



STATUS REPORT

WORKING DATA DOCUMENT

MARCH 2017

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NATIONAL SURVEY

SURVEY OVERVIEW

In 2013, the Action Committee on Access to Justice in Civil and Family Matters (“Action Committee”) published the *Access to Civil and Family Justice: A Roadmap for Change* report which contains 9 justice development goals that offer a guide for addressing Canada’s access to justice challenges. In late 2016 to early 2017, the Canadian Forum on Civil Justice (in support of the Action Committee) conducted the first ever national access to justice development goal survey (“Survey”) in order to measure progress, and to identify gaps, challenges and successes in the access to justice work that is being done in Canada. The questions that make up this first ever national access to justice development goal survey (“Survey”), map onto the 9 justice development goals and form the basis of the first [*Canadian Access to Justice Initiatives: Justice Development Goals Status Report*](#) (“Report”).¹ The Report was also produced by the Canadian Forum on Civil Justice, under the leadership of Lisa Moore, Nicole Aylwin and Trevor Farrow.² This Working Data Document supports the Report by providing the raw data from the Survey. Some of the data from this document is reproduced in the Report but this document contains much of the data from the Survey that is not discussed in the Report.

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, organizations³ 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.⁴

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 2017.⁵

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 Goals⁶
- V. Justice Development Goals – Progress and Influence
- VI. Closing

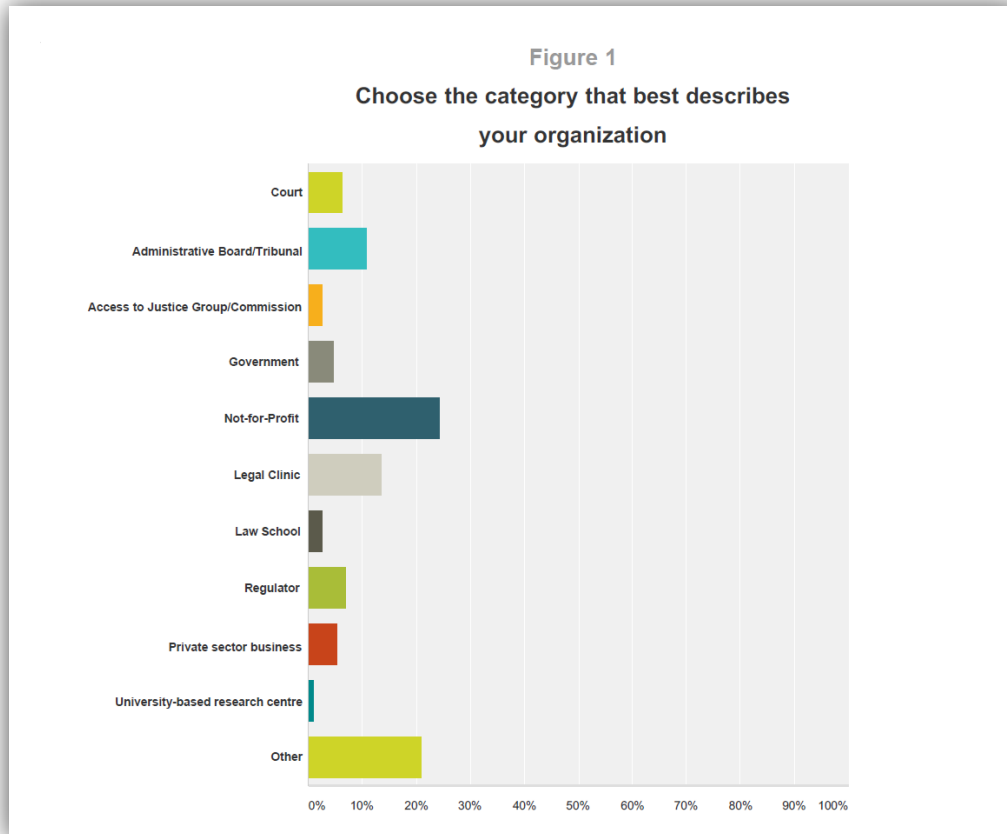
No Survey questions were included that related to the ninth Justice Development Goal: “Promote Coherent, Integrated and Sustained Funding Strategies” (it was determined that initiatives around this goal would be explored at a different time).

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 respondents⁷. A total of 185 Survey 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.



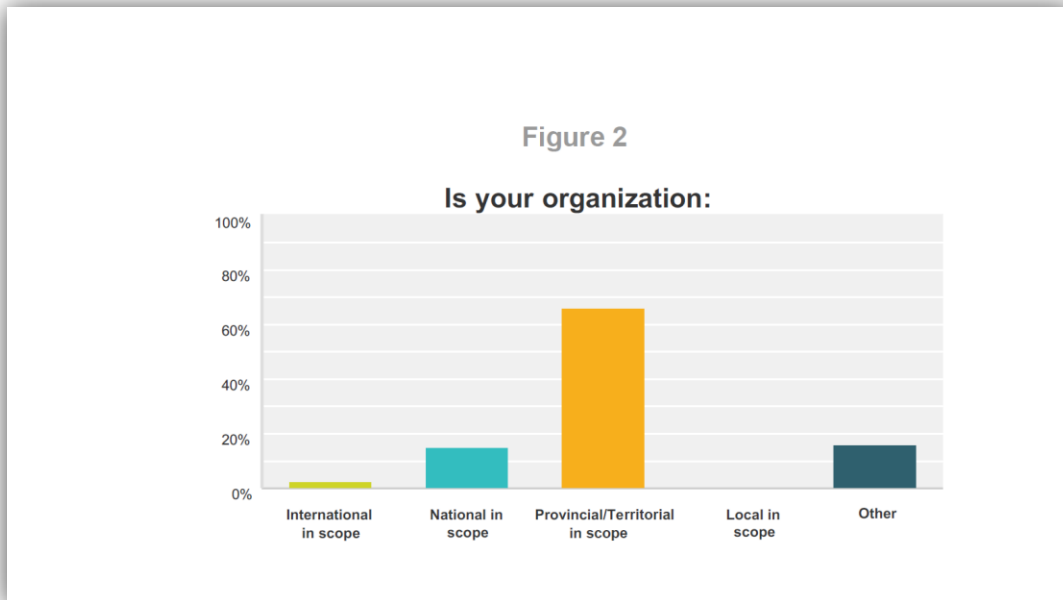
Respondents from the following 11 organizational categories (see Figure 1) participated in the Survey:

- 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

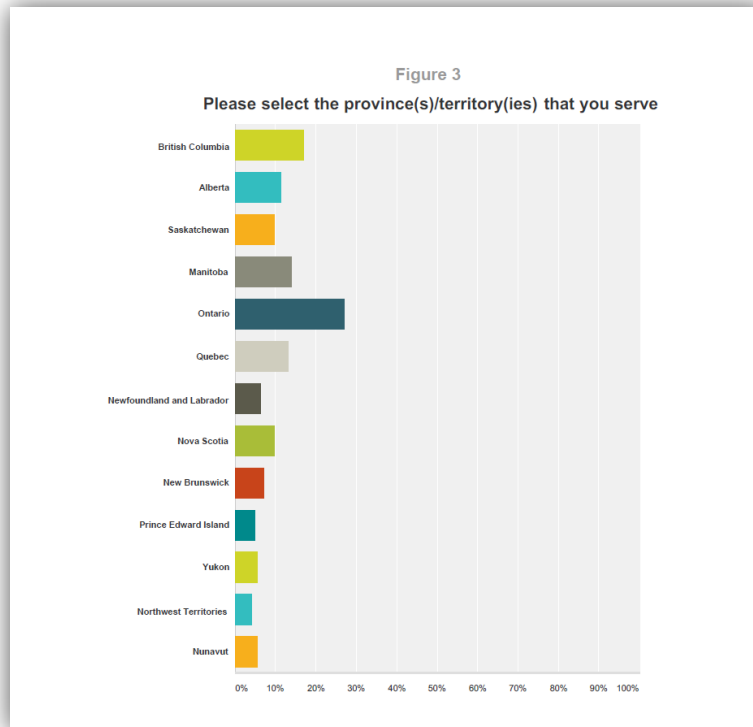


In response to Survey Question 6 (see Figure 2) that asked respondents to indicate the scope of their organization, the majority of respondents – 66% or 122 respondents – indicated that their scope was provincial/territorial. 30 respondents or 16% chose “other”, 28 respondents or 15% operate with a national scope and 5 or 3% with an international scope. The 30 respondents who describe their scope as “other” offered the following characterizations:

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

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.

The 122 respondents who indicated that they operate within a provincial/territorial scope represented all of Canada’s 13 provinces and territories (see Figure 3)⁸.



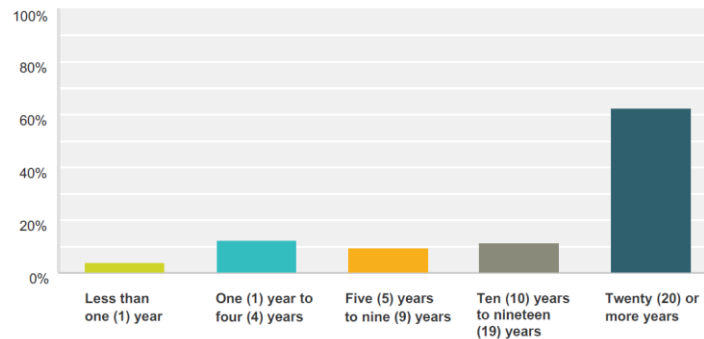
In terms of respondents with a provincial/territorial scope, the following representative breakdown was indicated:

- 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.

Figure 4

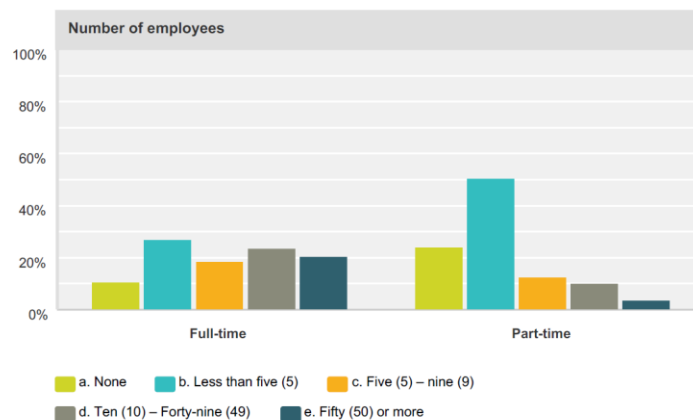
How long has your organization been in operation?



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 5

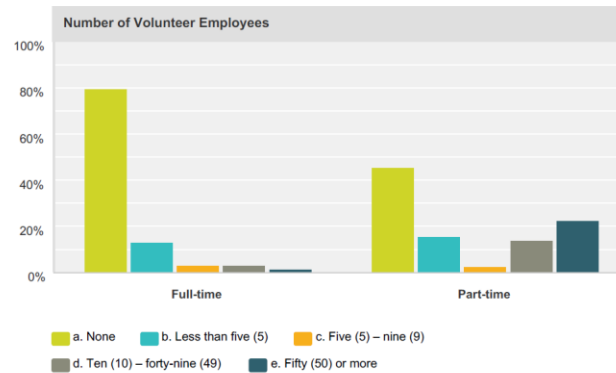
How many paid employees does your organization have?



The majority of the 145 respondents with paid, full-time employees indicated that they have between 1 and 5 staff members in this category – 39 respondents or 27%. Similarly, the majority of the 121 respondents with paid, part-time employees – 61 respondents or 50% – indicated that they have between 1 and 5 staff members in this category

Figure 6

How many volunteer staff members does your organization have?



More than half of the respondents – 79% – indicated that there are no full-time volunteer employees among their staff. 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 7

What role does the representative of the general public play?

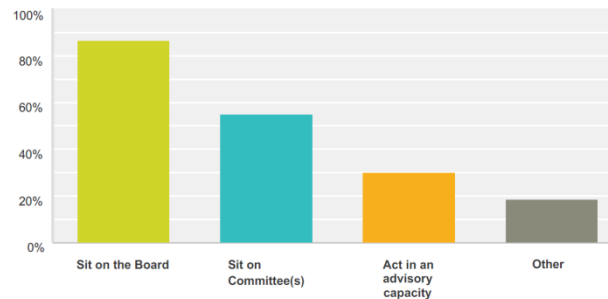
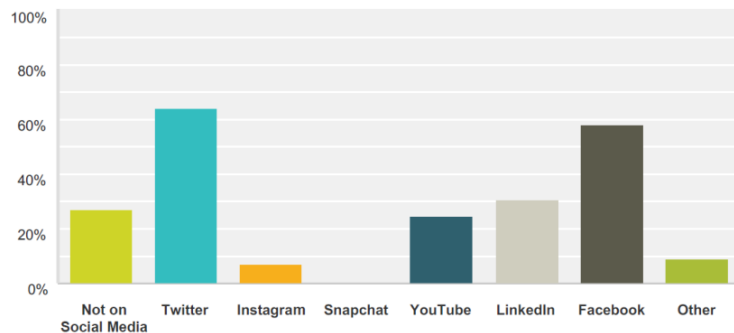
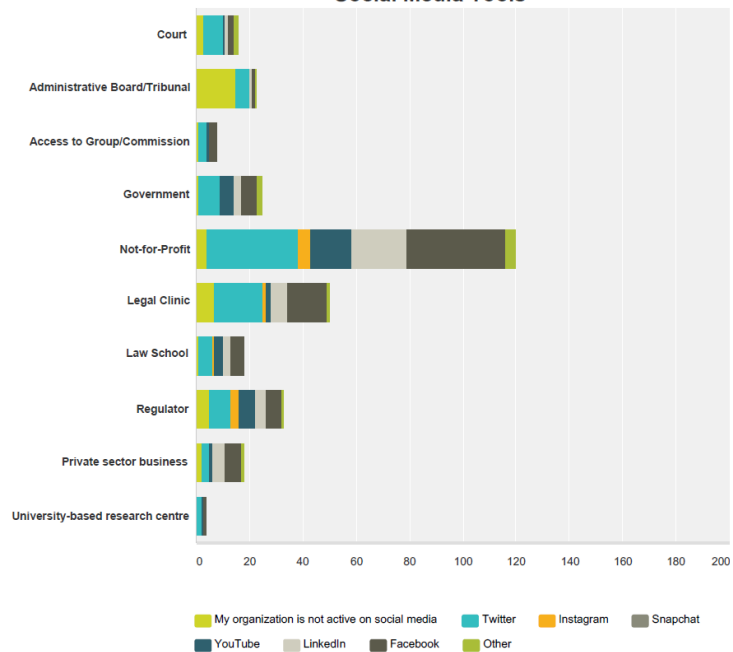


Figure 8
Social Media Tools



Of the 185 Survey respondents, 50 or 27% indicated that they are not active on social media. A majority of Survey respondents indicated that they are active on one or more social media platform, 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. Other platforms being used include: WordPress, Vimeo, Google+, Periscope, RSS feeds, Pinterest, forums and blogs.

Figure 9
Social Media Tools



A review of the responses regarding social media use based on respondent type reveals variations in the

types of platforms being used by different organizations, with a significant number of respondents in several sectors indicating that they are not active on social media. The results are as follows:

Courts. 19% indicated that they are not on social media, 44% indicated that they use Twitter, 13% use Facebook, 6% use YouTube and 6% use LinkedIn.

Administrative Boards/Tribunals. 65% are not active on social media, 22% use Twitter and 4% each use LinkedIn, Facebook and Other platforms.

Access to Justice Groups. 13% indicated that they are not active on social media while 38% indicated that they use Twitter. A further 38% indicated that they are active on Facebook and 13% use YouTube.

Governments. 4% of government respondents indicated that they are not active on social media. 32% use Twitter, 24% use Facebook, 20% are active on YouTube and 12% are active on LinkedIn. 8% indicated that they use other social media platforms.

Not-for-Profits. 3% of not-for-profit respondents indicated that they are not active on social media. 31% indicated that they use Facebook and 28% indicated that they use Twitter. 18% of not-for-profit respondents indicated that they are active on LinkedIn while 13% use YouTube and 3% use other platforms.

Legal Clinics. 36% of legal clinic respondents indicated that they are active on Twitter, 30% use Facebook and 14% do not use any social media platform. 12% are active on LinkedIn while 4% indicated that they are active on YouTube and 2% use Instagram.

Law Schools. 28% of law school respondents indicated that they are active on Twitter and 28% also use Facebook. 17% indicated that they use YouTube and 17% also use LinkedIn. 6% of law school respondents indicated that they use Instagram while a further 6% indicated that they do not use any social media platforms.

Regulators. 24% of regulators indicated that they are active on Twitter while 18% use Facebook. A further 18% indicated that they use YouTube. 15% indicated that they are not active on social media. 12% of respondents who identified as regulators indicated that they are active on LinkedIn while 9% use Instagram. 3% of regulators indicated that they use other platforms.

Private sector businesses. 33% of private sector business respondents indicated that they are active on Facebook while 28% indicated that they use LinkedIn. 17% of private sector business respondents indicated that they are on Twitter. 11% of private sector business respondents indicated that they are not active on any social media platforms while 6% use YouTube and 6% use other social media platforms.

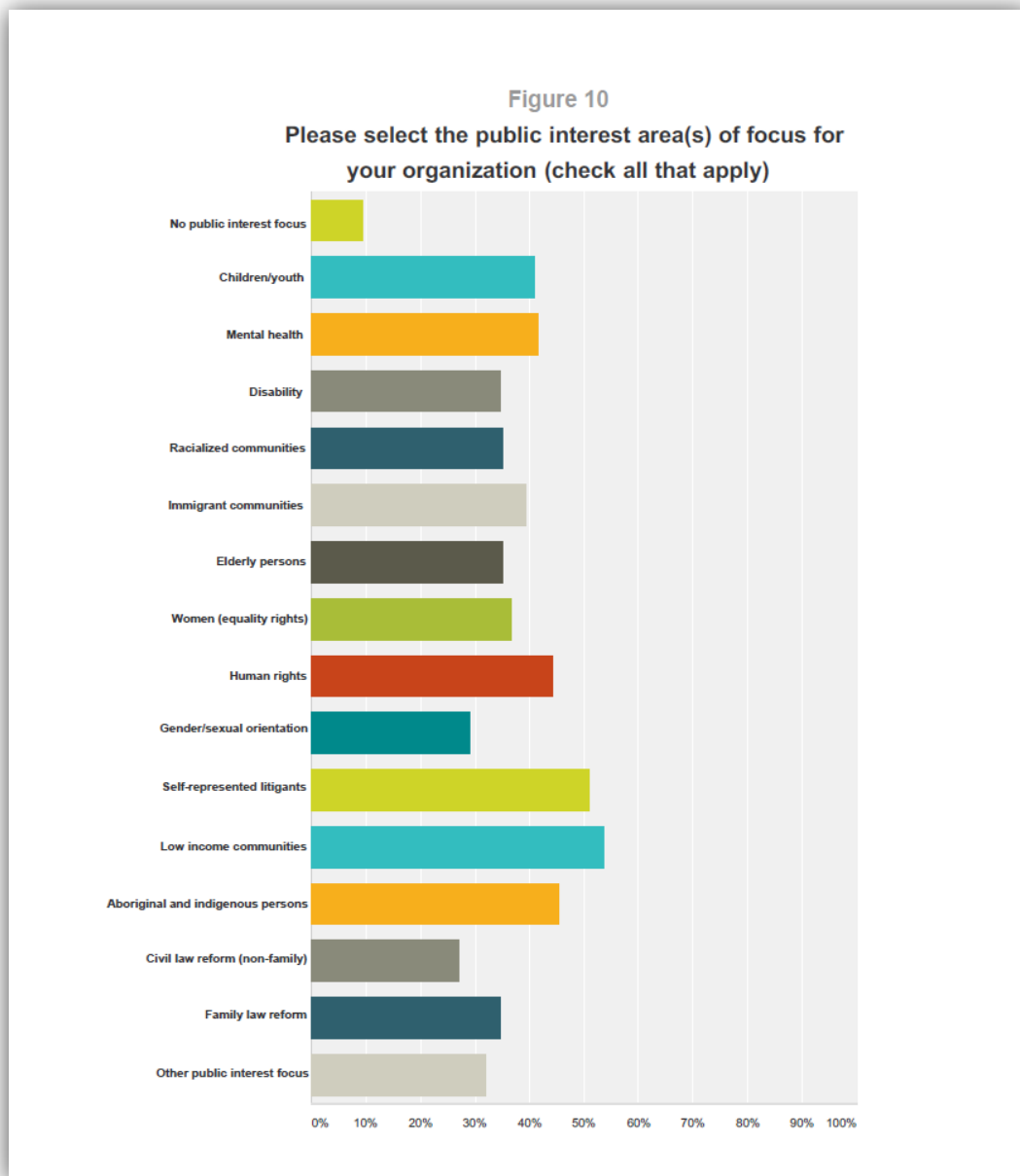
University-based research centres. 50% of university-based research centre respondents indicated that they use Twitter while 25% are active on YouTube and 25% are active on Facebook.

GENERAL ACTIVITIES

Access to justice relies on the work of the various players in the justice system as well as public and private interests who 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.⁹

Public Interest Advocacy

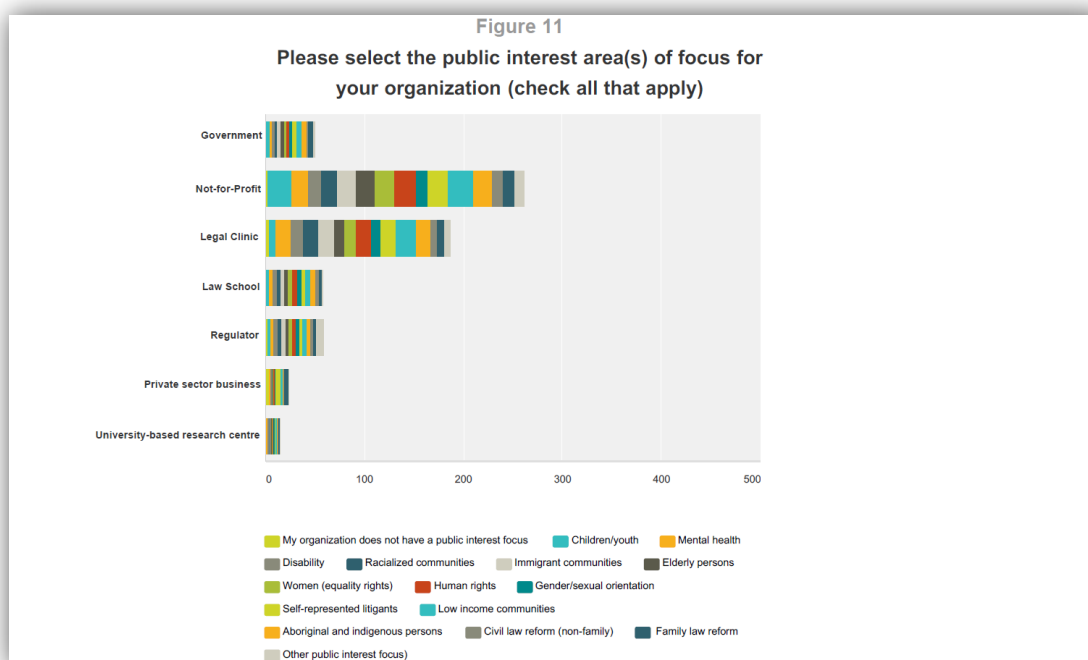
Of the 148 respondents who recorded responses about the public interest area(s) of focus of their organization, 90% indicated that their organization has 1 or more public interest areas of focus.



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%

Respondents with a public interest focus represent a variety of groups and organizations across the 13 provinces and territories.



Of the combined 50 public interest advocacy areas of focus recorded by the Survey's 9 government respondents, family law reform, aboriginal and indigenous persons and low-income communities were the 3 most common areas of focus with 5 selections each. Immigrant communities, elderly persons, children/youth and self-represented litigants were the second most common areas of focus with 4 selections each.

45 not-for-profit respondents recorded a combined 262 public interest advocacy selections. Low-income communities accounted for 25 of the 262 selections, followed by children/youth with 24 respondents indicating that they work in this public interest advocacy area. This was followed by human rights with 22 selections and women's (equality) rights with 20 selections. Civil law reform (non-family) and gender/sexual orientation recorded the lowest number of selections at 11 each.

The most common public interest areas of focus for the Survey's legal clinic respondents are: low income communities, with 84% of legal clinics indicating work in this area and, immigrant communities – 64% of legal clinic respondents indicated that they work in this public interest advocacy area. 60% of legal clinic respondents (or 15 respondents each) indicated that they focus on mental health, racialized communities, self-represented litigants and human rights in their public interest advocacy work. Three legal clinics indicated that they do not have a public interest focus.

For the 13 regulating bodies and organizations with public interest areas of focus, disability, immigrant communities, women (equality rights), racialized communities, gender/sexual orientation, low income communities and aboriginal and indigenous persons were the most common areas, with 31% of regulators indicating work in each of these areas. Two regulators indicated that they do not have a public interest area of focus.

Half of the private sector respondents indicated their public interest work includes a focus on self-represented litigants. 40% work in family law reform while none indicated a public interest focus related to children/youth, immigrant communities or elderly persons.

The law school respondents each indicated public interest focus in one or more of the areas in the survey. Women (equality rights), human rights, low income communities and aboriginal and indigenous persons were the most common areas indicated by law schools with 100% of law school respondents indicating that they focus on these areas.

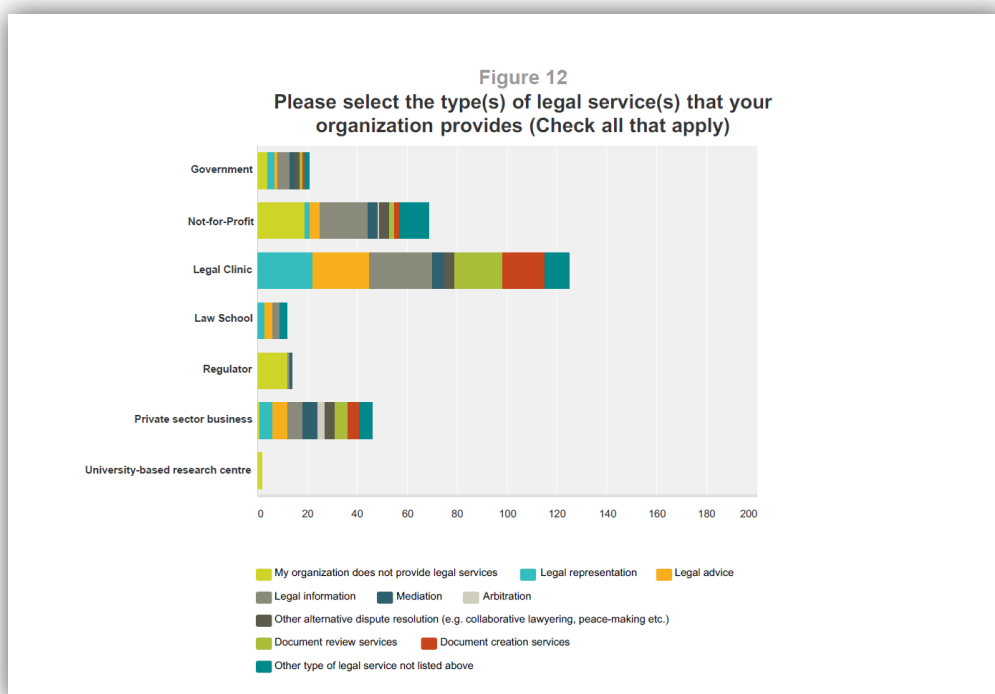
The university-based research centre responses recorded an equal number of responses – 50% – in each public interest area

Legal Services

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

The most common legal services provided by respondents are:

- Legal information: 71 respondents or 49% of responses
- Legal advice: 48 respondents or 33% of responses
- 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%



Among government respondents, legal information was indicated to be the most common type of legal service provided (56% of respondents), 44% indicated that they do not provide any legal services and 33% indicated that they offer legal representation.

43% of not-for-profit respondents indicated that they offer legal information while a further 43% indicated that they do not provide any legal services. 28% indicated that they provide legal services other than those listed in Survey question, including lawyer referral, document preparation and legal representation.

All legal clinic respondents indicated that they provide legal services, with legal information (all respondents), legal advice (92% of legal clinic respondents) and legal representation (88% of legal clinic respondents) being the most common selections. Legal services provided by legal clinics respondents, other than those listed, include policy advocacy, legal coaching, assisted self-representation and support to indigenous court workers in remote communities.

All law school respondents indicated that they provide legal services, with legal advice, legal information and legal representation each being offered by 60% of law school respondents.

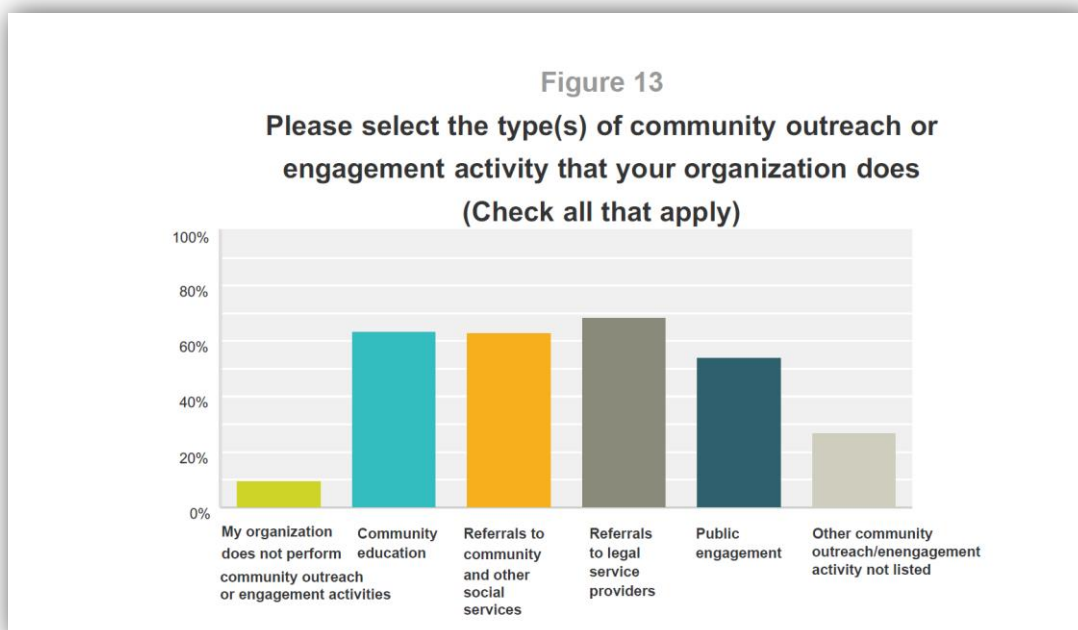
A majority of regulators (92%) do not provide legal services while 8% indicated that they offer legal information. 8% of regulators who offer legal service also indicated that they offer mediation.

Among private sector respondents, legal advice, legal information and mediation were the three most common types of legal services being provided (67% of respondents in each of the 3 categories).

There are no legal services being provided by the Survey's university-based research centre respondents.

Community Outreach and Engagement

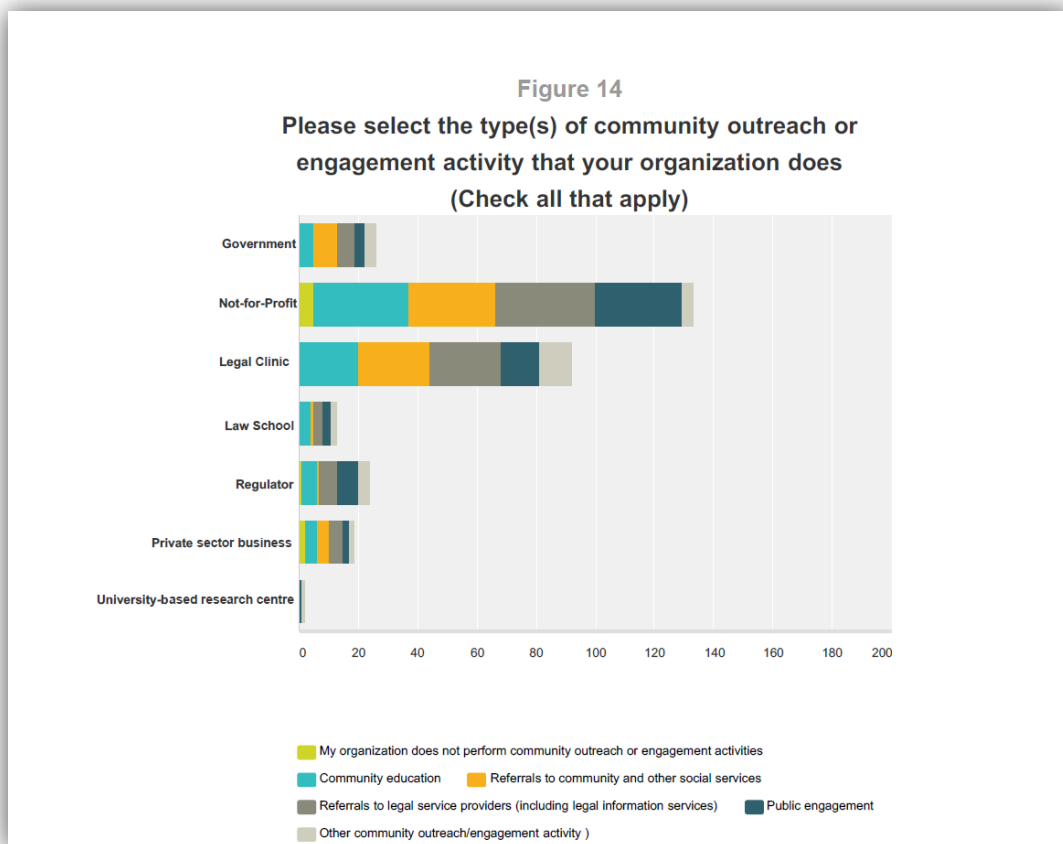
145 respondents recorded responses related to the community outreach and engagement work of their organization. 90% of respondents indicated that their organization performs community outreach and/or engagement activities.



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 and 54% perform public engagement activities.

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

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



All government respondents indicated that they carry out some form of community outreach or engagement, with the majority (89% of government respondents) indicating that they offer referrals to community and other social services. 67% indicated that they offer referrals to legal service providers (including legal information services), 56% provide community education and 44% of government respondents indicated that they do other community outreach/engagement activities, either in conjunction with the aforementioned outreach and engagement activities or independent of them.

77% of not-for-profit respondents indicated that they provide referrals to legal service providers (including legal information services), 73% offer community education, and 66% provide referrals to

community and other social services. A combined total of 133 responses were recorded by not-for-profit organizations regarding their community outreach/engagement activities, of which 11% of respondents (or 5 not-for-profit organizations) indicated that they do not perform any community outreach or engagement activities.

All legal clinic respondents indicated that they do some community outreach or engagement, with the largest number— 96% of respondents— indicating that they provide referrals to community and other social services and a further 96% indicating that they offer referrals to legal service providers (including information services). A total of 92 selections were recorded by legal clinics responding to this question.

Among regulators, public engagement yielded the highest number of selections with 54% of respondents indicating that they carry out activities in this area. 46% offer referrals to legal service providers (including legal information services) and 38% offer community education. 31% of respondents who identify as regulators indicated that they do community outreach and/or engagement activities other than those listed among the Survey options. 8% do not perform any community outreach or engagement activities.

56% of private sector respondents provide referrals to legal service providers (including legal information services), 44% indicated that they provide community education and a similar 44% offer referrals to community and other social services. 22% of private sector business respondents do not perform any community outreach or engagement activities while another 22% indicated that they do public engagement.

50% of University-based research centre respondents indicated that they offer public engagement and a further 50% indicated that they do other community outreach/engagement activities.

Research

86 respondents indicated that they carry out research activities.

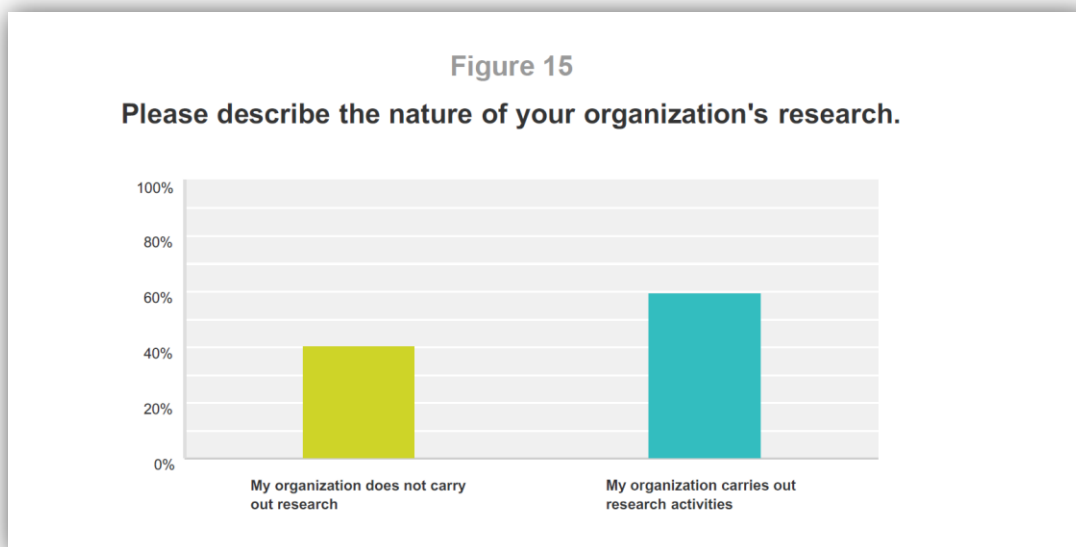
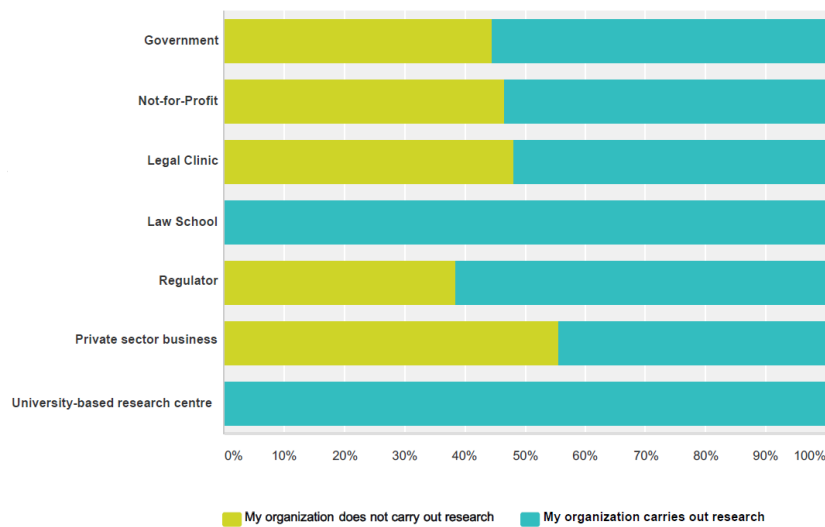


Figure 16

Please describe the nature of your organization's research.



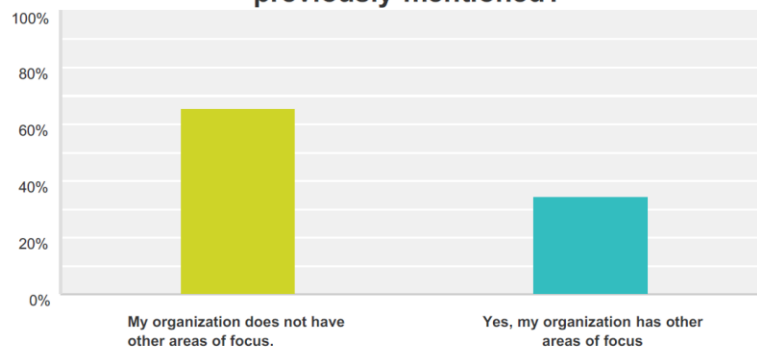
56% of government respondents indicated that they carry out research. The figure is slightly smaller for not-for-profit organizations; 53% indicated that they carry out research. 52% of legal clinic respondents carry out research activities. 100% of law school respondents and 100% of university-based research centres indicated that they do research. 62% of respondents who identified as regulators indicated that they perform research activities while 44% of private sector business respondents carry out research.

Other Areas of Focus

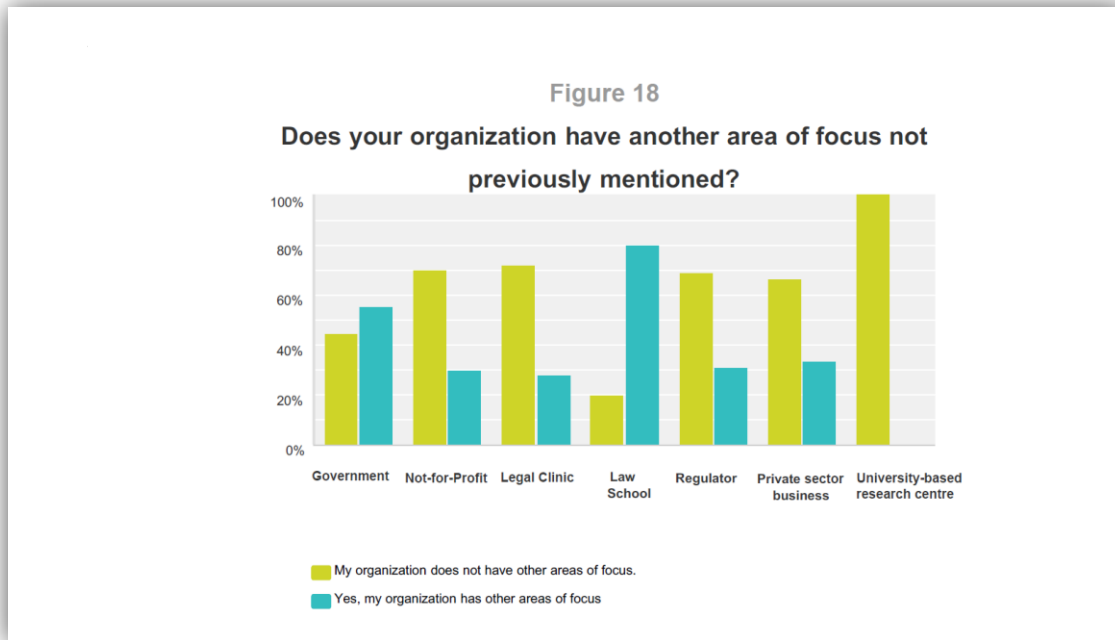
35% of Survey respondents indicated that they have one or more areas of focus other than those offered in previous Survey questions.

Figure 17

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



None of the Survey's university-based research centre respondents have an area of focus other than those previously mentioned.



