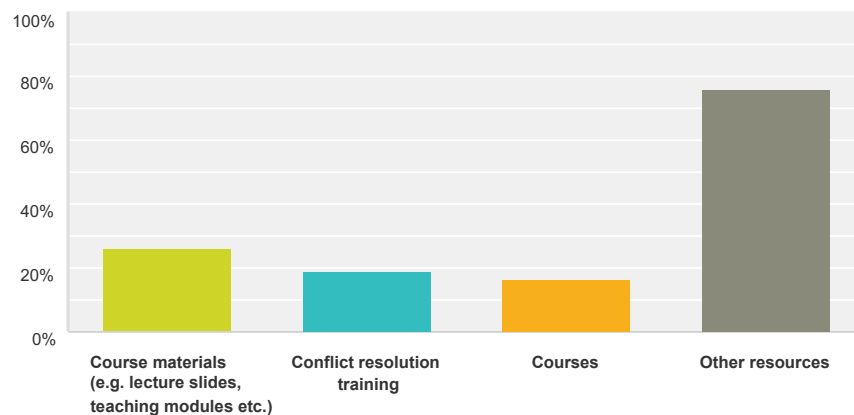
- University-based research centre respondents: 100%
- Legal clinic respondents: 52%.
- Government respondents: 38%.
- Regulators: 23%.
- Not-for-profit respondents: 21%.
- Law school respondents: 20%.

No private sector business respondents in this category indicated that they provide access to justice education or resources to non-law post-secondary students.

The type of resources that respondents reported offering to non-law post-secondary students varies. Of the 42 respondents that indicated that they offer resources to non-law post-secondary students:

- 26% offer course materials (e.g. lecture slides and teaching modules)
- 19% offer conflict resolution training
- 17% offer courses
- 76% offer other resources including placements, workshops, self-help kits, legal information pamphlets, training modules, and community engagement opportunities

**Figure 90**  
**What type of resources do you offer to non-law post-secondary students?**  
**(Check all that apply)**

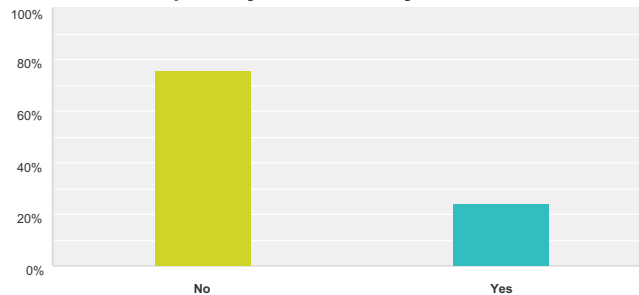


## Access to Justice Education: Primary and Secondary Education

140 respondents recorded responses regarding their organization's participation in initiatives to facilitate justice teaching in primary or secondary schools. 24% or 34 respondents indicated that their organization has undertaken initiatives to facilitate justice teaching in primary or secondary schools.

Figure 91

**Has your organization undertaken any initiatives to facilitate justice teaching in primary or secondary schools?**

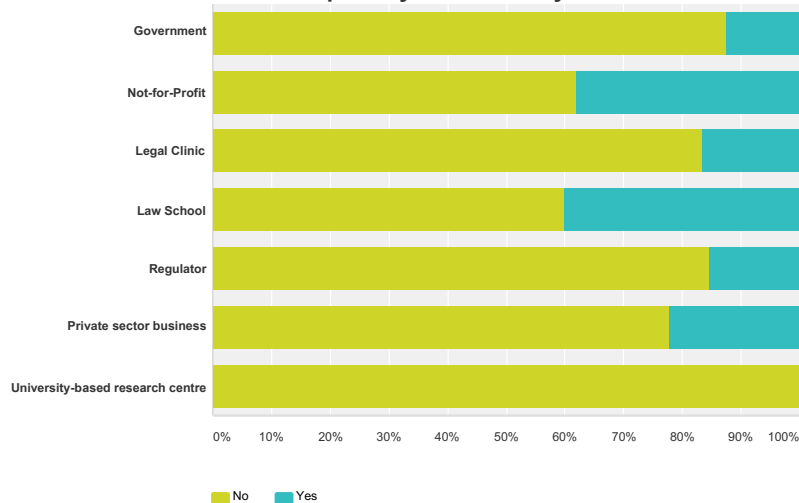


Of those indicating that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools:

- 13% are government organizations
- 38% are not-for-profit organizations
- 17% are legal clinics
- 40% are law schools
- 15% are regulators
- 22% are private sector businesses
- No university-based research centre respondent indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools

Figure 92

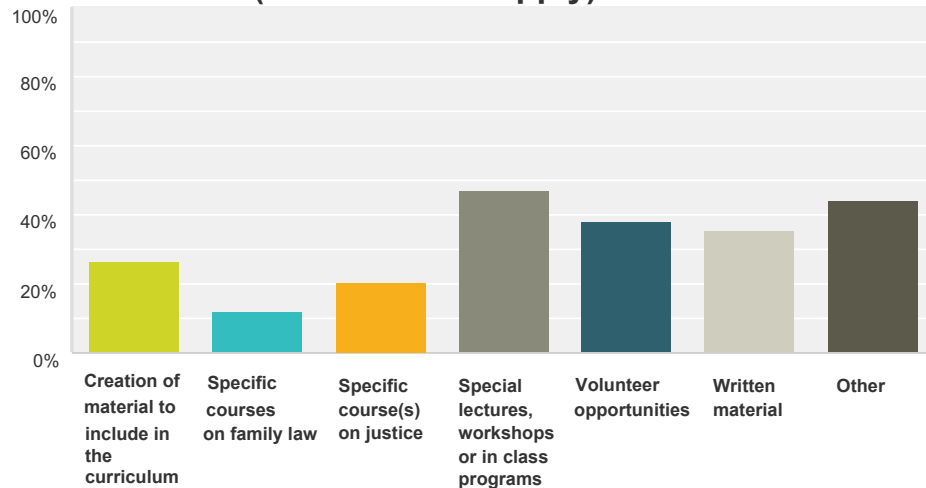
**Has your organization undertaken any initiatives to facilitate justice teaching in primary or secondary schools?**





**Figure 93**

**Which of the following types of initiatives has your organization undertaken to promote/facilitate teaching of justice in primary or secondary schools?  
(Select all that apply)**



Of the 34 respondents that provided responses regarding the types of initiatives that their organization has undertaken to promote/facilitate justice teaching in primary or secondary schools:<sup>30</sup>

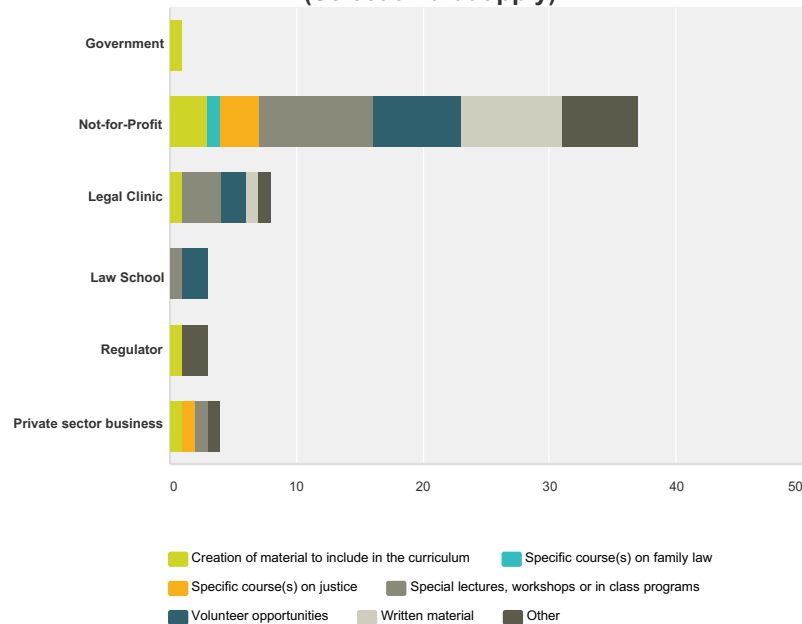
- 47% offer (or have offered) special lectures, workshops or in-class programs
- 38% provide volunteer opportunities related to access to justice
- 35% provide relevant written material
- 26% create material to include in a curriculum
- 21% offer (or have offered) specific course(s) on justice
- 12% offer (or have offered) a specific course(s) on family law

44% of respondents in this category indicated that they have promoted/facilitated justice teaching through other initiatives, including awareness campaigns about the importance of justice that targets primary and secondary school students, “Law Day” presentations, law essay competitions, public legal workshops, theatre presentations and mock trials.

