

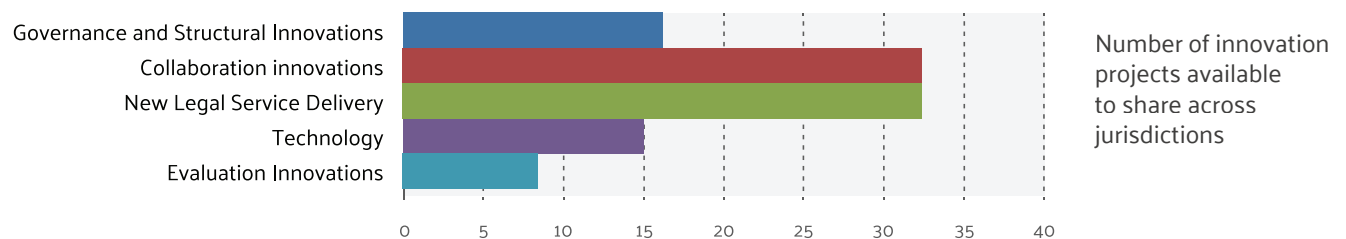
Goal 07

Innovate

Many of the initiatives described under each of the Justice Development Goals are using innovative approaches or reflect new thinking about long-standing problems. In an effort to spur innovation and to facilitate sharing of these new practices, the Action Committee has collected examples of innovations in governance, technology, collaboration, service delivery and evaluation and produced the Innovation Toolkit, which can be found on the JDG's website. This project led to pop-up Communities of Practice, connecting people across the country and fostering early sharing of successes and failures.

The 2016 baseline

Responses to the 2016 survey indicate that new and innovative legal service delivery methods were being used to help address the legal services gap, with 63% of private sector respondents and 58% of legal clinics using new approaches to legal service delivery.



Use of Technology

The #TalkJustice project has made use of research software to let people directly share their experience in the justice system directly. Also in Nova Scotia, the Legal Information Society has developed an app that people can access to draft their will. This approach, being expanded to health care directives, lets lawyers access the portal, finalize the will and send it out electronically, with an option for witnessing documents to facilitate remote service. Ontario launched online filing for automobile accident benefits while BC launched an online platform for judicial applications.

Promoting the use of new technologies, Thompson Rivers University held a Battle of the Apps to challenge students to create access to justice solutions. The Winkler Institute held a hack-a-thon, bring legal thinkers together with developers. The Legal Innovation Zone and the Ontario government partnered to offer an AI challenge to encourage applications of artificial intelligence in the access to justice sector.

Innovative Thinking

Ministries of Justice have embraced innovation as a driver in reform of legal service reform with Saskatchewan releasing its Innovation Agenda looking at four areas: Dispute Prevention, Early Intervention, Diversion, and Core Inefficiencies and Ontario releasing a user focused digital justice strategy. BC has developed the Virtual Initial Needs Determination Program, a telephone-based family law triage and referral service. The Action Group

(TAG) held an innovation symposium as part of A2J Week, highlighting new approaches in Ontario. The Canadian Forum on Civil Justice's 19 blogs about innovative A2J practices promoted cross-sector discussion.

Innovative Services

Manitoba's Legal Help Centre has developed satisfaction surveys to better understand user experience. The Peoples Law School in BC embedded pop-up definitions of legal terms throughout its online resources. Nova Scotia's family law initiative is using social media to communicate directly with users. BC's Provincial Court has an active and responsive social media presence, engaging the public in discussions about the legal system. Justice Canada developed a process for assessing and ranking tribunals on its A2J Index, now being considered at the provincial level. In Calgary, a new approach to training family lawyers has applied an incubator model to the development of legal services and lawyer expertise at Aspire.

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A2J locations hosting tech challenges and hack-a-thons



Incubator model is preparing a new wave of innovative family lawyers