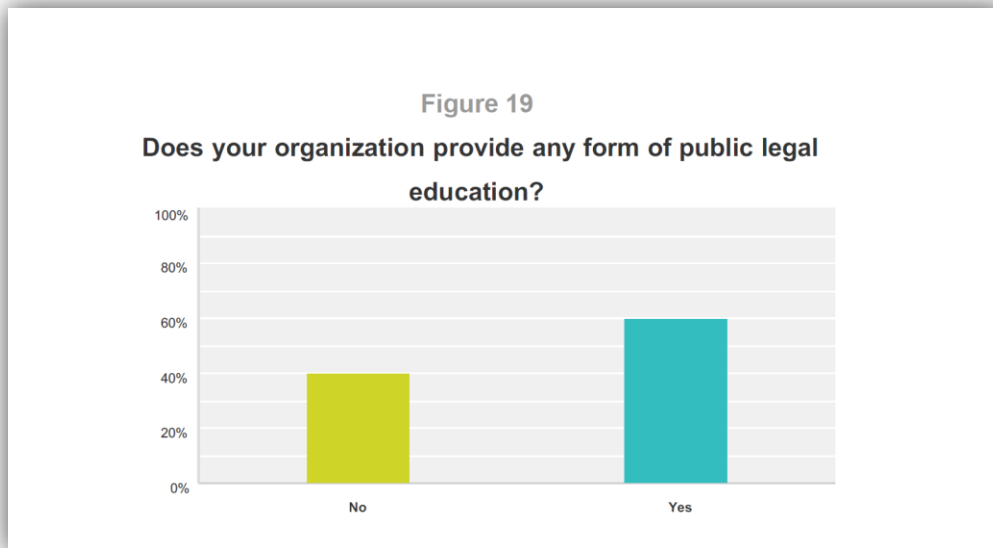
Of the remaining respondent groups:

- 56% of government organizations indicated that they have other areas of focus, including facilitating the reform of justice services and the regulation of online legal services.
- 30% of not-for-profit respondents indicated that they have other areas of focus, including facilitating access to information from law libraries and others, systemic appeals and intervention and prevention of exploitation.
- 28% of legal clinic respondents indicated that they have other areas of focus, including indigenous access to justice issues and government relations.
- 80% of law school respondents have other areas of focus, primarily centered on legal education
- 31% of regulators have other areas of focus, including issues related to the interaction between law and society and regulation of the legal profession.
- 33% of private sector businesses have other areas of focus including, issues related to elders, property and estates.

JUSTICE DEVELOPMENT GOALS

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

Of the 140 respondents who recorded answers about their organization's public legal education efforts, 60% or 84 respondents indicated that they provide public legal education in some form.

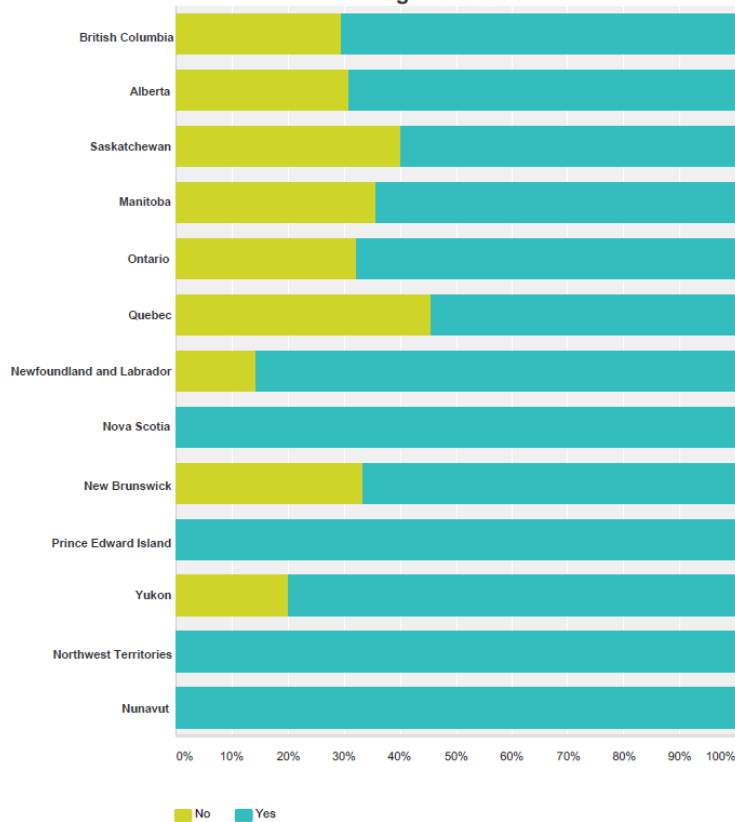


Among these 84 respondents: 75% of government respondents indicated that they provide public legal education, 55% of not-for-profit organizations indicated that they provide public legal education, 92% of legal clinic respondents indicated that they provide public legal education, 80% of law school respondents offer public legal education, 38% of respondents who identify as regulators offer public legal education, 44% of private sector business respondents carry out public legal education and 50% of university-based research centre respondents provide public legal education.



Figure 21

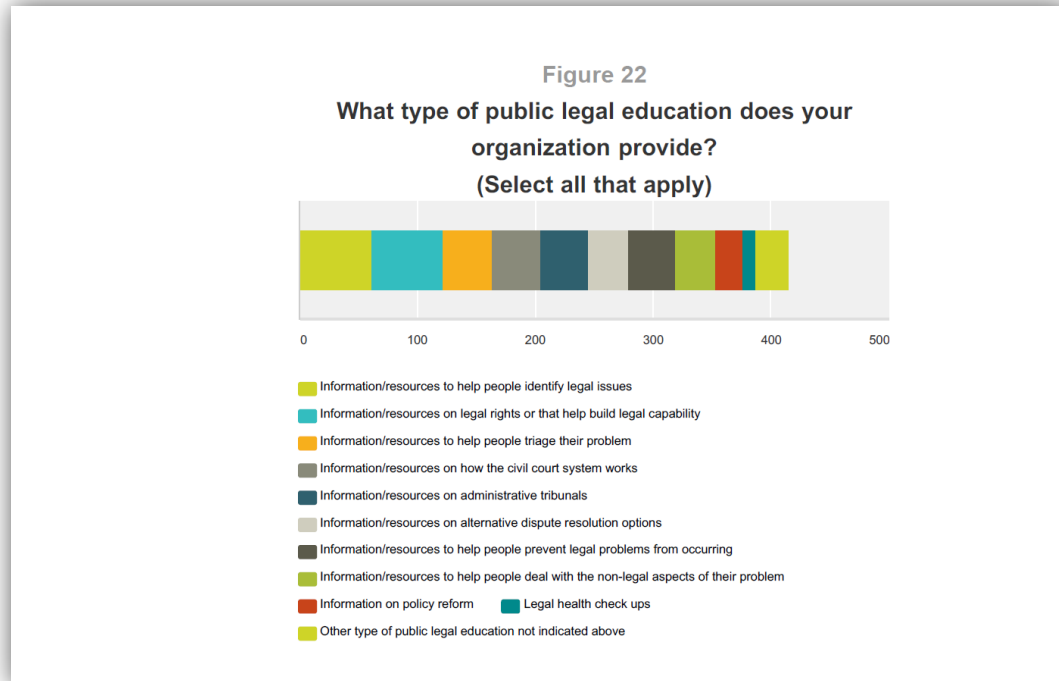
Does your organization provide any form of public legal education?



Based on provincial/territorial organizational scope:

- 71% of respondents in this category with activities that serve British Columbia provide some form of public legal education
- 69% of respondents in this category with activities that serve Alberta offer public legal education
- 60% of respondents in this category with activities that serve Saskatchewan offer public legal education
- 64% of respondents in this category with activities that serve Manitoba offer public legal education
- 68% of respondents in this category with activities that serve Ontario indicated that they provide some form of public legal education
- 55% of respondents in this category with activities that serve Quebec provide some form of public legal education
- 86% of respondents in this category with activities that serve Newfoundland and Labrador offer some form of public legal education
- 100% of respondents in this category with activities that serve Nova Scotia indicated that they offer some form of public legal education
- 67% of respondents in this category with activities that serve New Brunswick indicated that they offer some form of public legal education
- 100% of respondents in this category with activities that serve Prince Edward Island indicated that they offer some form of public legal education
- 80% of respondents in this category with activities that serve the Yukon indicated that they offer some form of public legal education

- 100% of respondents in this category with activities that serve the Northwest Territories indicated that they provide some form of public legal education, and
- 100% of respondents in this category with activities that serve Nunavut provide some form of public legal education



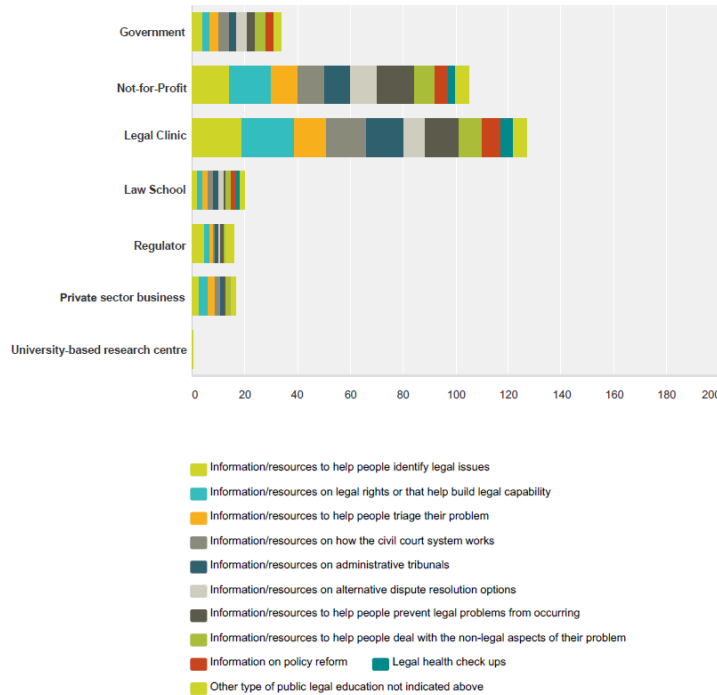
The type of public legal education that is being offered by the various organizational respondents and, in different provinces and territories varies:

- Information/resources to help people identify legal issues is the most prevalent type of public legal education being provided. 73% of respondents who offer public legal education offer information and resources related to legal issues.
- 72% of respondents who offer public legal education offer information/resources that help people to build their legal capability.

Information/resources to help people triage their problem ranks lower at 51% of respondents. At the lower end of the spectrum, 28% of respondents who offer public legal education offer information on policy reform, while 13% do legal health check-ups

Figure 23

What type of public legal education does your organization provide?



67% of government respondents who offer public legal education indicated that they offer information/resources to help people identify legal issues. 67% also offer information/resources on alternative dispute resolution options, information/resources on how the civil court system works and information/resources to help people deal with the non-legal aspects of their problem. No government respondents indicated that they do legal health check-ups.

Among not-for-profit respondents, information/resources to help people identify legal issues and Information/resources to help people prevent legal problems from occurring are common types of public education with 61% of not-for-profit respondents in this category offering this type of public legal education. 70% of not-for-profit respondents indicated they offer information/resources on legal rights or that help build legal capability. Information on policy reform (22% of not-for-profit respondents) and legal health check-ups (13% of not-for-profit respondents) are the least common types of public legal education offered by not-for-profit respondents.

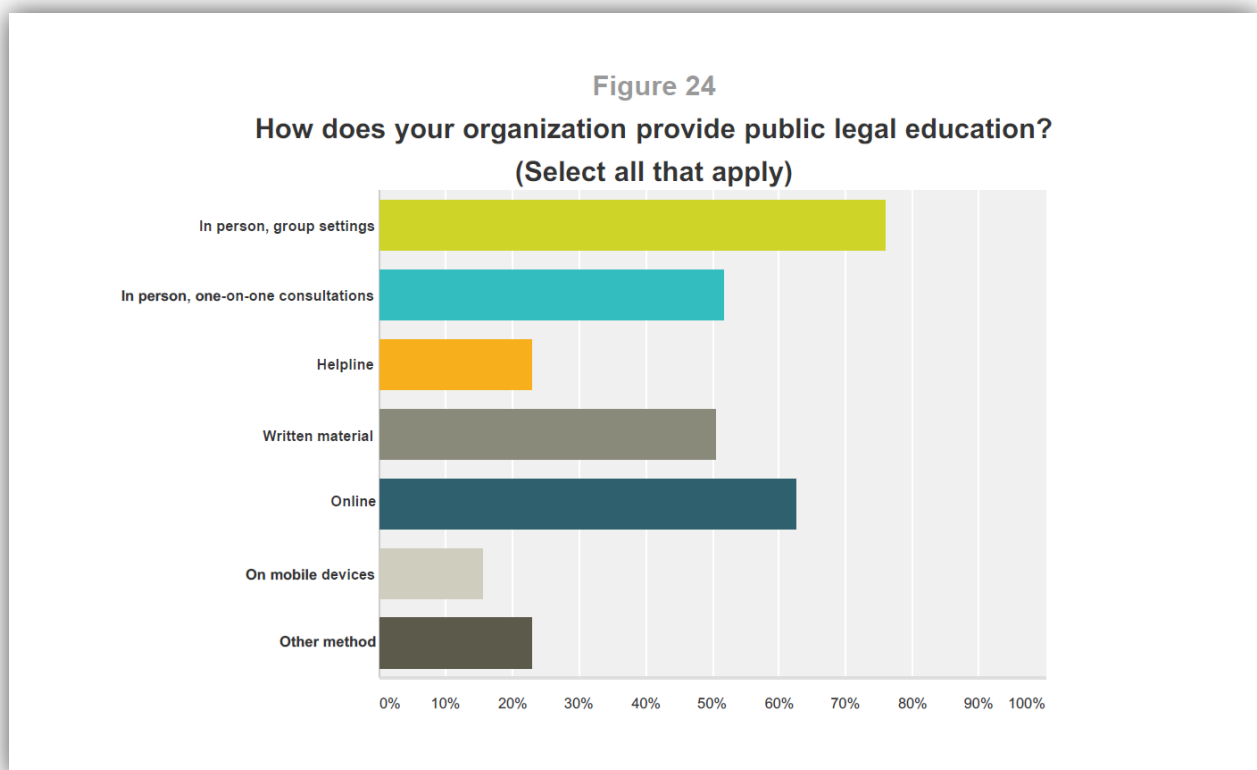
91% of legal clinics who offer public legal education offer Information/resources on legal rights or that help build legal capability. 86% provide Information/resources to help people identify legal issues. 68% offer Information/resources on how the civil court system works. At the lower end, 32% offer information on policy reform and 23% offer legal health check-ups.

Responses from law school respondents reflect an even divide among most of the public legal education information/resources identified in the Survey. 50% of respondents in this category offer information/resources to help people identify legal issues. Similarly, 50% also offer information/resources on legal rights or that help build legal capability, information/resources to help people triage their problem, information/resources on how the civil court system works, information/resources on administrative tribunals, information/resources on alternative dispute resolution options, information/resources to help people deal with the non-legal aspects of their problem as well as information on policy reform and other types of public legal education. 25% indicated that they offer information/resources to help people prevent legal problems from occurring and another 25% offer legal health check-ups.

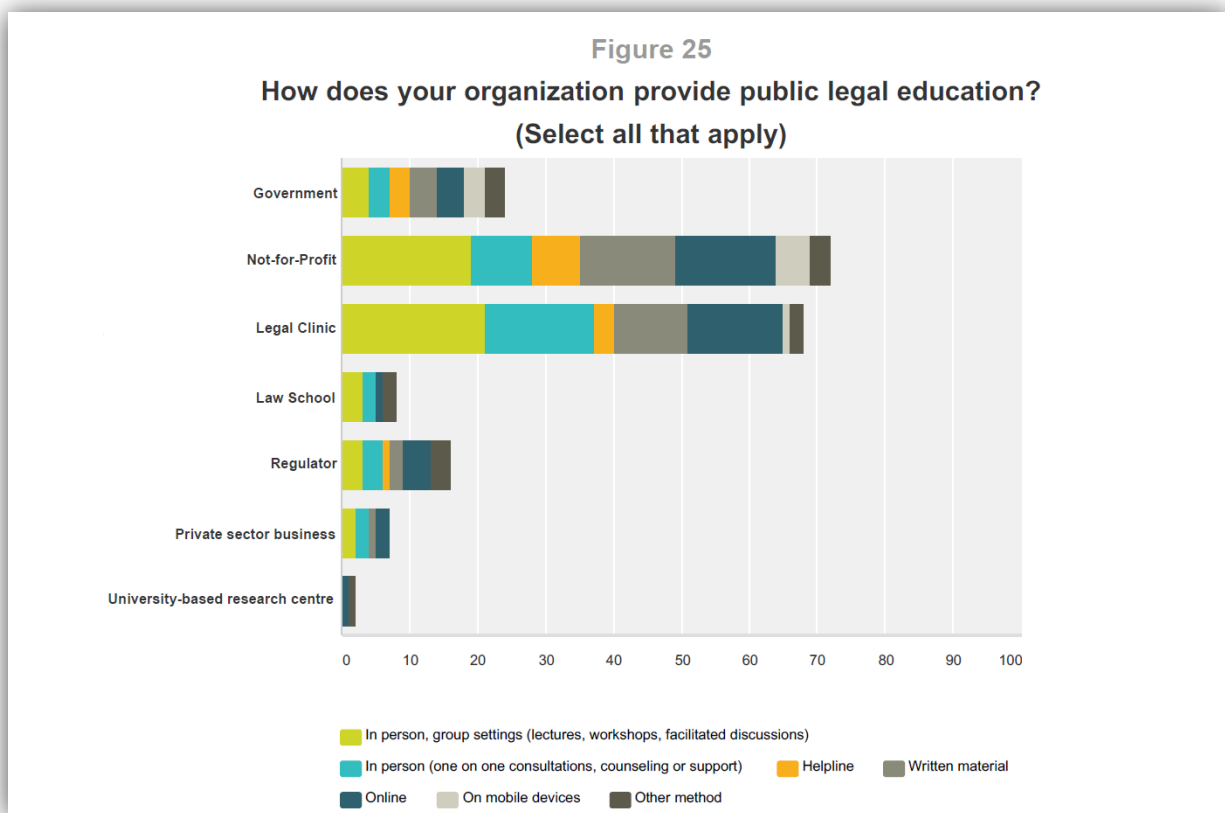
Information/resources to help people identify legal issues was the most common type of public legal education provided by regulators with 83% of respondents in this category indicating that they offer help in this area. 33% indicated that they offer information/resources on legal rights or that help build legal capability; other public legal education information/resources categories reflect lower levels of engagement by regulators with 17% in each category indicating that they offer information/resources to help people triage their problem, information/resources on how the civil court system works, information/resources on administrative tribunals, information/resources on alternative dispute resolution options, information/resources to help people prevent legal problems from occurring and information/resources to help people deal with the non-legal aspects of their problem. No regulators offer information on policy reform or do legal health check-ups.

All private sector business respondents indicated that they offer information/resources to help people identify legal issues, information/resources on legal rights or that help build capability and information/resources to help people triage their problem. No private sector businesses indicated that they offer information on policy reform, legal health check-ups or information/resources on alternative dispute resolution options. Fewer numbers – between 33% and 67% – indicated that they offer other public legal education information/resources.

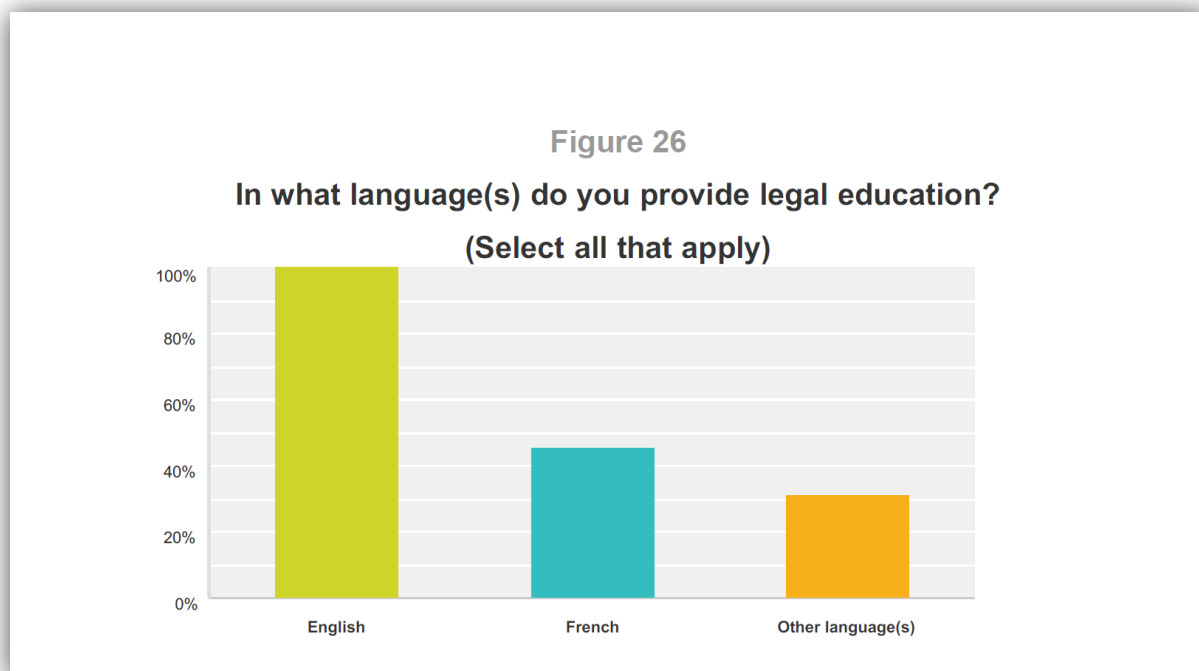
None of the Survey's university-based research centre respondents indicated that they provide public legal education information/resources of the kinds listed in the Survey.



The majority of respondents who provide public legal education information/resource do so via in-person, group settings – 76% of respondents – including through lectures, workshops and facilitated discussions (see Figure 24). 63% provide public legal education online while 52% provide public legal education information/resources in person, through one-on-one consultations, consultations or support. The least common method of providing public legal education information/resources is via helplines.

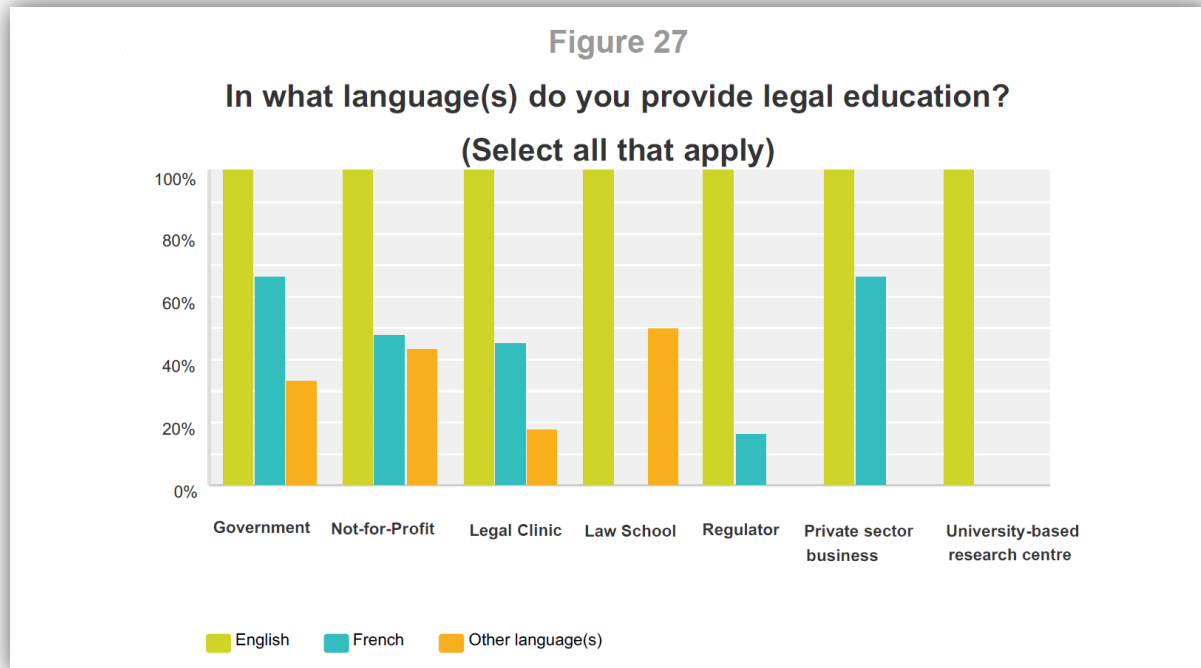


Different categories of respondents mostly provide public legal education through in person group settings. Regulators and university-based research centres were the sole exceptions, with 67% of regulators and 100% of university-based research centres indicating that they predominantly provide public legal education/resources online.



All respondents who provide public legal education information/resources do so in English while 46% also provide information/resources in French. 31% of respondents in this category indicated that they

provide public legal education in one or more of the following: Spanish, Arabic, Kinyarwanda, Kiswahili, German, Russian, Urdu, Mandarin, Somali, Tamil, Farsi, Tagalog, Punjabi, Vietnamese, Inuktitut, Inuinnaqtun.



The diversity of languages used in the delivery of public legal education resources and information extends to different categories of respondents as well as to different provinces. Not-for-profits reflect the largest range with 48% indicating that they provide public legal education information/resources in French and 43% indicating that they provide information/resources in other languages. Respondents who offer public legal education information/resources in Quebec and respondents who provide public legal education in Nunavut represent the largest provincial/territorial respondents that offer assistance in English (100%) as well as French (83%).

Figure 28

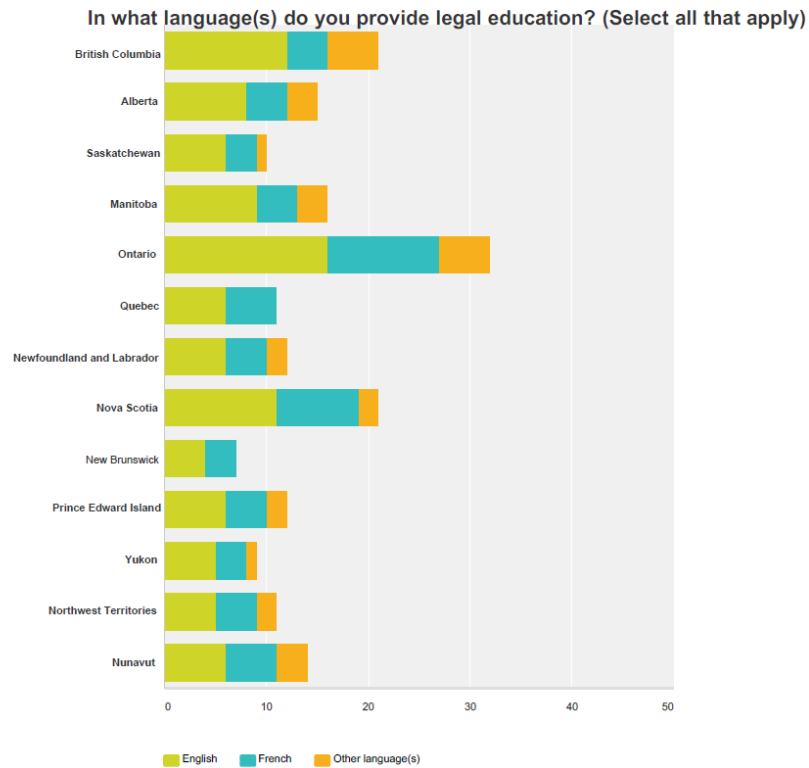
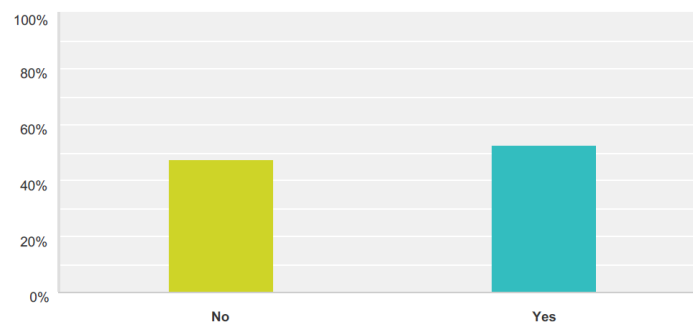


Figure 29

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?

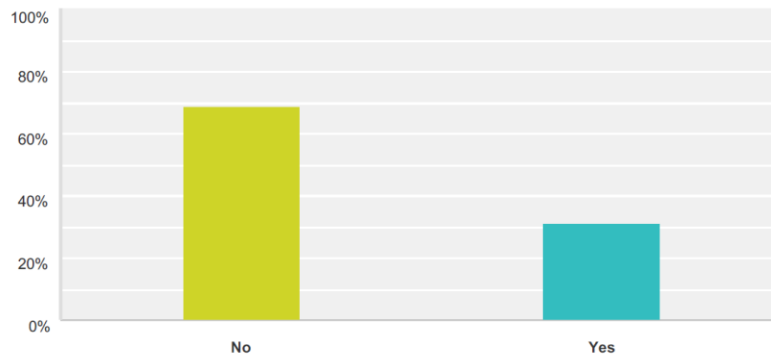


Of respondents who provide public legal education information/resources, a slight majority (53%) indicated that they are involved in projects designed to increase public engagement with the justice system and raise awareness of the access to justice crisis in civil and family matters.

Goal II: Make Essential Legal Services Available to Everyone

Figure 30

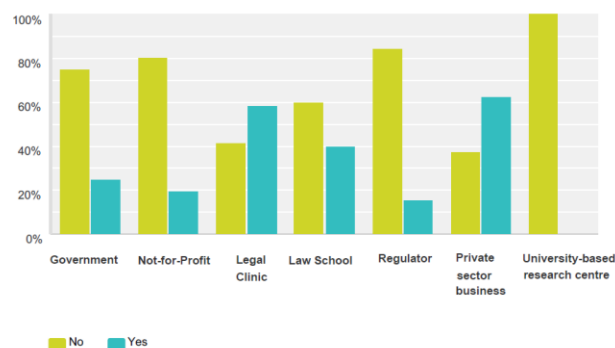
Does your organization use any new or innovative legal service delivery methods to help address the legal services gap? (e.g. alternative fee arrangements, coaching etc.)



43 respondents (or 31% of the Survey respondents who recorded responses in this category) indicated that their organization uses new or innovative legal service delivery methods to help address the legal services gap, including alternative fee arrangements, coaching etc.

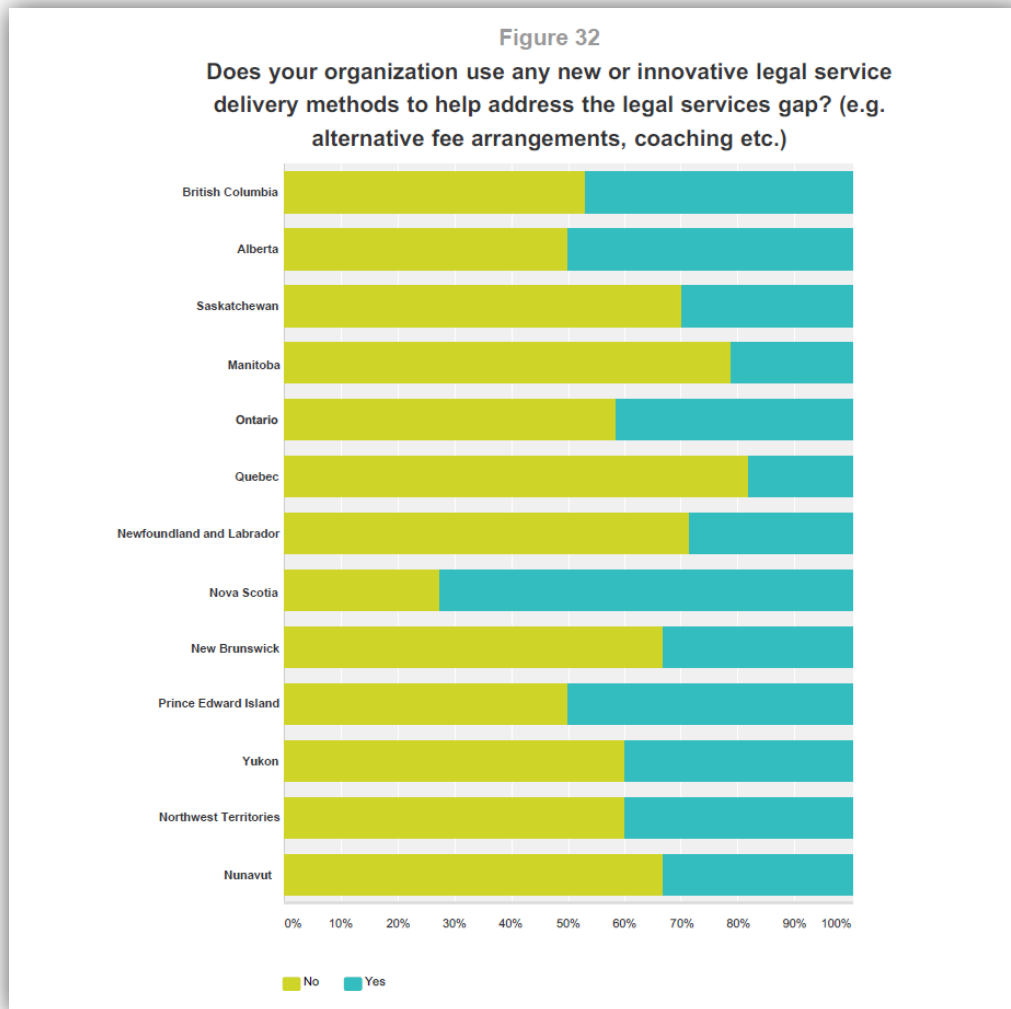
Figure 31

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.)



75% of government respondents indicated that they do not engage any new or innovative legal service delivery methods. Larger still, 80% of not-for-profits and 85% of respondents who identified as regulators

indicated that they do not use any new or innovative legal service delivery methods to help address the legal services gap. Conversely, 58% of legal clinic respondents and 63% of private sector business respondents indicated that they use new and innovative legal service delivery methods, compared with 42% and 37% respectively, who indicated that they do not. No university-based research centre respondents indicated that they use new and innovative legal service delivery methods for the purpose of addressing the legal services gap.

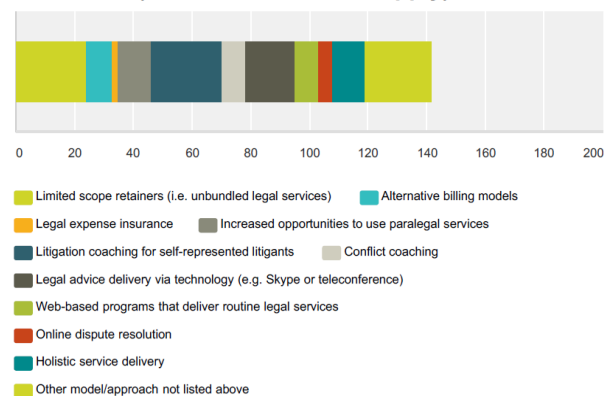


Based on provincial/territorial organizational scope:

- 47% of respondents in this category with activities that serve British Columbia indicated that they use new or innovative legal service delivery methods to help address the legal services gap.
- 50% of respondents in this category with activities that serve Alberta use new or innovative legal service delivery methods to help address the legal services gap.
- 30% of respondents in this category with activities that serve Saskatchewan use new or innovative legal service delivery methods to help address the legal services gap.
- 21% of respondents in this category with activities that serve Manitoba use new or innovative legal service delivery methods to help address the legal services gap.
- 42% of respondents in this category with activities that serve Ontario use new or innovative legal service delivery methods to help address the legal services gap.

- 18% of respondents in this category with activities that serve Quebec use new or innovative legal service delivery methods to help address the legal services gap.
- 29% of respondents in this category with activities that serve Newfoundland and Labrador use new or innovative legal service delivery methods to help address the legal services gap.
- 73% of respondents in this category with activities that serve Nova Scotia indicated that they use new or innovative legal service delivery methods to help address the legal services gap.
- 33% of respondents in this category with activities that serve New Brunswick use new or innovative legal service delivery methods to help address the legal services gap.
- 50% of respondents in this category with activities that serve Prince Edward Island use new or innovative legal service delivery methods to help address the legal services gap.
- 40% of respondents in this category with activities that serve the Yukon use new or innovative legal service delivery methods to help address the legal services gap.
- A similar 40% of respondents in this category with activities that serve the Northwest Territories use new or innovative legal service delivery methods to help address the legal services gap, and
- 33% of respondents with activities that serve Nunavut use new or innovative legal service delivery methods to help address the legal services gap.

Figure 33
What types of innovative models/approaches do you use?
(Please select all that apply)

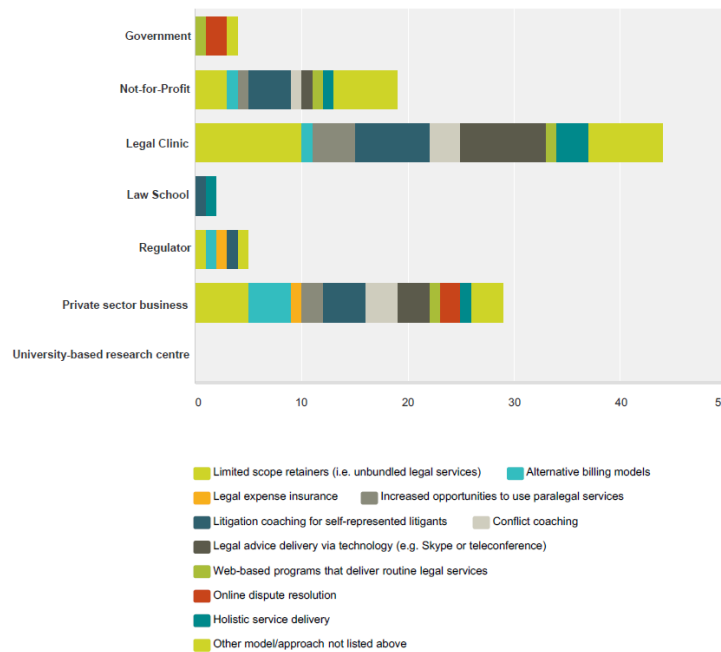


Respondents who use new and innovative legal service delivery methods to help address the legal services gap indicated that they do so largely with a variety of models or approaches:

- 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 in this category
- 41% of respondents who use new or innovative legal service delivery methods use legal advice delivery via technology (e.g. Skype or teleconference)
- 27% engage paralegal services and 27% also use holistic service delivery
- Legal expense insurance and online dispute resolution are the least used methods with 5% and 12% respectively in this category indicating that they employ these approaches.

Figure 34

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



All government respondents who use new or innovative legal service delivery methods indicated that use online dispute resolution; 50% use web-based programs that deliver routine legal services, and 50% use models/approaches other than those provided in the Survey question.

A majority (75%) of not-for-profit respondents who use new or innovative legal service delivery methods use approaches other than those offered among the Survey options, including restorative justice, one-day pop-up legal clinics and audio recordings with pertinent published content. 50% use litigation coaching for self-represented litigants and 38% use limited scope retainers. Legal expense insurance and online dispute resolution are not among the new or innovative legal service delivery methods begin used by the Survey's not-for-profit respondents.

77% of legal clinics indicated that they use limited scope retainers; 62% use legal advice delivery via technology and 54% use litigation coaching for self-represented litigants. Legal expense insurance and online dispute resolution are not being used by any of the Survey's legal clinic respondents while alternative billing models and web-based programs that deliver routine legal services are being used by 8% of respondents in each category.

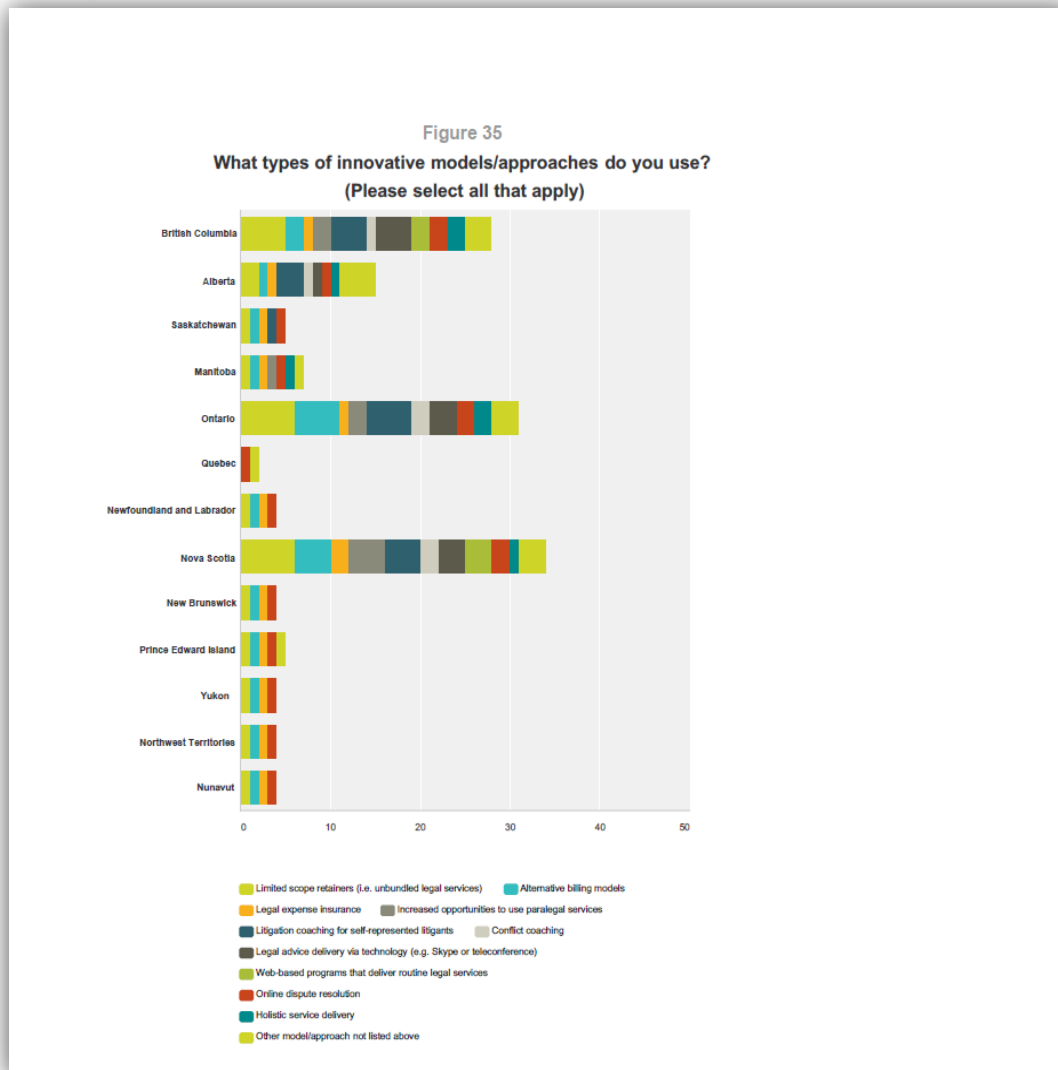
All law school respondents who use new or innovative legal service delivery methods indicated that they use litigation coaching for self-represented litigants and holistic service delivery. No other approach in this category is being used by law school respondents.

50% of regulators who use new or innovative legal service delivery methods use limited scope retainers, alternative billing models, legal expense insurance and litigation coaching for self-represented litigants. Other new or innovative approaches are not being used by regulators in this category.

All private sector business respondents indicated that they employ limited scope retainers as a new/innovative legal service delivery method while 80% use alternative billing models and 80% use litigation coaching for self-represented litigants. Holistic service delivery, web-based programs that

deliver routine legal services and legal expense insurance are the least used methods by private sector business respondents with 20% in each of these categories.

No university-based research centre Survey respondents indicated that they use new or innovative legal service delivery methods.