When the data is broken down by province and territory, it reveals that all provinces and territories show some activity in this area, with special lectures, workshops and in-class programs ranking as the most popular ways to contribute to justice education at the primary and secondary level.<sup>31</sup>

Figure 94

**Which of the following types of initiatives has your organization undertaken to promote/facilitate teaching of justice in primary or secondary schools? (Select all that apply)**



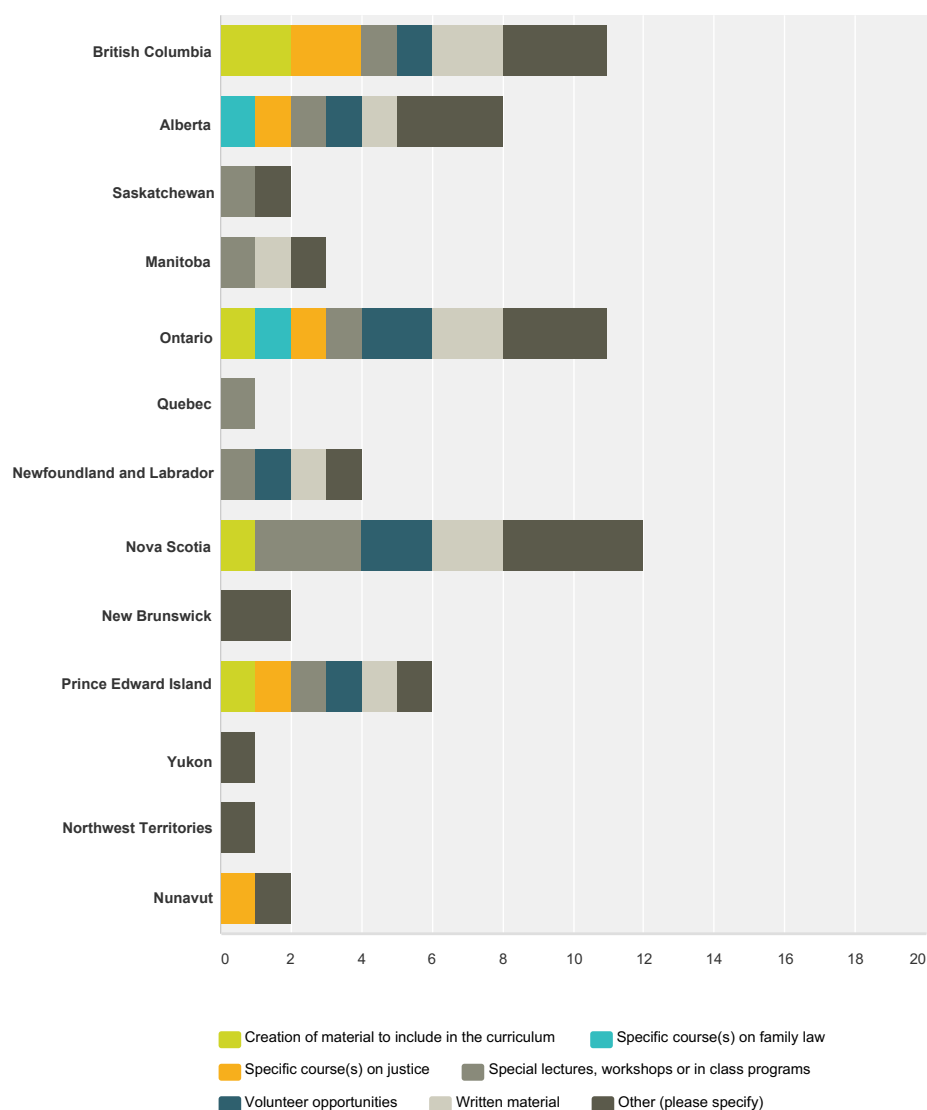
Of the respondents which indicated that they have undertaken initiatives to promote/facilitate justice teaching:

- Governments. 100% of government respondents in this category indicated that they have promoted/facilitated justice teaching in primary or secondary schools through the creation of materials to include in a curriculum.
- Not-for-profits. 56% of not-for-profit respondents indicated that they have used special lectures, workshops or in-class programs to facilitate/promote justice teaching in primary or secondary schools. 50% indicated that they have used written materials and 44% indicated that they facilitate justice teaching in primary or secondary schools through volunteer opportunities. Specific courses on family law generated the fewest number of responses by not-for-profit organizations in this category, with 6% indicating that they have used this type of initiative.
- Legal clinics. 75% of legal clinic respondents indicated that they have used special lectures, workshops or in-class programs to facilitate/promote justice teaching in primary or secondary schools. 50% use volunteer opportunities, while 25% indicated that they facilitate/promote justice teaching through the creation of materials to include in a curriculum and 25% indicated that they facilitate justice teaching through written materials. No legal clinic respondent in this category indicated that they use specific courses on family law or specific courses on justice to promote or facilitate justice teaching at the primary or secondary school level.
- Law schools. 100% of law school respondents indicated that they use volunteer opportunities to facilitate/promote justice teaching at the primary or secondary school level while 50% indicate that they use special lectures, workshops or in-class programs.

- Regulators. 50% of regulators indicated that they facilitate/promote justice teaching in primary or secondary schools through the creation of materials to include in a curriculum. Regulators also indicated that they use methods, other than those listed in the Survey to facilitate/promote justice teaching at the primary or secondary school level.
- Private sector. 50% of private sector business respondents in this category indicated that they facilitate/promote justice teaching in primary or secondary school through the creation of material to include in a curriculum. 50% also indicated that they use specific courses on justice and 50% facilitate/promote justice teaching through special workshops or in-class programs.

**Figure 95**

**Which of the following types of initiatives has your organization undertaken to promote/facilitate teaching of justice in primary or secondary schools?  
(Select all that apply)**



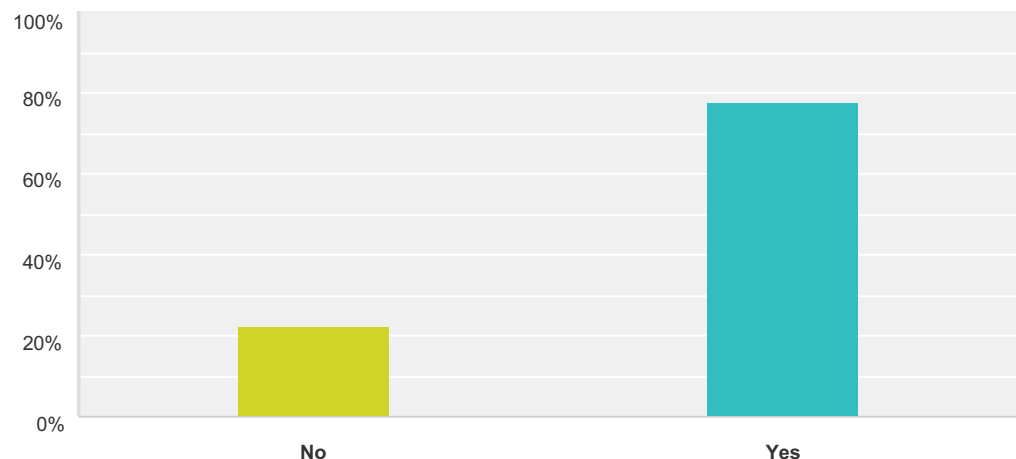
## GOAL VII: ENHANCE THE INNOVATION CAPACITY OF THE CIVIL AND FAMILY JUSTICE SYSTEM

Enhancing the innovation capacity of the civil and family justice system will be key to improving access to justice for all Canadians. Incremental change will not be enough to ensure that the system remains relevant and responsive. Technology, globalization, increased diversity and pluralism as well as changing consumer – i.e. justice user – demands mean that the civil and family justice system must work towards creating more capacity for agile and innovative services and justice delivery mechanisms.

To achieve such a goal, *A Roadmap for Change* highlights the need for greater cross-sectoral collaboration, and more research on innovative and promising practices as well as on what works and what is needed.<sup>32</sup> 104 or 78% of respondents in this category indicated that their organization has collaborated with other organizations or stakeholders on access to justice initiatives (in civil or family matters). The percentage of organizations in each respondent category that reported collaborating with organizations or stakeholders on access to justice initiatives in civil or family matters range from 50% - 100%.<sup>33</sup>

Figure 96

**Has your organization collaborated with any organizations or stakeholders on access to justice initiatives (in civil or family matters)?**

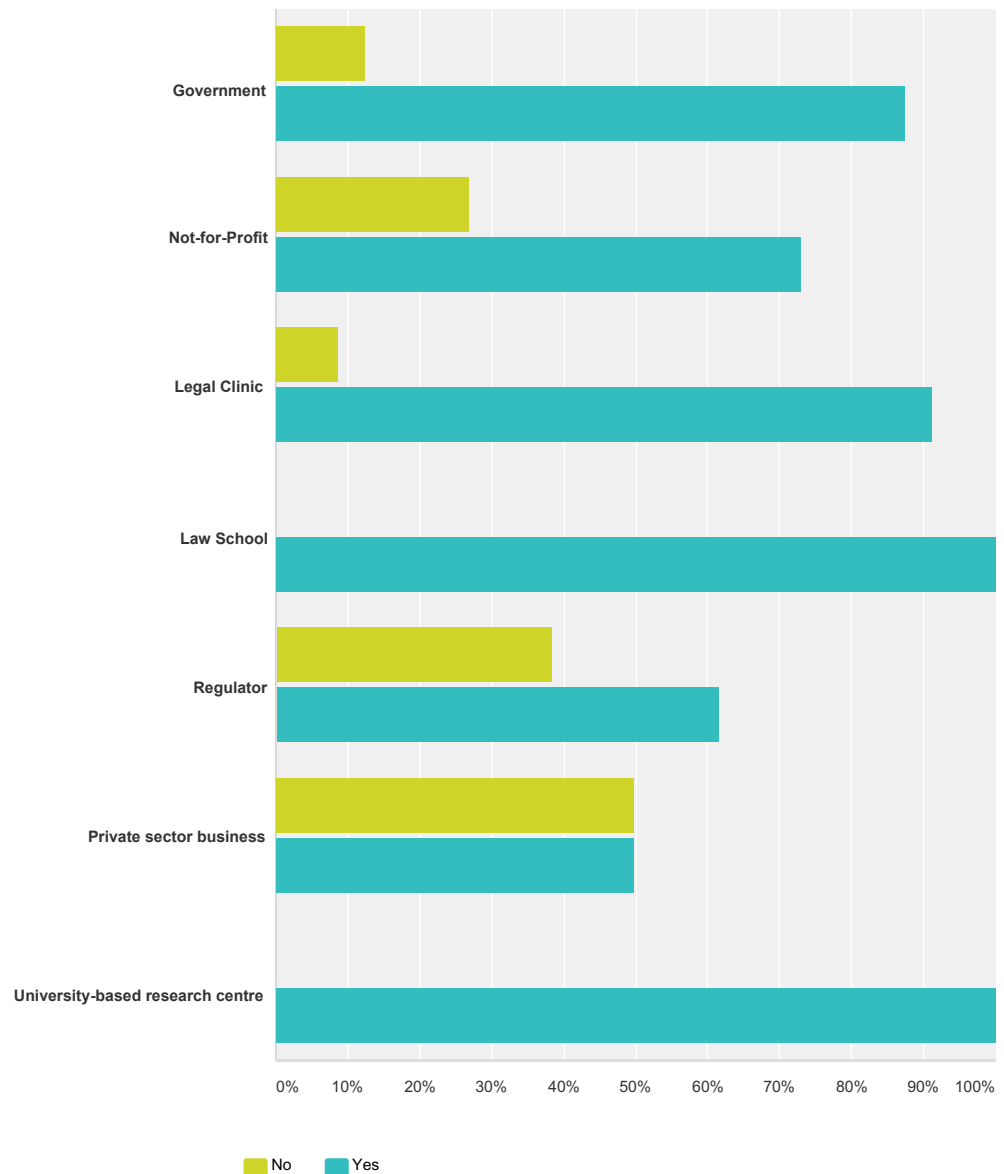


Law Schools and university-based research centres reported the highest percentage of collaboration, with 100% of these respondents indicating that they have collaborated with organizations or stakeholders on access to justice initiatives in civil or family matters. Legal clinics follow closely behind law schools with 91% of legal clinic respondents indicating that they have collaborated with organizations for this purpose. 88% of government respondents reported engaging in collaborations in order to improve access to justice. The percentage of not-for-profit organizations that indicate that they have collaborated with organizations or stakeholders on access to justice initiatives is slightly lower at 73%. 62% of respondents who identify as

regulators indicate that they have collaborated with organizations or stakeholders on access to justice initiatives; and 50% of private sector business respondents indicate that they collaborate with other organizations and stakeholder on access to justice initiatives.

**Figure 97**

**Has your organization collaborated with any organizations or stakeholders on access to justice initiatives (in civil or family matters)?**

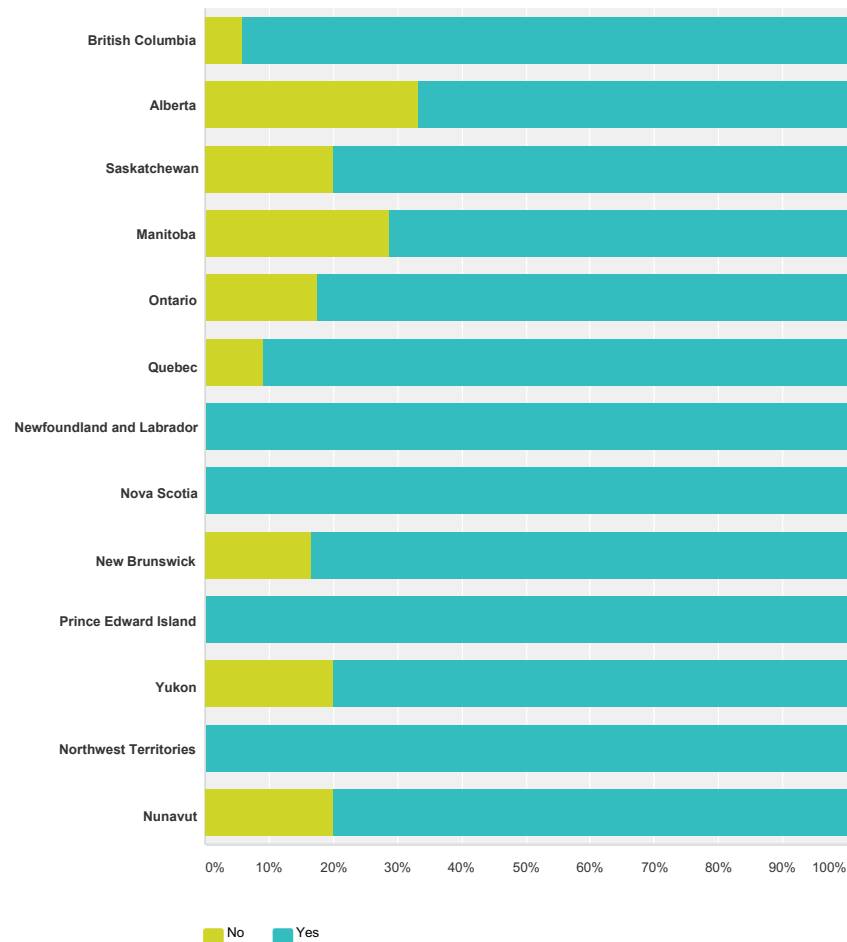


Currently, most respondents indicating that their organization has collaborated with other organizations or stakeholders on access to justice initiatives (in civil or family matters) reported collaborating at a provincial/territorial level, with 84% of respondents doing so. This percentage drops by over half when considering collaborations at the national level, with 41% indicating that they collaborate at a

national level. Only 8% indicated that they collaborate at an international level. However, 18% indicated that they collaborate at other levels, including municipal, regional, local and/or a combination of these.

**Figure 98**

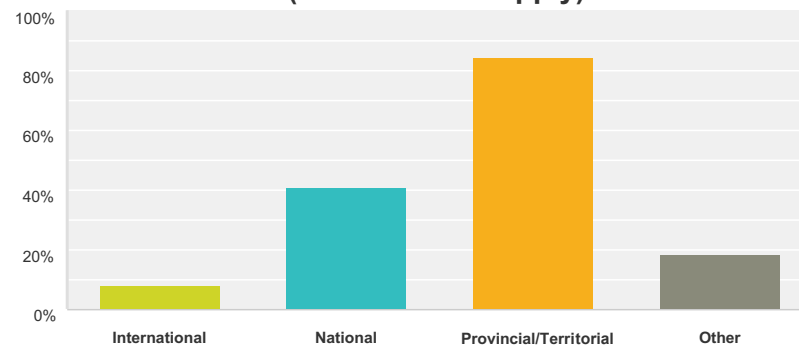
**Has your organization collaborated with any organizations or stakeholders on access to justice initiatives (in civil or family matters)?**



**Figure 99**

**At what level?**

**(Select all that apply)**



Regardless of the type of organization, collaboration at the provincial and territorial level is most common, with the following percentage of respondents reporting that they collaborate at the provincial and territorial levels:

- 88% of regulator respondents
- 87% of not-for-profit respondents
- 83% of government respondents
- 81% of legal clinic respondents
- 75% of private sector business respondents
- 50% of law school respondents

**Figure 100**

**At what level?**

**(Select all that apply)**



Many respondents reported much lower levels of collaboration at the national level. 50% of government respondents, not-for-profit respondents and private sector businesses reported collaborating at a national level. 19% of legal clinics reported national level collaborations.

The exceptions were law school, regulator and university research centre respondents. The percentage of law school and regulator respondents which reported collaborating at the national level was 50% and 88% respectively, and 100% of university research center respondents reported collaborating at a national level.