Looking at the provinces/territories that respondents in this category serve:

- 63% of respondents in this category with activities that serve British Columbia indicated that they use limited scope retainers; 50% use litigation coaching for self-represented litigants and 50% use legal advice delivery via technology. Legal expense insurance and conflict coaching are the least used approaches used by respondents in this category who serve British Columbia.
- 67% of respondents in this category with activities that serve Alberta indicated that they use new or innovative legal service delivery approaches other than those listed in the Survey. 50% use litigation coaching and 33% use limited scope retainers. No Survey respondents in this category

who serve Alberta have adopted increased opportunities to use paralegal services or web-based programs that delivery routine legal services.

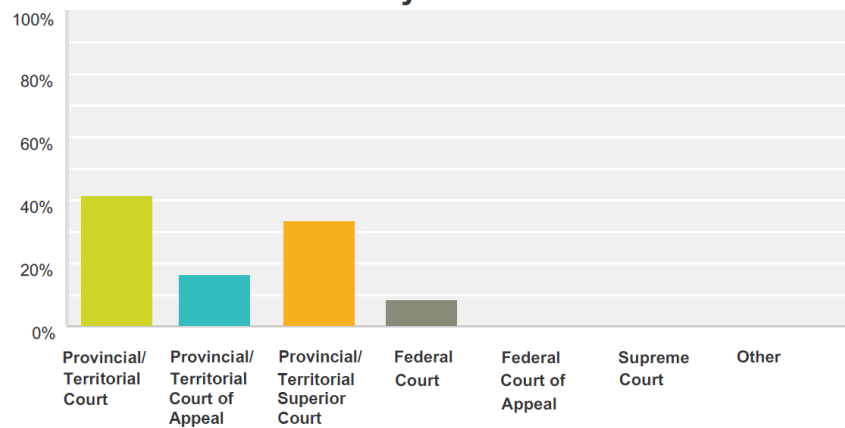
- Limited scope retainers, alternative billing models, legal expense insurance, litigation coaching for self-represented litigants and online dispute resolution are being used by an equal number of respondents (33%) whose activities serve Saskatchewan. None of the remaining approaches listed are being used by respondents who serve Saskatchewan.
- Limited scope retainers, alternative billing models, legal expense insurance, increased opportunities to use paralegal services, online dispute resolution and holistic service delivery are being used by an equal number of respondents (33%) whose activities serve Manitoba. None of the remaining approaches listed are being used by respondents who serve Manitoba.
- 67% of respondents in this category with activities that serve Ontario indicated that they use limited scope retainers; 56% use alternative billing models and 56% use litigation coaching for self-represented litigants. Web-based programs that deliver routine legal services are not being used by any Survey respondents in this category whose activities serve Ontario.
- 50% of respondents in this category with activities that serve Quebec indicated that they use online dispute resolution and another 50% indicated that they use other models or approaches. None of the remaining methods are being used by respondents in this category whose activities serve Quebec.
- Limited scope retainers, alternative billing models, legal expense insurance and online dispute resolution are being used by an equal number of respondents (50%) whose activities serve Newfoundland and Labrador. None of the remaining methods are being used by respondents in this category whose activities serve Newfoundland and Labrador.
- 75% of respondents in this category with activities that serve Nova Scotia indicated that they use limited scope retainers; 50% use alternative billing models, 50% use increased opportunities to use paralegal services and 50% use litigation coaching for self-represented litigants. Holistic service delivery is the least used new/innovative approach being used by Survey respondents in this category with activities that serve Nova Scotia with 13% of respondents using this method.
- Limited scope retainers, alternative billing models, legal expense insurance and online dispute resolution are being used by an equal number of respondents (50%) whose activities serve New Brunswick. None of the remaining methods are being used by respondents in this category whose activities serve New Brunswick.
- Limited scope retainers, alternative billing models, legal expense insurance and online dispute resolution are also being used by an equal number of respondents (33%) whose activities serve Prince Edward Island. None of the remaining methods are being used by respondents in this category whose activities serve Prince Edward Island.
- Limited scope retainers, alternative billing models, legal expense insurance and online dispute resolution are being used by an equal number of respondents (50%) whose activities serve Yukon. None of the remaining methods are being used by respondents in this category whose activities serve Yukon.
- Limited scope retainers, alternative billing models, legal expense insurance and online dispute resolution are being used by an equal number of respondents (50%) whose activities serve Northwest Territories. None of the remaining methods are being used by respondents in this category whose activities serve Northwest Territories.
- Limited scope retainers, alternative billing models, legal expense insurance and online dispute resolution are being used by an equal number of respondents (50%) whose activities serve Nunavut. None of the remaining methods are being used by respondents in this category whose activities serve Nunavut.

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

12 Survey respondents (6%) indicated that they represented a court and 11% of Survey respondents or 20 respondents indicated that they represented tribunals.

Figure 36

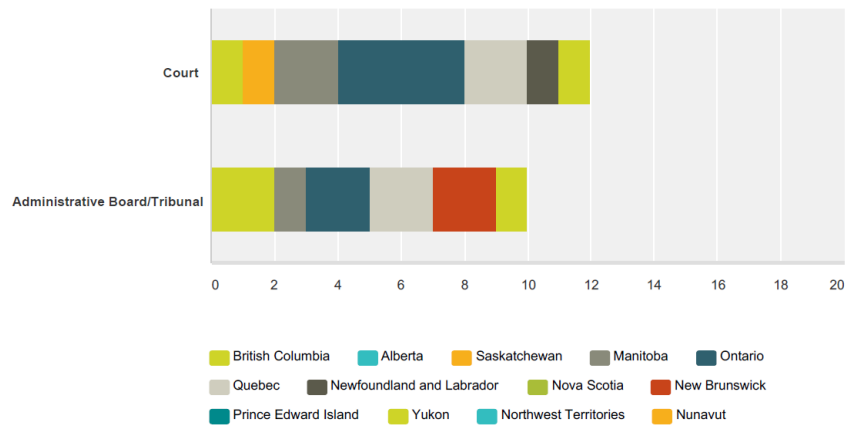
Please select the category that best describes the court you work for



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

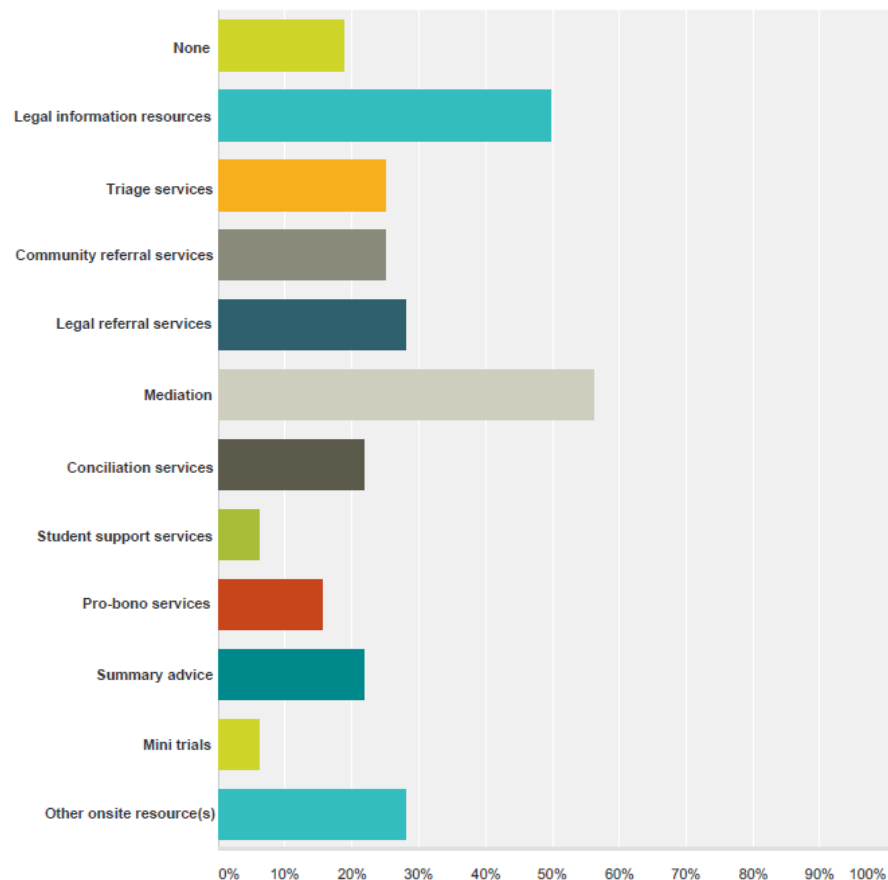
Figure 37
Please select the province(s)/territory(ies) that you serve



Respondents in this category represented the following provinces/territories: British Columbia, Saskatchewan, Manitoba, Ontario, Quebec, Newfoundland and Labrador and the Yukon.

Respondents who identified as an Administrative Board/Tribunal represented the following provinces/territories: British Columbia, Manitoba, Ontario, Quebec, New Brunswick and the Yukon.

Figure 38
Which of the following front-end, early resolution resources are available onsite at your court, administrative board or tribunal?
(Check all that apply)

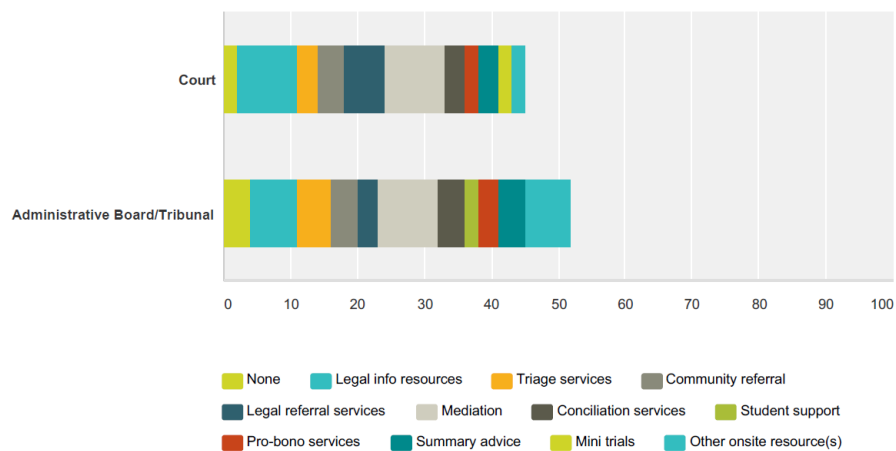


Court, administrative board and tribunal respondents indicated that they offer a range of front-end, early resolution resources onsite.

- 50% (16 respondents) indicated that they offer legal information resources
- 25% (8 respondents) indicated that they offer triage services
- 25% (8 respondents) indicated that they offer community referral services
- 28% (9 respondents) indicated that they offer legal referral services
- 56% (18 respondents) indicated that they offer mediation
- 22% (7 respondents) indicated that they offer conciliation services
- 6% (2 respondents) indicated that they offer student support services
- 16% (5 respondents) indicated that they offer pro-bono services
- 22% (7 respondents) indicated that they offer summary advice

- 6% (2 respondents) indicated that they offer mini trials
- 28% (9 respondents) indicated that they offer other onsite resources, including pre-trial conferences, informal resolution and case management
- 19% (6 respondents in this category) indicated that they do not offer front-end, early resolutions resources onsite.

Figure 39
Which of the following front-end, early resolution resources are available onsite at your court, administrative board or tribunal? (Check all that apply)



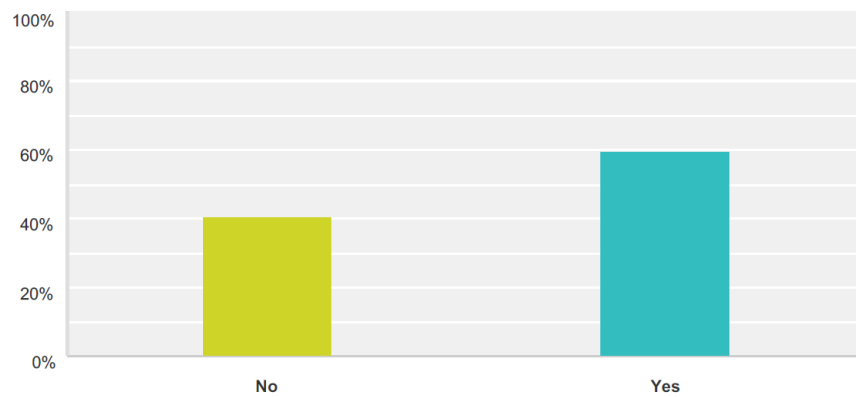
Based on respondent type:

75% of court respondents indicated that they offer legal information services. 75% also indicated that they offer mediation. 50% offer legal referral services and 33% of court respondents indicated that they offer community referral. No court respondent indicated that they offer student support.

45% of Administrative Board/Tribunal respondents offer mediation. Legal information services are the second most commonly offered front-end, early resolution, onsite resource offered by the Survey's Administrative Board/Tribunal respondents – 35% provide this service. This is followed by triage services which are offered by 25% of Administrative Board/Tribunal respondents. No Administrative Board/Tribunal respondents offer mini trials.

Figure 40

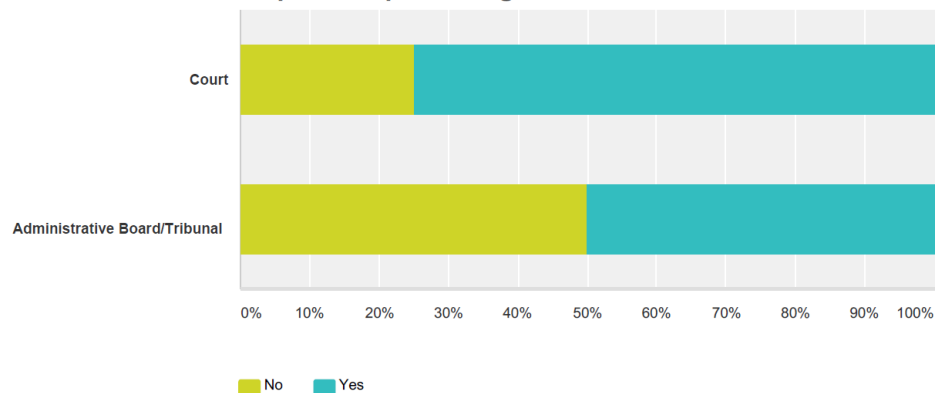
Does your court, administrative board or tribunal provide public legal education information?



59% of court, administrative board or tribunal respondents indicated that they provide public legal education information.

Figure 41

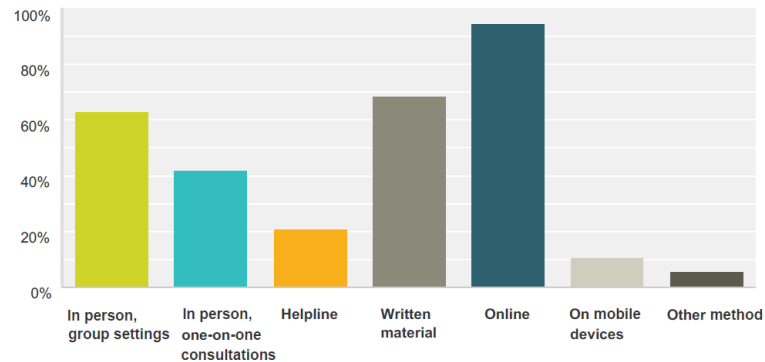
Does your court, administrative board or tribunal provide public legal education information?



Of this 59%, 75% of respondents who identify as courts provide public legal education and 50% of respondents who identify as administrative boards/tribunals provide public legal education.

Figure 42

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

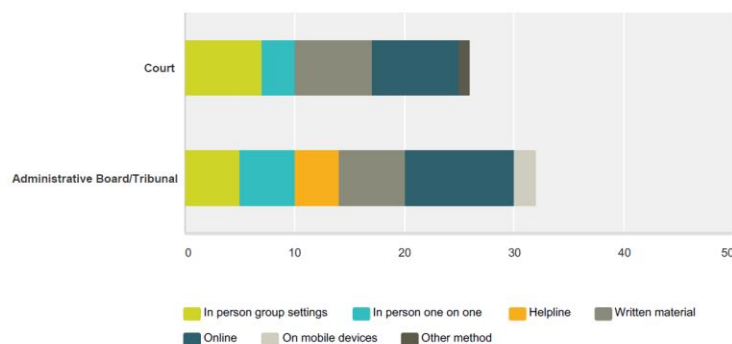


Of the courts, administrative board or tribunals who indicated that they provide public legal education:

- 63% indicated that they provide public legal education through in-person, group settings (including lectures, workshops and facilitated discussions)
- 42% indicated that they provide public legal education through in-person, one-on-one formats (including counseling or support)
- 21% indicated that they provide public legal education via helplines
- 69% indicated that they provide public legal education via written materials
- 95% indicated that they provide public legal education online
- 11% indicated that they provide public legal education on mobile devices
- 5% indicated that they provide public legal education through other methods, including via the media

Figure 43

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

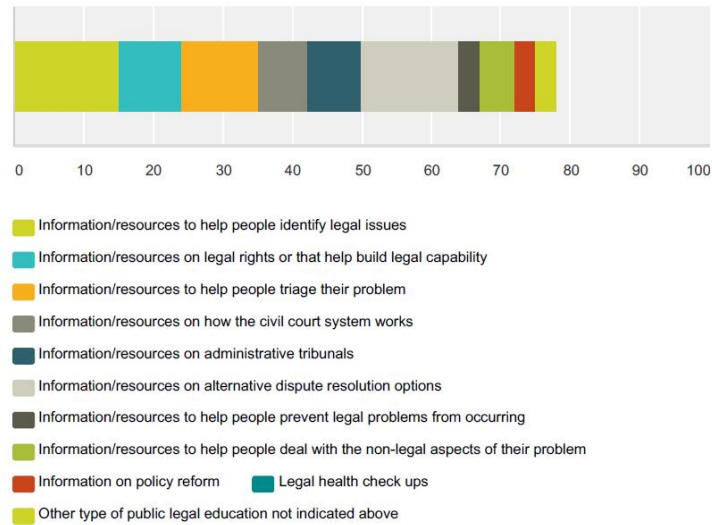


Based on respondent type:

- 89% of courts indicated that they provide public legal education online
- 78% of courts indicated that they provide public legal education via in-person, group settings
- 78% of courts indicated that they provide public legal education through written material
- 33% of courts indicated that they provide public legal education through in-person, one-on-one formats
- No court respondents offer public legal education via helplines or on mobile devices

-
- 100% of administrative boards/tribunals indicated that they provide public legal education online
 - 60% of administrative boards/tribunals indicated that they provide public legal education via written materials
 - 50% of administrative boards/tribunals indicated that they provide public legal education through in-person, group settings
 - 50% of administrative boards/tribunals indicated that they provide public legal education through in-person one-on-one settings
 - 40% of administrative boards/tribunals indicated that they provide public legal education through helplines
 - 20% of administrative boards/tribunals indicated that they provide public legal education on mobile devices

Figure 44
What type of public legal education information does your court, administrative board or tribunal provide?
(Select all that apply)

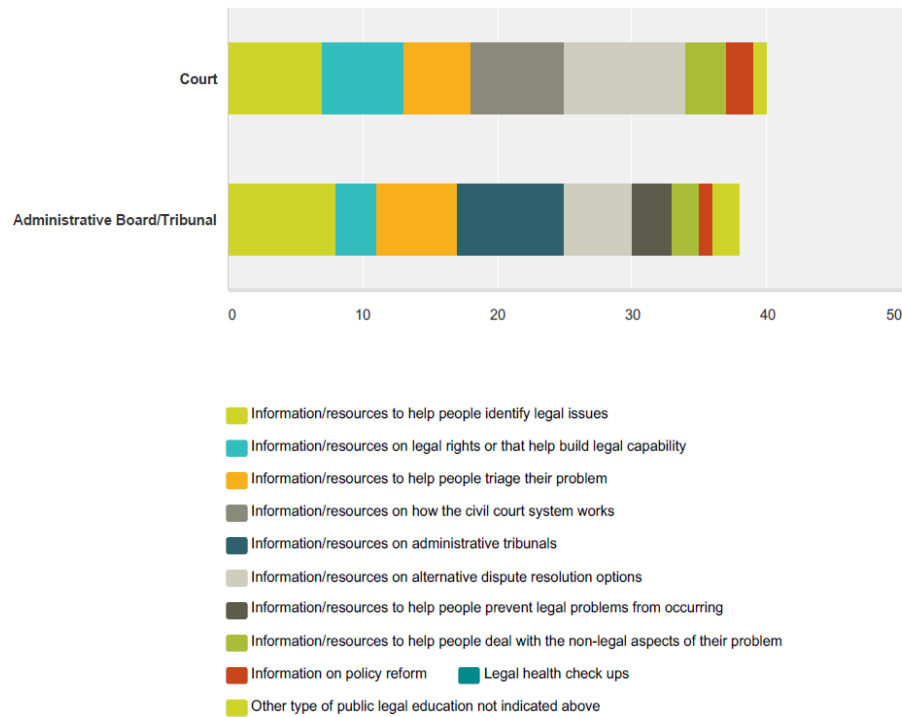


Of the courts, administrative boards and tribunals that offer public legal education information:

- 79% offer information/resources to help people to identify legal issues
- 47% offer information/resources on legal rights or that help build legal capability
- 58% offer information/resources to help people triage their problem
- 37% offer information/resources on how the civil court system works
- 42% offer information/resources on administrative tribunals
- 74% offer information/resources on alternative dispute resolution options
- 16% offer information/resources to help people prevent legal problems from occurring
- 26% offer information/resources to help people deal with the non-legal aspect of their problem
- 16% offer information on policy reform
- No court, administrative board or tribunal Survey respondent offers legal health check-ups
- 16% offer other types of public legal education including online videos to help self-represented litigants and procedural information

Figure 45

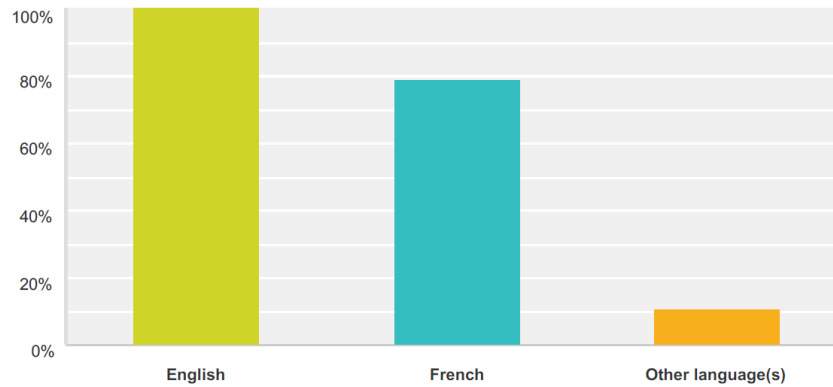
What type of public legal education information does your court, administrative board or tribunal provide?
(Select all that apply)



- 100% of court respondents indicated that they offer information/resources on alternative dispute resolution. 78% offer information/resources to help people identify legal issues and 78% offer information/resources on how the civil court system works. No courts indicated that they offer information/resources on administrative tribunals or legal health check-ups.
- 80% of administrative board/tribunals indicated that they offer information/resources to help people identify legal issues; 80% also indicated that they offer information/resources on administrative tribunals. 60% indicated that they offer information/resources to help people to triage their problem while no administrative boards of tribunals indicated that they offer information/resources on how the civil court system works or legal health check-ups.

Figure 46

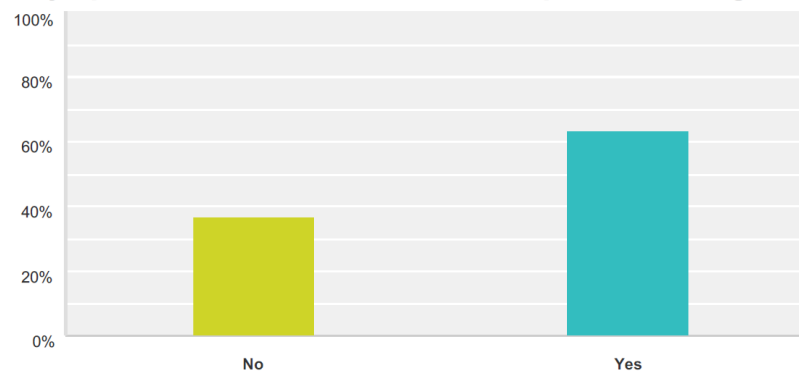
In what language(s) do you provide legal education information? (Select all that apply)



100% of public legal education information/resources provided by courts, administrative boards/tribunals is provided in English. 79% of courts, administrative boards/tribunals also provide public legal education information/resources in French. 11% of administrative boards or tribunals provide public legal education information/resources in other languages, including Mandarin, Punjabi or by request of an interpreter of any other language.

Figure 47

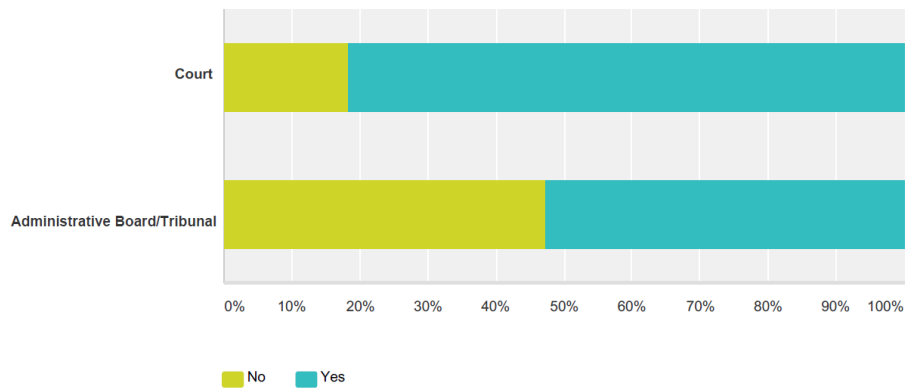
Does your court, administrative board or tribunal provide any specialized assistance for self-represented litigants?



63% of court, administrative board and tribunal respondents indicated that that they provide specialized assistance for self-represented litigants.

Figure 48

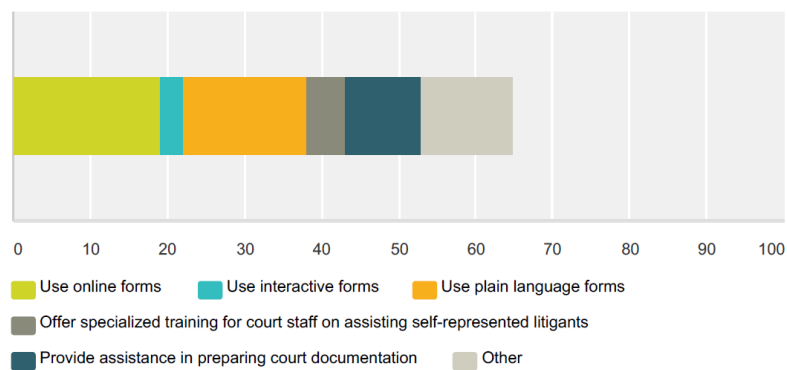
Does your court, administrative board or tribunal provide any specialized assistance for self-represented litigants?



Of these respondents, 82% of courts indicated that they provide specialized assistance for self-represented litigants and 53% of administrative boards of tribunals indicated that they offer specialized assistance for self-represented litigants.

Figure 49

**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 use a number of resources to better assist self-represented litigants:

- 66% of courts, administrative boards and tribunals use online forms
- 10% of courts, administrative boards and tribunals use interactive forms
- 55% of courts, administrative boards and tribunals use plain language forms
- 17% of courts, administrative boards and tribunals offer specialized training for court staff on assisting self-represented litigants
- 34% of courts, administrative boards and tribunals provide assistance in preparing court documentation
- 41% offer other kinds of assistance, including in-hearing assistance, providing support/resources to external organizations that assist self-represented litigants, seminars, one-on-one counselling and assistance by phone.

Figure 50
If applicable, what does your court, administrative board or tribunal do to better assist self-represented litigants?
(Check all that apply)

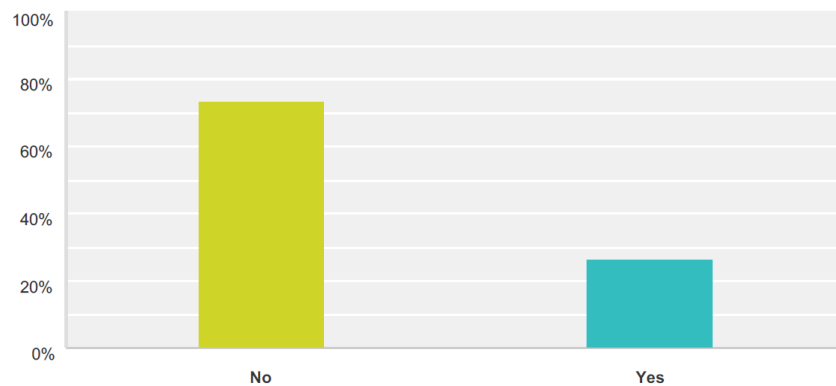


Based on respondent type:

- 64% of courts indicated that they provide assistance in preparing court documentation, followed by 55% who indicated that they offer online forms and 45% who indicated that they use plain language forms
- 72% of administrative boards/tribunals indicated that they use online forms, followed by 61% who indicated that they use plain language forms. 17% of administrative boards/tribunals offer specialized training for court staff on assisting self-represented litigants. Further 17% provide assistance in preparing court documentation.

Figure 51

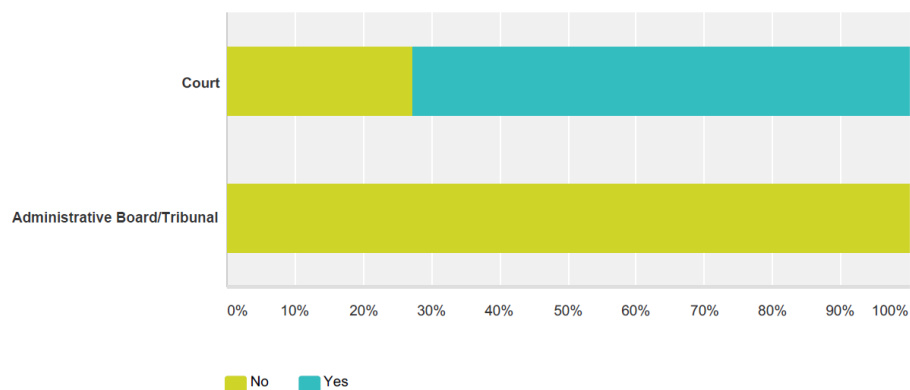
Is there any specialized assistance available at your court, administrative board or tribunal for family matters?



27% of 30 respondents in this category who identify as courts, tribunals or administrative boards provide specialized assistance for family matters.

Figure 52

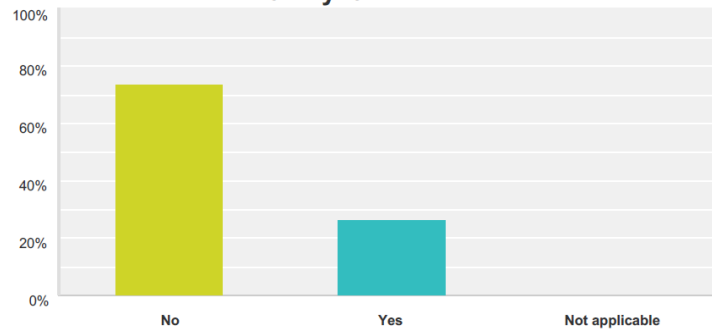
Is there any specialized assistance available at your court, administrative board or tribunal for family matters?



All of the specialized assistance that is provided on family matters is provided by courts, with 73% our court respondents indicating that they offer this type of specialized assistance.

Figure 53

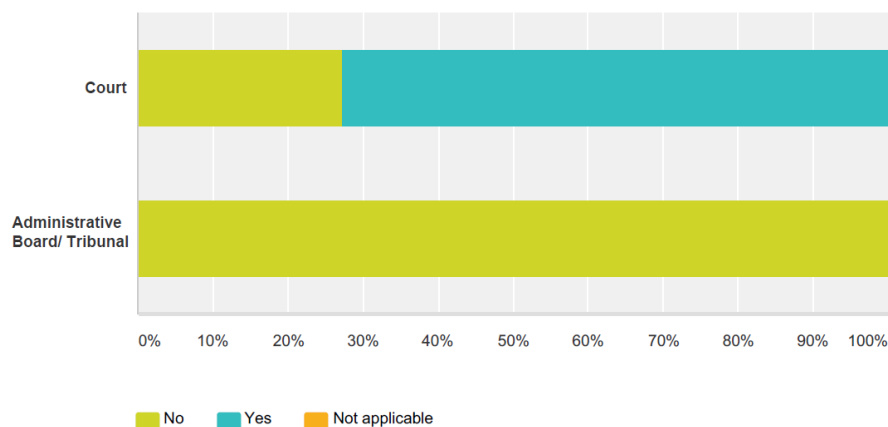
Is your court, administrative board or tribunal involved in any projects specifically targeted at improving access to justice in family law?



27% of respondents who identify as courts, tribunals or administrative boards indicated that they are involved in projects specifically targeted at improving access to justice in family law.

Figure 54

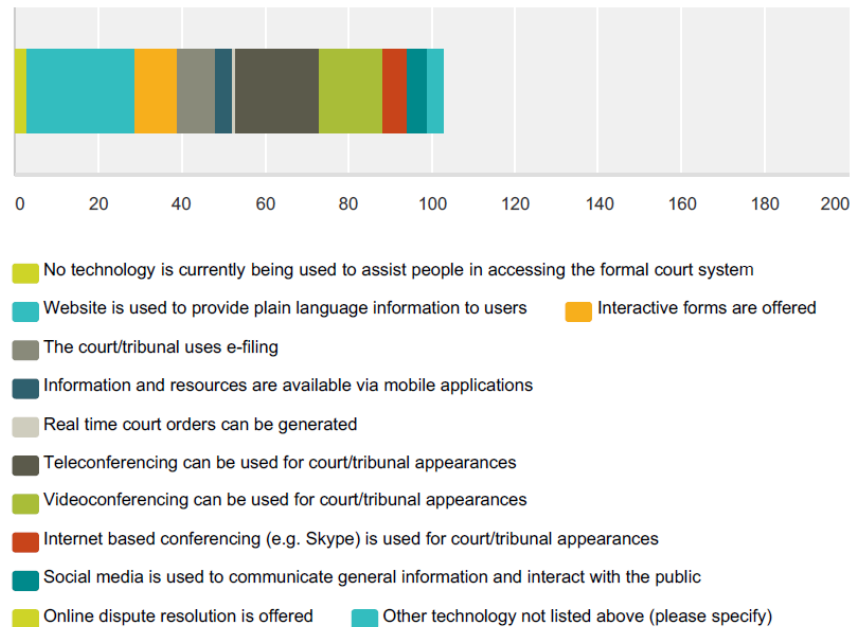
Is your court, administrative board or tribunal involved in any projects specifically targeted at improving access to justice in family law?



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 indicating that they are involved in projects of this nature.

Figure 55

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)



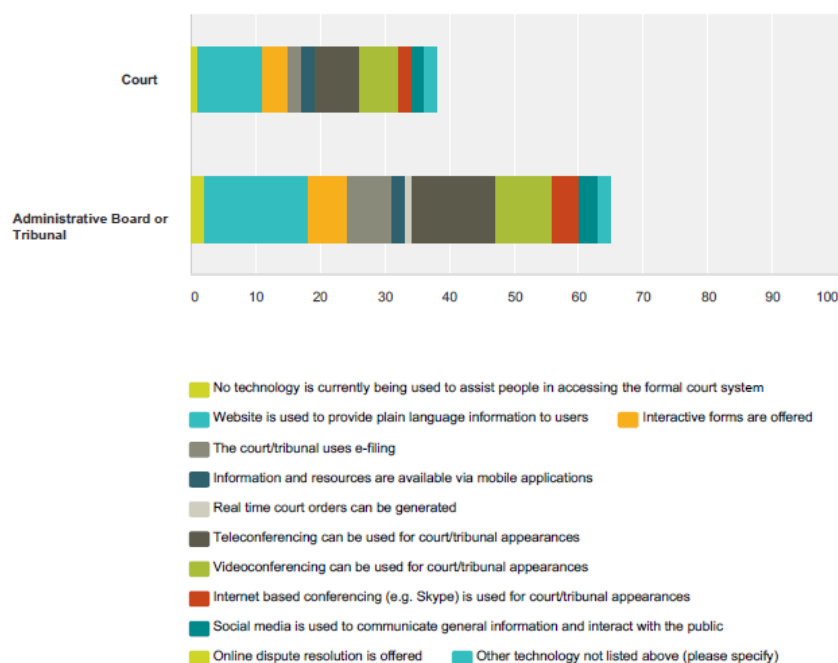
A majority of courts, tribunals and administrative boards use technology in assisting people to access the formal court system.

- 87% of courts, tribunals and administrative boards indicated that a website is used to provide plain language information to users
- 33% indicated that Interactive forms are offered
- 30% of courts, tribunals and administrative boards indicated that they use e-filing
- 13% of courts, tribunals and administrative boards indicated that they provide information and resources via mobile applications
- 3% of courts, tribunals and administrative boards indicated that they provide means for real time court orders to be generated
- 67% of courts, tribunals and administrative boards indicated that teleconferencing can be used for court/tribunal appearances
- 50% of courts, tribunals and administrative boards indicated that videoconferencing can be used for courts/tribunal appearances
- 20% of courts, tribunals and administrative boards indicated that Internet-based conferencing (e.g. Skype) is used for court/tribunal appearances

- 17% of courts, tribunals and administrative boards indicated that social media is used to communicate general information and interact with the public
- No court, tribunal or administrative board provides assistance through online dispute resolution
- 13% of courts, tribunals and administrative boards indicated that they use other technology, including providing Wi-Fi for parties in the courtroom, real-time online services

Figure 56

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)



Based on respondent type:

- 91% of court Survey respondents indicated that a website is used to provide plain language information to users, 64% indicated that teleconferencing can be used for appearances at their courts, 55% indicated that videoconferencing services are provided for court appearances. 18% of court respondents indicated that they offer the following types of technology-based assistance: information and resources via mobile applications, e-filing, Internet-based conferencing and social media to communicate general information to the public. No court respondents indicated that they provide assistance through the generation of real-time court

orders. 9% indicated that they don't currently use any technology to assist people in accessing the formal justice system.

- 84% of administrative board/tribunal respondents indicated that a website is used to provide assistance by way of plain language information to users. 68% indicated that teleconferencing can be used to tribunal appearances, and 47% indicated that videoconferencing can be used for tribunal appearances. At the lower end, 16% indicated that social media is used to communicate general information and to interact with the public and 5% indicated that they provide assistance with the generation of real time court orders. 11% of administrative board/tribunal respondents indicated that no technology is currently being used to assist people in access the formal court system.

Figure 57

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

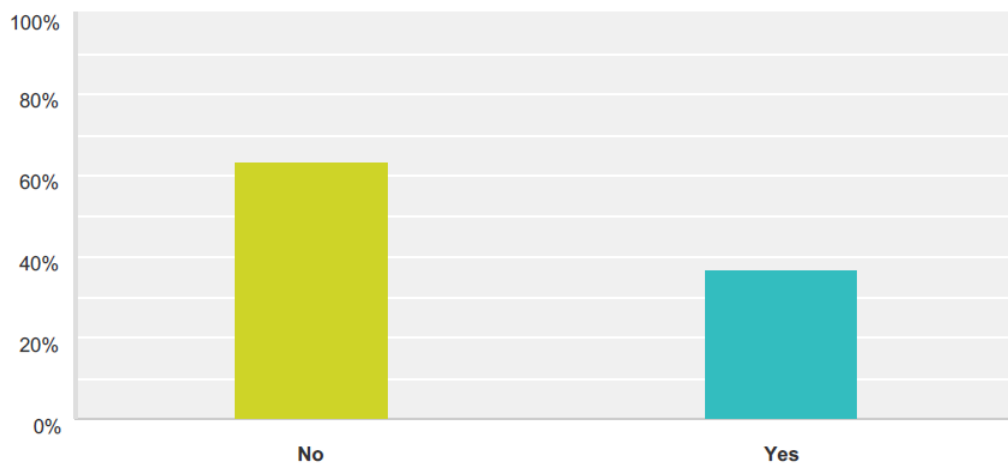
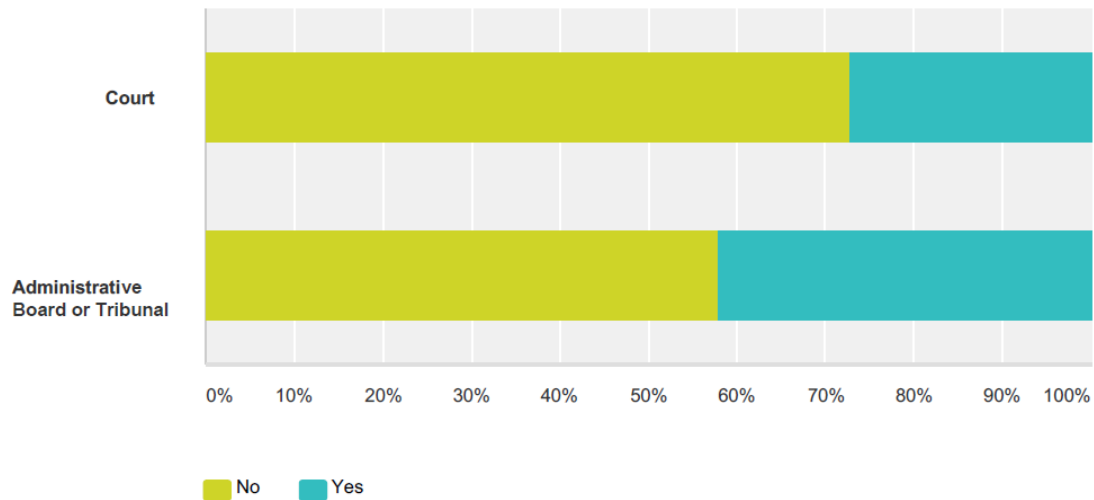


Figure 58

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



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 the court process and 42% of administrative board/tribunal respondents indicated that they are pursuing new projects that will introduce technology into the tribunal process.

Figure 59

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

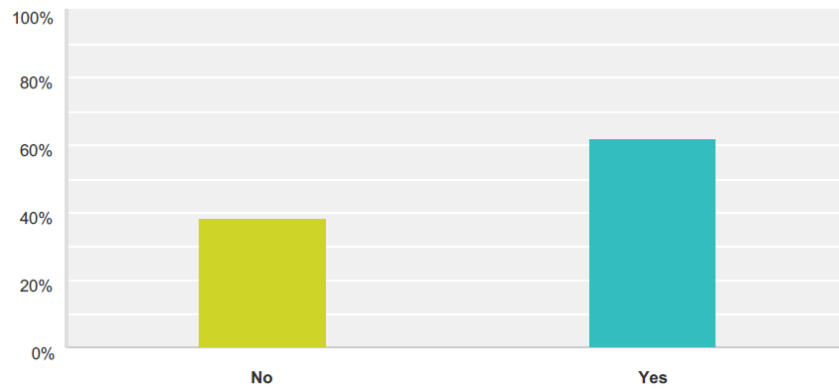
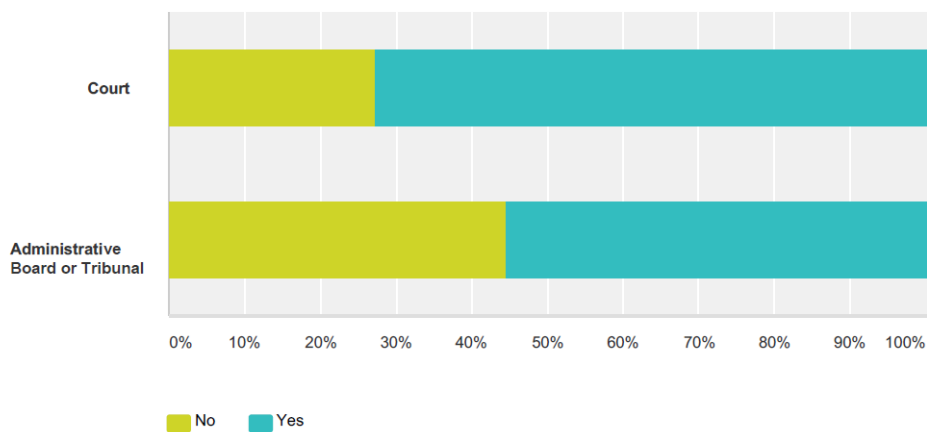


Figure 60

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



62% of court, administrative board and tribunal respondents who recorded responses related to their collaborative efforts (29 respondents in total) indicated that they are involved in projects where they work collaboratively with other organizations/stakeholders to improve access to justice. 73% of courts indicated that they are involved in projects where they work collaboratively with other organizations/stakeholders to improve access to justice. 56% of administrative board/tribunal respondents in this category indicated that they are involved in projects where they work collaboratively to improve access to justice.