Collaboration at the international level is less common, reported by:

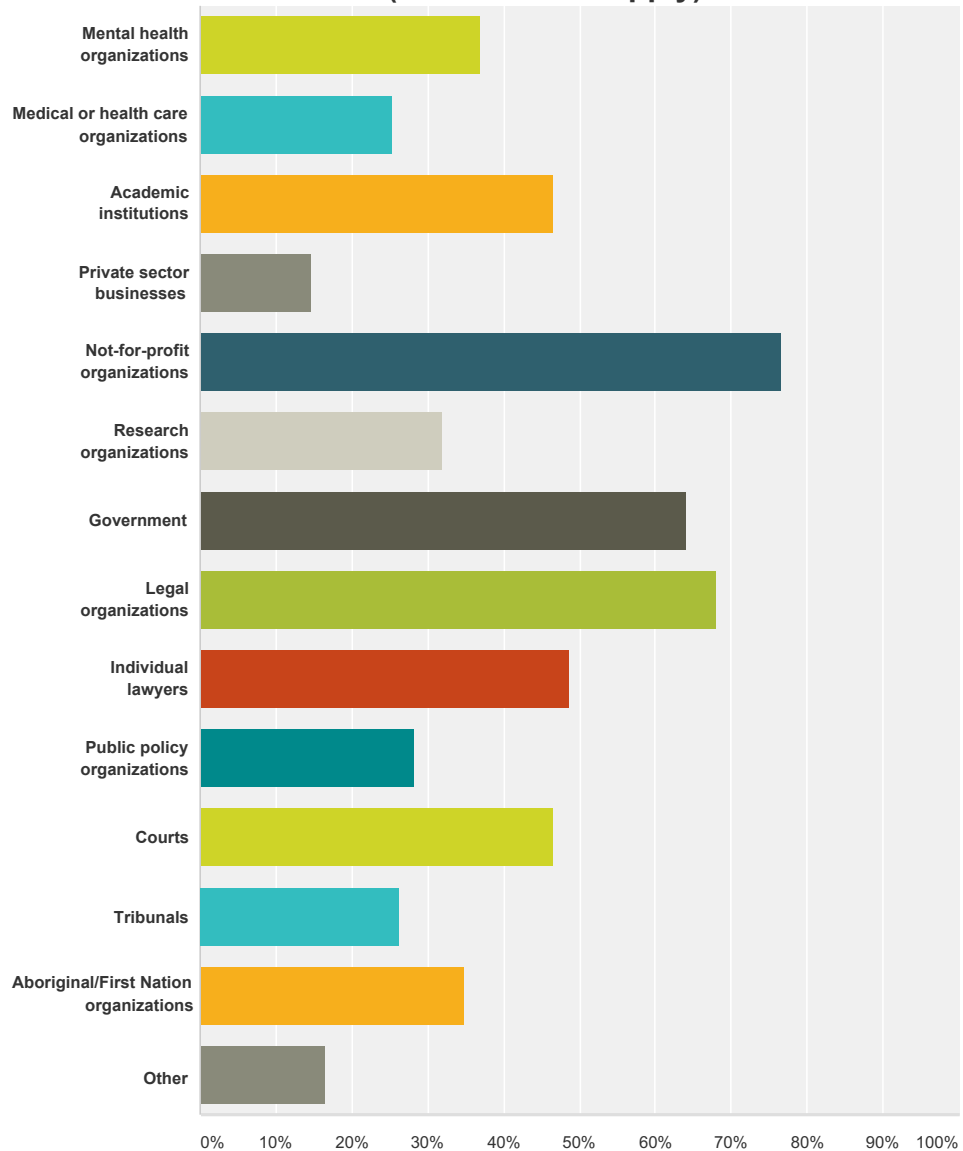
- 25% of law schools
- 10% of not-for-profits
- 13% of regulators
- 5% of clinic respondents

No government, university research centre, or private sector business respondents indicated that they coordinate with organizations or stakeholders at an international level.

Aside from regulators, university research centers and private businesses, all other types of respondents indicated that they collaborate with stakeholders at other levels.

**Figure 101**

**Who has your organization collaborated with?  
(Select all that apply)**

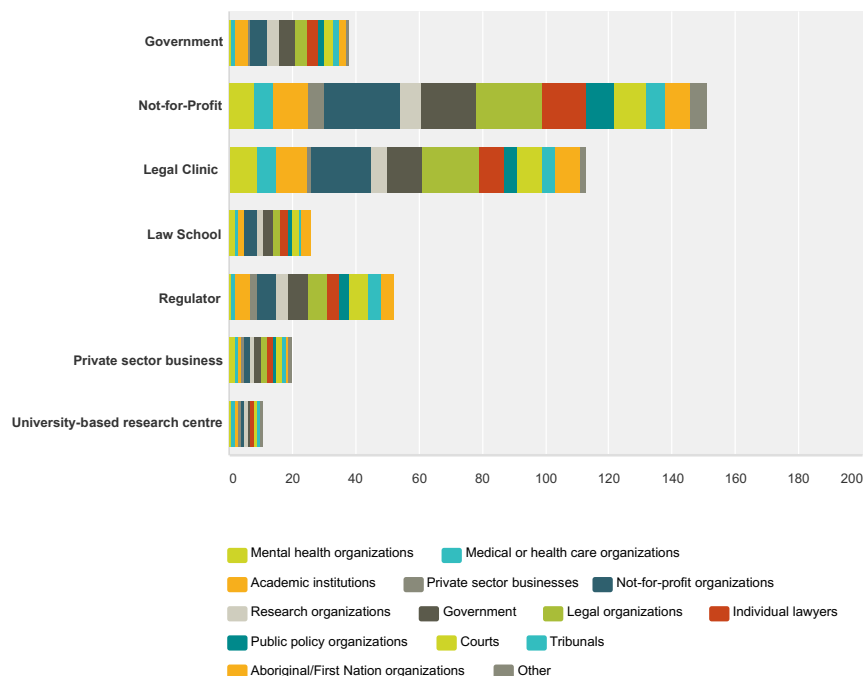




Respondents across the board indicated that they have collaborated with organizations and/or stakeholders from a range of domains. However, a significant amount of collaboration continues to occur between legal organizations, courts and governments, followed closely by academic institutions, with a smaller percentage of respondents indicating that they collaborate with Aboriginal/First Nations organizations, medical or healthcare organizations, or others. Set out below is a further breakdown of the collaboration data:

- The majority of respondents – 77% – indicated that they collaborated with not-for-profit organizations
- 68% collaborate with legal organizations
- 64% work with governments
- 49% collaborate with individual lawyers
- 47% collaborate with courts
- 47% collaborate with academic institutions
- 37% collaborate with mental health organizations
- 32% collaborate with research organizations
- 35% collaborate with Aboriginal/First Nations organizations
- 28% collaborate with public policy organizations
- 26% collaborate with tribunals
- 25% collaborate with medical or health care organizations
- 17% collaborate with organizations and/or stakeholders other than those previously mentioned, including A2J Groups, mediators and the Action Committee
- 15% collaborate with private sector businesses

**Figure 102**  
**Who has your organization collaborated with?**  
(Select all that apply)



When examined by respondent type, trends are evident in regards to the types of collaborations that are most common in different sectors. Government and regulators for example, tend to collaborate primarily with more traditional legal stakeholders (e.g. legal organizations, courts, etc.) while not-for-profits, legal clinics and law schools tend to engage in a wider range of collaborations.<sup>34</sup>

Government respondents reported primarily collaborating with non-for-profits, other government bodies, legal organizations, lawyers and courts. An equal percent of government respondents – 83% in each category – indicated that they collaborate with not-for-profits and other government bodies, 67% indicated that they have collaborated with legal organizations, and 50% indicated that they have collaborated with individual lawyers and courts. Collaborations between government respondents and mental health and other healthcare organizations are lower, with 17% of government respondents reporting collaborations with these types of organizations.

## GOAL VIII: SUPPORT ACCESS TO JUSTICE RESEARCH TO PROMOTE EVIDENCE-BASED POLICY MAKING

There is no doubt that an increase in targeted, evidence-based research is needed if we are to efficiently and effectively move forward with meaningful, sustainable, and strategically sound access to justice reform efforts, which is goal eight of the Action Committee's Roadmap for Change.<sup>35</sup> Several recent national organizations have made the strong case for such research.<sup>36</sup>

### Data Collection by Organizations

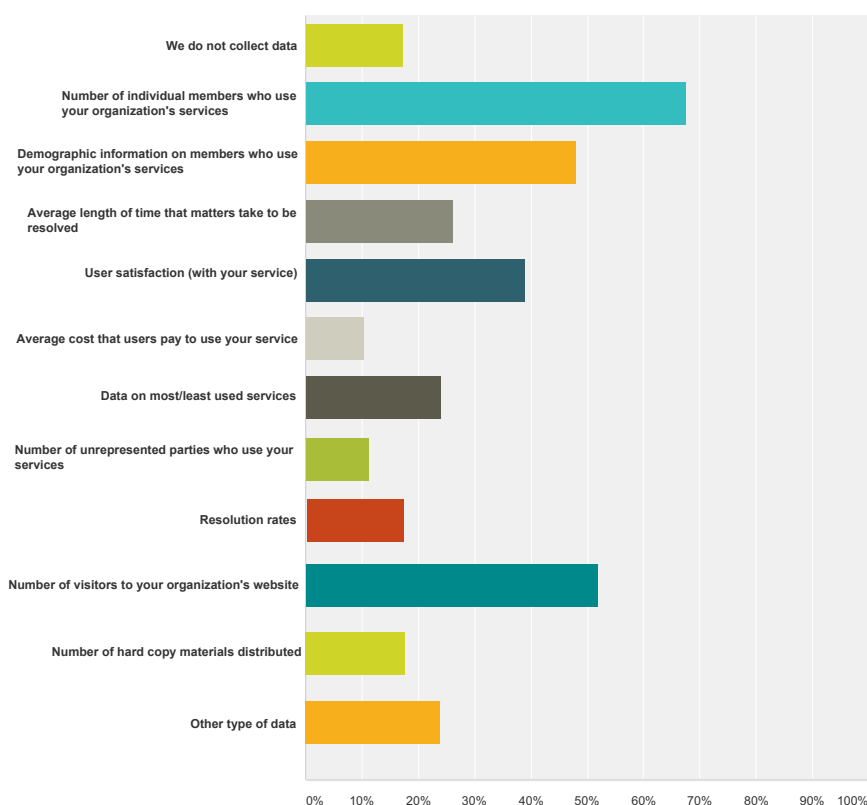
Of the 133 survey respondents recording responses to this question, 110 or 83% of respondents indicated that their organization collects some form of data.