Figure 61
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?

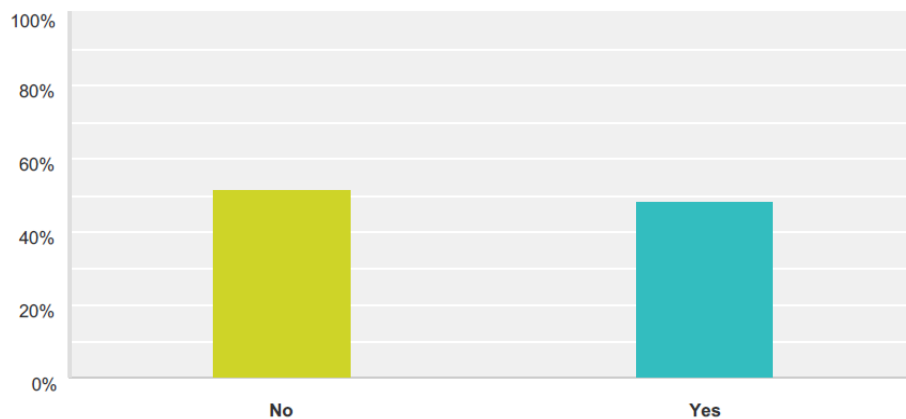
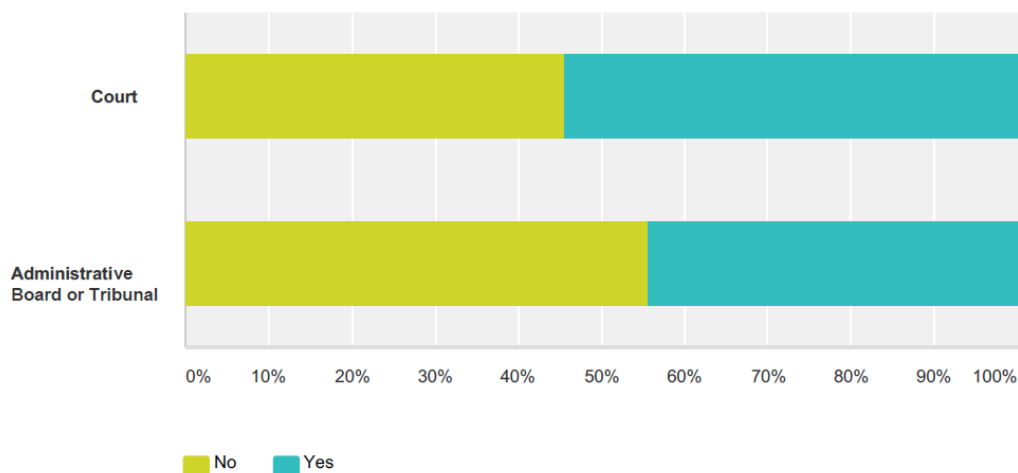


Figure 62

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?

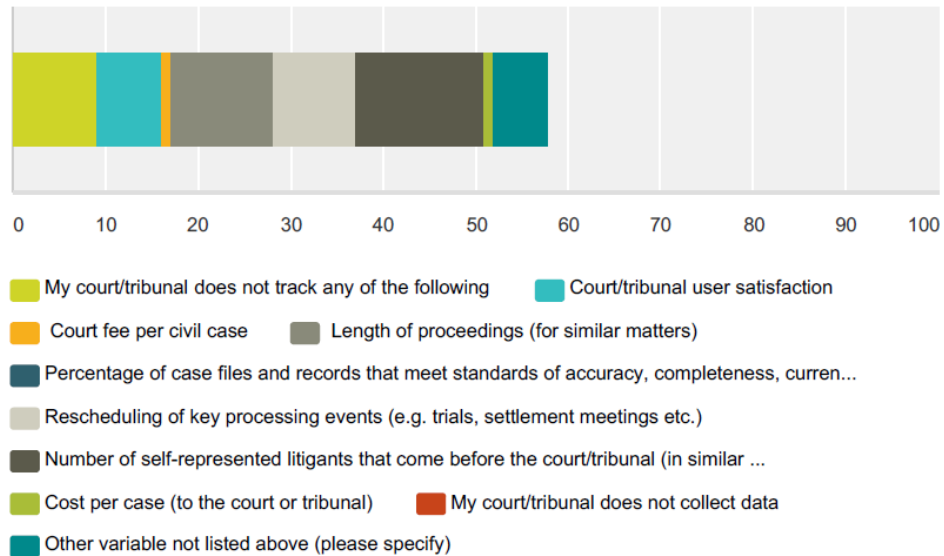


48% of the 29 court, administrative board or tribunal respondents who recorded responses about their involvement in projects designed to increase public engagement indicated that they are involved in projects to increase public engagement with the justice system and raise awareness of access to justice issues.

Of these respondents, 55% of courts 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. 44% of administrative board/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.

Figure 63

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

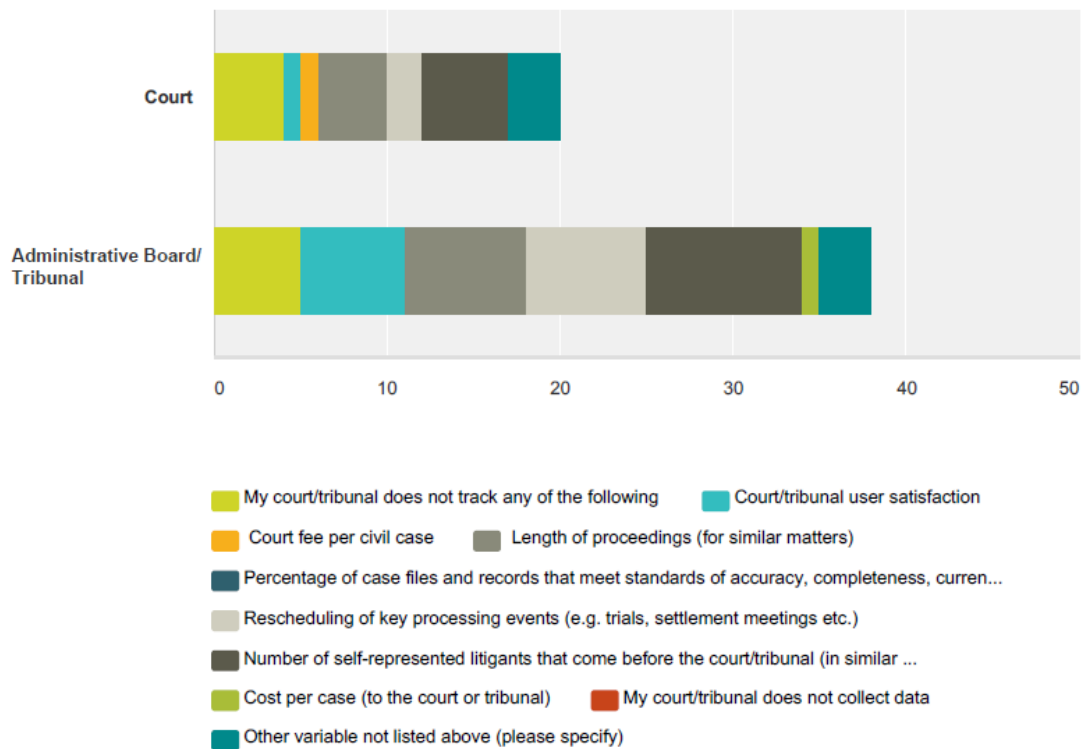


69% of the 29 court, administrative board and tribunal respondents in this category indicated that there is some information related to courts/tribunals being collected in their jurisdiction.

- 24% of courts, tribunals and administrative boards indicated that information on court/tribunal user satisfaction is collected
- 3% of respondents in this category indicated that information is collected on court fees per civil case
- 38% of courts, tribunals and administrative boards indicated that information is collected on the length of proceedings
- 31% of courts, tribunals and administrative boards indicated that information is collected related to rescheduling of key processing events (e.g. trials, settlement meetings etc.)
- 48% of courts, tribunals and administrative boards indicated that information is collected on the number of self-represented litigants who come before the court/tribunal (in similar matters)
- 3% of courts, tribunals and administrative boards indicated that information is collected on the cost per case (to the court or tribunal)
- 21% of courts, tribunals and administrative boards indicated that other types of information are collected, including: times between notice of appeal and hearing, time between hearings and the decision data, classifications of reversals and the types of services that self-represented litigants seek
- No courts, tribunals and administrative boards indicated that they collect information on the percentage of case files and records that meet standards of accuracy, completeness, currency and accessibility.

Figure 64

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



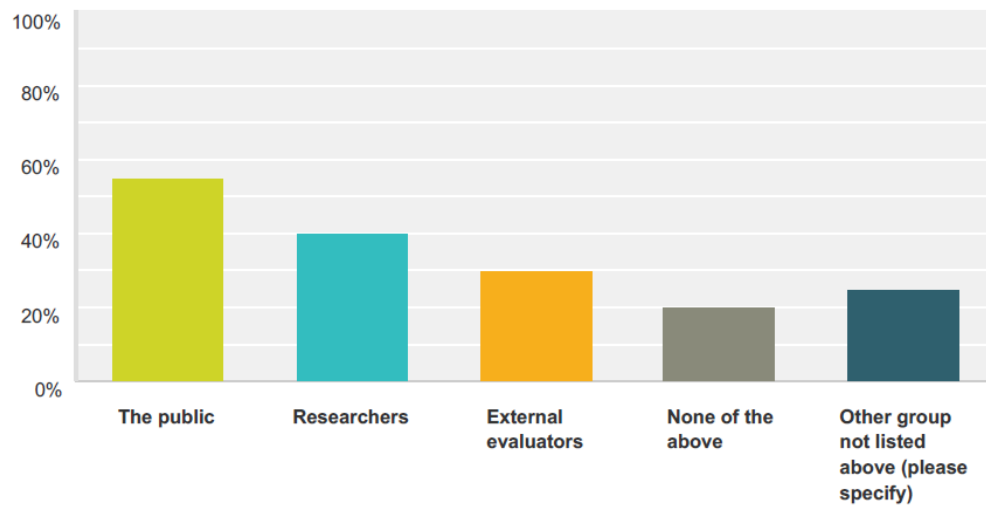
Based on respondent type:

- 45% of courts indicated that information on the number of self-represented litigants that come before the court is collected in their jurisdiction. 36% indicated that information is collected on the length of proceedings, 27% indicated that other information is collection, 18% indicated that information is collected on rescheduling of key processing events (e.g. trials, settlement meetings). 9% collect information on court user satisfaction and 9% also indicated that they collect information on court fees per civil case. No court respondents in this category indicated that information on the cost per case to the court is collected in their jurisdiction.
- 50% of tribunals/administrative board respondents in this category indicated that information on the number of self-represented litigants that come before tribunals is collected in their jurisdiction. 39% indicated that information on the length of proceedings for similar matters is collected. A further 39% indicated that information is collected on rescheduling of key processing events and 33% indicated that information on tribunal user satisfaction is collected. 6% indicated that information is collected on the cost per case to the tribunal. No

tribunal/administrative board respondents in this category indicated that information on court fees per civil case is collected in their jurisdiction.

Figure 65

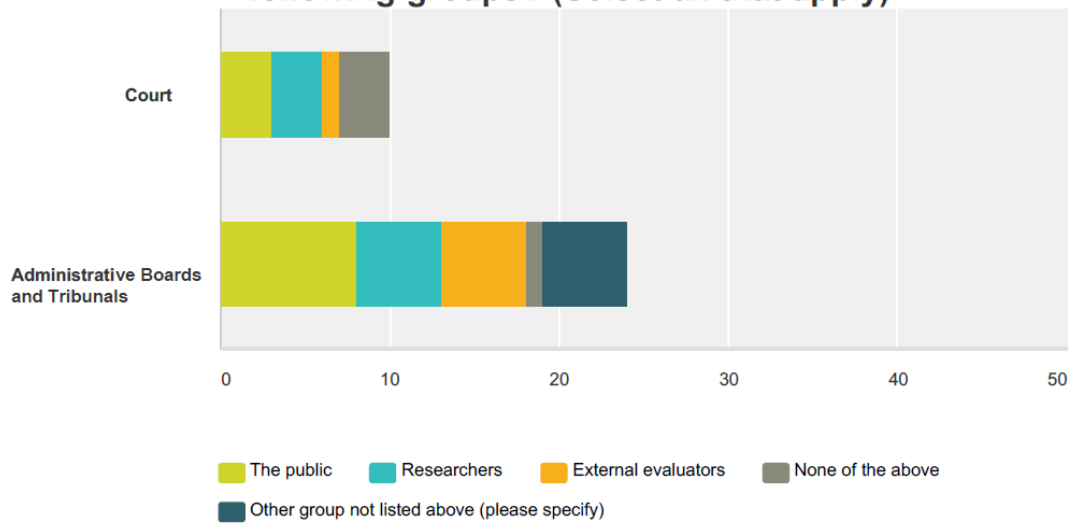
Is the data collected made available to the following groups? (Select all that apply)



Of the 29 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 the legislature, stakeholders and Standing Committees. 20% indicated that the data is not available to any group or individual.

Figure 66

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



Based on respondent type:

- 43% of court respondents in this category indicated that the data collected is available to the public. 43% also indicated that the data collected is available to researchers. 14% of court respondents indicated that the data collected is available to external evaluators and 43% indicated that the data collected is not available to any group or individuals.
- 62% of administrative boards/tribunal respondents in this category indicated that the data collected is available to the public. 38% indicated that the information is available to researchers. 38% also indicated that the information is available to external evaluators while 8% indicated that the information is not available to any group or individual.

Figure 67

Is the data available online?

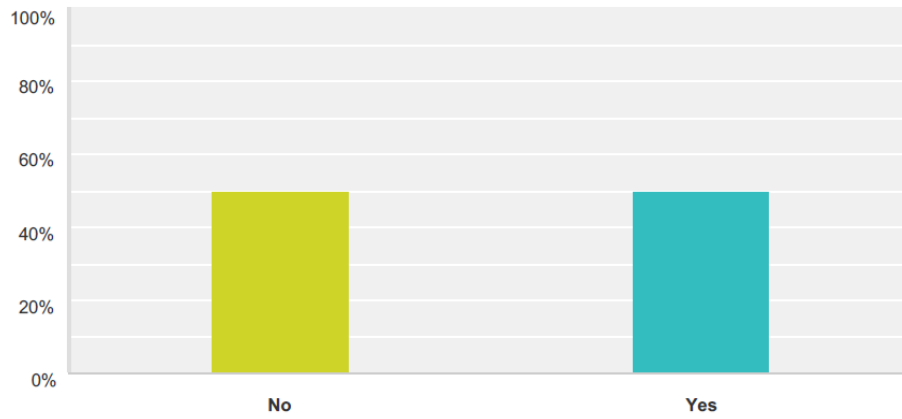
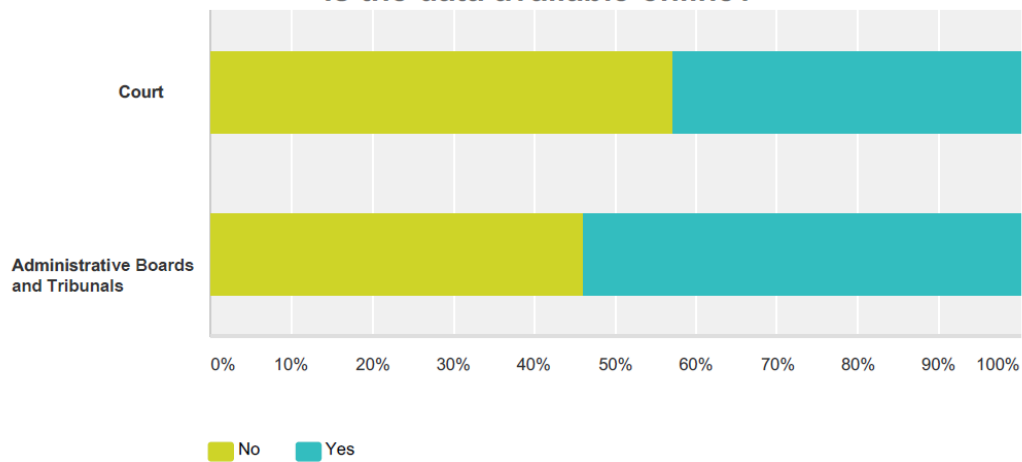


Figure 68

Is the data available online?

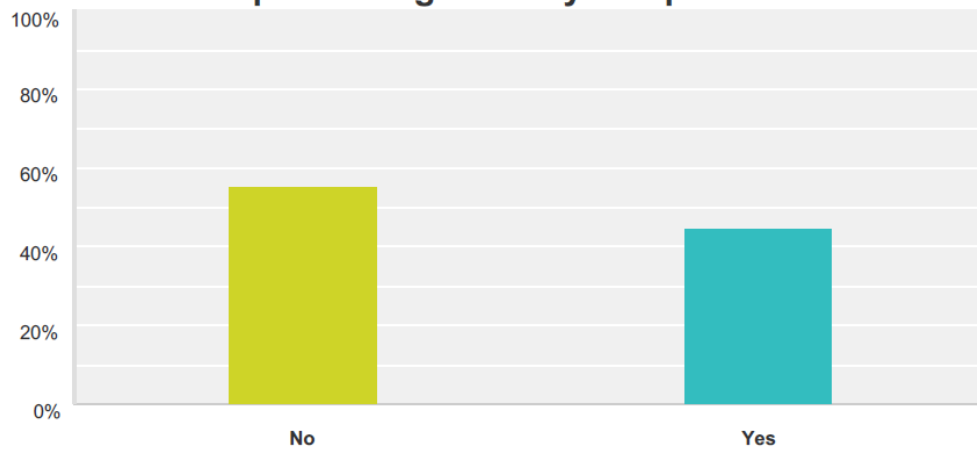


10 courts, tribunals and administrative boards indicated that the data that they collect is available online. Of these respondents, 43% of courts in this category indicated that the data that they collect is available online while 54% of administrative boards/tribunals indicated that the information that they collect is available online.

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

Figure 69

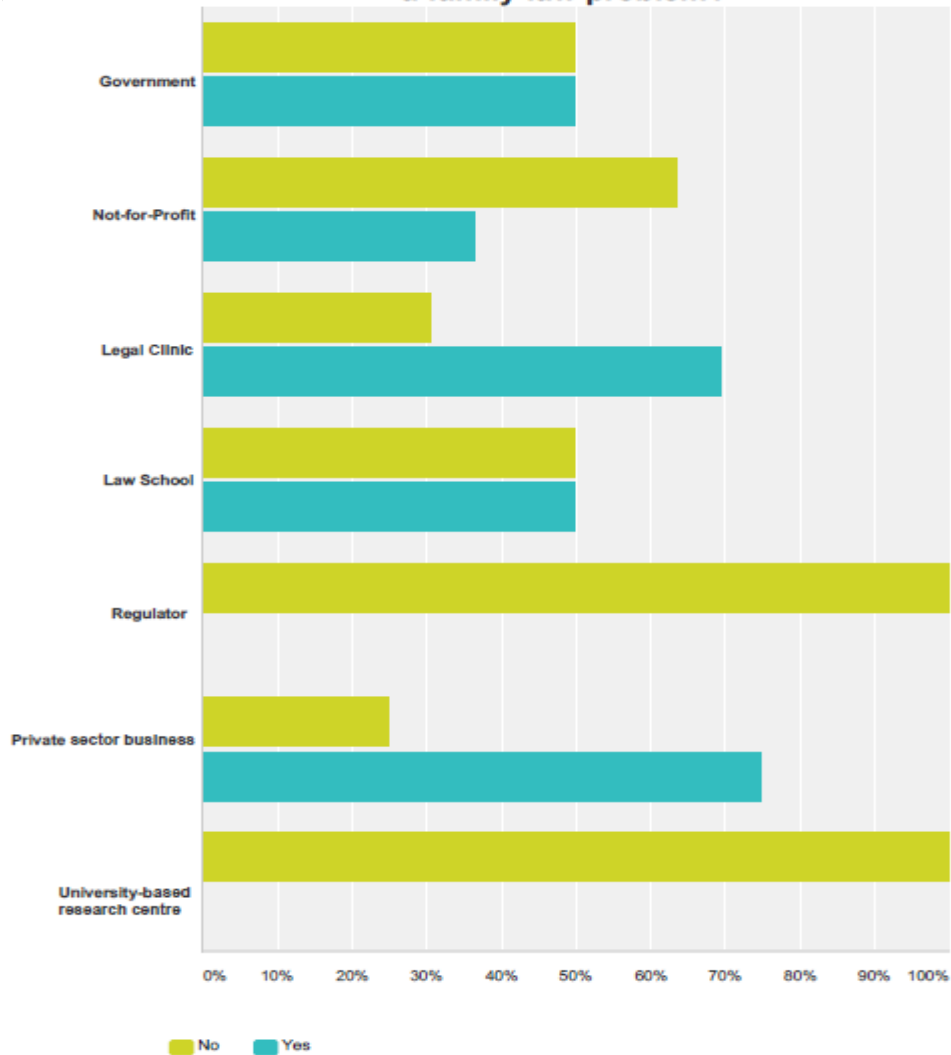
Does your organization offer targeted services or resources (legal or non-legal) to families experiencing a family law problem?



60 respondents (or 45% of Survey 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 70

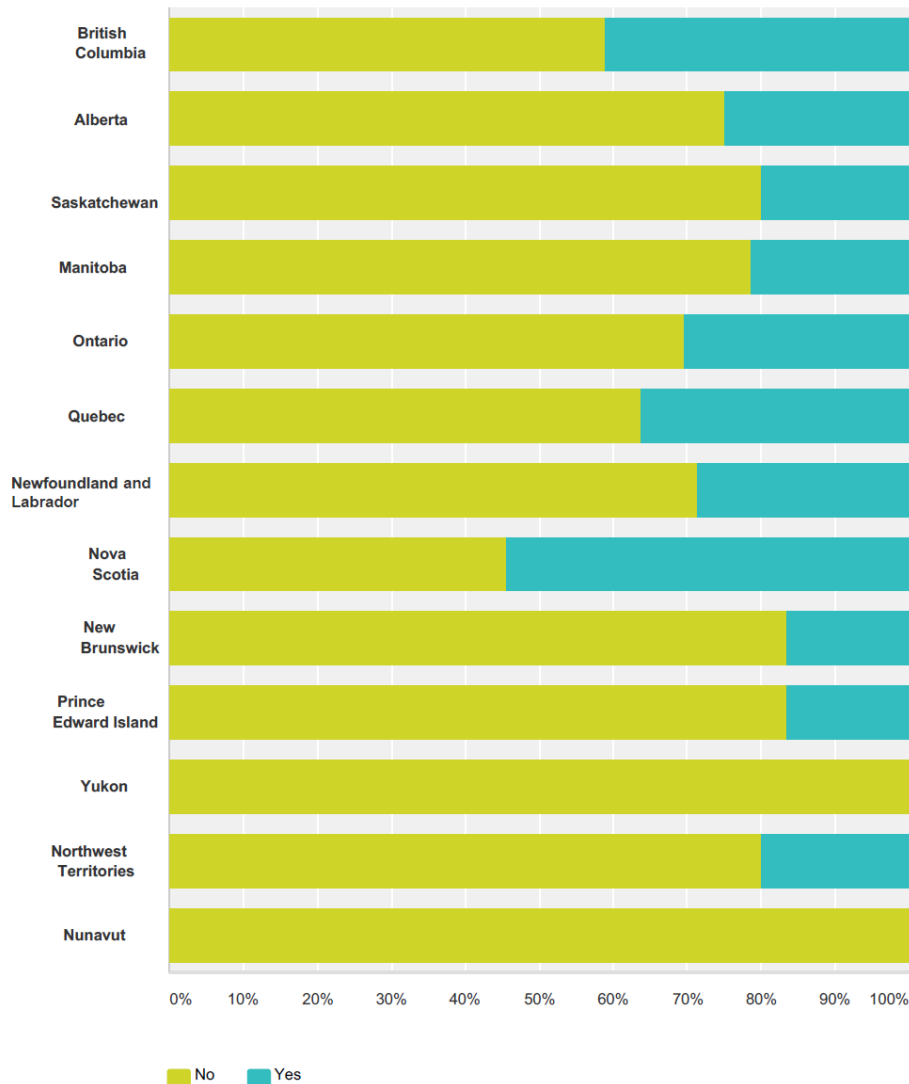
Does your organization offer targeted services or resources (legal or non-legal) to families experiencing a family law problem?



50% of government respondents in this category indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem. For 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 services or resources of this nature while 50% of law school respondents indicated that they offer legal or non-legal services of this kind. 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, 75% of private-sector Survey respondents offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.

Figure 71

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



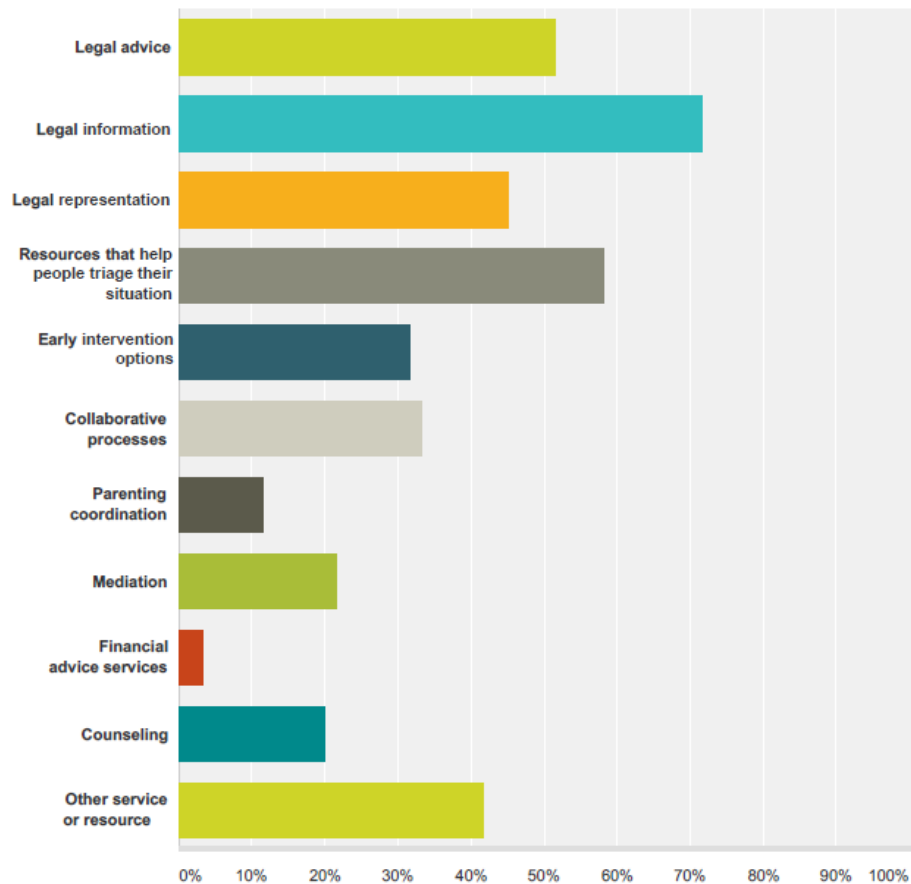
Based on provincial/territorial organizational scope:

- 41% of Survey respondents in this category with activities that serve British Columbia indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.

- 25% of respondents in this category with activities that serve Alberta indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 20% of respondents in this category with activities that serve Saskatchewan indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 21% of respondents in this category with activities that serve Manitoba indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 30% of respondents in this category with activities that serve Ontario indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 36% of respondents in this category with activities that serve Quebec indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 29% of respondents in this category with activities that serve Newfoundland and Labrador indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 56% of Survey respondents in this category with activities that serve Nova Scotia indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 17% of respondents in this category with activities that serve New Brunswick indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 17% of respondents in this category with activities that serve Prince Edward Island indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- No respondents in this category with activities that serve the Yukon indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- 20% of respondents in this category with activities that serve the Northwest Territories indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.
- No respondents with activities that serve Nunavut indicated that they offer targeted (legal or non-legal) services or resources to families experiencing a family law problem.

Figure 72

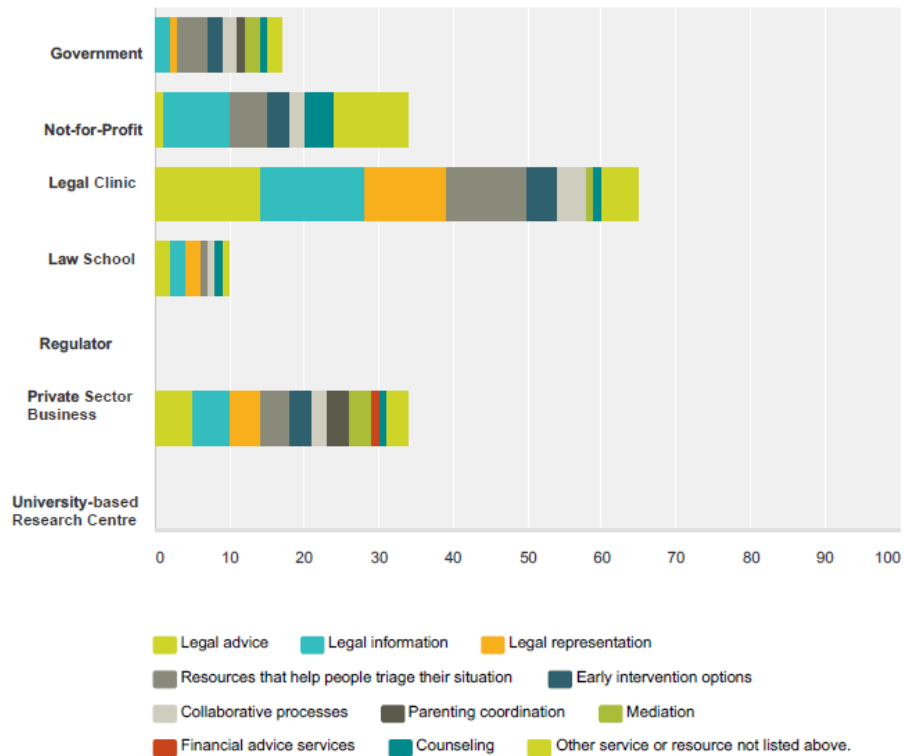
What type of services or resources does your organization provide to families experiencing a family law problem? (Select all that apply)



There are a range of services and resources that are being used to help families who are experiencing a family law problem in Canada. 72% of respondents in this category 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% respectively, while counseling is provided by 20% of respondents in this category, parenting coordination is offered by 12% and financial advice services are provided by 3% of respondents in this category.

Figure 73

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



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. 50% offer services or resources in each of the following categories: legal information, early intervention options, collaborative processes and mediation. An equal number of Survey respondents (25%) offer legal representation, parenting coordination and counseling while no government respondents in this category offer legal advice, or financial advice services.

60% of not-for-profit respondents in this category provide legal information to families experiencing a family law problem. 33% provide resources that help people triage their situation and 27% offer counseling. 20% of not-for-profit respondents offer early intervention options for families experiencing a family law problems and 13% offer collaborative processes. 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. Further, 88% indicated that they offer legal information. 69% offer legal representation and 69% indicated that they

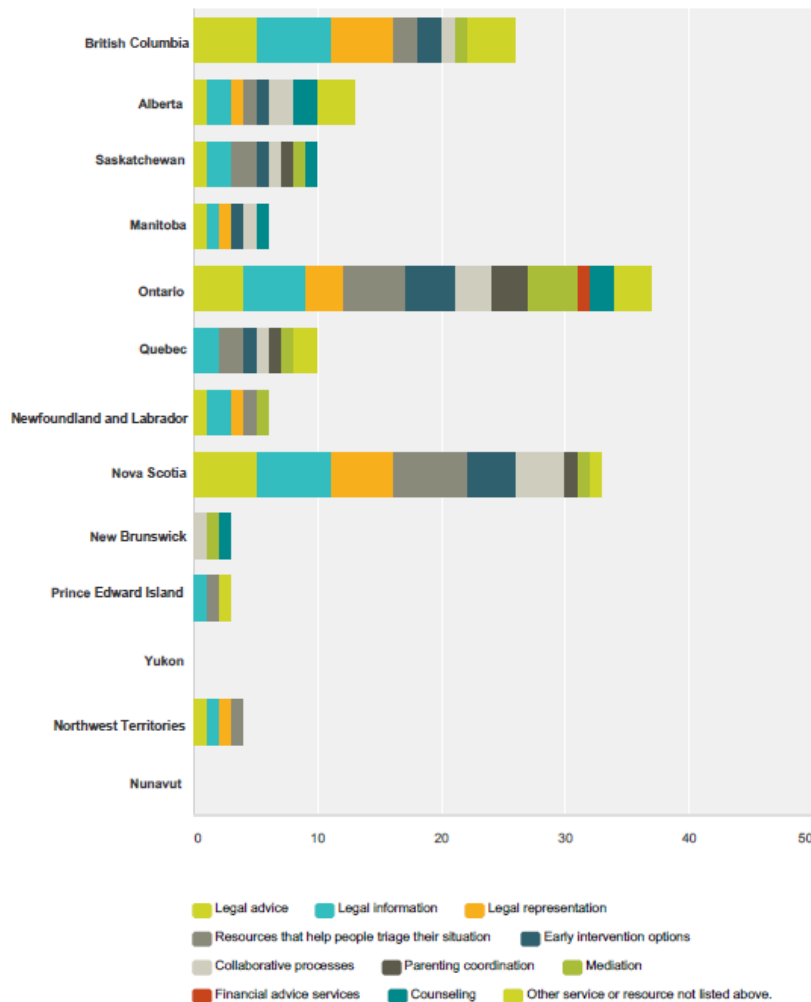
offer resources to help people triage their situation. Equal numbers – 25% in each category— indicated that they offer early intervention options and collaborative processes. No legal clinic respondents in this category offer parenting coordination or financial advice services.

All law school respondents in this category offer legal advice, legal information and legal representation that help families experiencing a family law problem. 50% indicated that they offer resources that help people triage their situation, 50% offer collaborative processes and 50% provide counseling. No law school respondents in this category offer 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 to families experiencing a family law problem. 67% indicated that they offer legal representation and a further 67% indicated that provide resources that help people triage their situation. Financial advice services and counseling are offered by 17% of private sector businesses.

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

Figure 74
What type of services or resources does your organization provide to families experiencing a family law problem? (Select all that apply)

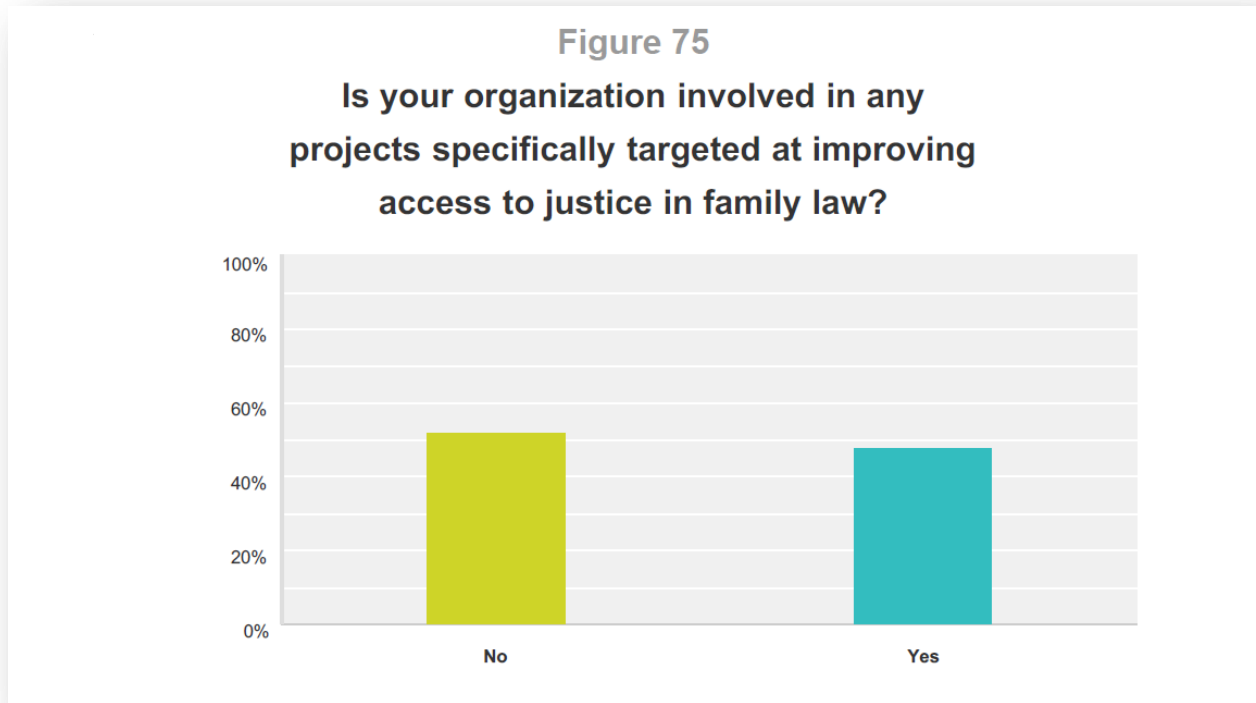


Based on provincial/territorial organizational scope:

- 86% of Survey 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 counseling are the least offered services by respondents in this category who serve British Columbia.
- 67% of Survey respondents in this category with activities that serve Alberta indicated that they provide legal information, 67% provide collaborative processes and 67% offer counseling. Parenting coordination, mediation and financial advice services are the least offered services by respondents in this category who serve Alberta.

- All respondents in this category with activities that serve Saskatchewan provide legal information to help families experiencing a family law problem and offer resources for triage. 50% provide legal advice, collaborative processes, mediation, parenting coordination, early intervention options and counseling. Legal representation and financial advice services are the least offered services by respondents in this category who serve Saskatchewan.
- 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 counseling. 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.
- 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.
- 50% of respondents in this category with activities that serve Quebec provide legal information to families experiencing a family law problem; further, 50% indicated that they provide resources that help people to triage their problems. 25% of respondents in this category with activities that serve Quebec indicated that they offer services or resources to families experiencing a family law problem in each of the following areas: early intervention options, collaborative processes, parenting coordination and mediation. No respondent with activities that serve Quebec indicated that they offer legal advice, legal representation, financial advice services or counselling.
- 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 in this category with activities that serve Newfoundland and Labrador 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 with activities that serve Newfoundland and Labrador indicated that they offer early intervention options, collaborative processes, parenting coordination, financial advice services and counselling.
- 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.
- 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 offered by respondents in this category with activities that serve New Brunswick.
- 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 in order. No other family law service that is listed is offered by respondents in this category with activities that serve Prince Edward Island.
- No respondents in this category with activities that serve the Yukon indicated that they provide any services or resources to families experiencing a family law problem.
- 100% of respondents in this category with activities that serve the Northwest Territories indicated that they provide the following services/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.

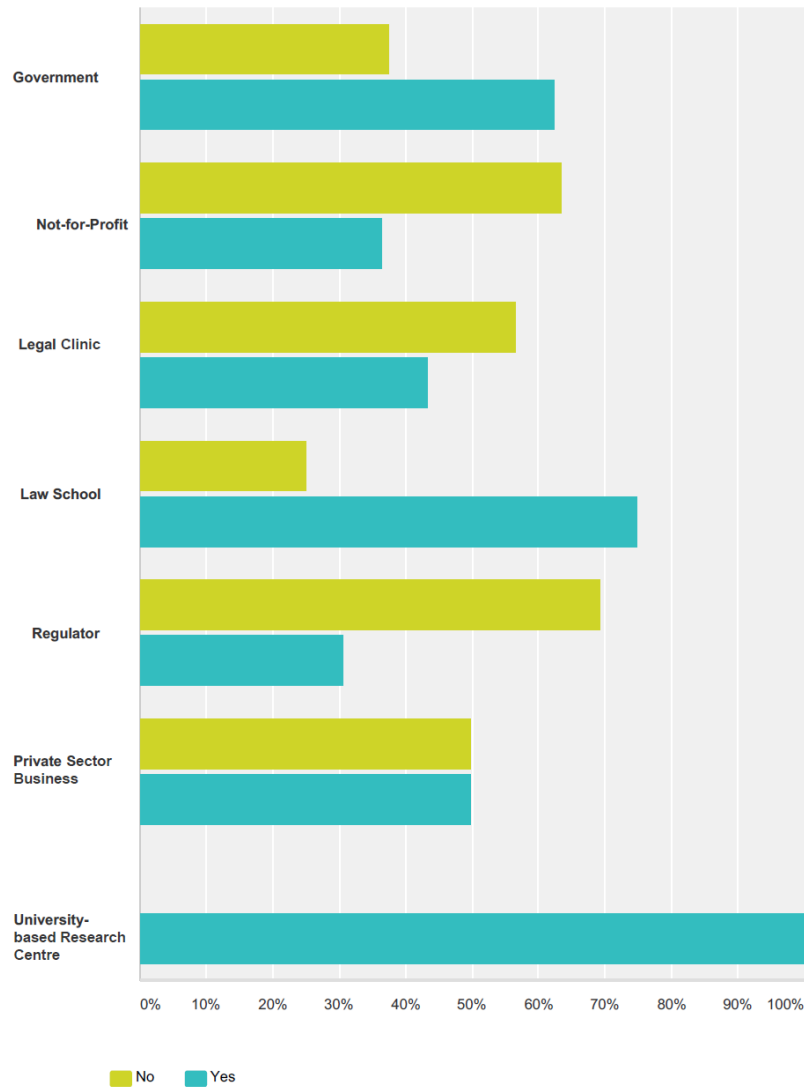
- No respondents in this category with activities that serve Nunavut indicated that they provide any services or resources to families experiencing a family law problem.



48% (or 64 respondents) indicated that their organization is involved in projects specifically targeted at improving access to justice in family law.

Figure 76

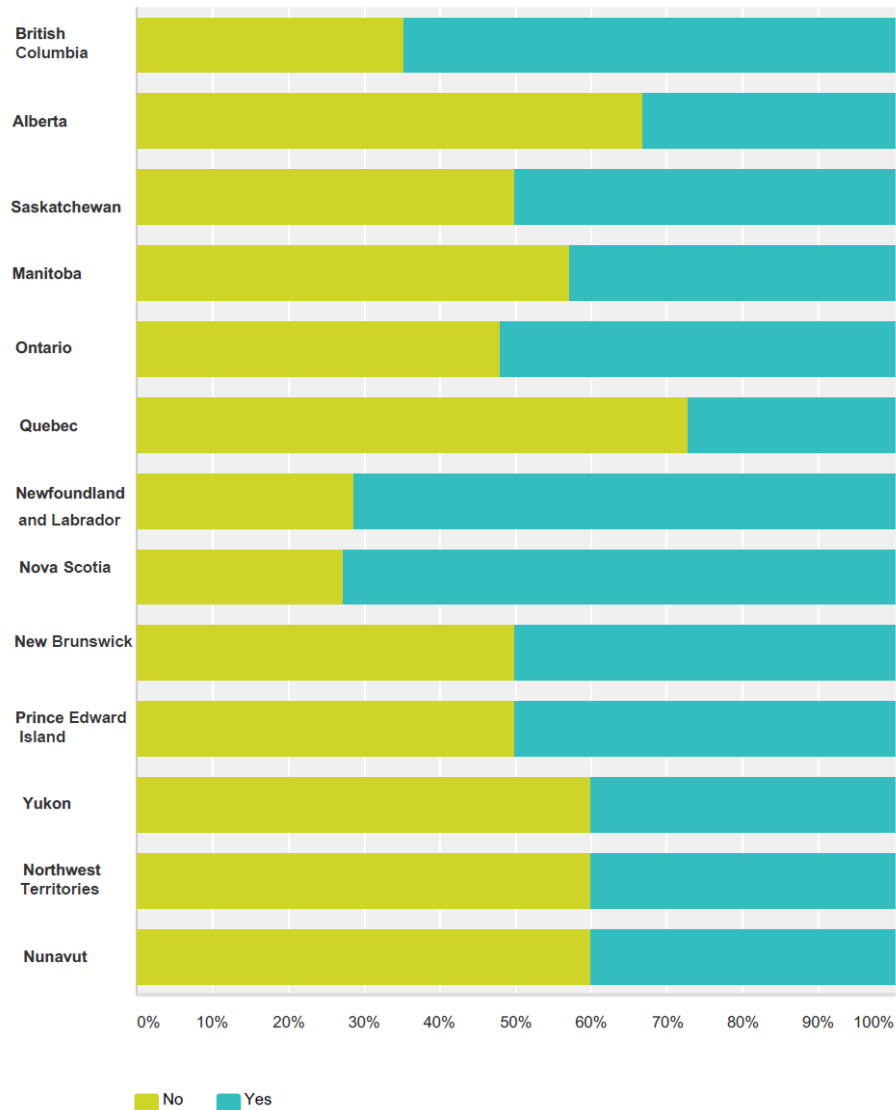
Is your organization involved in any projects specifically targeted at improving access to justice in family law?



Among these respondents: 63% of government respondents indicated that they are involved in projects specifically targeted at improving access to justice in family law, 37% of not-for-profit organizations indicated that they are involved in projects specifically targeted at improving access to justice in family law, 75% of law school respondents indicated that they are involved in projects specifically targeted at improving access to justice in family law, 31% of respondents who identify as regulators indicated that they are involved in projects specifically targeted at improving access to justice in family law, 50% of private sector business indicated that they are involved in projects specifically targeted at improving access to justice in family law on and all university-based research centre respondents indicated that they are involved in projects specifically targeted at improving access to justice in family law.

Figure 77

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



Based on provincial/territorial organizational scope:

- 65% of respondents in this category with activities that serve British Columbia indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 33% of respondents in this category with activities that serve Alberta indicated that they are involved in projects specifically targeted at improving access to justice in family law.

- 50% of respondents in this category with activities that serve Saskatchewan indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 43% of respondents in this category with activities that serve Manitoba indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 52% of respondents in this category with activities that serve Ontario indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 27% of respondents in this category with activities that serve Quebec indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 71% of respondents in this category with activities that serve Newfoundland and Labrador indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 73% of respondents in this category with activities that serve Nova Scotia indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 50% of respondents in this category with activities that serve New Brunswick indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 50% of respondents in this category with activities that serve Prince Edward Island indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 40% of respondents in this category with activities that serve Yukon indicated that they are involved in projects specifically targeted at improving access to justice in family law.
- 40% of respondents in this category with activities that serve Northwest Territories indicated that they are involved in projects specifically targeted at improving access to justice in family law, and
- 40% of respondents in this category with activities that serve Nunavut indicated that they are involved in projects specifically targeted at improving access to justice in family law.

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

Of the Survey's 185 respondents – 5 respondents— provided responses in the Access to Justice Group/Commission section.

Figure 78

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

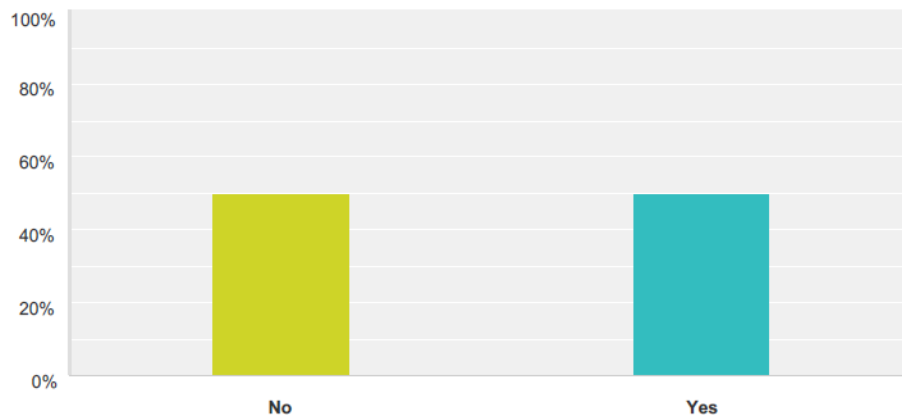
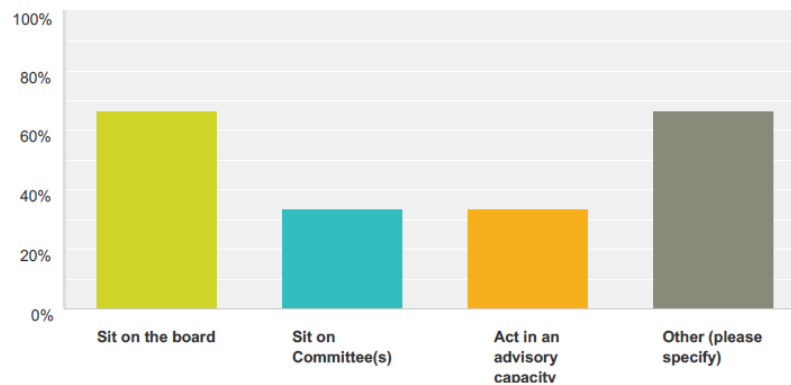
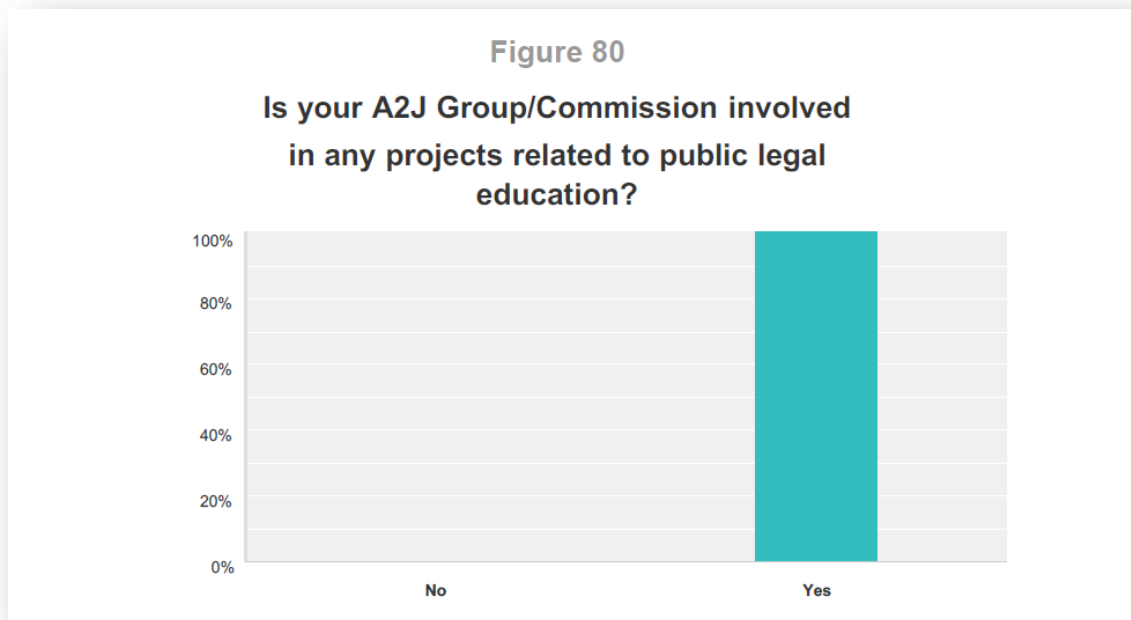


Figure 79

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



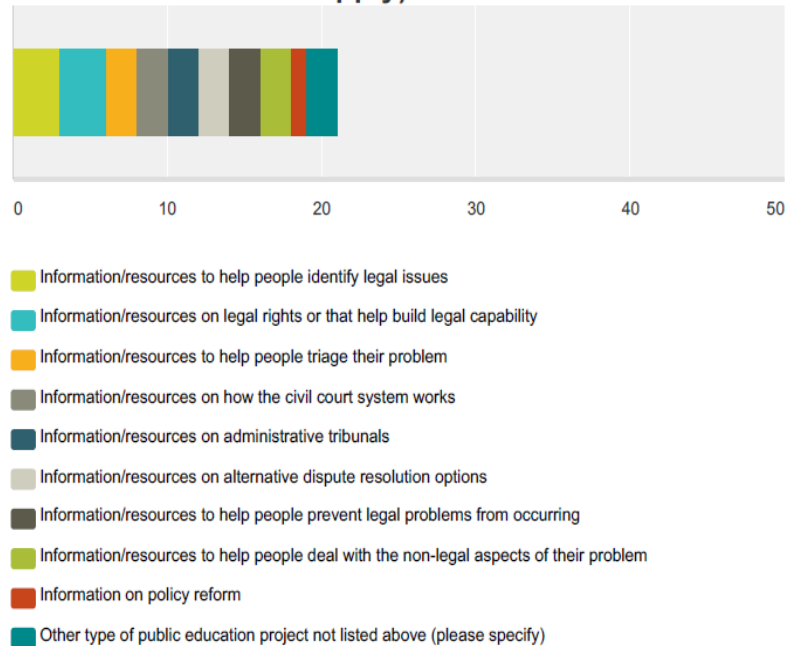
60% of Access to Justice Groups indicated that they reserve a spot in their governance framework for members of the general public with a majority – 67% – indicating that members of the general public sit on their board and a further 67% indicating that members of the general public occupy other positions.



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

Figure 81

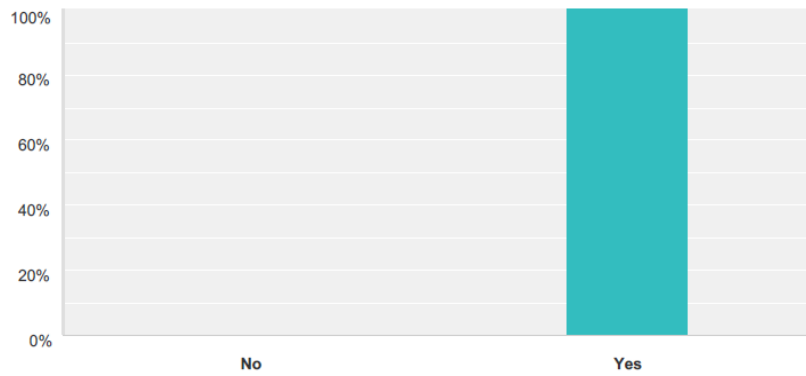
What type of public legal education do these projects focus on? (Please select all that apply)



- 60% of Access to Justice Group respondents indicated that their public legal education projects focus on information/resources to help people identify legal issues
- 60% of Access to Justice Group respondents indicated that their public legal education projects focus on information/resources on legal rights or that help build legal capability
- 40% of Access to Justice Group respondents indicated that their public legal education projects focus on information/resources to help people triage their problem
- 40% of Access to Justice Group respondents indicated that their public legal education projects focus on information/resources on how the civil court system works
- 40% of Access to Justice Group respondents indicated that their public legal education projects focus on information/resources on administrative tribunals
- 40% of Access to Justice Group respondents indicated that their public legal education projects focus on Information/resources on alternative dispute resolution options
- 40% of Access to Justice Group respondents indicated that their public legal education projects focus on Information/resources to help people prevent legal problems from occurring
- 40% of Access to Justice Group respondents indicated that their public legal education projects focus on Information/resources to help people deal with the non-legal aspects of their problem
- 20% of Access to Justice Group respondents indicated that their public legal education projects focus on Information on policy reform
- 40% of Access to Justice Group respondents indicated that their public legal education projects focus on other types of public education projects

Figure 82

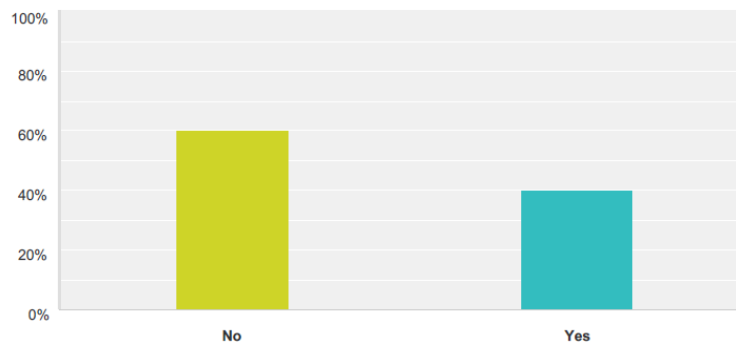
Is your A2J Group/Commission involved in any projects designed to increase public engagement with the justice system and raise awareness of access to justice issues?



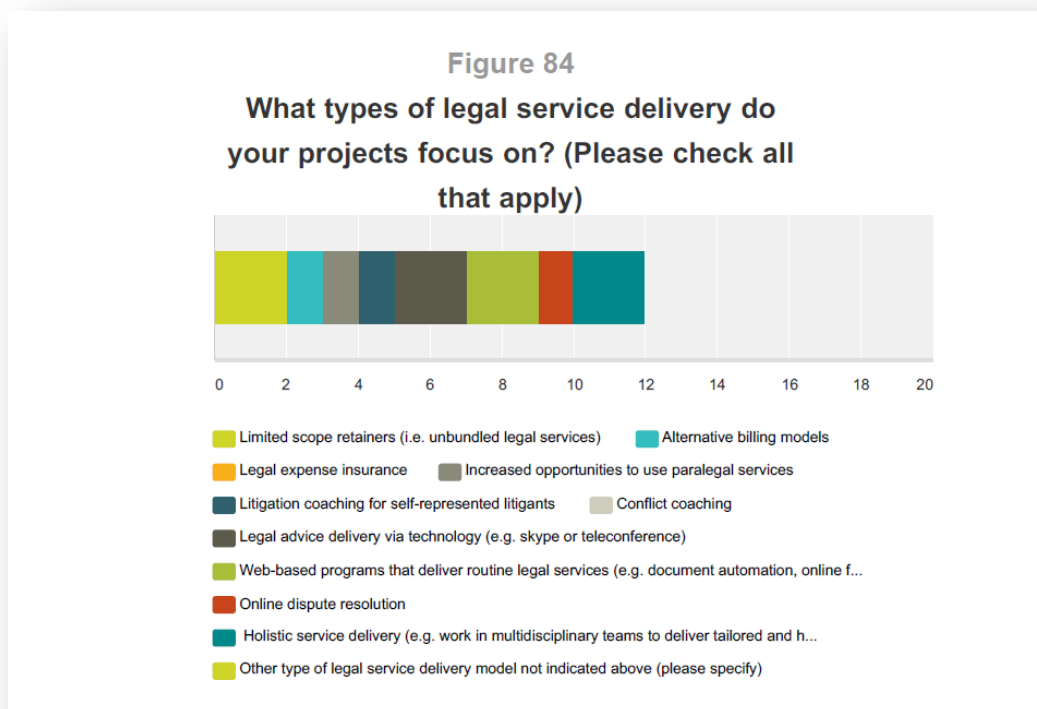
All Access to Justice Group respondents indicated that they are involved in projects designed to increase public engagement with the justice system and raise awareness of access to justice issues.

Figure 83

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



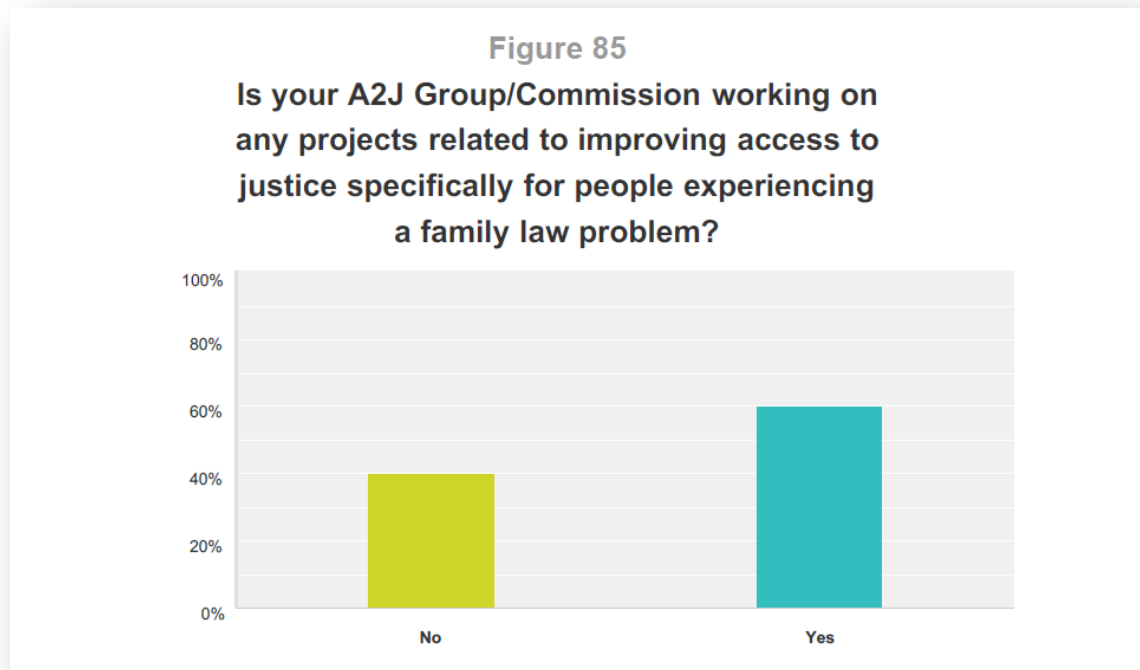
40% of Access to Justice Groups indicated that they are involved in projects related to legal service delivery models.



Two Access to Justice Groups provided responses related to the types of legal service delivery that their projects focus on.

- 100% of Access to Justice Groups in this category indicated that they are working on legal service delivery projects that focus on limited scope retainers (i.e. unbundled legal services)
- 50% of Access to Justice Groups indicated that they are working on legal service delivery projects that focus on alternative billing models
- No Access to Justice Groups indicated that they are working on legal service delivery projects that focus on legal expense insurance
- 50% of Access to Justice Groups indicated that they are working on legal service delivery projects that focus on increased opportunities to use paralegal services
- 50% of Access to Justice Groups indicated that they are working on legal service delivery projects that focus on litigation coaching for self-represented litigants
- No Access to Justice Groups indicated that they are working on legal service delivery projects that focus on conflict coaching
- 100% of Access to Justice Groups indicated that they are working on legal service delivery projects that focus on legal advice delivery via technology (e.g. skype or teleconference)
- 100% of Access to Justice Groups indicated that they are working on legal service delivery projects that focus on web-based programs that deliver routine legal services (e.g. document automation, online forms and use of expert systems, etc.)
- 50% of Access to Justice Groups indicated that they are working on legal service delivery projects that focus on online dispute resolution

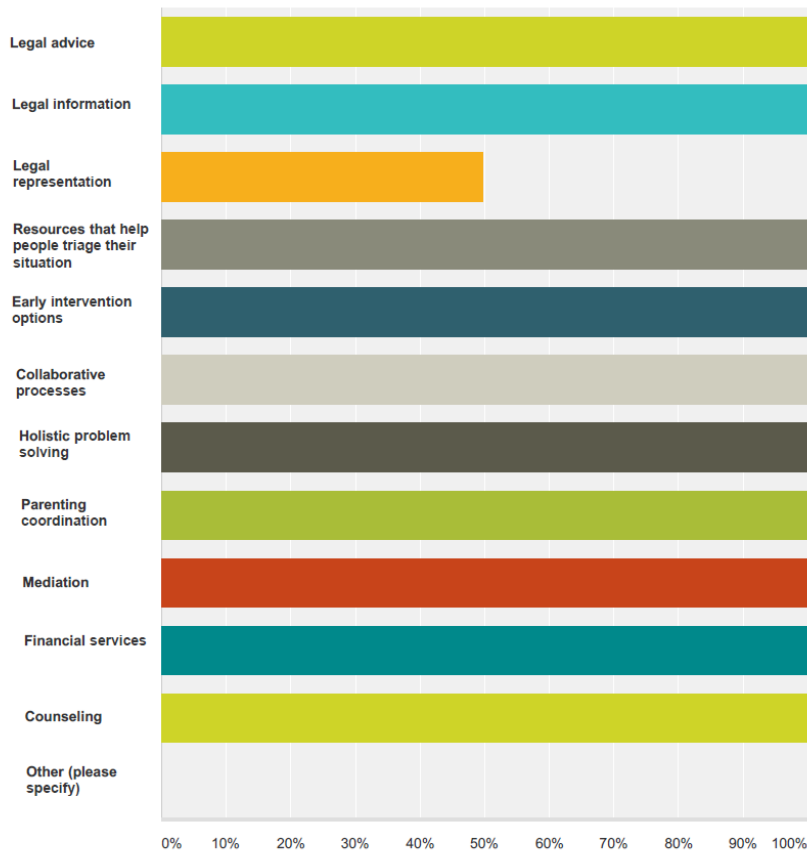
- 100% of Access to Justice Groups indicated that they are working on legal service delivery projects that focus on holistic service delivery (e.g. work in multidisciplinary teams to deliver tailored and holistic services)



60% of Access to Justice Groups indicated that they are working on projects related to improving access to justice specifically for people experiencing a family law problem.

Figure 86

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



Two Access to Justice Groups provided responses related to the focus of their family law projects.

- 100% of Access to Justice Groups indicated that they are working on family law projects related to legal advice
- 100% of Access to Justice Groups indicated that they are working on family law projects related to legal information
- 50% of Access to Justice Groups indicated that they are working on family law projects related to legal representation
- 100% of Access to Justice Groups indicated that they are working on family law projects related to resources that help people triage their situation
- 100% of Access to Justice Groups indicated that they are working on family law projects related to early intervention options
- 100% of Access to Justice Groups indicated that they are working on family law projects related to collaborative processes

- 100% of Access to Justice Groups indicated that they are working on family law projects related to holistic problem solving
- 100% of Access to Justice Groups indicated that they are working on family law projects related to parenting coordination
- 100% of Access to Justice Groups indicated that they are working on family law projects related to mediation
- 100% of Access to Justice Groups indicated that they are working on family law projects related to financial services
- 100% of Access to Justice Groups indicated that they are working on family law projects related to counseling

Figure 87

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

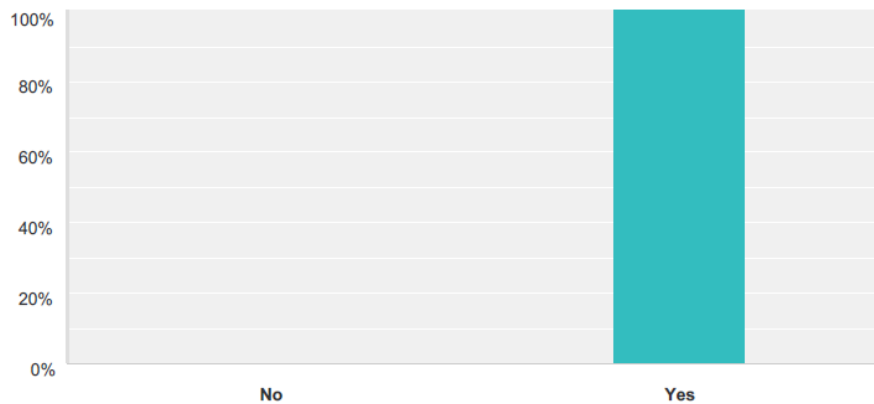
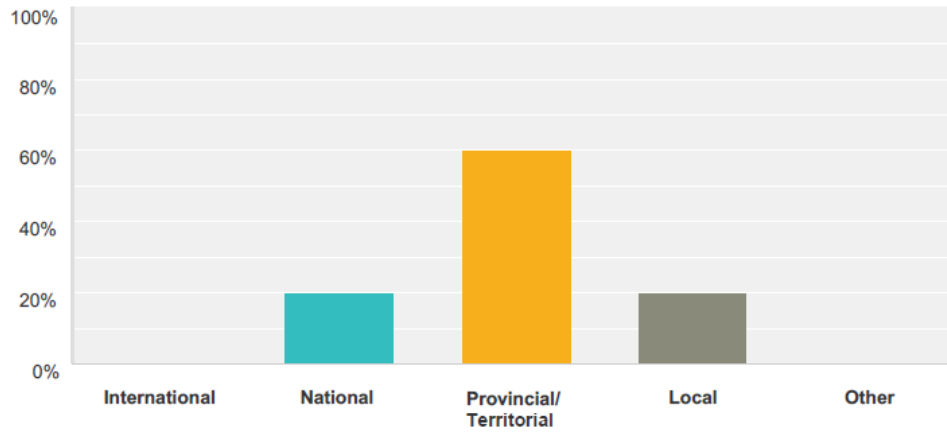


Figure 88

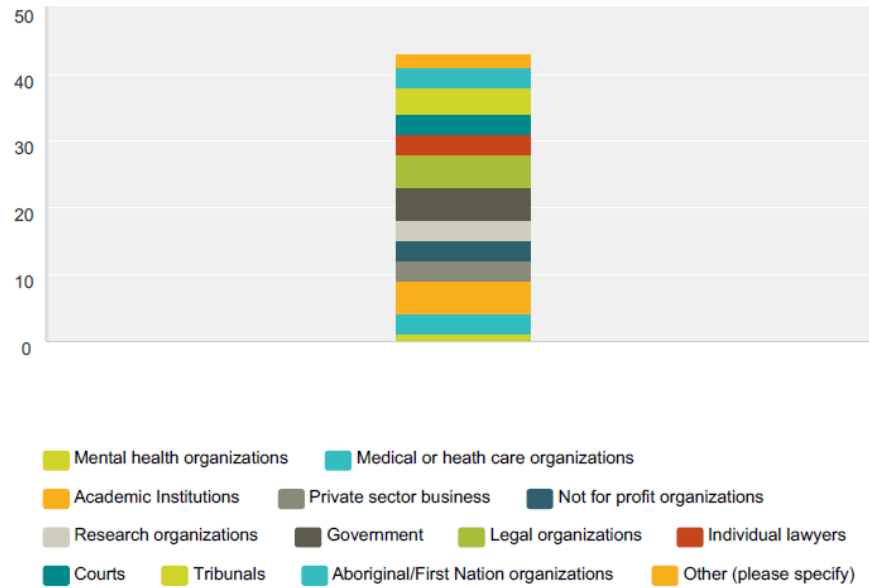
At what level? (Please check all that apply)



100% of all Access to Justice Group respondents indicated that they collaborated with organizations or stakeholders on justice projects. Of these 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, 20% indicated that they have coordinated with organizations at a local level.

Figure 89

Who has your A2J Group/Commission collaborated with? (Please check all that apply)



- 20% of Access to Justice Groups indicated that they have collaborated with mental health organizations
- 60% of Access to Justice Groups indicated that they have collaborated with medical or healthcare organizations
- 100% of Access to Justice Groups indicated that they have collaborated with academic institutions
- 60% of Access to Justice Groups indicated that they have collaborated with private sector businesses
- 60% of Access to Justice Groups indicated that they have collaborated with not-for-profit organizations
- 60% of Access to Justice Groups indicated that they have collaborated with research organizations
- 100% of Access to Justice Groups indicated that they have collaborated with government
- 100% of Access to Justice Groups indicated that they have collaborated with legal organizations
- 60% of Access to Justice Groups indicated that they have collaborated with individual lawyers
- 60% of Access to Justice Groups indicated that they have collaborated with courts
- 80% of Access to Justice Groups indicated that they have collaborated with tribunals
- 60% of Access to Justice Groups indicated that they have collaborated with Aboriginal/First Nation organizations

Figure 90

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

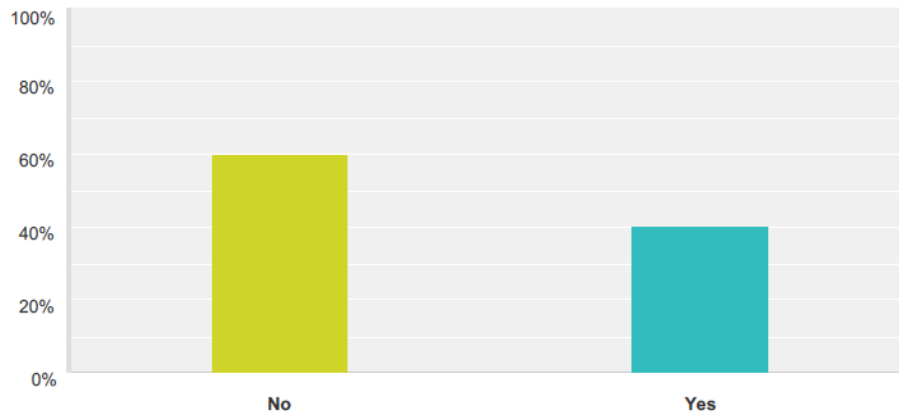


Figure 91

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

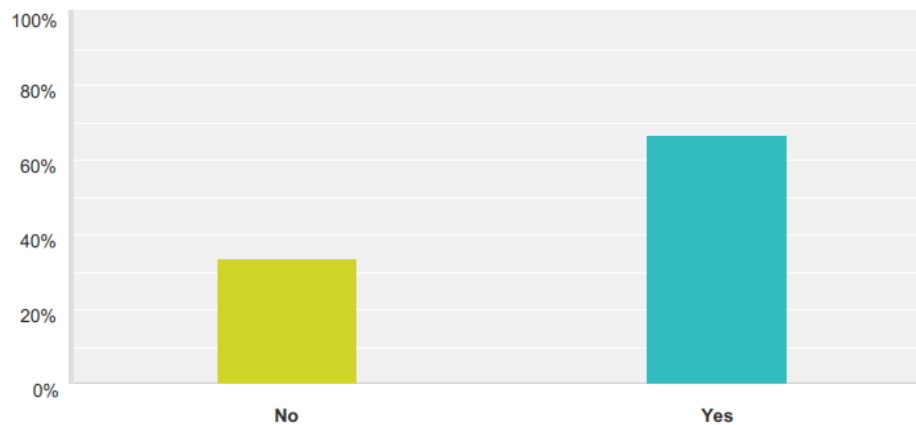
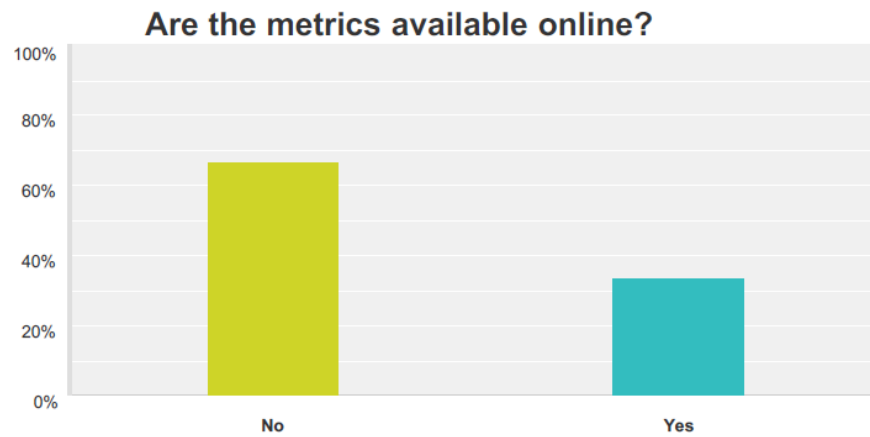


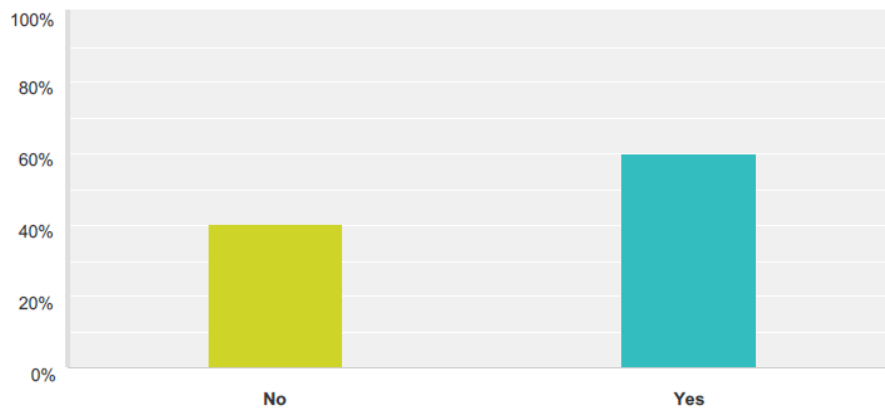
Figure 92



40% of Access to Justice Groups indicated that they have a standard set of metrics that they use to evaluate projects. 67% of Access to Justice Groups also report that their metrics and the results of their evaluations are available to the public. 33% of Access to Justice Groups indicated that the metrics are available online.

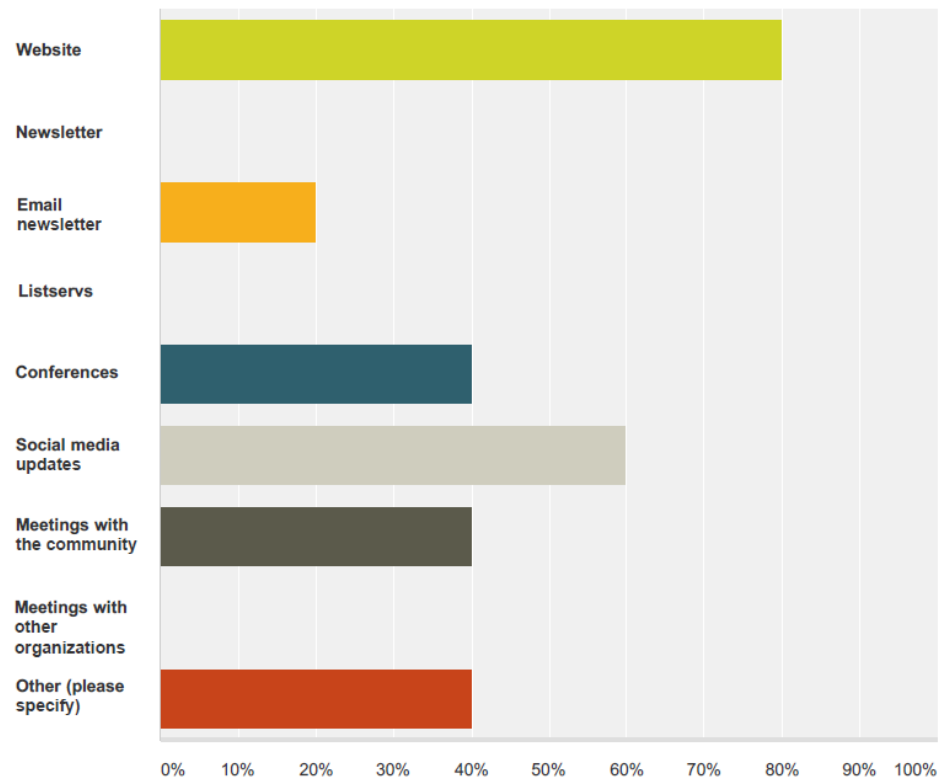
Figure 93

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?



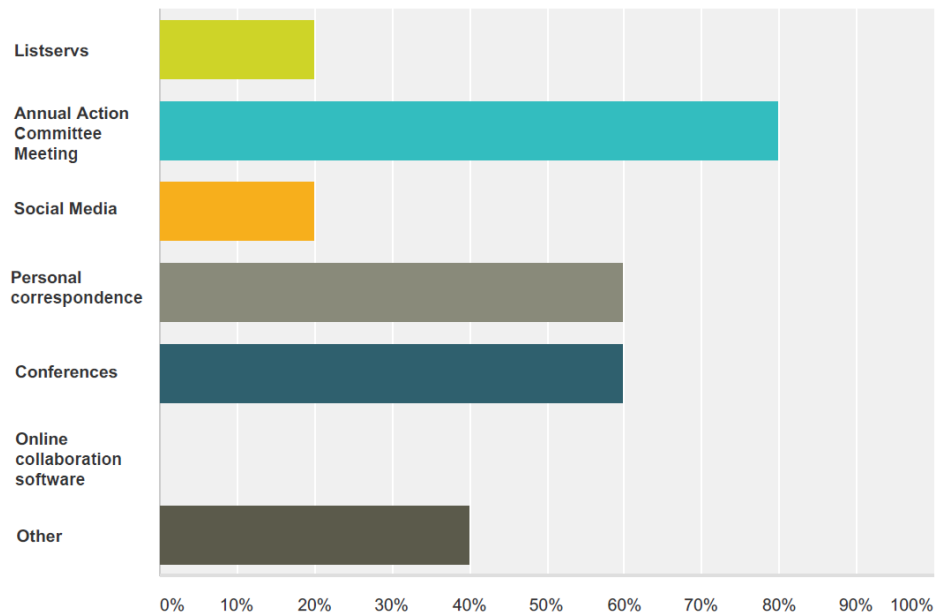
60% of Access to Justice Groups indicated that they are involved in research projects that explore the use of metrics in the civil and family justice system more broadly.

Figure 94
How does your A2J
Group/Commission share information with
the public? (Please check all that apply)



- 80% of Access to Justice Groups indicated that they share information with the public via websites
- 20% of Access to Justice Groups indicated that they share information with the public via email newsletters
- 40% of Access to Justice Groups indicated that they share information with the public through conferences
- 60% of Access to Justice Groups indicated that they share information with the public through social media updates
- 40% of Access to Justice Groups indicated that they share information with the public through meetings with the community
- 20% of Access to Justice Groups indicated that they share information with the public in other ways
- None of the Access to Justice Groups indicated that they share information with the public through paper newsletters, listservs or meetings with other organizations

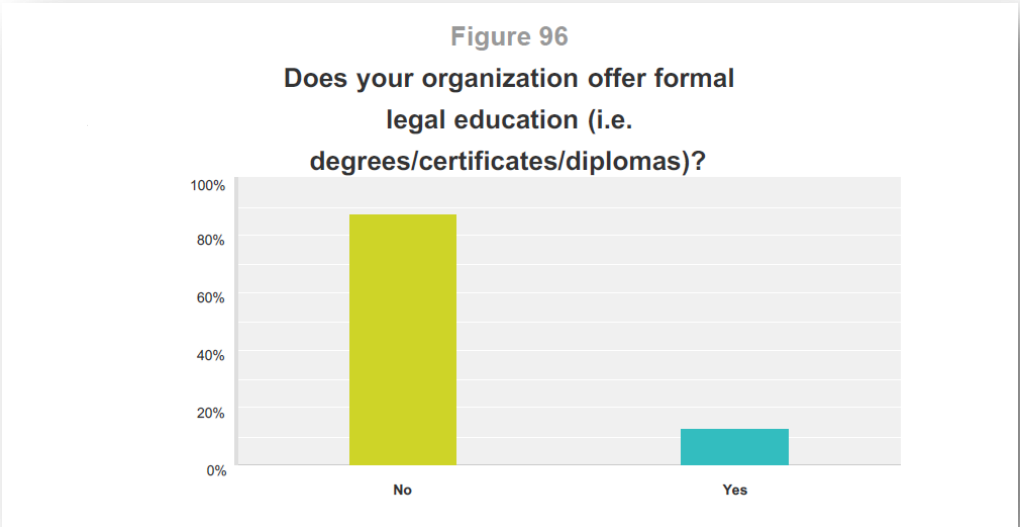
Figure 95
How does your A2J
Group/Commission share best practices
with other A2J Groups and similar
organizations?