The majority of respondents that collect data reported collecting data related to use of their organization's services, with 68% indicating that they collect data/information on the individual members who use their organization's services and 52% indicating that they collect data/information on the number of visitors to their organization's website.

Less than half (48%) collect demographic information on members who use their organization's services and 39% collect data on user satisfaction. Legal clinics and governments come in at the high-end of this percentage with 61% and 57% of respondents respectively reporting that they collect data/information on user satisfaction. Private businesses and regulators are reportedly at the lower end, with 13% and 23% respectively reporting that they collect similar data.

Figure 103

Does your organization collect data on the following?  
(Please select all that apply)

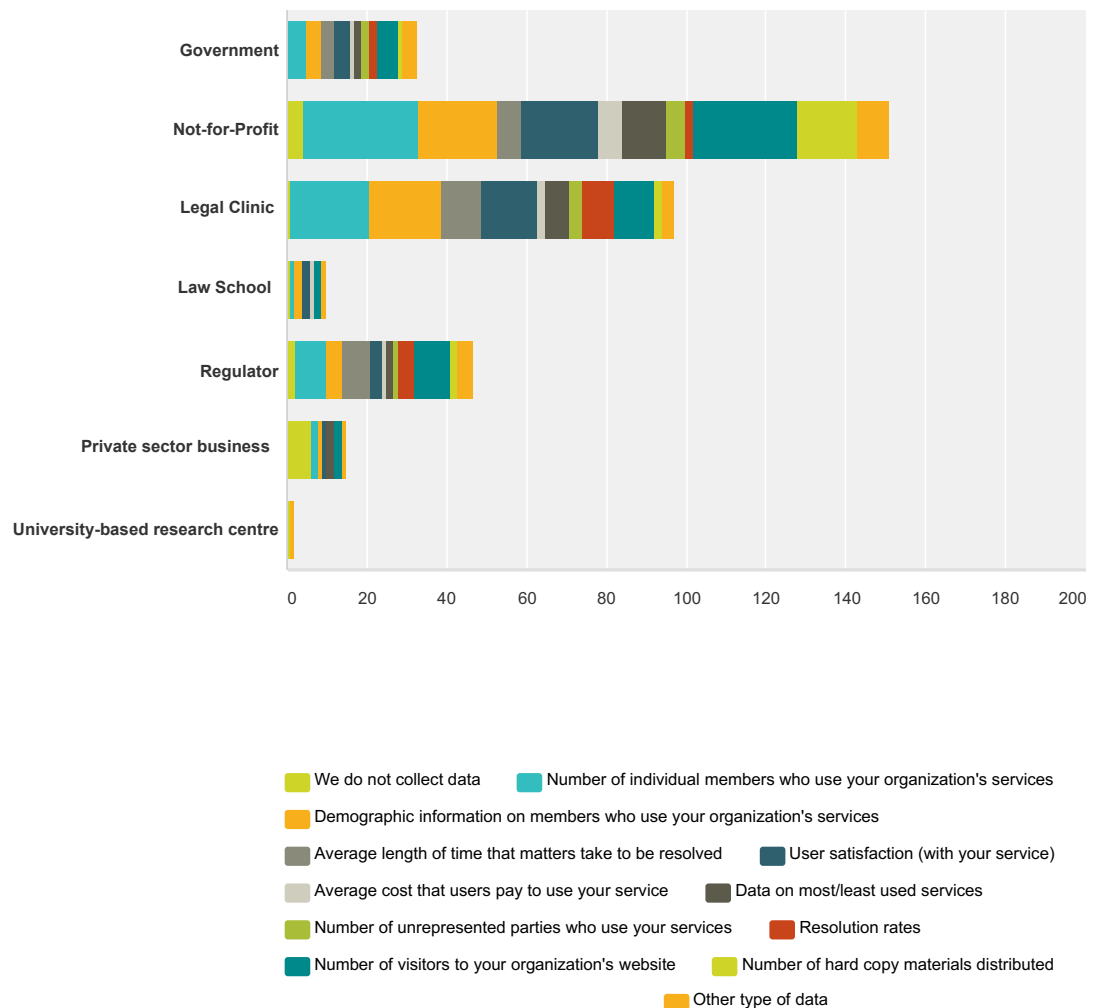


Very few respondents (11%) indicated that they collect data on the average cost that users pay to access their services or on the number of unrepresented parties who use their services.

26% indicated that they collect data and information on the average length of time that matters take to be resolved and a smaller percentage (17%) indicated that they collect data and information on resolution rates. When broken down further by organization type, the percentage of respondents who report collecting data on the average length of time that matters take to be resolved range from 0% – i.e. they do not collect data on time to resolution (private business respondents) – to 54% (regulators) indicating that they do collect data of this kind.

These percentages are lower when it comes to tracking the average cost that users pay for services. 25% of law schools, 15% of not-for-profits, 14% of government respondents, 9% of legal clinic respondents and 8% of regulators report that they gather data on costs of this type. No private businesses reported collecting data on the average cost of their services.

**Figure 104**  
**Does your organization collect data on the following?**  
**(Please select all that apply)**

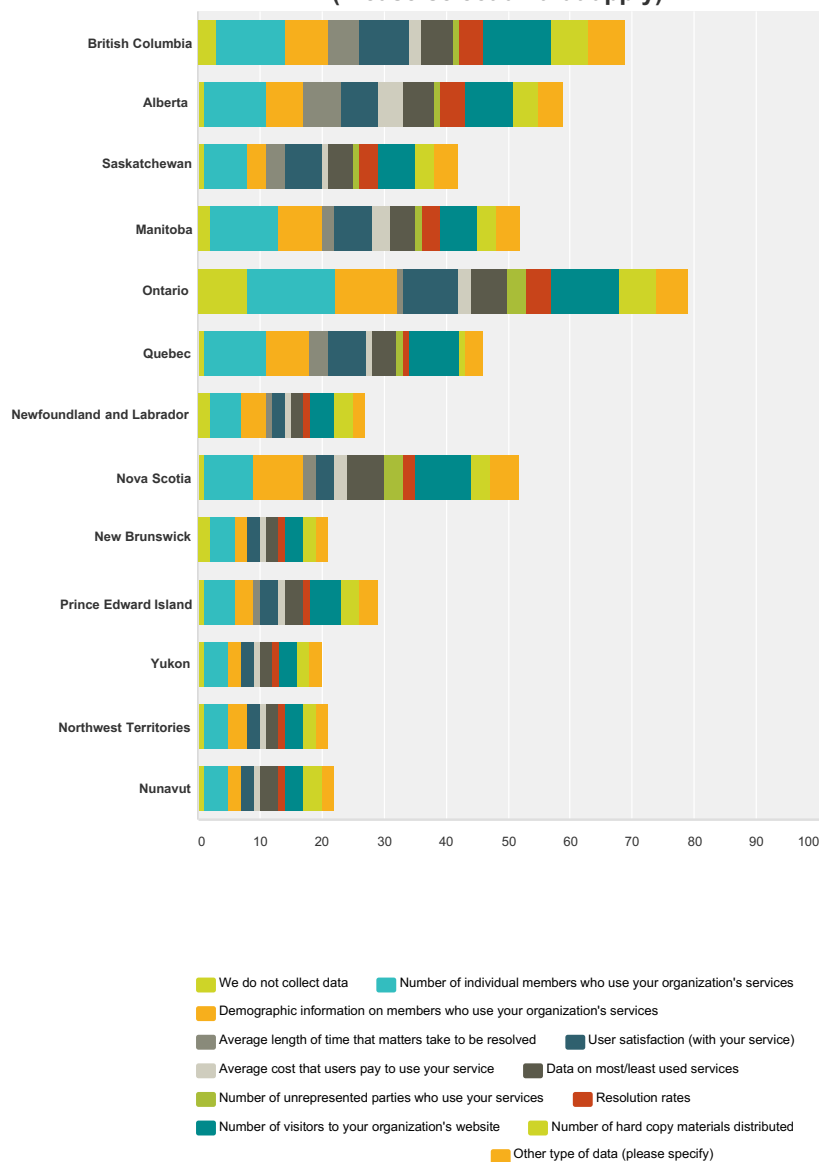


24% of organizations did report that they collect other types of data, including contact with the accused for criminal matters, the number of electronic documents sent, social media analytics and interactions, feedback on the usefulness of services or information in addressing problems, data on legal needs, Key Performance Indicators (KPIs), outcome measures, types of legal issues experienced, legal representation, referral source, law reform activities, records of advice and others.<sup>37</sup>