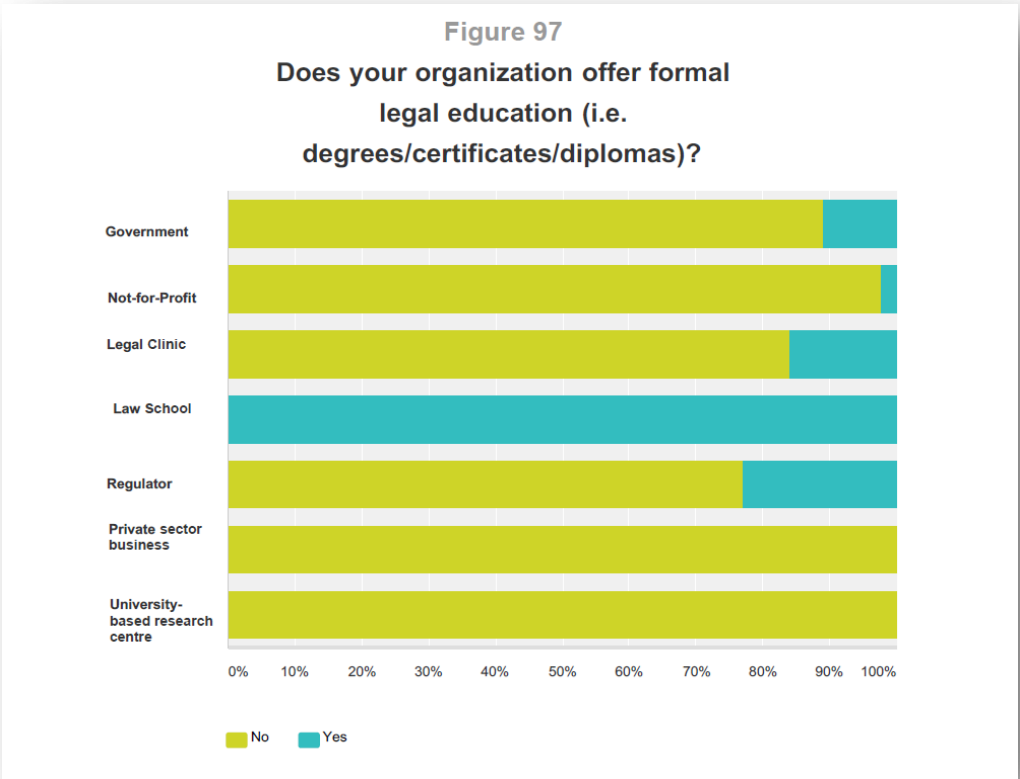
Access to Justice Groups indicated that they also use a number of avenues to share information with other Access to Justice Groups and similar organizations

- 20% of Access to Justice Groups indicated that they share information other Access to Justice Groups and similar organizations through listservs
- 80% of Access to Justice Groups indicated that they share information other Access to Justice Groups and similar organizations at the Annual Action Committee Meeting
- 20% of Access to Justice Groups indicated that they share information other Access to Justice Groups and similar organizations via social media
- 60% of Access to Justice Groups indicated that they share information other Access to Justice Groups and similar organizations through personal correspondence
- 60% of Access to Justice Groups indicated that they share information other Access to Justice Groups and similar organizations at conferences
- 40% of Access to Justice Groups indicated that they share information other Access to Justice Groups and similar organizations through other channels, including at national meetings

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

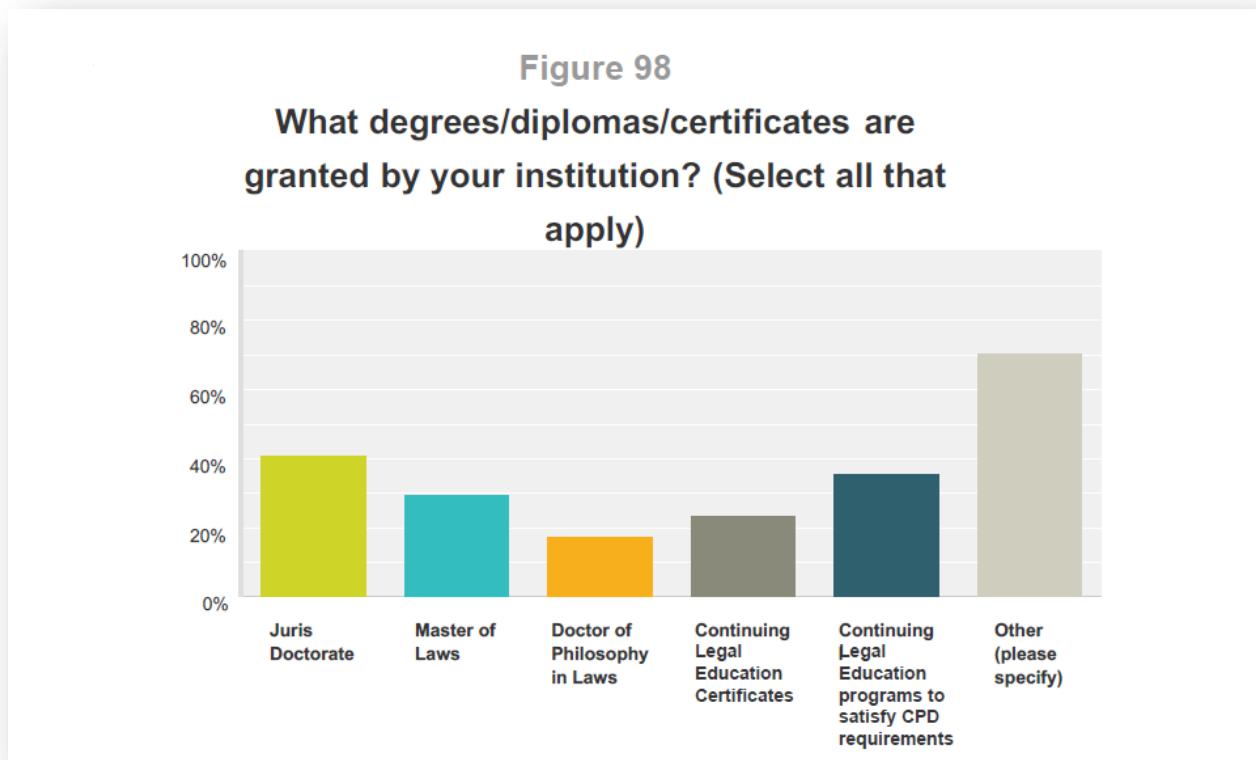


18 respondents (or 12.5% of Survey respondents) indicated that they offer formal legal education.



11% of government respondents in this category indicated that they offer formal legal education. For not-for-profit respondents in this category, the corresponding figure is 2%; 16% of legal clinic respondents

indicated that they offer formal legal education while 100% of law school respondents offer a formal legal education. 23% of regulators in this category offer formal legal education, no private-sector respondents or university-based research centres offer formal legal education.



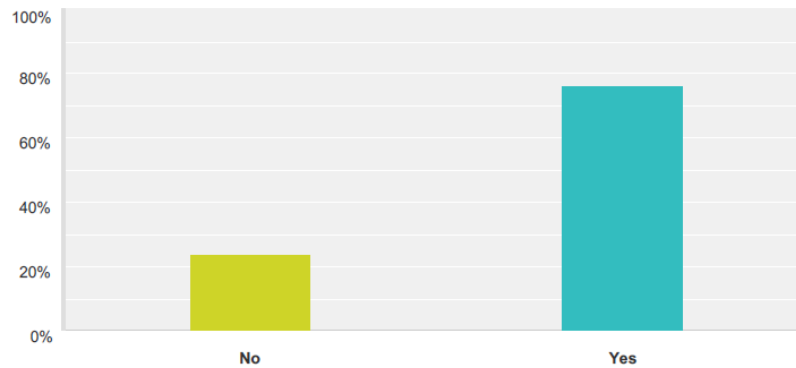
Respondents who offer a formal legal education grant a range of degrees, diplomas and/ or certificates:

- 41% indicated 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 degrees offered by respondents include: mediation/mediator training certificates, notary certifications and various programs that offer credits towards degree programs.

Figure 99

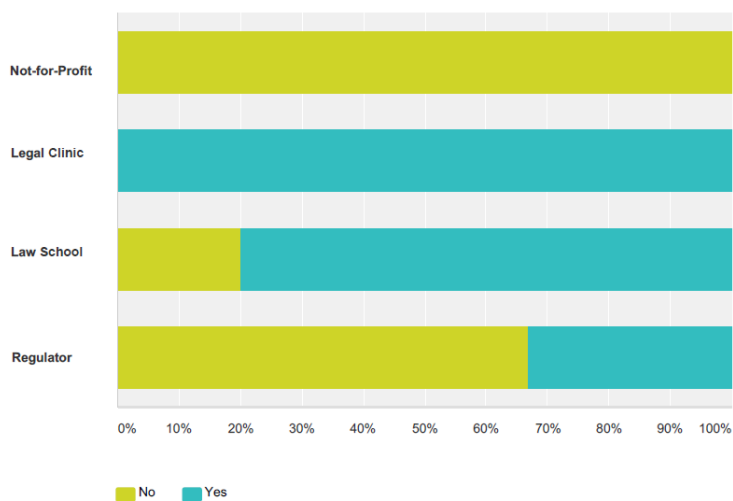
Does your organization offer targeted training on access to justice issues?



76% of respondents who offer formal legal education indicated that they also offer targeted training on access to justice issues.

Figure 100

Does your organization 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, 80% of law school respondents indicated that they offer targeted training on access to justice issues and 33% of regulators offer targeted training on access to justice issues.

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

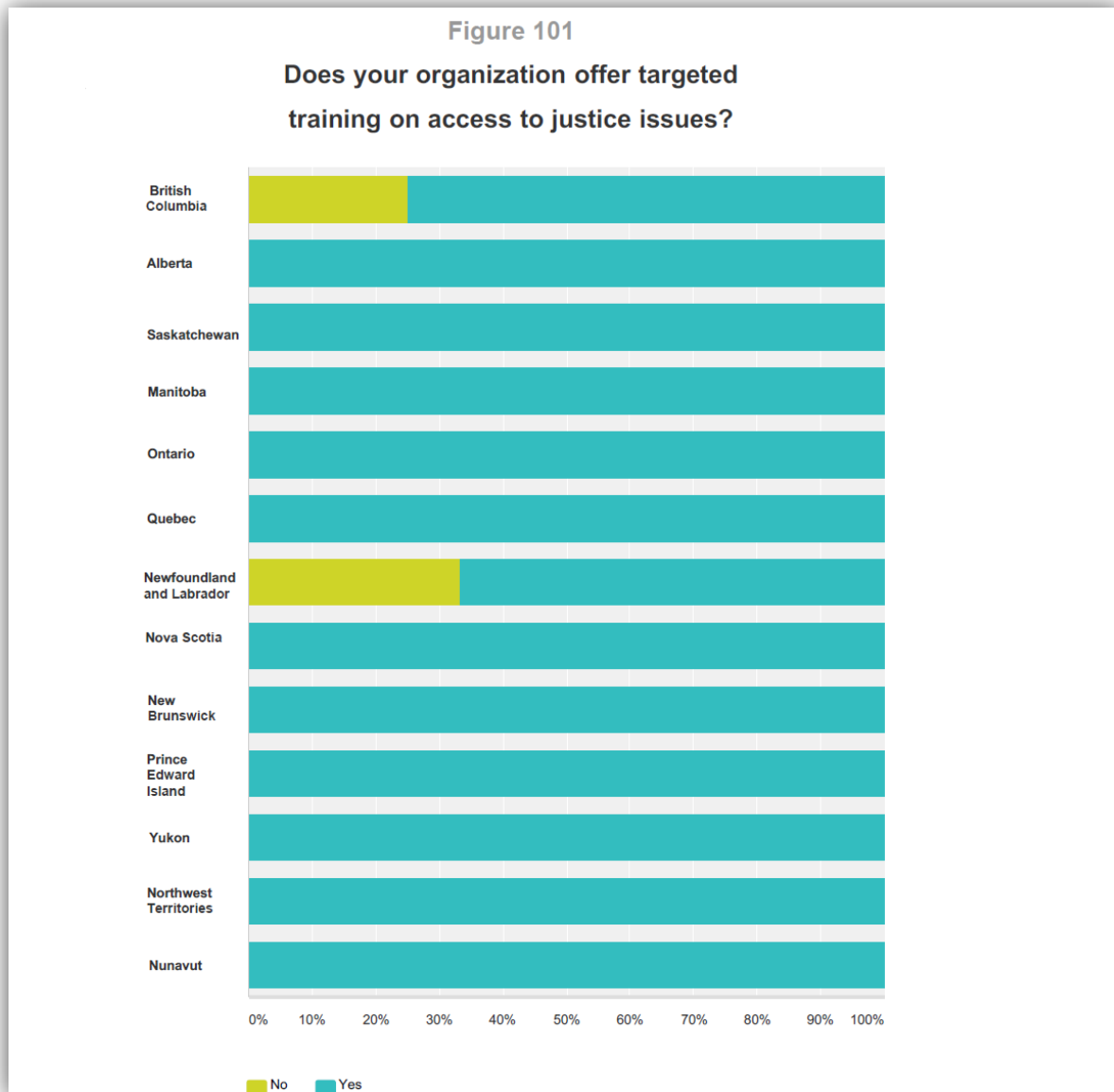
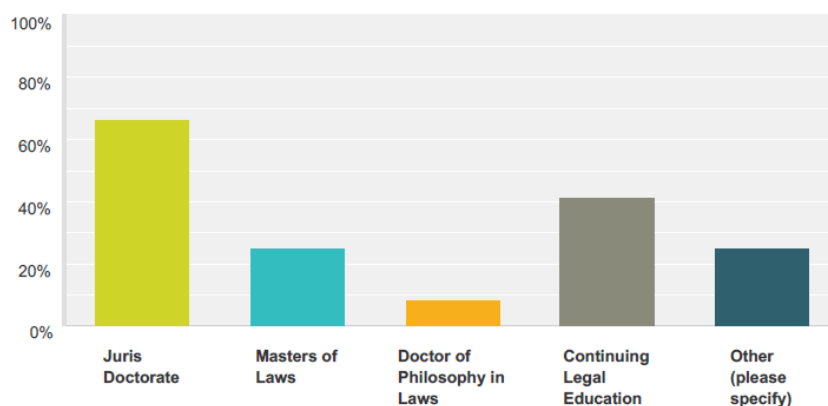


Figure 102

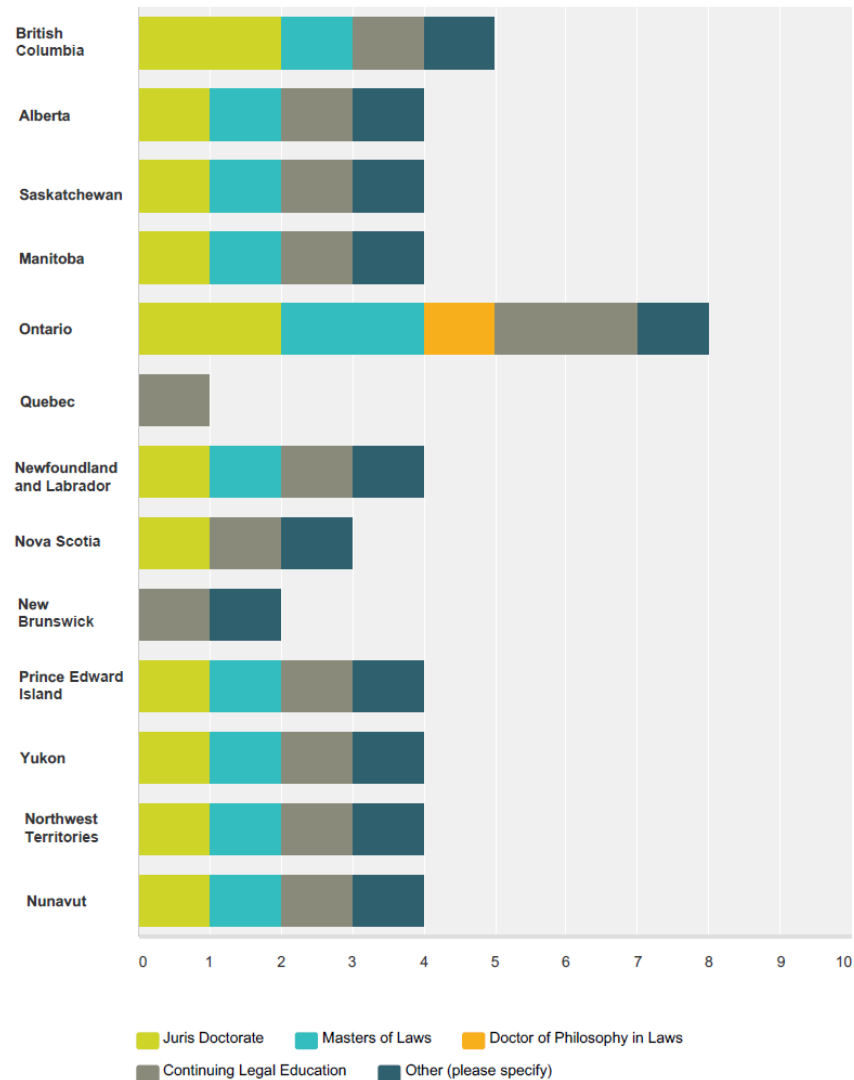
At what level(s) do you offer training on access to justice issues? (Please select all that apply)



67% of 12 respondents who offer formal legal education indicated that they offer training on access to justice issues at the Juris Doctorate level, 25% offer training on access to justice issues at the Masters of Law level, 8% indicated they offer training on access to justice issues at the Doctor of Philosophy in Law level and 42% indicated that they offer training on access to justice issues through Continuing Legal Education programs. 25% indicated that they offer training on access to justice issues at other levels, including through interdisciplinary programs, externship programs and special program for lawyers.

Figure 103

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



Based on provincial/territorial scope:

- 67% of respondents with activities that serve British Columbia who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 33% of respondents in this category with activities that serve British Columbia offer training on access to justice issues at the Masters of Laws level, 33% offer Continuing Legal Education training on access to justice issues. No organization in this category with activities that serve British

Columbia offer training on access to justice issues through Doctor of Philosophy in Law programs.

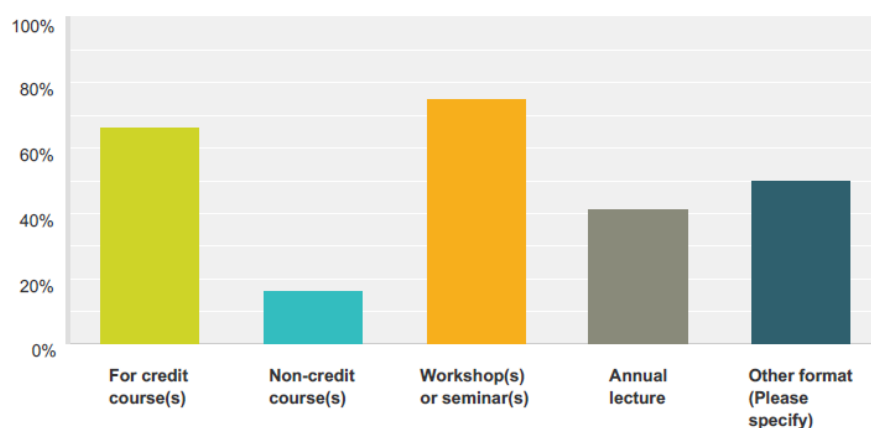
- 50% of respondents with activities that serve Alberta who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 50% of respondents in this category with activities that serve Alberta offer training on access to justice issues at the Masters of Laws level, 50% offer Continuing Legal Education training on access to justice issues. No organization in this category with activities that serve Alberta offer training on access to justice issues through Doctor of Philosophy in Law programs.
- 50% of respondents with activities that serve Saskatchewan who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 50% of respondents in this category with activities that serve Saskatchewan offer training on access to justice issues at the Masters of Laws level, 50% offer Continuing Legal Education training on access to justice issues. No organization in this category with activities that serve Saskatchewan offer training on access to justice issues through Doctor of Philosophy in Law programs.
- 50% of respondents with activities that serve Manitoba who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 50% of respondents in this category with activities that serve Manitoba offer training on access to justice issues at the Masters of Laws level, 50% offer Continuing Legal Education training on access to justice issues. No organization in this category with activities that serve Manitoba offer training on access to justice issues through Doctor of Philosophy in Law programs.
- 67% of respondents with activities that serve Ontario who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 67% of respondents in this category with activities that serve Ontario offer training on access to justice issues at the Masters of Laws level, 67% offer Continuing Legal Education training on access to justice issues. 33% of respondents in this category with activities that serve Ontario offer training on access to justice issues through Doctor of Philosophy in Law programs.
- 100% of respondents with activities that serve Quebec who offer formal legal training indicated that they offer training on access to justice issues through Continuing Legal Education programs. No organization in this category with activities that serve Quebec offer training on access to justice issues through Doctor of Philosophy in Law, Juris Doctorate of Masters of Laws programs.
- 50% of Survey respondents with activities that serve Newfoundland and Labrador who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 50% of respondents in this category with activities that serve Newfoundland and Labrador offer training on access to justice issues at the Masters of Laws level, 50% offer Continuing Legal Education training on access to justice issues. No organization in this category with activities that serve Newfoundland and Labrador offer training on access to justice issues through Doctor of Philosophy in Law programs.
- 50% of respondents with activities that serve Nova Scotia who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level and 50% of respondents in this category with activities that serve Nova Scotia offer training on access to justice issues through Continuing Legal Education programs. No organization in this category with activities that serve Nova Scotia offer training on access to justice issues through Doctor of Philosophy in Law or Masters of Law programs.
- 100% of respondents with activities that serve New Brunswick who offer formal legal training indicated that they offer training on access to justice issues through Continuing Legal Education programs. No organization in this category with activities that serve New Brunswick offer training on access to justice issues through Doctor of Philosophy in Law, Juris Doctorate of Masters of Laws programs.
- 50% of respondents with activities that serve Prince Edward Island who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 50% of respondents in this category with activities that serve Prince Edward Island offer training on access to justice issues at the Masters of Laws level, and 50% offer Continuing Legal

Education training on access to justice issues. No organization in this category with activities that serve Prince Edward Island offer training on access to justice issues through Doctor of Philosophy in Law programs.

- 50% of respondents with activities that serve the Yukon who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 50% of respondents in this category with activities that serve the Yukon offer training on access to justice issues at the Masters of Laws level, and 50% offer Continuing Legal Education training on access to justice issues. No organization in this category with activities that serve the Yukon offer training on access to justice issues through Doctor of Philosophy in Law programs.
- 50% of respondents with activities that serve the Northwest Territories who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 50% of respondents in this category with activities that serve the Northwest Territories offer training on access to justice issues at the Masters of Laws level, and 50% offer Continuing Legal Education training on access to justice issues. No organization in this category with activities that serve the Northwest Territories offer training on access to justice issues through Doctor of Philosophy in Law programs.
- 50% of respondents with activities that serve Nunavut who offer formal legal training indicated that they offer training on access to justice issues at the Juris Doctorate level, 50% of respondents in this category with activities that serve Nunavut offer training on access to justice issues at the Masters of Laws level, and 50% offer Continuing Legal Education training on access to justice issues. No organization in this category with activities that serve Nunavut offer training on access to justice issues through Doctor of Philosophy in Law programs.

Figure 104

**In what format do you offer training on
access to justice issues?**

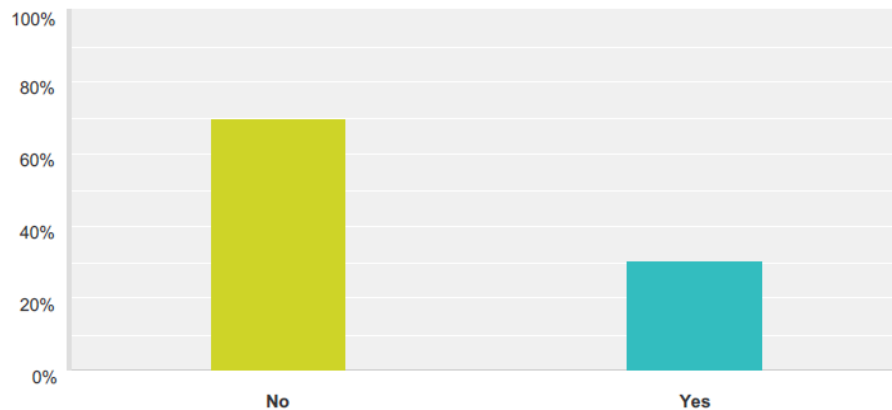


Organizations that indicated that they offer formal legal training as well as training on access to justice issues indicated that they offer access to justice training at different levels:

- 67% indicated that they offer training on access to justice issues through for credit courses
- 17% indicated that they offer training on access to justice issues through non-credit courses
- 75% indicated that they offer training on access to justice issues through workshops or seminars
- 42% indicated that they offer training on access to justice issues through annual lectures
- 50% indicated that they offer training on access to justice issues through other formats, including fellowships, web conferences, volunteer opportunities

Figure 105

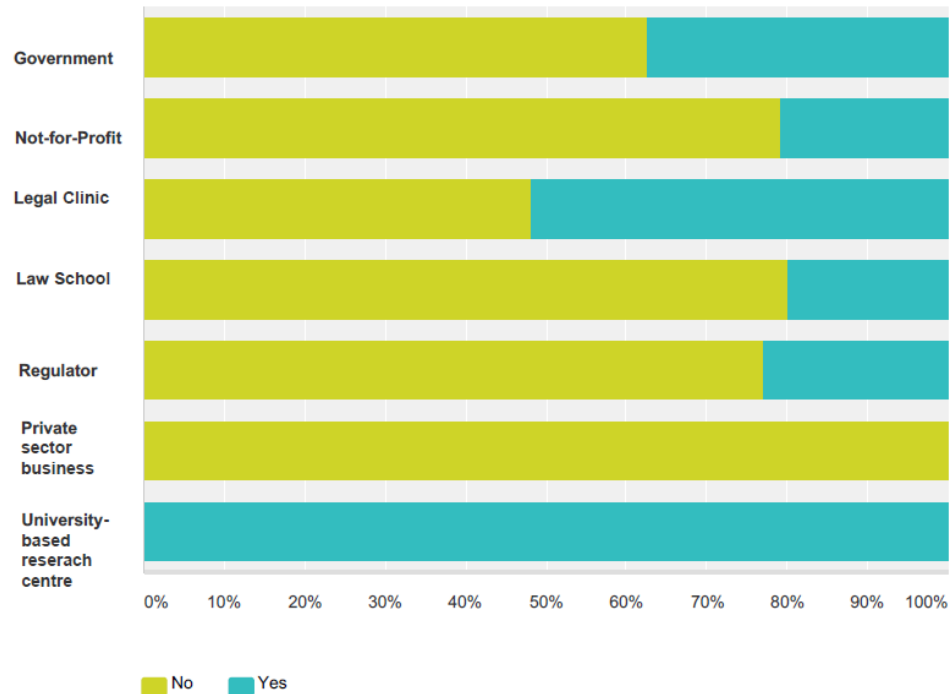
Does your organization provide access to justice education or resources to non-law post-secondary students?



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.

Figure 106

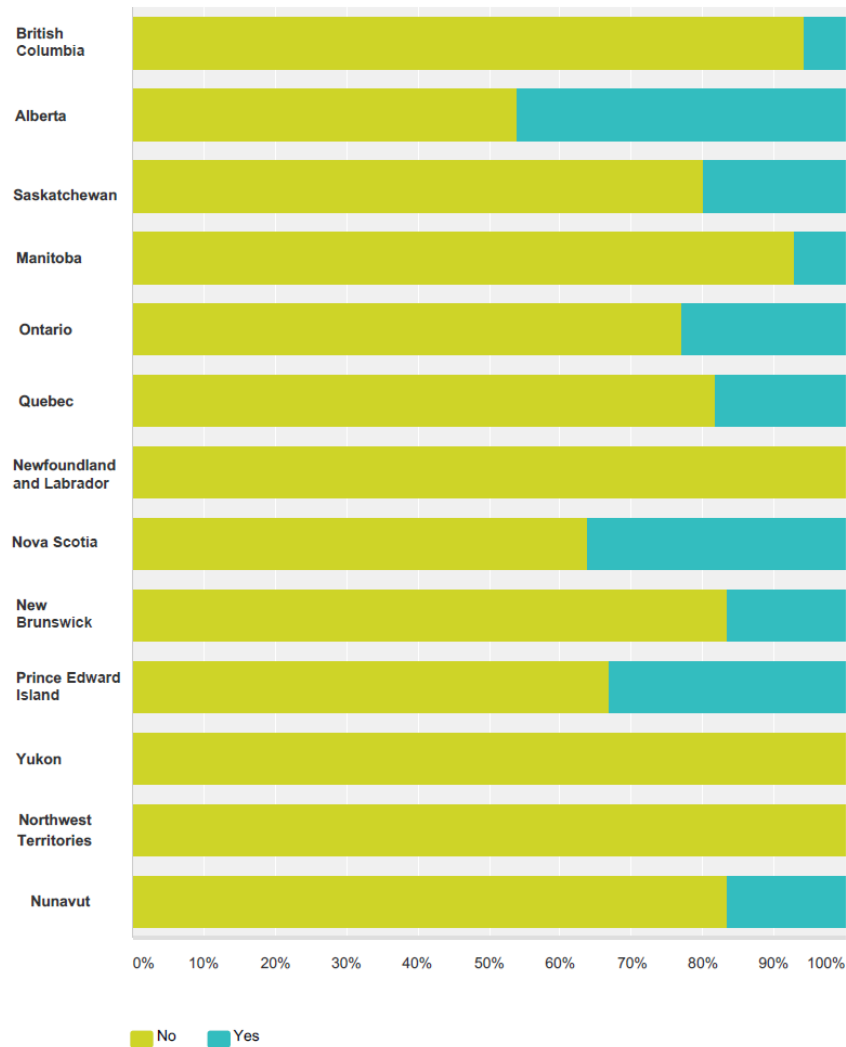
Does your organization provide access to justice education or resources to non-law post-secondary students?



- 38% of government respondents in this category indicated that they provide access to justice education or resources to non-law post-secondary students
- 21% of not-for profit respondents indicated that they provide access to justice education or resources to non-law post-secondary students
- 52% of legal clinic respondents indicated that they provide access to justice education or resources to non-law post-secondary students
- 20% of law school respondents indicated that they provide access to justice education or resources to non-law post-secondary students
- 23% of regulators indicated that they provide access to justice education or resources to non-law post-secondary students
- No private sector business respondents in this category indicated that they provide access to justice education or resources to non-law post-secondary students
- 100% of university-based research centre respondents indicated that they provide access to justice education or resources to non-law post-secondary students

Figure 107

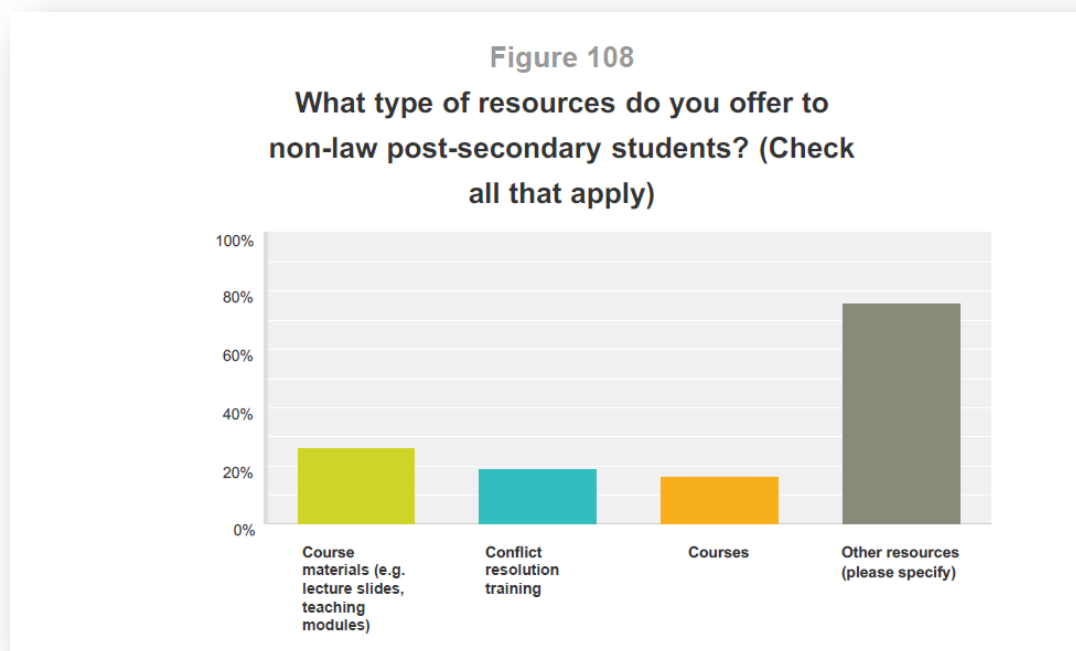
Does your organization provide access to justice education or resources to non-law post-secondary students?



Based on provincial/territorial scope:

- 6% of respondents with activities that serve British Columbia indicated that they provide access to justice education or resources to non-law post-secondary students
- 46% of respondents with activities that serve Alberta indicated that they provide access to justice education or resources to non-law post-secondary students
- 20% of respondents with activities that serve Saskatchewan indicated that they provide access to justice education or resources to non-law post-secondary students

- 7% of respondents with activities that serve Manitoba indicated that they provide access to justice education or resources to non-law post-secondary students
- 23% of respondents with activities that serve Ontario indicated that they provide access to justice education or resources to non-law post-secondary students
- 18% of respondents with activities that serve Quebec indicated that they provide access to justice education or resources to non-law post-secondary students
- No Survey respondents with activities that serve Newfoundland and Labrador indicated that they provide access to justice education or resources to non-law post-secondary students
- 36% of respondents with activities that serve Nova Scotia indicated that they provide access to justice education or resources to non-law post-secondary students
- 17% of respondents with activities that serve New Brunswick indicated that they provide access to justice education or resources to non-law post-secondary students
- 33% of respondents with activities that serve Prince Edward Island indicated that they provide access to justice education or resources to non-law post-secondary students
- No Survey respondents with activities that serve the Yukon indicated that they provide access to justice education or resources to non-law post-secondary students
- No Survey respondents with activities that serve the Northwest Territories indicated that they provide access to justice education or resources to non-law post-secondary students
- 17% of Survey respondents with activities that serve Nunavut indicated that they provide access to justice education or resources to non-law post-secondary students

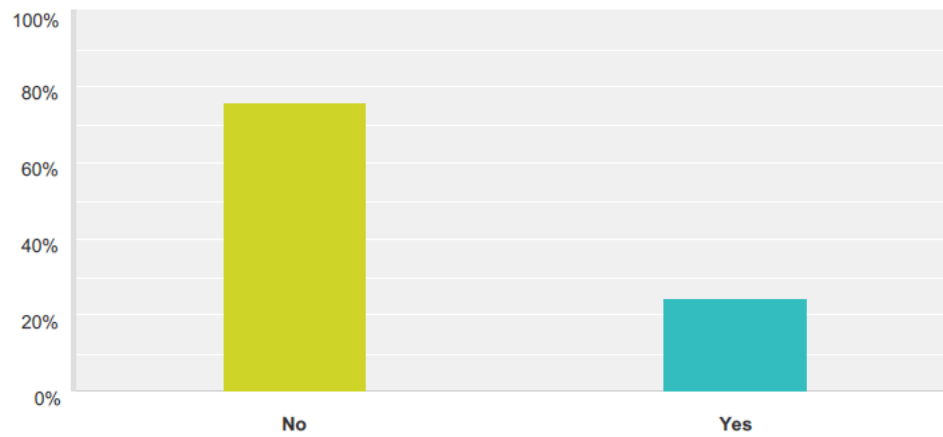


42 respondents indicated that they offer the following resources to non-law post-secondary students:

- 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 109

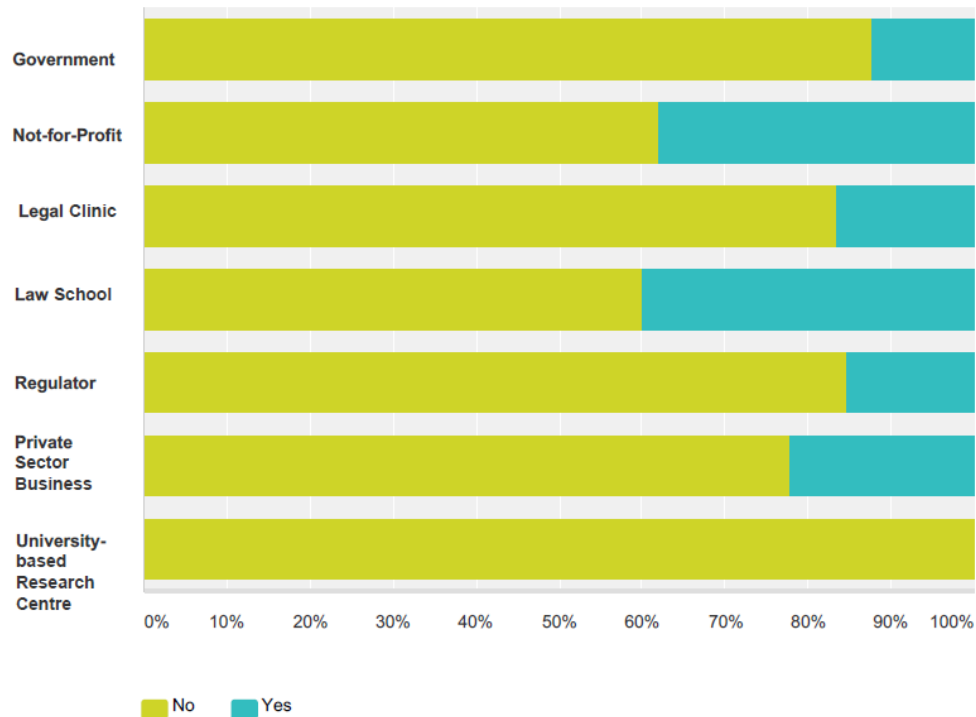
Has your organization undertaken any initiatives to facilitate justice teaching in primary or secondary schools?



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

Figure 110

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

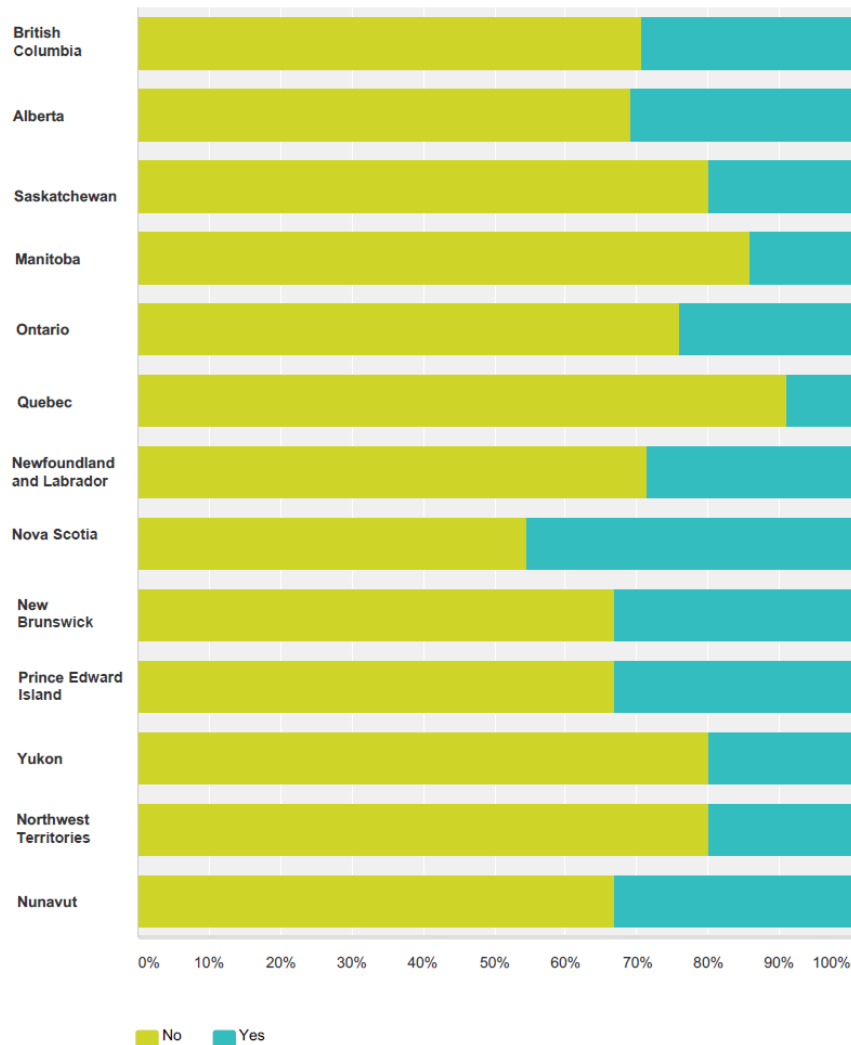


Of the respondents who indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools:

- 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 respondents indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools

Figure 111

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

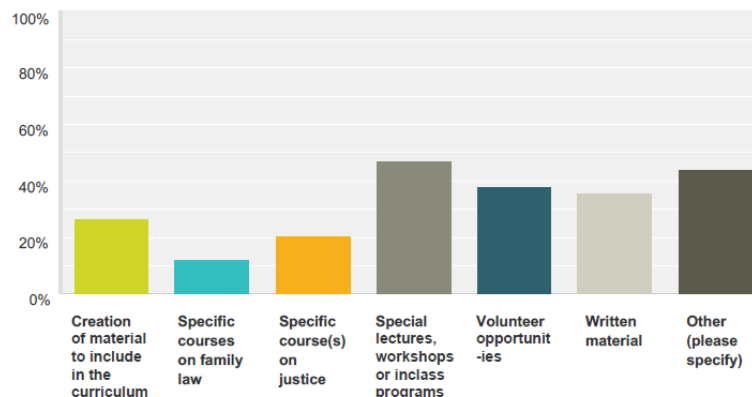


Based on territorial/provincial scope:

- 30% of respondents with activities that serve British Columbia indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 31% of respondents with activities that serve Alberta indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 20% of respondents with activities that serve Saskatchewan indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 14% of respondents with activities that serve Manitoba indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools

- 24% of respondents with activities that serve Ontario indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 9% of respondents with activities that serve Quebec indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 29% of respondents with activities that serve Newfoundland and Labrador indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 45% of respondents with activities that serve Nova Scotia indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 33% of respondents with activities that serve New Brunswick indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 33% of respondents with activities that serve Prince Edward Island indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 20% of respondents with activities that serve the Yukon indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 20% of respondents with activities that serve the Northwest Territories indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools
- 33% of respondents with activities that serve Nunavut indicated that they have undertaken initiatives to facilitate justice teaching in primary or secondary schools

Figure 112
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)



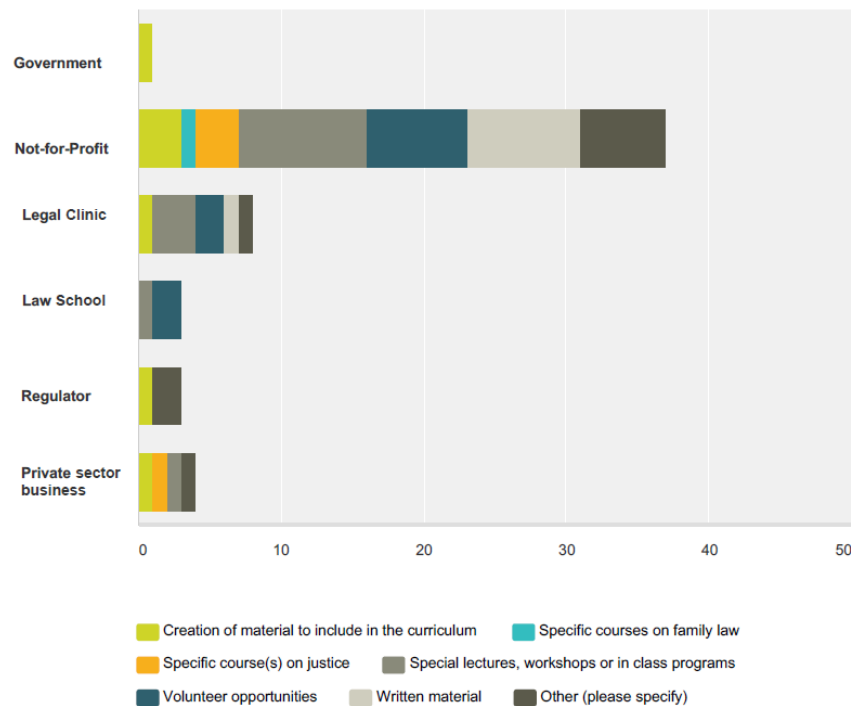
34 respondents provided responses regarding the types of initiatives that their organization has undertaken to promote/facilitate justice teaching in primary or secondary schools:

- 26% of respondents in this category indicated that they have promoted/facilitated justice teaching through the creation of material to include in the curriculum
- 12% of respondents in this category indicated that they have promoted/facilitated justice teaching through specific courses on family law

- 21% of respondents in this category indicated that they have promoted/facilitated justice teaching through specific course(s) on justice
- 47% of respondents in this category indicated that they have promoted/facilitated justice teaching through special lectures, workshops or in class programs
- 38% of respondents in this category indicated that they have promoted/facilitated justice teaching through volunteer opportunities
- 35% of respondents in this category indicated that they have promoted/facilitated justice teaching through written material
- 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 target primary and secondary school students, “Law Day” presentations, law essay competitions, public legal workshops, theatre presentations and mock trials

Figure 113

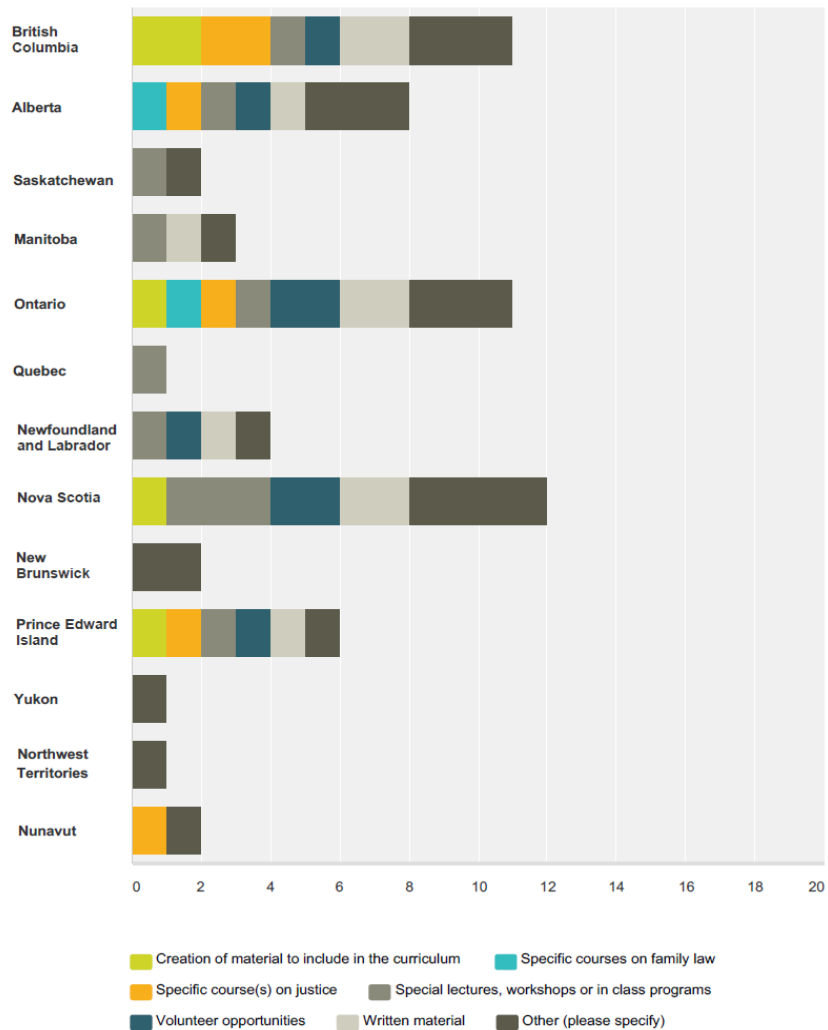
Which of the following types of initiatives has your organization undertaken to promote/facilitate teaching of justice in primary or secondary schools? (Select all that apply)



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

- 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 the curriculum. No other methods were identified by government respondents.
- 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 method.
- 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 material to include in the curriculum and 25% indicated that they facilitate justice teaching through written materials. No legal clinic respondents 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.
- 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% indicated that they use special lectures, workshops or in-class programs. There are no other methods used by law school respondents in this category.
- 50% of regulators indicated that they facilitate/promote justice teaching in primary or secondary schools through the creation of materials to include in the 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.
- 50% of private sector business respondents in this category indicated that they facilitate/promote justice teaching in primary or secondary through the creation of material to include in the curriculum. 50% also indicated that they use specific courses on justice and 50% facilitate/promote justice teaching through special workshops or in class programs. No private sector business respondent in this category indicated that they use specific courses on family law, volunteer opportunities or written material to promote/facilitate justice teaching.

Figure 114
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)



Based on territorial/provincial scope:

- The creation of materials to include in the curriculum, specific courses on justice and written materials are the most common initiatives for facilitating/promoting justice education in primary or secondary school used by respondents with activities that serve British Columbia. 40% each indicated that they use each of these methods. No respondents in this category with activities

that serve British Columbia indicated that they use specific courses on family law to facilitate/promote justice teaching in primary or secondary schools.

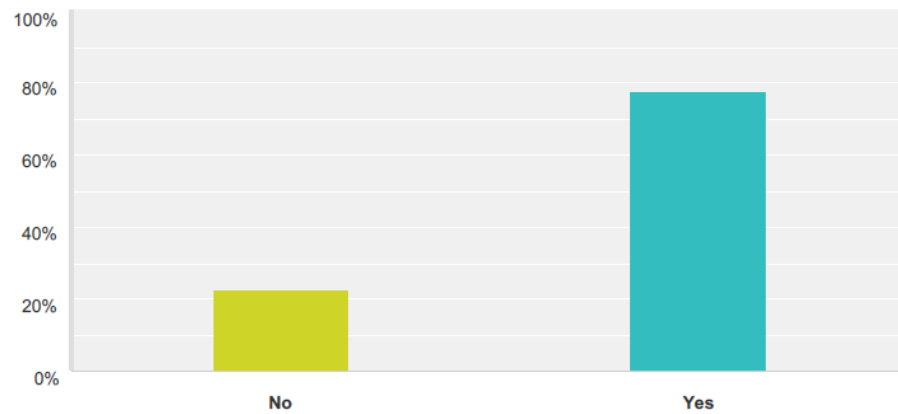
- 25% of respondents in this category with activities that serve Alberta indicated that they use each of the following initiatives to promote justice teaching in primary or secondary schools: specific courses on family law, specific courses on justice, special lectures, workshops or in-class programs, volunteer opportunities and written material. No respondents in this category with activities that serve Alberta indicated that they facilitate/promote justice teaching in primary or secondary schools through the creation of material to include in the curriculum
- 50% of respondents in this category with activities that serve Saskatchewan indicated that they promote/facilitate justice teaching in primary or secondary schools through special lectures, workshops or in-class programs. No respondents in this category with activities that serve Saskatchewan indicated that they facilitate/promote justice teaching in primary or secondary schools through other initiatives listed.
- 50% of respondents in this category with activities that serve Manitoba indicated that they promote/facilitate justice teaching in primary or secondary schools through special lectures, workshops or in-class programs. Further, 50% indicated that they facilitate/promote justice teaching through written materials. No respondents in this category with activities that serve Manitoba indicated that they facilitate/promote justice teaching in primary or secondary schools through other initiatives listed.
- 33% of respondents in this category with activities that serve Ontario indicated that they promote/facilitate justice teaching in primary or secondary schools through volunteer opportunities and 33% indicated that they promote/facilitate justice teaching in primary or secondary schools through written materials. 17% of respondents in this category with activities that serve Ontario indicated that they facilitate/promote justice teaching in primary or secondary schools through each of the following initiatives: Creation of material to include in the curriculum, specific courses on family law, specific courses on justice and special lectures, workshops or in-class programs
- 100% of respondents in this category with activities that serve Quebec indicated that they promote/facilitate justice teaching in primary or secondary schools through special lectures, workshops or in-class programs. No respondents in this category with activities that serve Quebec indicated that they facilitate/promote justice teaching in primary or secondary schools through other initiatives listed
- 50% of respondents in this category with activities that serve Newfoundland and Labrador indicated that they promote/facilitate justice teaching in primary or secondary schools through each of the following: special lectures, workshops or in-class programs, volunteer opportunities and written materials. No respondents in this category with activities that serve Newfoundland and Labrador indicated that they facilitate/promote justice teaching in primary or secondary schools through other initiatives listed.
- 60% of respondents in this category with activities that serve Nova Scotia indicated that they promote/facilitate justice teaching in primary or secondary schools through special lectures, workshops or in-class programs; 40% indicated that they promote/facilitate justice teaching in primary or secondary schools through each of the following: volunteer opportunities and written materials. 20% of respondents in this category with activities that serve Nova Scotia indicated that they facilitate/promote justice teaching in primary or secondary schools through the creation of material to include in the curriculum. No respondents in this category with activities that serve Nova Scotia indicated that they facilitate/promote justice teaching in primary or secondary schools through other initiatives listed
- No respondents in this category with activities that serve New Brunswick indicated that they facilitate/promote justice teaching in primary or secondary schools through the initiatives listed though 100% of respondents in this category with activities that serve New Brunswick indicated that they facilitate/promote justice teaching in primary or secondary schools through initiatives other than those proffered.

- 50% of respondents in this category with activities that serve Prince Edward Island indicated that they promote/facilitate justice teaching in primary or secondary schools through each of the following: creation of material to include in the curriculum, specific courses on justice, special lectures, workshops or in-class programs, volunteer opportunities and written materials. . No respondents in this category with activities that serve Prince Edward Island indicated that they facilitate/promote justice teaching in primary or secondary schools through specific courses on family law.
- No respondents in this category with activities that serve the Yukon indicated that they facilitate/promote justice teaching in primary or secondary schools through the initiatives listed though 100% of respondents in this category with activities that serve the Yukon indicated that they facilitate/promote justice teaching in primary or secondary schools through initiatives other than those proffered.
- No respondents in this category with activities that serve the Northwest Territories indicated that they facilitate/promote justice teaching in primary or secondary schools through the initiatives listed though 100% of respondents in this category with activities that serve the Northwest Territories indicated that they facilitate/promote justice teaching in primary or secondary schools through initiatives other than those proffered.
- 50% of respondents in this category with activities that serve Nunavut indicated that they promote/facilitate justice teaching in primary or secondary schools through specific courses on justice. No respondents in this category with activities that serve Nunavut indicated that they facilitate/promote justice teaching in primary or secondary schools through other initiatives listed. 50% of respondents in this category with activities that serve Nunavut indicated that they facilitate/promote justice teaching in primary or secondary schools through initiatives other than those proffered.

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

Figure 115

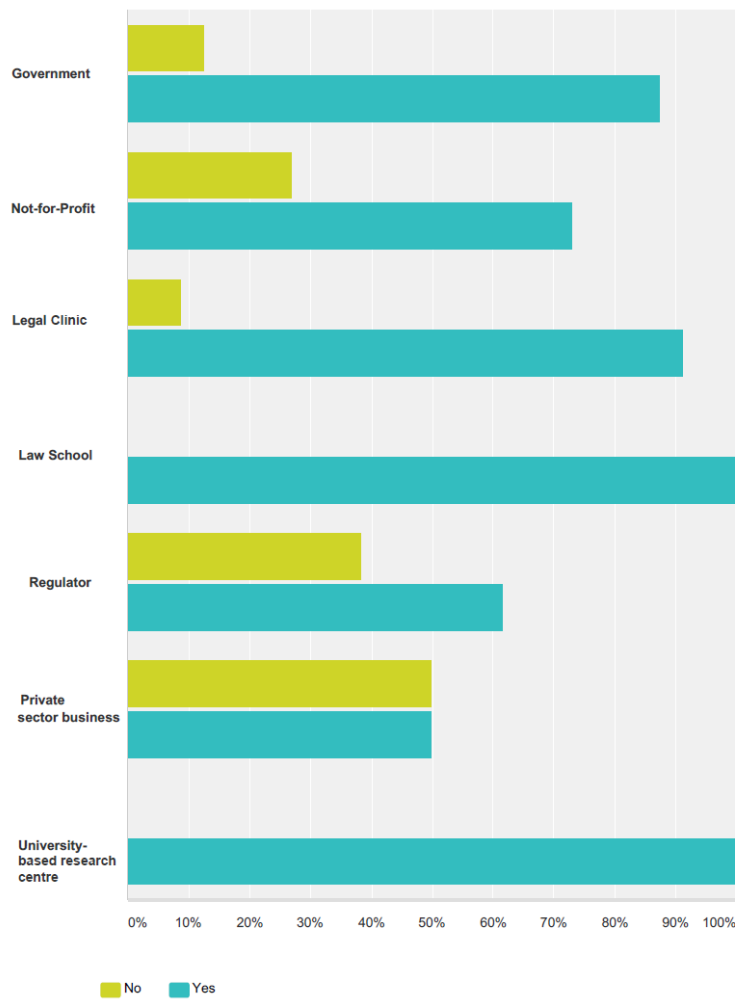
Has your organization collaborated with any organizations or stakeholders on access to justice initiatives (in civil or family matters)?



104 respondents (or 78% of Survey respondents in this category) indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).

Figure 116

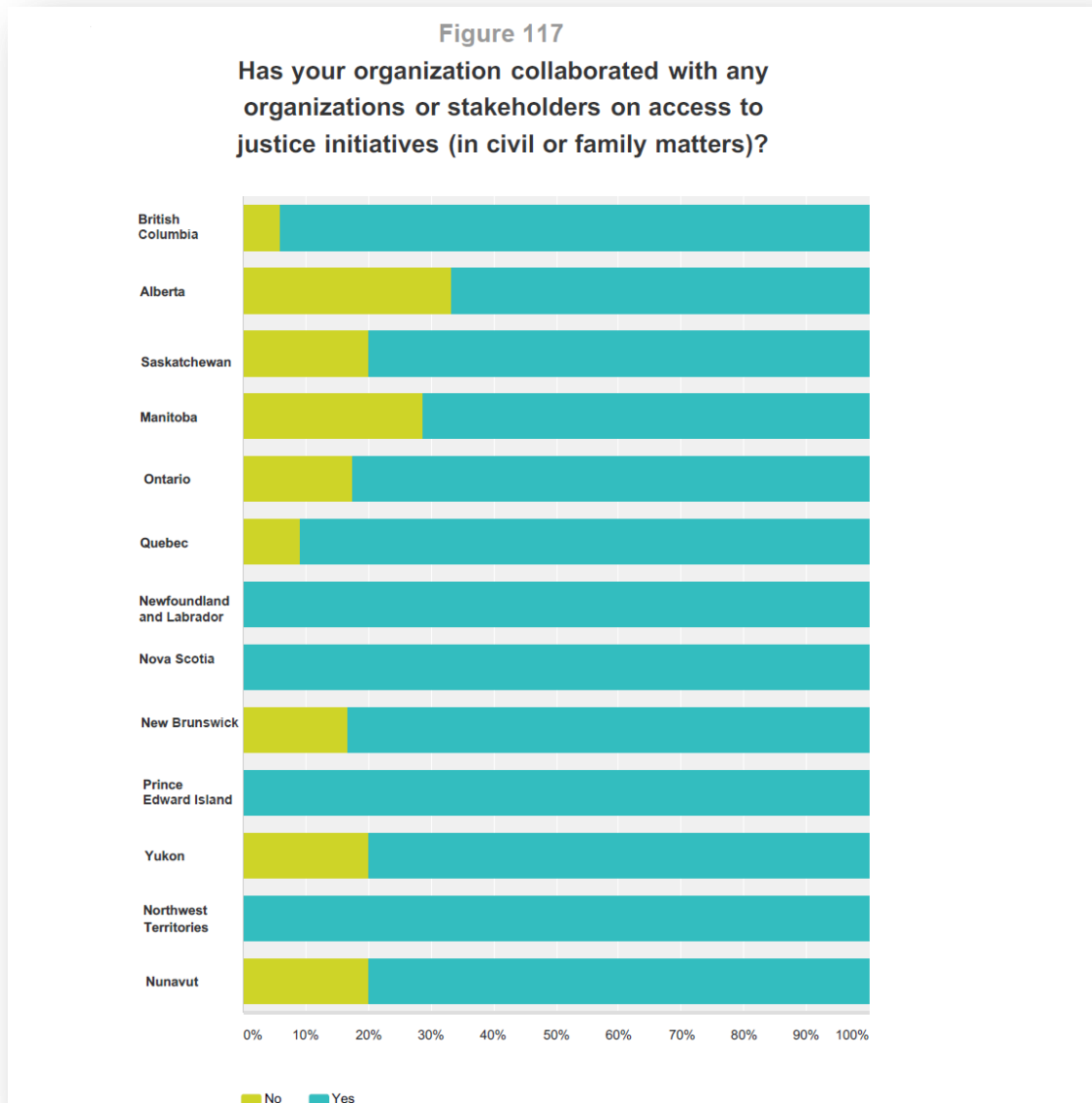
Has your organization collaborated with any organizations or stakeholders on access to justice initiatives (in civil or family matters)?



Among these 104 respondents:

- 88% of government respondents indicated that they have collaborated with organizations or stakeholders on access to justice initiatives in civil or family matters.
- 73% of not-for-profit organizations indicated that they have collaborated with organizations or stakeholders on access to justice initiatives.
- 91% of legal clinic respondents indicated that they have collaborated with organizations for this purpose.
- 100% of law school respondents indicated that they have collaborated with organizations or stakeholders on access to justice initiatives.
- 62% of respondents who identify as regulators indicated that they have collaborated with organizations or stakeholders on access to justice initiatives.

- 50% of private sector business respondents indicated that they have collaborated with organizations or stakeholders for this purpose.
- 100% of university-based research centre respondents indicated that they have collaborated with organizations or stakeholders on access to justice initiatives.



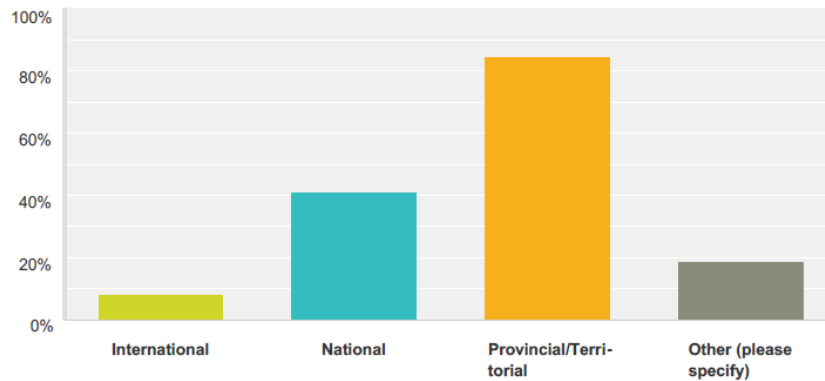
Based on provincial/territorial organizational scope:

- 94% of Survey respondents in this category with activities that serve British Columbia indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 67% of respondents in this category with activities that serve Alberta indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).

- 80% of respondents in this category with activities that serve Saskatchewan indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 71% of respondents in this category with activities that serve Manitoba indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 83% of respondents in this category with activities that serve Ontario indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 91% of respondents in this category with activities that serve Quebec indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 100% of respondents in this category with activities that serve Newfoundland and Labrador indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 100% of Survey respondents in this category with activities that serve Nova Scotia indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 83% of respondents in this category with activities that serve New Brunswick indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 100% of respondents in this category with activities that serve Prince Edward Island indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 80% of respondents in this category with activities that serve the Yukon indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 100% of respondents in this category with activities that serve the Northwest Territories indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).
- 80% of respondents with activities that serve Nunavut indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters).

Figure 118

At what level? (Select all that apply)

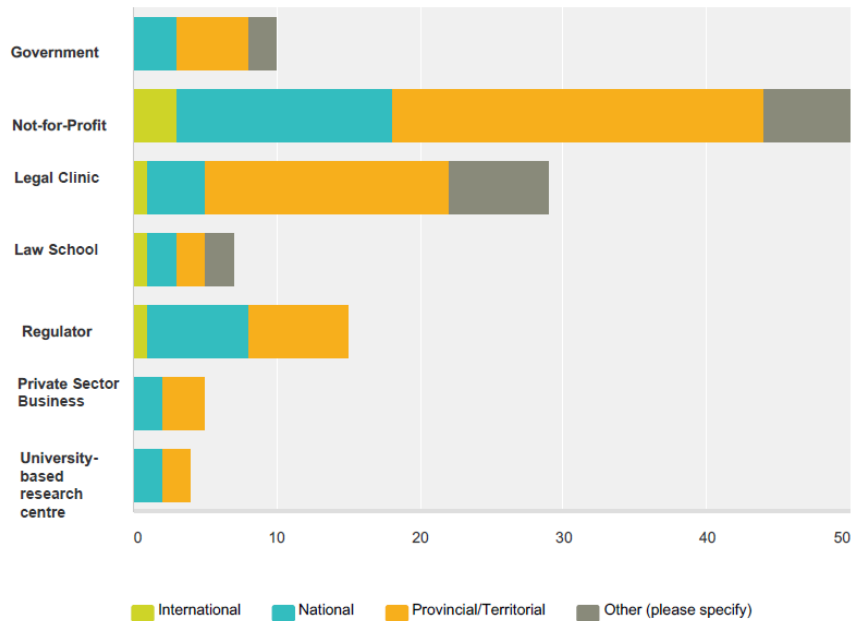


Of the respondents who indicated that their organization has collaborated with organizations or stakeholders on access to justice initiatives (in civil or family matters):

- 8% indicated that they collaborate at an international level
- 41% indicated that they collaborate at a national level
- 84% indicated that they collaborate at a provincial/territorial level
- 18% indicated that they collaborate at other levels, including municipal, regional, local and/or a combination of these.

Figure 119

At what level? (Select all that apply)



50% of government respondents who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at a national level, 83% collaborate at a provincial/territorial level and 33% collaborate at other levels. No government respondents indicated that they coordinate with organizations or stakeholders at an international level.

10% of not-for-profit respondents who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at an international level, 50% indicated that they collaborate at a national level, 87% of not-for-profit respondents who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at a provincial/territorial level and 20% indicated that they collaborate with organizations or stakeholders at other levels.

5% of legal clinic respondents who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at an international level, 19% collaborate at a national level, 81% collaborate at a provincial/territorial level and 33% indicated that they collaborate with organizations or stakeholders at other levels.

25% of law school respondents who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at an international level, 50% indicated that they collaborate at a national level, 50% of law school respondents who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at a provincial/territorial level and 50% indicated that they collaborate with organizations or stakeholders at other levels.

13% of regulators who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at an international level, 88% indicated that they collaborate at a national

level and 88% of regulators who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at a provincial/territorial level. No respondents who identify as regulators indicated that they coordinate with organizations or stakeholders at other levels.

50% of private sector business respondents who collaborate with organizations or stakeholders on access to justice initiatives (in civil or family matters) do so at a national level and 75% collaborate at a provincial/territorial level. No respondents who identify as private sector businesses indicated that they coordinate with organizations or stakeholders at an international level or at a level other than those previously mentioned.

All university-based research centre respondents indicated that they collaborate at a national level and at a provincial/territorial level. Conversely, no university-based research centre respondents indicated that they collaborate at an international level or at a level other than those previously mentioned.

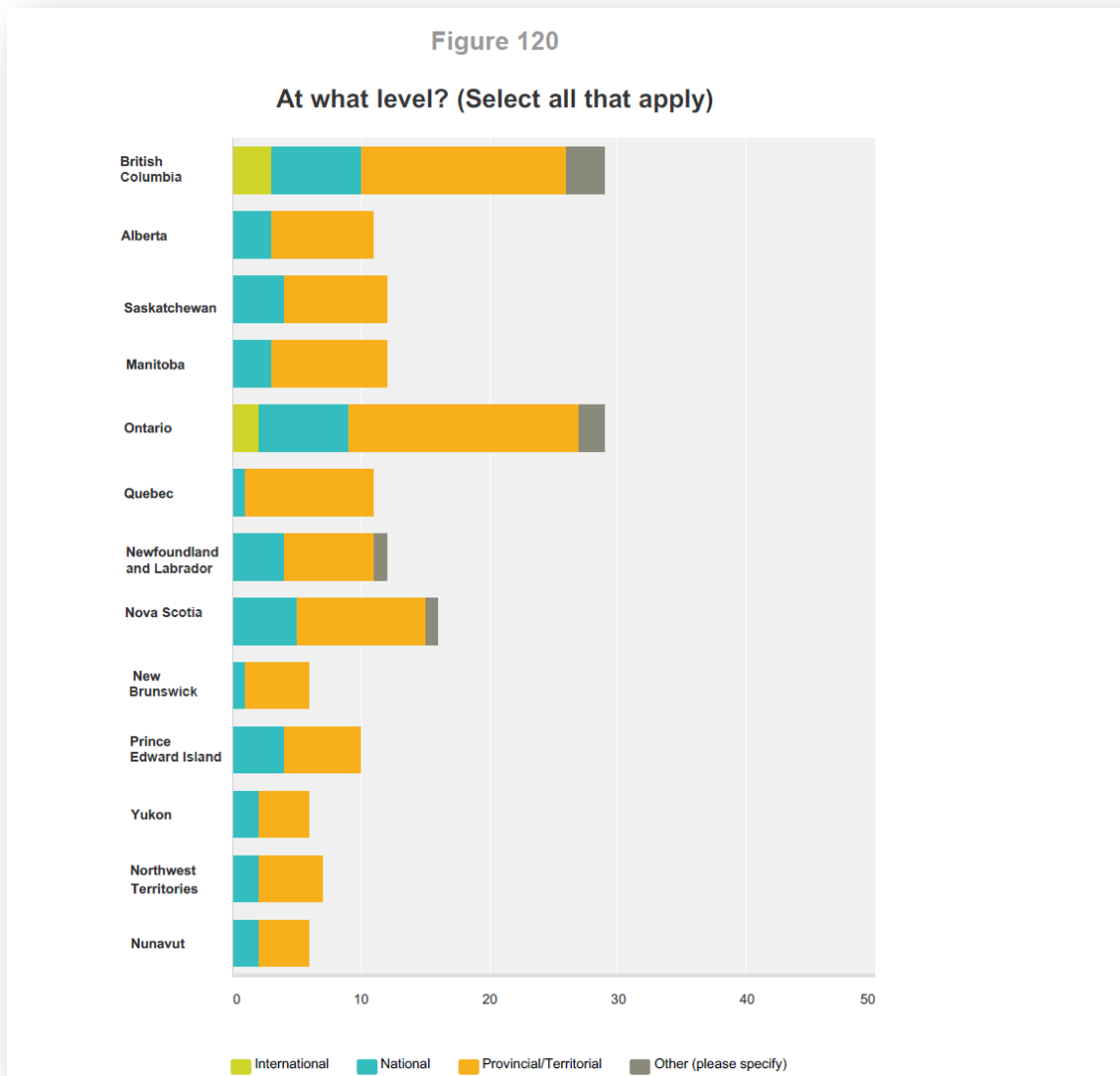
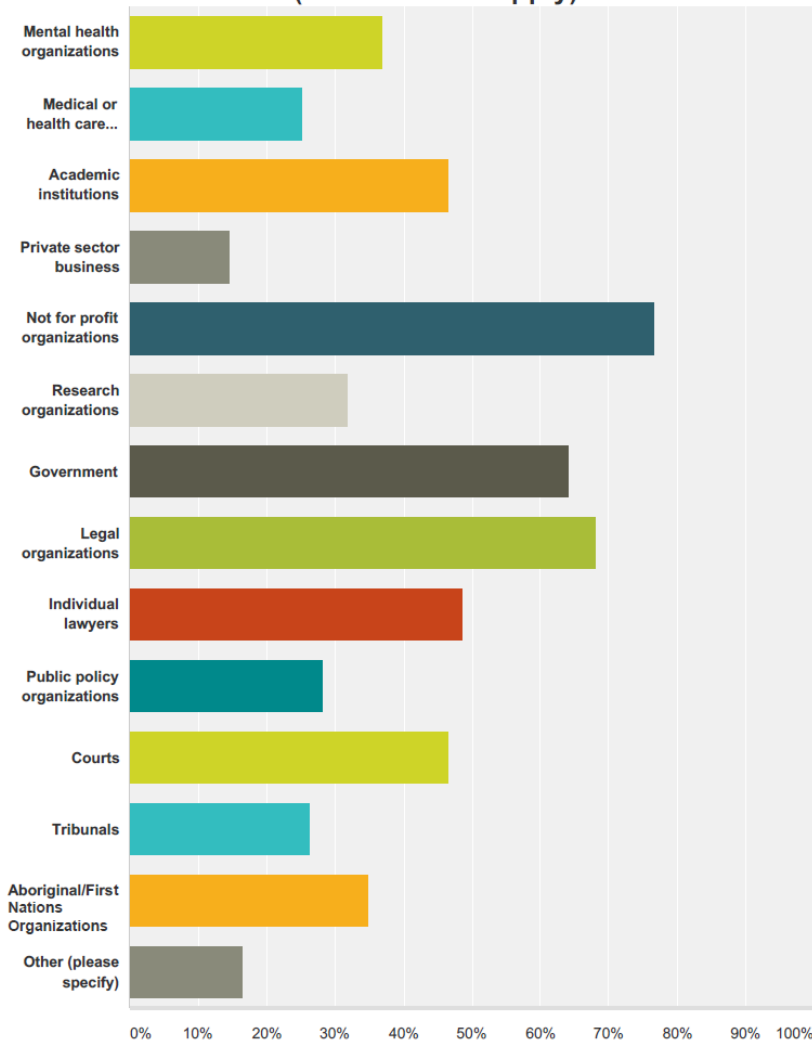


Figure 121

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

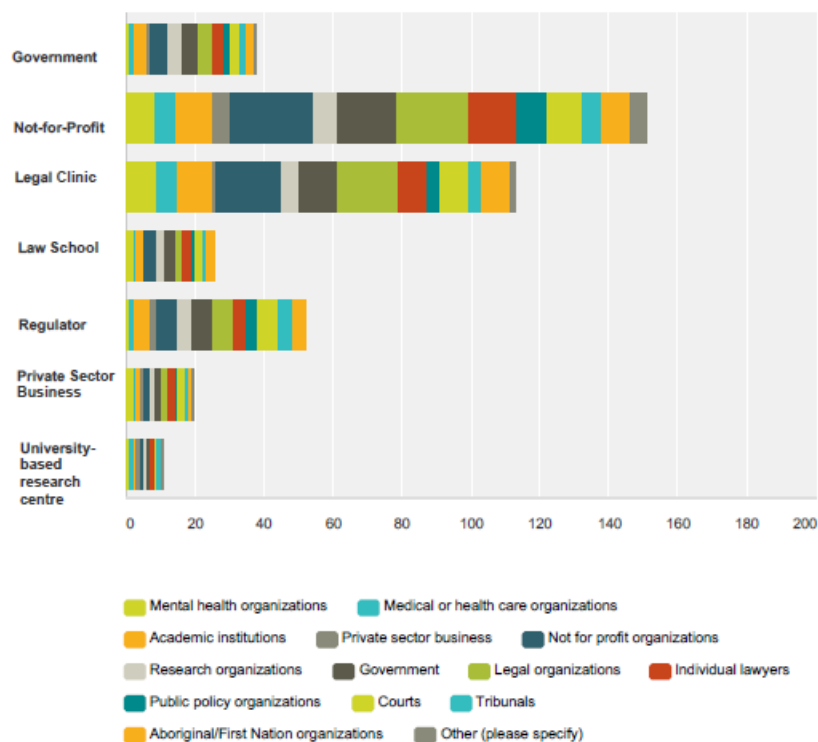


Respondents across the board indicated they have collaborated with organizations and/ or stakeholders from a range of domains.

37% of respondents in this category indicated that they have collaborated with mental health organizations stakeholders on access to justice initiatives (in civil or family matters), 25% have collaborated with medical or health care organizations and 47% indicated that they have collaborated with academic institutions. 15% of respondents in this category indicated that they have collaborated with private sector businesses while a majority – 77% – indicated that they collaborated with not-for-profit research organizations. 32% indicated that they have collaborated with research organizations while twice as many respondents – 64%— indicated they have worked with government. 68% have collaborated with legal organizations while 49% indicated that they have collaborated with individual lawyers and 28% have collaborated with public policy organizations. 47% of respondents in this category

indicated they have collaborated with courts, 26% have collaborated with tribunals and 35% have collaborated with aboriginal/first nations organizations. 17% of respondents indicated that they have collaborated with organizations and/ or stakeholders other than those previously mentioned, including access to justice commissions, mediators and the National Access to Justice Committee.

Figure 122
Who has your organization collaborated with? (Select all that apply)



An equal percent of government respondents – 83% in each category – indicated that they have collaborated with not-for-profit organizations and they have collaborated with other government bodies. 67% of government respondents indicated that have collaborated with academic institutions and a further 67% also indicated that they have collaborated with legal organizations as well as with research organizations. 50% of government respondents indicated that they have collaborated with individual lawyers and 50% indicated that they have collaborated with courts. Collaborations between government respondents and mental health organizations, medical or healthcare organizations and private sector businesses recorded the least number of responses with 17% of government respondents in each category.

Not-for-profit respondents mostly coordinate with other not-for-profit respondents on access to justice initiatives (in civil or family matters) with 80% of not-for-profit respondents in this category indicating that they have worked with other not-for-profits. 70% have collaborated with legal organizations, 57%

indicated that they have collaborated with government and 47% indicated that they have worked with individual lawyers. Collaboration between not-for-profit respondents and private sector businesses generated the least number of responses among this group at 17%.

90% of legal clinic respondents indicated that they collaborate with not-for-profit organizations while 86% indicated that they work with legal organizations. 52% indicated that they collaborated with government, 48% have collaborated with academic institutions and 43% indicated that they collaborated with mental health organizations. At the lower end, 19% of legal clinic respondents indicated that they collaborated with public policy organizations, 19% indicated that they collaborated with tribunals and 5% indicated that they collaborated with private sector businesses.

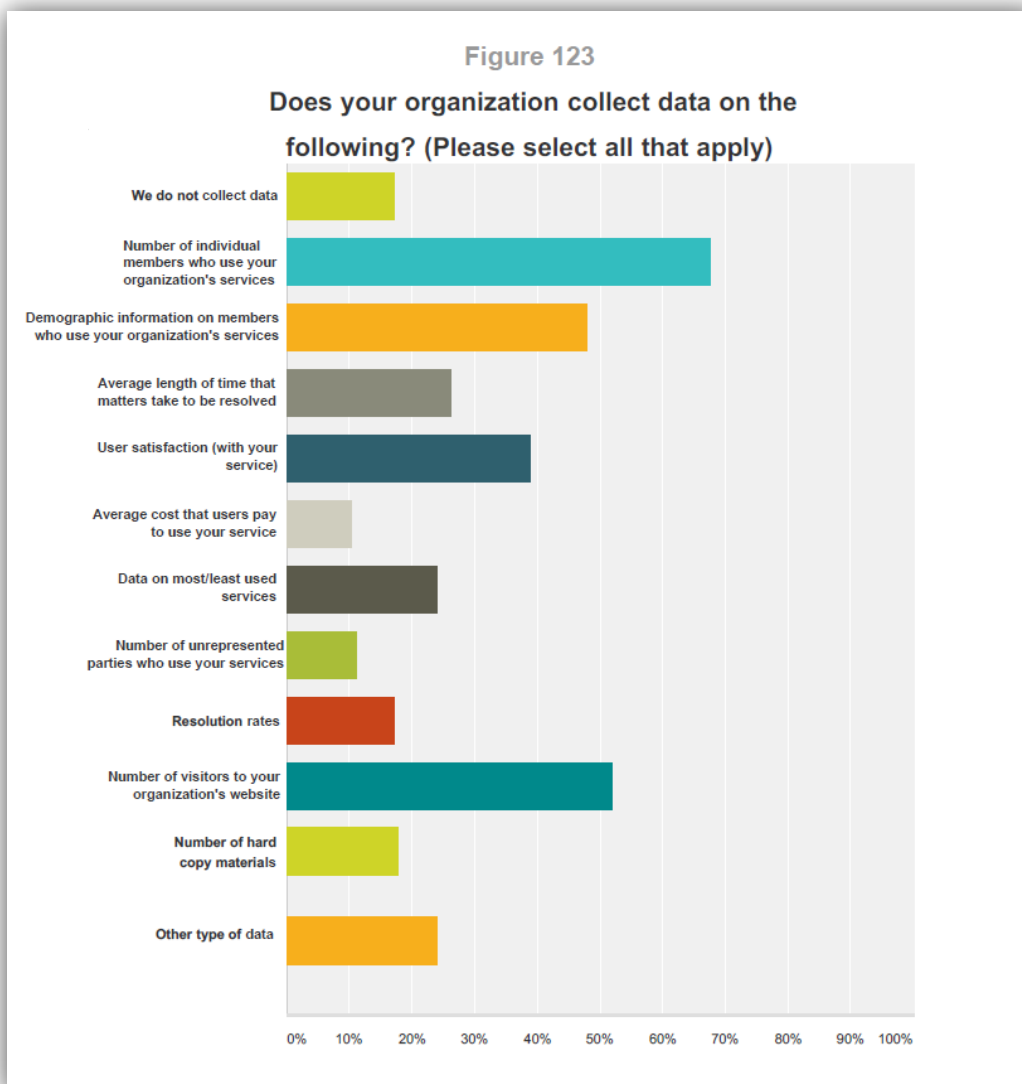
100% of law school respondents indicated that they have collaborated with not-for-profit organizations. 75% indicated that they have collaborated with individual lawyers and a further 75% indicated that they have collaborated with Aboriginal/First Nations organizations. 25% of law school respondents indicated that they have collaborated with each of the following organizations/stakeholders: medical or healthcare organizations, public policy organizations and tribunals. No law schools indicated that they have collaborated with private sector organizations or stakeholders.

75% of regulators indicated that have collaborated with organizations or stakeholders in each of the following categories: not-for-profit organizations, government, legal organizations and courts. 63% indicated that they have collaborated with academic institutions while 50% indicated they have collaborated with research organizations, 50% have collaborated with individual lawyers, 50% have collaborated with tribunals and 50% have collaborated with Aboriginal/First Nations organizations. The fewest number of collaborations by respondents who identify as regulators come from their work with mental health organizations at 13%, and their work with medical or healthcare organizations, also at 13%.

Responses by private sector business respondents indicated even numbers across most categories of organizations and or stakeholders with whom they have collaborated. 50% indicated that they have collaborated with organizations or stakeholders in each of the following categories: mental health organizations, not-for-profit organizations, government, legal organizations, individual lawyers and courts. 25% of private sector respondents in this category indicated that they have collaborated with each of the following groups of organizations or stakeholders: medical or healthcare organizations, academic institutions, other private sector businesses, research organizations, public policy organizations, tribunals and Aboriginal/First Nations organizations.

50% of university-based research centre respondents indicated that they organizations or stakeholders in each of the following categories: mental health organizations, medical or healthcare organizations, academic institutions, private sector businesses, not-for-profit organizations, research organizations, government, individual lawyers, courts and tribunals. No university-based research centre respondents indicated that they collaborated with Aboriginal/First Nations organizations, public policy organizations or legal organizations.

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

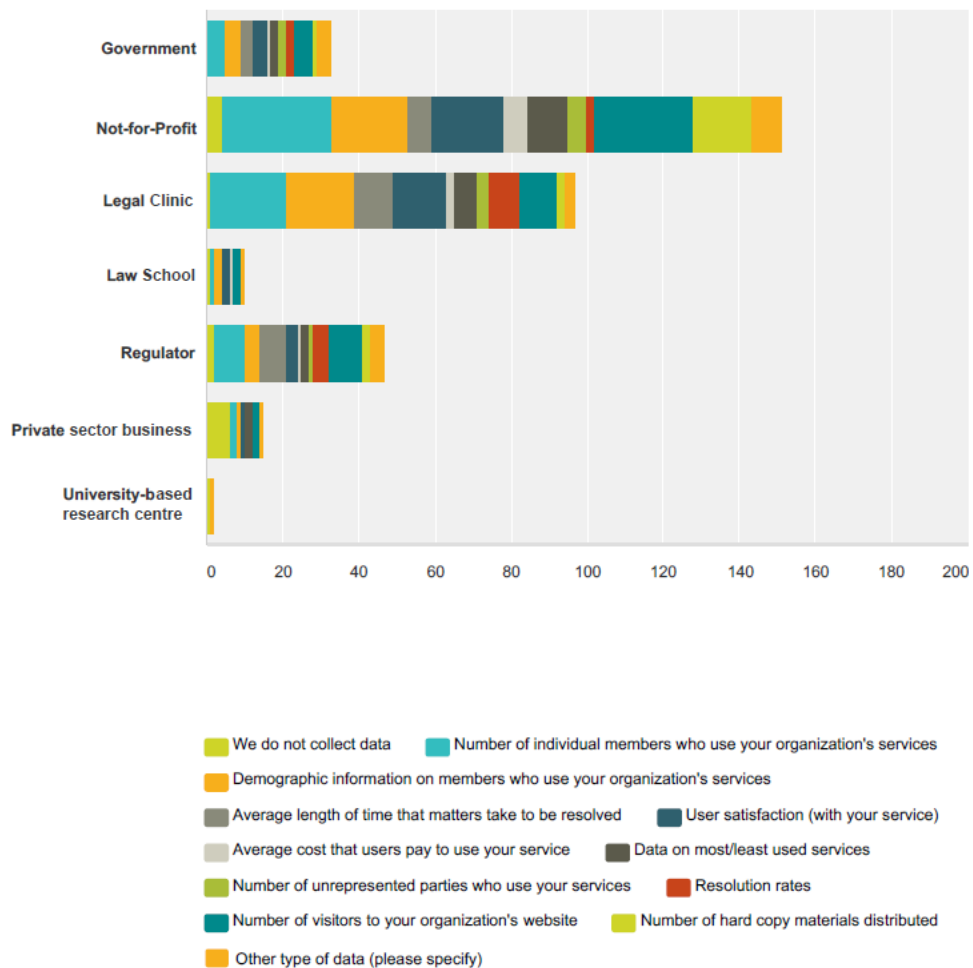


Of the 133 Survey respondents who recorded responses to this question, 110 respondents (or 83% of Survey respondents in this category) indicated that their organization collects some form of data.

- 68% indicated that they collect data/information on the individual members who use their organization's services
- 48% indicated that they collect demographic information on members who use their organization's services
- 26% indicated they collect data/information on the average length of time that matters take to be resolved
- 39% indicated that they collect data/information on user satisfaction with their service
- 11% indicated that they collect data/information on the average cost that users pay to access their service
- 24% indicated that they collect data on the most or least used services from their organization

- 11% indicated that they collect data/information on the number of unrepresented parties who use their services
- 17% indicated that they collect data/information on resolution rates
- 52% indicated that they collect data/information on the number of visitors to their organization's website
- 18% indicated that they collect data/information on the number of hard copy materials distributed
- 24% indicated 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 usefulness of services or information in addressing problems, data on legal need, KPIs, outcome measures, type of legal issue experienced, legal representation, referral source, law reform activities, records of advice and others.

Figure 124
Does your organization collect data on the following? (Please select all that apply)



Each organizational respondent group indicated that they collect data on at least one of services/topics included in the Survey.

All government respondents indicated that they collect some kind of data. 71% of government respondents in this category indicated that they collect information on the number of individual members who use their services. 71% also indicated that they collect data on the number of visitors to their website. 57% of government respondents in this category indicated that they collect demographic information on members who use their services, 57% also collect information/data on user satisfaction with the services they provide. 43% of government respondents indicated that they collect information on the average length of time that matters take to be resolved. 29% of government respondents in this category indicated that they collect data/information on each of the following: the most/least used services, the number of unrepresented parties who use their services and resolution rates. 14% of government respondents indicated that they collect information on the number of hard copy materials distributed.

71% of not-for-profit respondents in this category indicated that they collect data/information on the number of individual members who use their services. 63% of not-for-profit respondents in this category indicated that they collect data on the number of visitors to their website. 49% of not-for-profit respondents indicated that they collect demographic information on members who use their services while 46% collect information/data on user satisfaction with the services they provide. 37% of not-for-profit respondents indicated that they collect information on the number of hard copy materials distributed. 27% of not-for-profit respondents in this category indicated that they collect data/information on the most/least used services for their organization, 15% collect information on the average cost that users pay to use their services. Similarly 15% of not-for-profit respondents collect information on the average length of time that it takes matters to be resolved. 12% collect data on the number of unrepresented parties who use their services and 5% collect data on resolution rates.

87% of legal clinic respondents in this category indicated that they collect data/information on the number of individual members who use their services; 78% collect demographic information on members who use their services, 61% collect data/information on user satisfaction with their service while 43% indicated that they collect data/information on the average length of time that matters take to be resolved. 43% of legal clinic respondents also indicated that they collect data/information on the number of visitors to their website. 13% collect data/information on the number of unrepresented parties who use their services, 9% collect data on the number of hard copy materials distributed and 9% also collect information on the average cost that users pay to use their services. 4% of legal clinic respondents do not collect data.