Organizations in every province and territory reported collecting data of some sort and the breakdown of the types of data collected is consistent with the data above. That is, in all provinces and territories higher percentages of respondents report collecting general data on people who use their services and visit their websites, with lower percentages reporting on categories such as user satisfaction, average cost of their services, and specific data on self-represented litigants using their services, etc.<sup>38</sup>

Figure 105

**Does your organization collect data on the following?**  
(Please select all that apply)



## Making Data Public

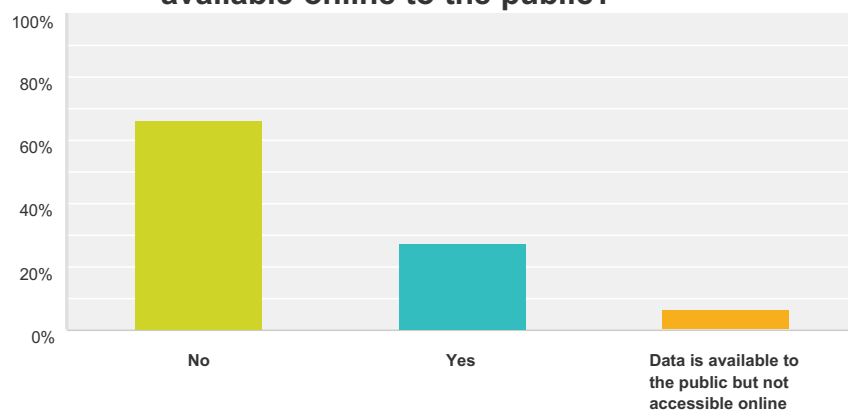
**27% of respondents indicating that they collect data** also

indicated that the data that they collect is available online to the public.

27% of respondents indicating that they collect data also indicated that the data that they collect is available online to the public. 6% indicated that the data is available to the public but it is not accessible online.

Figure 106

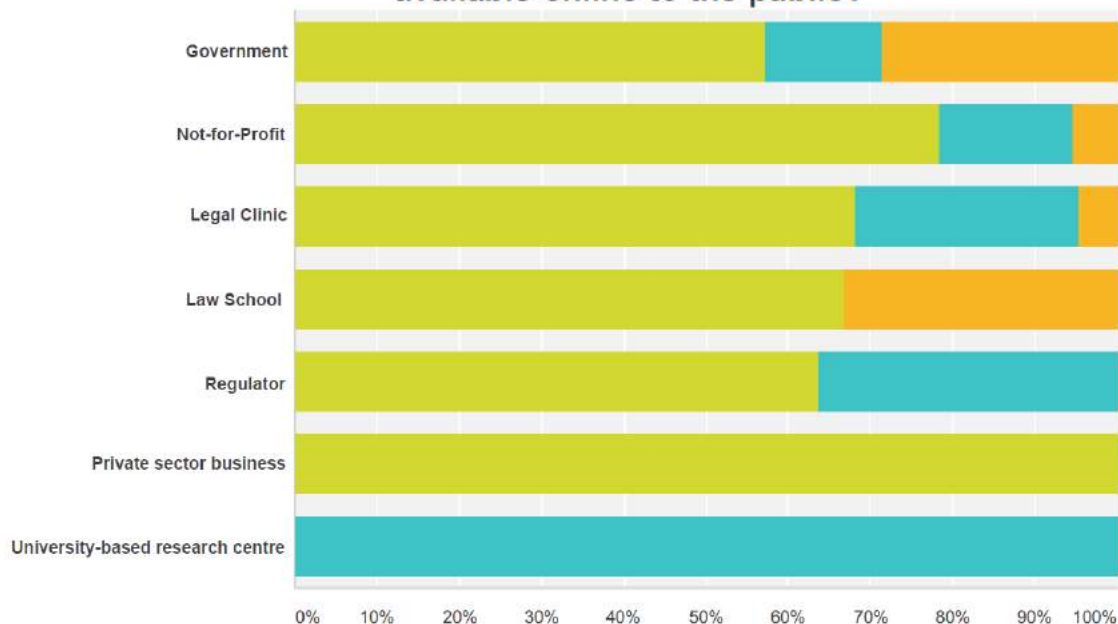
**Is the data collected by your organization available online to the public?**



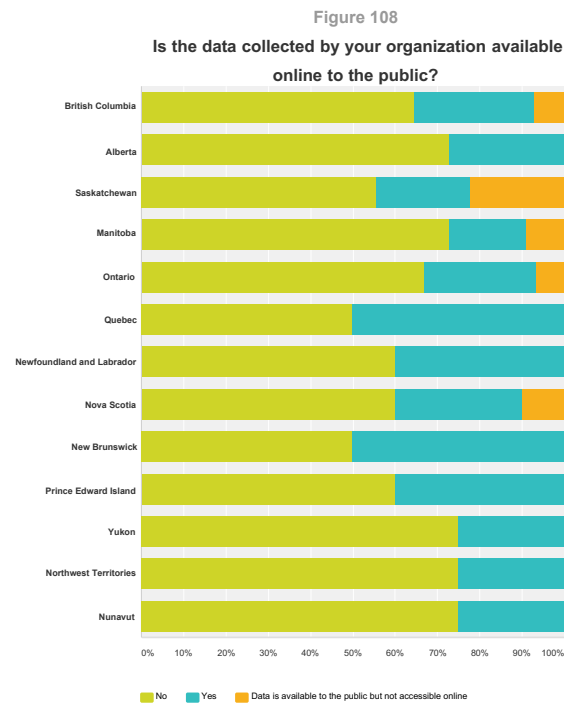
When examined by province and territory the percentage of respondents which reported making the data they collect available to the public online ranges from 50% (New Brunswick and Québec) to 18% (Manitoba).

Figure 107

**Is the data collected by your organization available online to the public?**



47% of the 133 respondents who recorded responses related to their use of metrics indicated that **their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities.**



### Standardized Metrics, Evaluations and Benchmarks

47% of the 133 respondents who recorded responses related to their use of metrics indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities.

The following percentage of respondents indicated that they have a standard set of metrics or benchmarks that they use to evaluate their own activities:

- 54% of regulator respondents
- 50% of private sector business respondents
- 51% of not-for-profit respondents
- 50% of university-based research centre respondents
- 50% of law school respondents
- 43% of legal clinic respondents
- 29% of government respondents

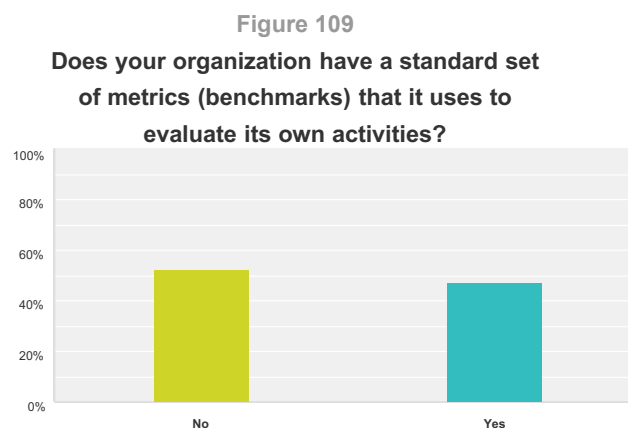
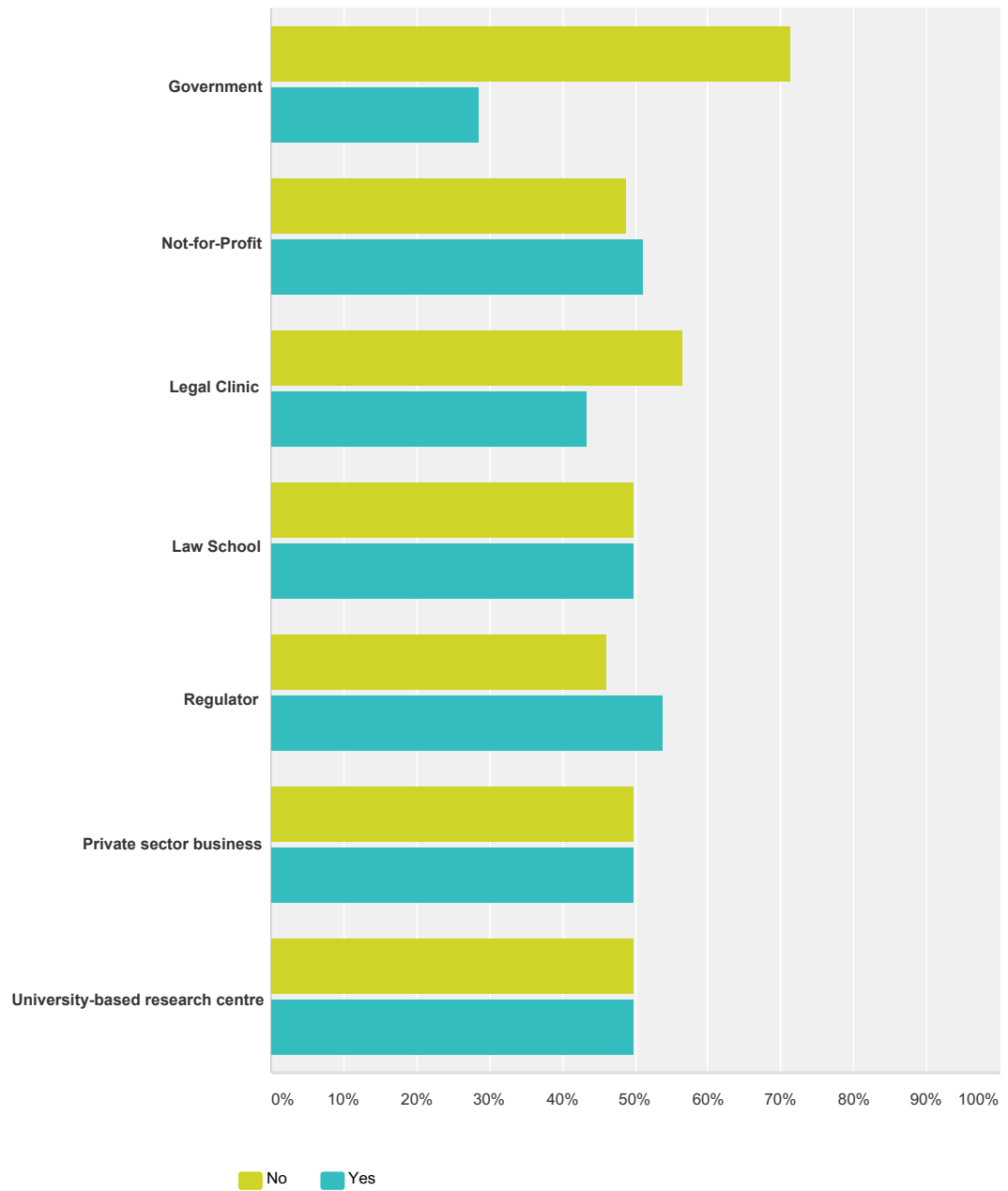


Figure 110

**Does your organization have a standard set of metrics (benchmarks) that it uses to evaluate its own activities?**

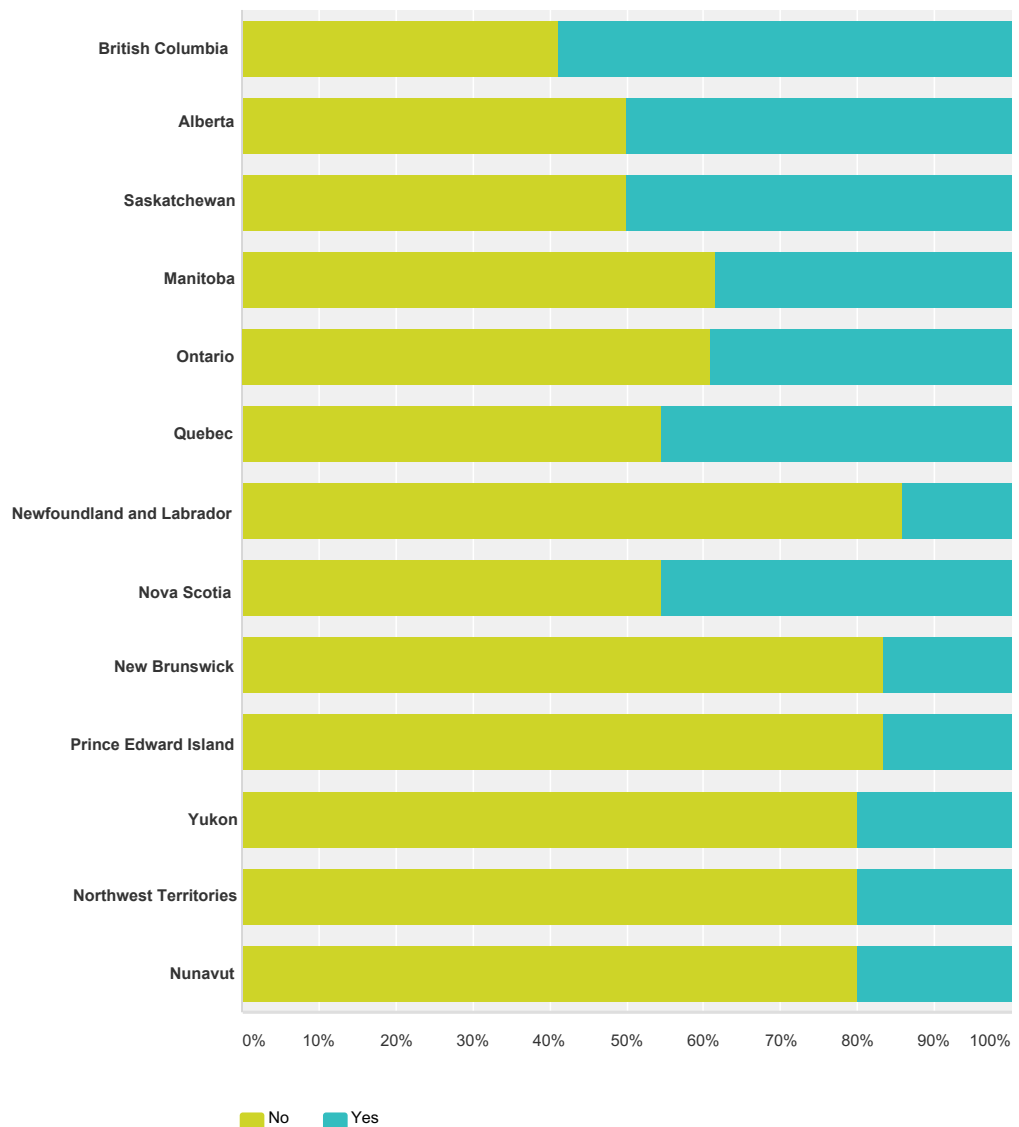




When looking at the data through a provincial/territorial lens, British Columbia had 59% of respondents in this category indicating that their organization has a standard set of metrics or benchmarks to evaluate its own activities. Closely behind is: Alberta (50% of respondents), Saskatchewan (50% of respondents), Québec (45% of respondents), and Nova Scotia (45% of respondents). In the remaining provinces, organizations that indicated that they have a standard set of metrics or benchmarks range from 39% (Ontario) to 14% (Newfoundland and Labrador).<sup>39</sup>

**Figure 111**

**Does your organization have a standard set of metrics (benchmarks) that it uses to evaluate its own activities?**

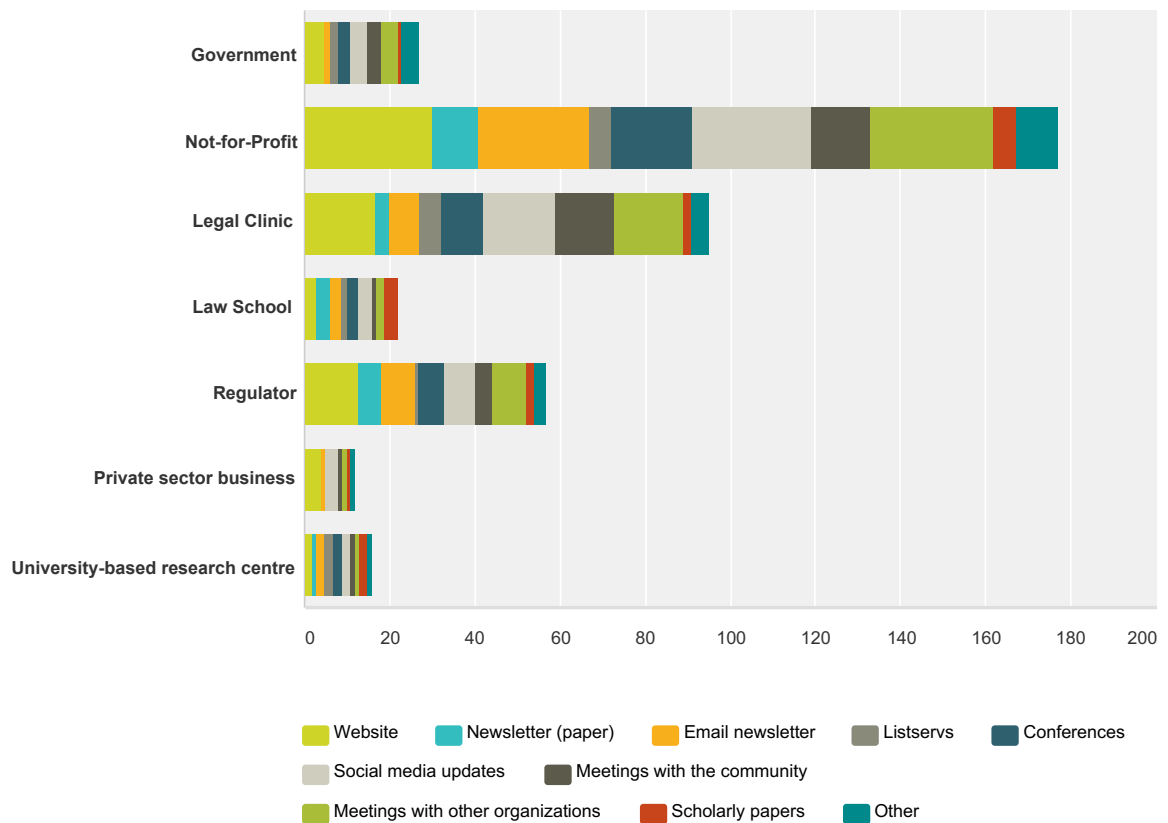


## How Information is Shared

Survey respondents indicated that their website is the primary medium for sharing information about successful programs and practices with 76% of respondents in this category indicating that they use this method. Paper newsletters are used by 22% of respondents, while 49% indicated that they use email newsletters. 17% of respondents who share information about successful programs and practices do so using a listserv, 46% share information at conferences, and 66% use social media updates. 36% use meetings with the community, 64% share information about successful programs and practices through meetings with organizations, and 19% indicated that they share information about successful programs and practices through scholarly papers.