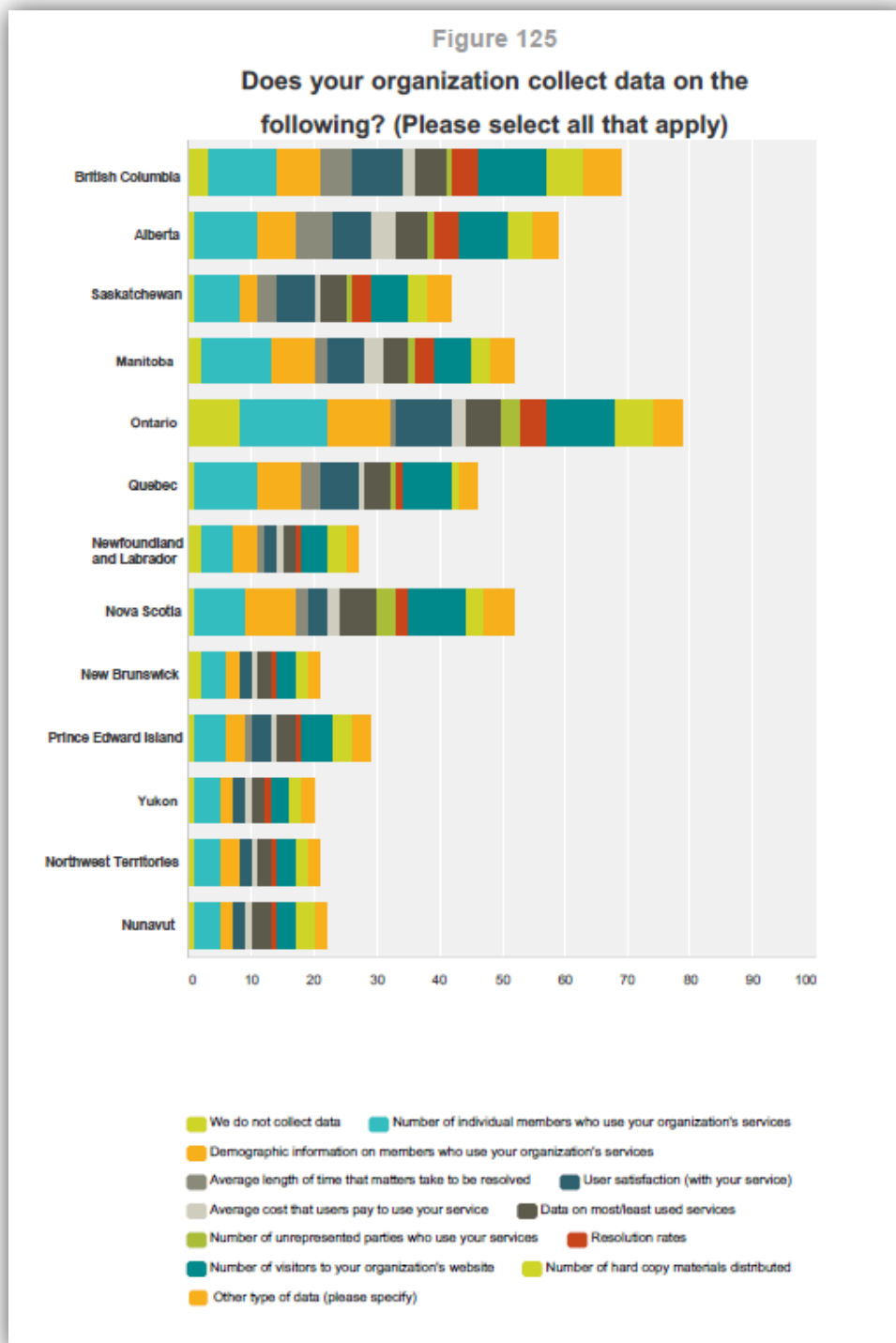
50% of law school respondents indicated that they collect demographic information on members who use their services. 50% of law school respondents also indicated that they collect data on user satisfaction with their service and 50% collect data on the number of visitors to their organization's website. 25% of law school respondents in this category indicated that they collect information on the number of individual members who use their service. 25% also collect information on the average cost that their users pay. No law school respondents indicated that they collect data/information on any of the following: average length of time that matters take to be resolved, data on the most/least used services, number of unrepresented parties who use their services, resolution rates or the number of hard copy materials distributed. 25% of law school respondents in this category indicated that they do not collect data.

69% of regulators in this category indicated that they collect data on the number of visitors to their organization's website. 62% of regulators collect data on the number of individual members who use their organization's website. 54% collect data/information on the average length of time that matters take to be resolved, 31% collect demographic information on members who use their services and 31% also indicated that they data on resolution rates. 23% collect data on user satisfaction with their service,

15% collect information/data on the number of hard copy materials distributed and 8% indicated that they collect information on the average cost that users pay for their services. 15% of regulators in this category indicated that they do not collect data.

75% of private sector business respondents in this category indicated that they do not collect data. 25% indicated that they collect data on the number of individual members who use their services, 25% indicated that they collect data on the most/least used services and 25% indicated that they collect data on the number of visitors to their website. 13% indicated that they collect demographic information on members who use their services and 13% indicated that they collect data on user satisfaction with their service. The remaining types of data/information are not collected by private sector business respondents in this category.

50% of university-based research centre respondents in this category indicated that they do not collect data. The remaining 50% of university-based research centre respondents indicated that they collect data other than the types suggested.



Based on provincial/territorial organizational scope:

- 65% of respondents in this category with activities that serve British Columbia indicated that they collect data/information on the number of individual members who use their organization's services; 65% also indicated that they collect data on the number of visitor's to their

organization's website. Smaller numbers – 47%, 41% and 35% respectively – indicated that they collect information on user satisfaction, with their service, demographic information on members who use their organization's services and the number of hard copy materials distributed. 18% of respondents with activities that serve British Columbia indicated that they do not collect data. Data on the number of unrepresented parties who use their organization's services generated the fewest number of responses from respondents in this category with activities that serve British Columbia— 6%.

- 83% of respondents in this category with activities that serve Alberta indicated that they collect data/information on the number of individual members who use their organization's services; 67% indicated that they collect data on the number of visitor's to their organization's website. 50% indicated that they collect information on each of the following: demographic information on members who use their organization's services, average length of time that matters take to be resolved, and user satisfaction with their service. 8% of respondents with activities that serve British Columbia indicated that they do not collect data. Data on the number of unrepresented parties who use their organization's services generated a comparatively small number of responses from respondents in this category with activities that serve British Columbia— 8%.
- 70% of respondents in this category with activities that serve Saskatchewan indicated that they collect data/information on the number of individual members who use their organization's services; 60% indicated that they collect data on user satisfaction with their service; 60% also indicated that they collect information on the number of visitors to their organization's website. 10%, the lowest percentage for this group in this category, indicated that they collect information on each of the following: average cost that users pay to use their service and, number of unrepresented parties who use their services. 10% of respondents with activities that serve Saskatchewan also indicated that they do not collect data.
- 85% of respondents in this category with activities that serve Manitoba indicated that they collect data/information on the number of individual members who use their organization's services; 54% indicated that they collect demographic information on members who use their services. 46% indicated that they collect information on each of the following: user satisfaction with their service and, the number of visitors to their organization's website. 15% indicated that they do not collect data and 8% of respondents with activities that serve Manitoba indicated that they do not collect data on the number of unrepresented parties who use their services.
- 61% of respondents in this category with activities that serve Ontario indicated that they collect data/information on the number of individual members who use their organization's services; 48% indicated that they collect data on the number of visitors to their organization's website. 44% indicated that they collect demographic information on members who use their organization's services, while 4% collect data on the average length of time that matters take to be resolved. 35% of respondents with activities that serve Ontario indicated that they do not collect data.
- 91% of respondents in this category with activities that serve Quebec indicated that they collect data/information on the number of individual members who use their organization's services; 73% indicated that they collect information on the number of visitors to their organization's website. 64% indicated that they collect demographic information on members who use their organization's services. 9% indicated that they do not collect data on each of the following: average cost that users pay to use their service, number of unrepresented parties who use their services, resolution rates, and the number of hard copy materials distributed. 9% of respondents with activities that serve Quebec indicated that they do not collect data.

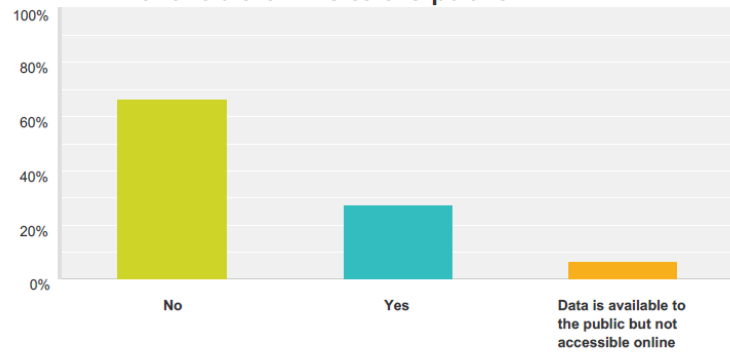
- 72% of respondents in this category with activities that serve Newfoundland and Labrador indicated that they collect data/information on the number of individual members who use their organization's services; 57% indicated that they collect demographic information on members who use their organization's services. 57% also indicated that they collect information on the number of visitors to their organization's website. No respondents in this category with activities that serve Newfoundland and Labrador indicated that they collect data on the number of unrepresented parties who use their services. 29% of respondents with activities that serve Newfoundland and Labrador indicated that they do not collect data.
- 82% of respondents in this category with activities that serve Nova Scotia indicated that they collect data on the number of visitors to their organization's website; 73% indicated that they collect data/information on the number of individual members who use their organization's services and 73% also indicated that they collect demographic information on members who use their organization's services. 55% indicated that they collect information on the most/least used services while 9% of respondents with activities that serve Nova Scotia indicated that they do not collect data.
- 67% of respondents in this category with activities that serve New Brunswick indicated that they collect data/information on the number of individual members who use their organization's services; 50% indicated that they collect data on the number of visitors to their organization's website and 33% also indicated that they collect data/information on each of the following: demographic information on members who use their services, user satisfaction with their service, data on the most/least used services and the number of hard copy materials distributed. No respondents in this category with activities that serve New Brunswick indicated that they collect data on the average length of time that matters take to be resolved or the number of unrepresented parties who use their services. 33% of respondents with activities that serve New Brunswick indicated that they do not collect data.
- 83% of respondents in this category with activities that serve Prince Edward Island indicated that they collect data/information on the number of individual members who use their organization's services; 83% also indicated that they collect data/information on the number of visitors to their organization's website. 50% of respondents with activities that serve Prince Edward Island indicated that they collect data on each of the following: demographic information on members who use their organization's services, user satisfaction with their service, data on the most/least used services and the number of hard copy materials distributed. 17% of respondents with activities that serve Prince Edward Island do not collect data.
- 80% of respondents in this category with activities that serve the Yukon indicated that they collect data/information on the number of individual members who use their organization's services; 60% indicated that they collect data/information on the number of visitors to their organization's website and 40% of respondents with activities that serve the Yukon indicated that they collect data on each of the following: demographic information on members who use their organization's services, user satisfaction with their service, data on the most/least used services and the number of hard copy materials distributed. No respondents in this category with activities that serve the Yukon collect data on the average length of time that matters take to be resolved, or the number of unrepresented parties who use their organization's services. 20% of respondents with activities that serve the Yukon do not collect data.
- 80% of respondents in this category with activities that serve the Northwest Territories indicated that they collect data/information on the number of individual members who use their organization's services; 60% indicated that they collect demographic information on members who use their organization's services and 60% also collect data on the number of visitors to their

organization's website. 40% indicated that they collect data on each of the following: user satisfaction with their service, data on the most/least used services and data on the number of hard copy materials distributed. No respondents in this category with activities that serve the Northwest Territories collect data on the average length of time that matters take to be resolved, or the number of unrepresented parties who use their organization's services. 20% of respondents with activities that serve the Northwest Territories do not collect data.

- 80% of respondents in this category with activities that serve Nunavut indicated that they collect data/information on the number of individual members who use their organization's services; 60% indicated that they collect data/information on each of the following: data on the most/least used services, the number of hard copy materials distributed and the number of visitors to their organization's website. No respondents in this category with activities that serve Nunavut collect data on the average length of time that matters take to be resolved, or the number of unrepresented parties who use their organization's services. 20% of respondents with activities that serve Nunavut do not collect data.

Figure 126

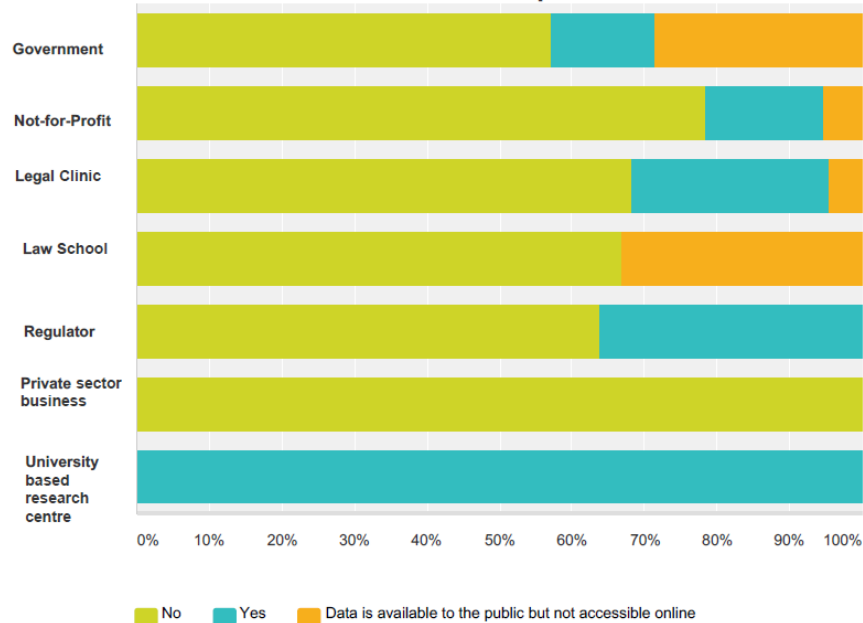
**Is the data collected by your organization
available online to the public?**



27% of respondents who indicated 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 127

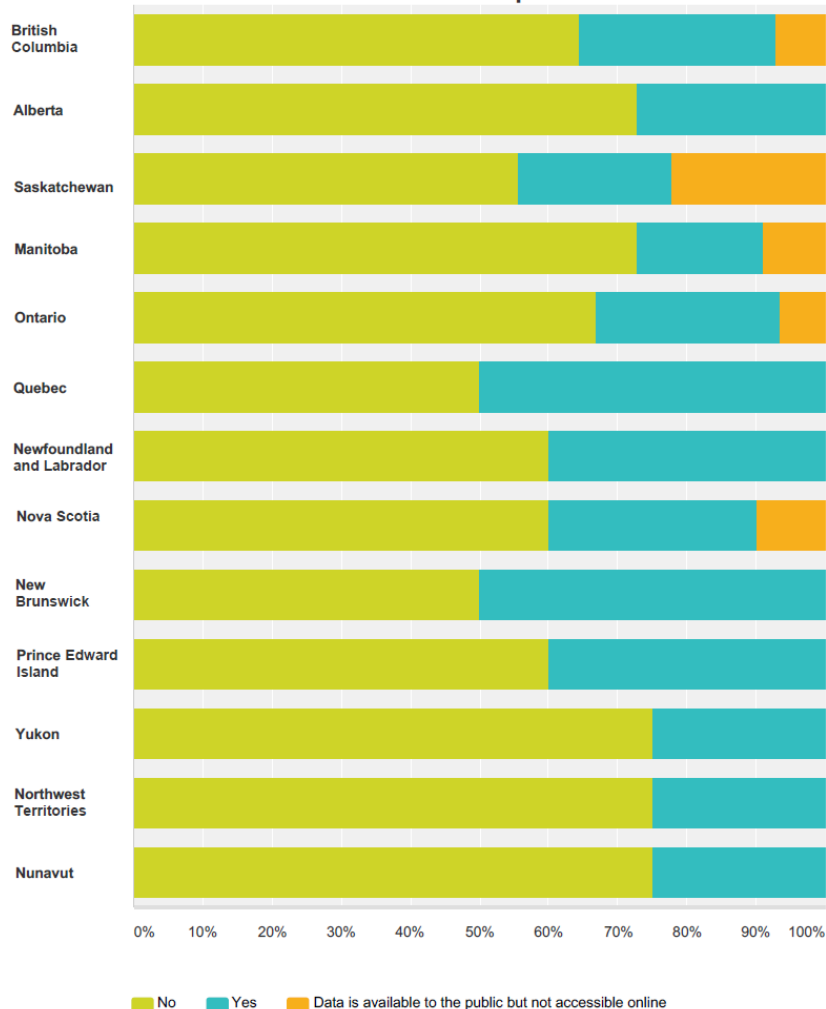
**Is the data collected by your organization
available online to the public?**



- 14% of government respondents in this category indicated that the data is accessible online to the public while 29% indicated that it is available to the public but not accessible online.
- 16% of not-for-profit respondents in this category indicated that the data is available online while 5% indicated that the data that they collect is available to the public but not accessible online.
- 27% of legal clinic respondents in this category indicated that the data that they collect is available online to the public while 5% indicated that they data is available to the public but is not accessible via online platforms.
- None of the law school respondents in this category indicated that the data that they collect is available to the public online though 33% indicated that the data is available to the public through other channels.
- 36% of regulators in this category indicated that the data that they collect is available to the public online
- None of the private sector business respondents in this category offer data to the public online or through other channels
- All the university-based research centre respondents offer the data that they collect to the public online

Figure 128

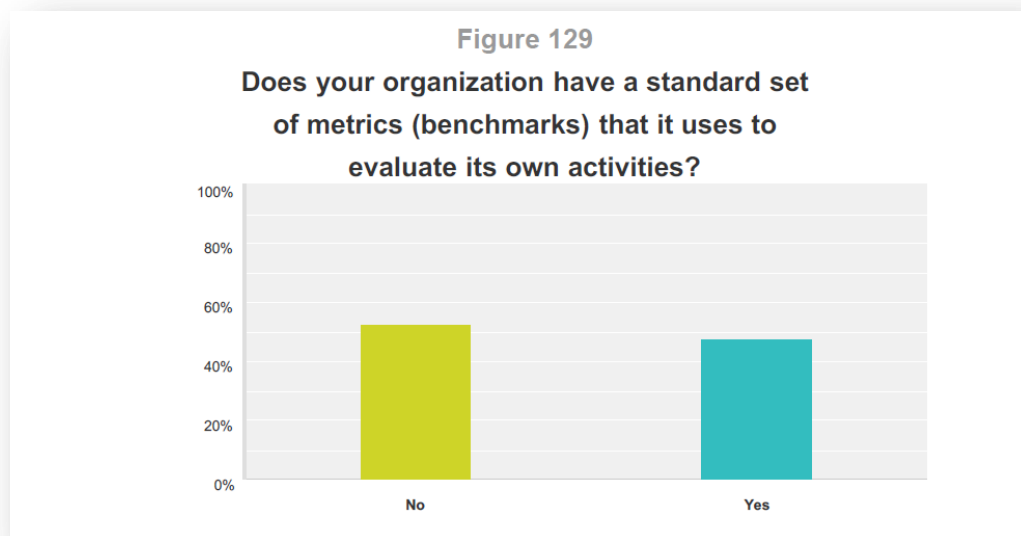
**Is the data collected by your organization
available online to the public?**



Based on provincial/territorial scope:

- 29% of respondents in this category with activities that serve British Columbia indicated that the data that they collect is available to the public online and 7% indicated that the data is available to the public but not accessible online.
- 27% of respondents in this category with activities that serve Alberta indicated that the data that they collect is available to the public online.
- 22% of respondents in this category with activities that serve Saskatchewan indicated that the data that they collect is available to the public online and, a further 22% also indicated that the data that they collect is available to the public but not accessible online.

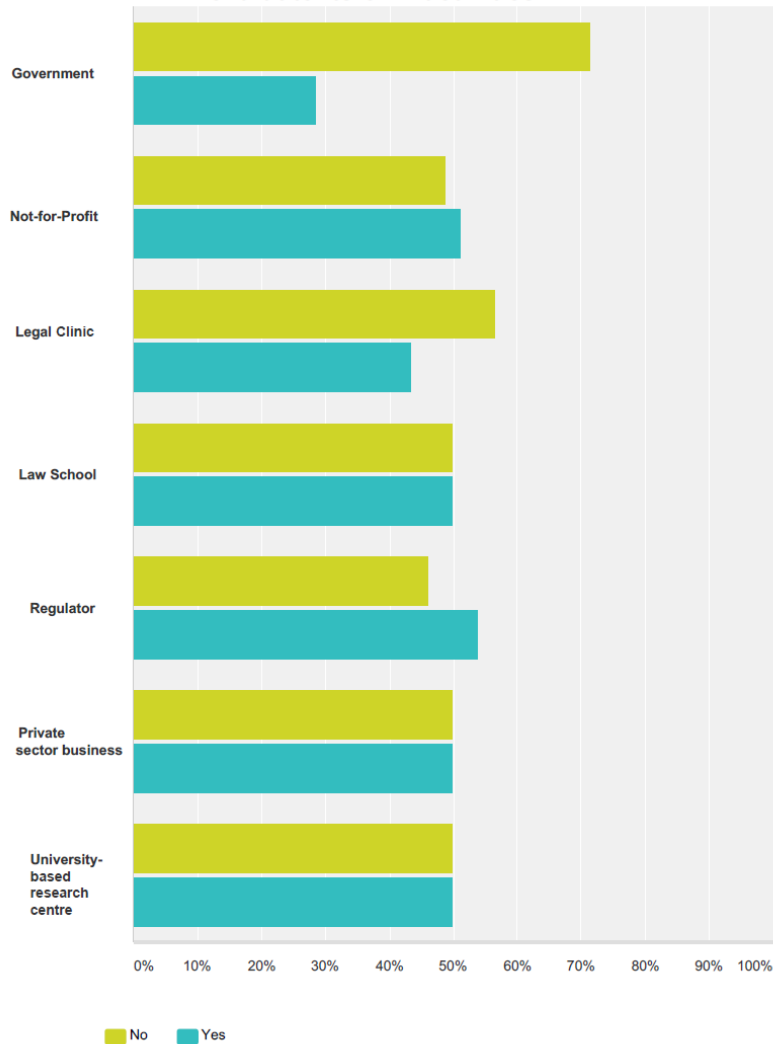
- 18% of respondents in this category with activities that serve Manitoba indicated that the data that they collect is available to the public online and 9% indicated that the data that they collect is available to the public but not accessible online.
- 27% of respondents in this category with activities that serve Ontario indicated that the data that they collect is available to the public online and 7% indicated that the data is available to the public but not accessible online.
- 50% of respondents in this category with activities that serve Quebec indicated that the data that they collect is available to the public online.
- 40% of respondents in this category with activities that serve Newfoundland and Labrador indicated that the data that they collect is available to the public online.
- 30% of respondents in this category with activities that serve Nova Scotia indicated that the data that they collect is available to the public online and 7% indicated that the data is available to the public but not accessible online.
- 50% of respondents in this category with activities that serve New Brunswick indicated that the data that they collect is available to the public online.
- 40% of respondents in this category with activities that serve Prince Edward Island indicated that the data that they collect is available to the public online.
- 25% of respondents in this category with activities that serve the Yukon indicated that the data that they collect is available to the public online.
- 25% of respondents in this category with activities that serve the Northwest Territories indicated that the data that they collect is available to the public online.
- 25% of respondents in this category with activities that serve Nunavut indicated that the data that they collect is available to the public online.



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.

Figure 130

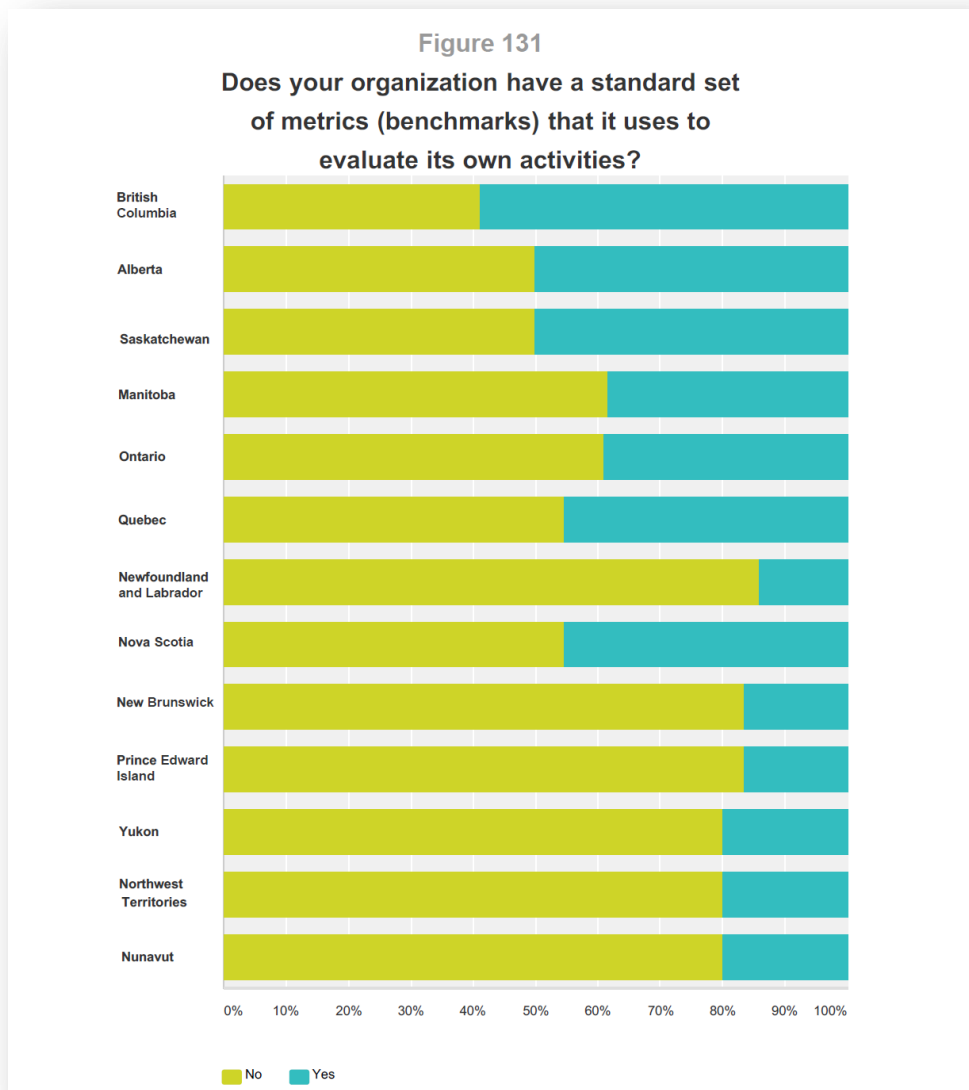
Does your organization have a standard set of metrics (benchmarks) that it uses to evaluate its own activities?



Of the respondents who indicated that they have a standard set of metrics that they use:

- 29% of government respondents indicated that they have a standard set of metrics or benchmarks that they use to evaluate their own activities
- 51% of not-for-profit respondents indicated that they have a standard set of metrics or benchmarks that they use to evaluate their own activities
- 43% of legal clinic respondents indicated that they have a standard set of metrics or benchmarks that they use to evaluate their own activities
- 50% of law school respondents indicated that they have a standard set of metrics or benchmarks that they use to evaluate their own activities

- 54% of regulators indicated that they have a standard set of metrics or benchmarks that they use to evaluate their own activities
- 50% of private sector business respondents indicated that they have a standard set of metrics or benchmarks that they use to evaluate their own activities
- 50% of university-based research centre respondents indicated that they have a standard set of metrics or benchmarks that they use to evaluate their own activities



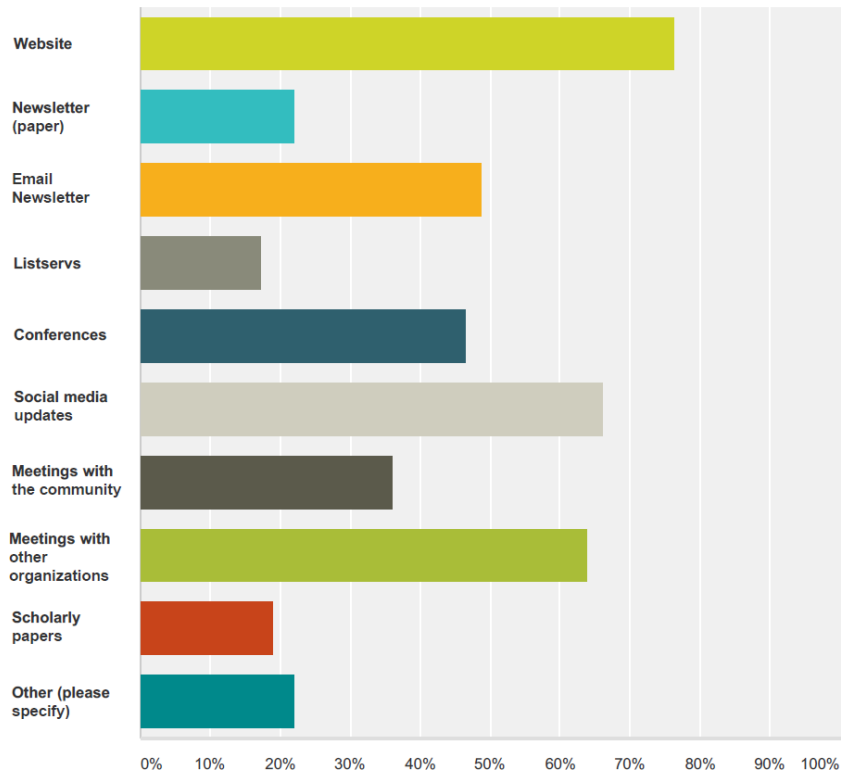
Based on provincial/territorial scope:

- 59% of respondents in this category with activities that serve British Columbia indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 50% of respondents in this category with activities that serve Alberta indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities

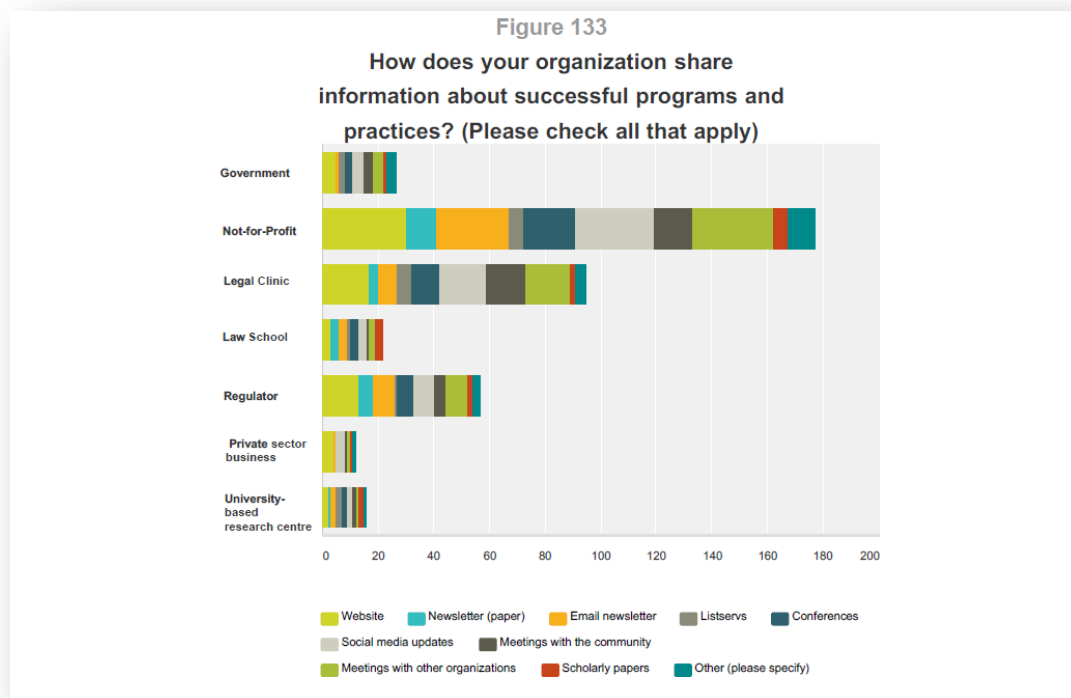
- 50% of respondents in this category with activities that serve Saskatchewan indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 38% of respondents in this category with activities that serve Manitoba indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 39% of respondents in this category with activities that serve Ontario indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 45% of respondents in this category with activities that serve Quebec indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 14% of respondents in this category with activities that serve Newfoundland and Labrador indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 45% of respondents in this category with activities that serve Nova Scotia indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 17% of respondents in this category with activities that serve New Brunswick indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 17% of respondents in this category with activities that serve Prince Edward Island indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 20% of respondents in this category with activities that serve the Yukon indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 20% of respondents in this category with activities that serve the Northwest Territories indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities
- 20% of respondents in this category with activities that serve Nunavut indicated that their organization has a standard set of metrics or benchmarks that it uses to evaluate its own activities

Figure 132

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



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 listservs, 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.



Government respondents in this category indicated that they primarily use their website to share information about successful programs with 71% indicating that they use this method. Meetings with other organizations and social media updates are the second most used method by government organizations, each with 57% indicating that they use these channels. No government respondents indicated that they use paper newsletters to share information while 14% indicated that they use email newsletters.

For not-for-profit respondents in this category, their website is also the primary means to share information about successful programs and practices— 75% indicated that they use this medium. 73% share information through meetings with organizations and 70% indicated that they use social media updates. 65% share information using email newsletters while the least common methods used by not-for-profit respondents in this category to share information are paper newsletters (28%), scholarly papers (13%) and listservs (13%).

Legal clinic respondents indicated that they use their website and social media updates equally to share information about successful programs and practices – 77% in each category use these outlets. 73% share information through meetings with organizations and 64% of legal clinic respondents share information through meetings with the community. The least common methods used by legal clinic respondents are paper newsletters (14%) and scholarly papers (9%).

75% of law school respondents indicated that they use the following 5 methods to share information: website, paper newsletter, email newsletter, conferences, social media updates and scholarly papers. 50% share information through meetings with organizations and 25% indicated that they share information about successful programs and practices through listservs and meetings with the community.

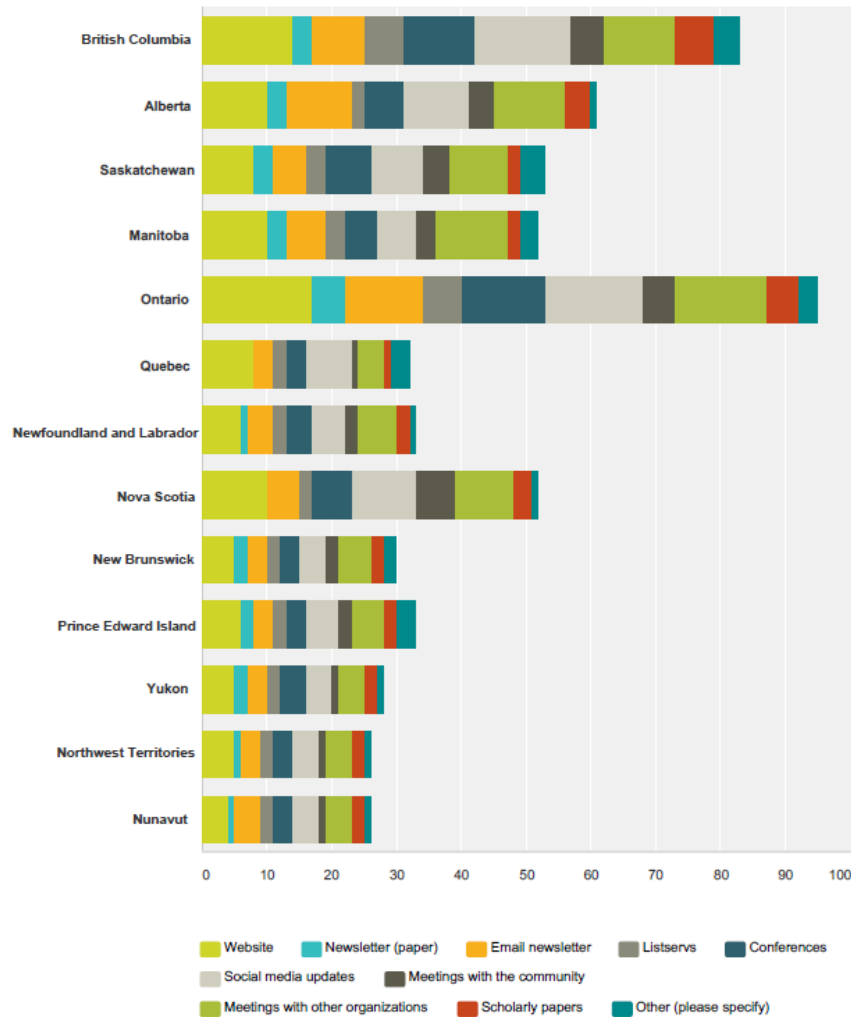
All regulators in this category indicated that they share information about successful programs and practices through websites. 62% share information through email newsletters or meetings with

organizations while 54% share information through social media updates. The least used methods by regulators are scholarly papers (15%) and listservs (8%).

Private sector business respondents in this category predominantly use website to share information about successful programs or practices – 67% use this method. 50% use social media updates while fewer – 17%— use email newsletters, meetings with the community, meetings with other organizations or scholarly papers. No private sector business respondents in this category use paper newsletters, listservs or conferences as a way to share information about successful programs and practices.

100% of university-based research centre respondents indicated that they use websites, email newsletters, listservs, conferences, social media updates and scholarly papers to share information. 50% indicated that they use paper newsletters, meetings with the community and meetings with organizations.

Figure 134
How does your organization share
information about successful programs
and practices? (Please check all that apply)



Based on provincial/territorial scope:

- 94% of respondents in this category with activities that serve British Columbia indicated that they use social media updates to share information about successful practices or programs. 88% use websites, followed by 69% who indicated that they use conferences or meetings with other organizations. The least common method of sharing information on successful programs and practices by respondents whose activities serve British Columbia is via paper newsletter – 19%.
- 92% of respondents in this category with activities that serve Alberta indicated that they use meetings with other organizations to share information about successful practices or programs. 83% use websites, 83% use email newsletters and a further 83% also indicated that they use

social media updated. The least common method of sharing information on successful programs and practices by respondents whose activities serve Alberta is via listservs– 17%.

- 90% of respondents in this category with activities that serve Saskatchewan indicated that they use meetings with other organizations to share information about successful practices or programs. This is followed by 80% who indicated that they use websites or social media updates. The least common method of sharing information on successful programs and practices by respondents in this category whose activities serve Saskatchewan is via scholarly papers – 20%.
- 85% of respondents in this category with activities that serve Manitoba indicated that they use meetings with other organizations to share information about successful practices or programs. This is followed by 77% who indicated that they use websites and 46% who use social media updates or email newsletters. The least common method of sharing information on successful programs and practices by respondents in this category whose activities serve Manitoba is via scholarly papers – 15%.
- 81% of respondents in this category with activities that serve Ontario indicated that they use websites to share information about successful practices or programs. This is followed by 71% who indicated that they use social media updates and 67% who use meetings with other organizations. The least common method of sharing information on successful programs and practices by respondents in this category whose activities serve Ontario is via scholarly papers or by paper newsletters – 24% in each category.
- 89% of respondents in this category with activities that serve Quebec indicated that they use websites to share information about successful practices or programs. This is followed by 78% who indicated that they use social media updates and 44% who use meetings with other organizations. The least common method of sharing information on successful programs and practices by respondents in this category whose activities serve Quebec is via paper newsletters. No respondents with activities that serve Quebec indicated that they share information about successful programs or practices using this method.
- 86% of respondents in this category with activities that serve Newfoundland and Labrador indicated that they use websites and 86% also indicated that they share information through meetings with other organizations. This is followed by 71% who indicated that they use social media updates. The least common methods of sharing information on successful programs and practices by respondents in this category whose activities serve Newfoundland and Labrador are via paper newsletters – 14%.
- 91% of respondents in this category with activities that serve Nova Scotia indicated that they use websites to share information about successful practices or programs. 91% also indicated that they use social media updates to share information. This is followed by 82% who indicated that they use meetings with other organizations and 55% who use conferences. The least common method of sharing information on successful programs and practices by respondents in this category whose activities serve Nova Scotia is via paper newsletters. No respondents in this category with activities that serve Nova Scotia use this method.
- 83% of respondents in this category with activities that serve New Brunswick indicated that they use websites to share information about successful practices or programs. Similarly, 83% also indicated that they use meetings with other organizations. This is followed by 67% who indicated that they use social media updates. The least common methods of sharing information on successful programs and practices by respondents in this category whose activities serve New

Brunswick are via: paper newsletters, listservs, meetings with the community and scholarly papers – 33% each.

- 100% of respondents in this category with activities that serve Prince Edward Island indicated that they use websites to share information about successful practices or programs. This is followed by 83% who indicated that they use meetings with other organizations and 83% who use social media updates. The least common methods of sharing information on successful programs and practices by respondents in this category whose activities serve Prince Edward Island are via: paper newsletters, listservs, meetings with the community and scholarly papers – 33% each.
- 100% of respondents in this category with activities that serve the Yukon indicated that they use websites to share information about successful practices or programs. This is followed by 80% who indicated that they use conferences, social media updates and/ or meetings with other organizations. The least common method of sharing information on successful programs and practices by respondents in this category whose activities serve the Yukon is via meetings with the community– 20%.
- 100% of respondents in this category with activities that serve the Northwest Territories indicated that they use websites to share information about successful practices or programs. This is followed by 80% who indicated that they use social media updates and/ or meetings with other organizations. The least common methods of sharing information on successful programs and practices by respondents in this category whose activities serve the Northwest Territories are via: paper newsletters and meetings with the community– 20%.
- 80% of respondents in this category with activities that serve Nunavut indicated that they use websites to share information about successful practices or programs. 80% also indicated that they use: email newsletters, meetings with other organizations and social media updates. This is followed by 60% who indicated that they use conferences. The least common method of sharing information on successful programs and practices by respondents in this category whose activities serve Nunavut is via paper newsletters and via meetings with the community– 20% each.

Goal IX: Promote Integrated, Coherent and Sustained Funding Strategies

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

¹ To read the Action Committee on Access to Justice in Civil and Family Matters, *Access to Civil & Family Justice: A Roadmap for Change* report [A Roadmap for Change], see online: CFCJ <http://www.cfcj-fcjc.org/sites/default/files/docs/2013/AC_Report_English_Final.pdf>, which contains the nine Justice Development Goals. For more information on the Action Committee, visit: www.cfcj-fcjc.org/action-committee.

² For more information on the Canadian Forum on Civil Justice, visit www.cfcj-fcjc.org.

³ 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.

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

⁵ 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.

⁶ 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).

⁷ 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 will not be reported on. Questions 4, 5, 6 and 7 offered multiple choice options and, with the exception of question 5 – How long has your organization been in operation— 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(s) or territory (ies) 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.

⁸ 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.

⁹ The combined 37 respondents who indicated that they their responses were submitted on behalf of a court, tribunal or access to justice commission/group were directed to other Survey questions that were framed to better inform on the nuances of their organizational structures and efforts.