Figure 112

### How does your organization share information about successful programs and practices? (Please check all that apply)



## **GOAL IX: PROMOTE INTEGRATED, COHERENT AND SUSTAINED FUNDING STRATEGIES**

As recognized by the Action Committee,<sup>40</sup> funding is important if meaningful and sustained progress is to be made on many if not all of the access to justice initiatives canvassed in the Survey. However, for this first national Survey of this kind, it was determined that funding strategies – the focus of the ninth Goal – would not be canvassed. This will be an important area for further consideration in future surveys and reports of this kind.

# ENDNOTES

<sup>1</sup> Action Committee on *Access to Justice in Civil and Family Matters, Access to Civil & Family Justice: A Roadmap for Change* (Ottawa: Action Committee on *Access to Justice in Civil and Family Matters*, October 2013), online: CFCJ <[http://www.cfcj-fcjc.org/sites/default/files/docs/2013/AC\\_Report\\_English\\_Final.pdf](http://www.cfcj-fcjc.org/sites/default/files/docs/2013/AC_Report_English_Final.pdf)> [*Roadmap for Change*].

<sup>2</sup> For more information on the Canadian Forum on Civil Justice, visit [www.cfcj-fcjc.org](http://www.cfcj-fcjc.org).

<sup>3</sup> In many instances in this Report, Survey respondents are referred to as “organizations”. This term collectively applies to Survey participants who represent bodies, groups, commissions, schools, institutions, centres, committees, businesses, as well as other entities and is not intended solely to refer to any collective that identifies strictly as an organization.

<sup>4</sup> See online: CFCJ <<http://www.cfcj-fcjc.org/action-committee>>.

<sup>5</sup> Respondents were able to complete the Survey over any number of days during this period and were instructed not to clear their browser history if they intended to complete the Survey in more than one sitting. It was estimated that the Survey would take approximately 20 minutes to complete, subject to the respondent’s organizational category and their responses to several screening questions.

<sup>6</sup> Questions were asked in relation to eight of the nine Justice Development Goals. No Survey questions were included that related to the ninth Justice Development Goal: “Promote Coherent, Integrated and Sustained Funding Strategies”. It was determined that initiatives around this goal would be explored at a different time.

<sup>7</sup> Questions 1, 2 and 3 were single textbox questions that required respondents to input their contact details. Due to the confidential nature of this Survey, the responses to these questions are not reported on here. Questions 4, 5, 6 and 7, focusing on the nature of the organization, offered multiple choice options. With the exception of question 5 – “How long has your organization been in operation”— all questions were mandatory. The response chosen for question 6 – “Is your organization ... International in scope, National in scope, Provincial/Territorial in scope, other (please specify)” — determined whether the respondent was asked to indicate the province or territory that they serve. For respondents who did not identify their scope as “Provincial/Territorial” in Question 6, the General

Information section of the Survey was limited to 6 questions, rather than 7.

<sup>8</sup> There were also several respondents who indicated combinations of geographical scope, including: city and international, city and county, provincial/territorial and interjurisdictional, municipal and provincial and city and regional.

<sup>9</sup> The 37 respondents who indicated that their responses were submitted on behalf of a court, tribunal or A2J Group were directed to other survey questions that were framed to better understand the nuances of their organizational structures and efforts.

<sup>10</sup> See e.g. Trevor Farrow et al., *Everyday Legal Problems and the Cost of Justice in Canada: Overview Report* (Toronto: Canadian Forum on Civil Justice, 2016) online: CFCJ <<http://www.cfcj-fcjc.org/sites/default/files/Everyday%20Legal%20Problems%20and%20the%20Cost%20of%20Justice%20in%20Canada%20-%20Survey.pdf>>.

<sup>11</sup> *A Roadmap for Change*, *supra* note 1.

<sup>12</sup> *A Roadmap for Change*, *supra* note 1, at 11.

<sup>13</sup> *Ibid* at 11.

<sup>14</sup> *Ibid* at 13.

<sup>15</sup> *Ibid*, at 14.

<sup>16</sup> *Ibid*, at 15.

<sup>17</sup> See e.g. *Ibid* at endnote 107.

<sup>18</sup> *Ibid* at 16.

<sup>19</sup> *Ibid* at 16.

<sup>20</sup> *Ibid* at page 19; see also Action Committee on Access to Justice in Civil and Family Matters, Prevention, Triage and Referral Working Group, *Responding Early, Responding Well: Access to Justice through the Early Resolution Services Sector* (Ottawa: Action Committee on Access to Justice in Civil and Family Matters, April 2013) online: CFCJ <<http://www.cfcj-fcjc.org/collaborations>>.

<sup>21</sup> *Ibid* at 17. Core values and principles listed in *A Roadmap for Change* include conflict minimization, collaboration, client-focus, empowered families,

integration of multidisciplinary services, timely resolution, affordability, voice, fairness, safety and proportionality.

<sup>22</sup> *Ibid* at 17.

<sup>23</sup> No regulators and no university-based research centres in this category offer legal or non-legal services or resources to families experiencing a family law problem.

<sup>24</sup> See *Action Committee on Access to Justice in Civil and Family Matters, Action Committee Meeting of the Provincial and Territorial Access to Justice Groups* (Ottawa: Action Committee on Access to Justice in Civil and Family Matters, July 2015) online: CFCJ <[http://cfcj-fcjc.org/sites/default/files//docs/ac\\_meeting\\_web\\_ktl03.pdf](http://cfcj-fcjc.org/sites/default/files//docs/ac_meeting_web_ktl03.pdf)>.

<sup>25</sup> See e.g. *A Roadmap for Change*, *supra* note 1; *Law Commission of Ontario, Increasing Access to Family Justice Through Comprehensive Entry Points and Inclusivity Final Report*, online: LCO <<http://www.lco-cdo.org/family-law-reform-final-report.pdf>> [LCO Family Report, 2013]; *Law Commission of Ontario, Towards a More Efficient and Responsive Family Law System Interim Report*, online: LCO <<http://www.lco-cdo.org/family-lawreform-interim-report.pdf>>; *Family Justice Working Group Report*; John Paul E. Boyd and Lorne D. Bertrand, *Selfrepresented Litigants in Family Law Disputes: Views of Judges of the Alberta Court of Queen's Bench*, online: CRILF <<http://www.crilf.ca/Documents/Self-represented%20Litigants%20-%20Views%20of%20Judges%20-%20Apr%202014.pdf>>.

<sup>26</sup> *Roadmap for Change*, *supra* note 1 at 21-22

<sup>27</sup> *Ibid* at 21.

<sup>28</sup> For a further breakdown of this data by province and territory, see *Status Report Working Data Document*, *supra* note 4.

<sup>29</sup> For a further breakdown of this data by province and territory, see *ibid*.

<sup>30</sup> For a breakdown of this data by province and territory, see *ibid*.

<sup>31</sup> For a breakdown of this data by province and territory, see *ibid*.

<sup>32</sup> See *A Roadmap for Change*, *supra* note 1 at 22.

<sup>33</sup> For a breakdown of this data by province and territory, see *Status Report Working Data Document*, *supra* note 4.

<sup>34</sup> For a full breakdown of various reported innovation collaborations, see *ibid*.

<sup>35</sup> *Roadmap for Change*, *supra* note 1 at 23.

<sup>36</sup> See e.g. *Canadian Bar Association, Reaching Equal Justice Report: An Invitation to Envision and Act* (Ottawa: Canadian Bar Association, November 2013) at 144; *A Roadmap for Change*, *supra* note 1 at 23.

<sup>37</sup> For a breakdown of data collection methods by organization type, see *Status Report Working Data Document*, *supra* note 4.

<sup>38</sup> For a full breakdown of this data by province, see *ibid*.

<sup>39</sup> To see full breakdown of this data by province and territory, see *ibid*.

<sup>40</sup> See *A Roadmap for Change*, *supra* note 1 at 23.