

INTERNATIONAL LEGAL AID GROUP LEGAL AID NEWSLETTER

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EDITORIAL

As T S Eliot remarked, April is the cruelest month - at least here in the Northern Hemisphere. Not only is it unseasonably cold (the result apparently of the melting arctic icecap) but major cuts to legal aid in England and Wales came into force on 1 April. The talk here, therefore, is of doom and gloom. It is a pleasure, therefore, to include a couple of articles coming out of research on new ways of delivering services which herald the possibilities of new technology. Thus, we have, first, an article on what looks to me like the best use of the internet by a legal aid provider - the Dutch Rechtwijzer site which I really recommend readers to look up and to struggle with a google translation for a few pages to see how it works. Then, we have what looks to me like the second best site - from New South Wales. No shame there: the website itself is not, I think, as good as the Dutch one but the overall package of services with their integration of the website and other services seems to me the best that I have seen. Both of these papers are written as part of a project on which an initial report will be made at the ILAG conference in June. Previous papers have prompted a vigorous response - ranging from protest to praise. You will be unsurprised to know that I have accumulated a pretty big and appreciative Dutch following. At the end of each article I have put my own tentative conclusions and questions. I really welcome feedback both on what is written and what is not. Where else should I look for innovative use of the internet and new technology? Write in now - rsmith@rogersmith.info.

I hope to see many of you at the conference.

Roger Smith

I HAVE SEEN THE FUTURE AND IT WORKS - MAYBE AND IN DUTCH

Roger Smith

The Dutch Legal Aid Board has one of the most interesting legal websites of its kind in the world. It is known as the Rechtwijzer¹ which is variously translated as 'conflict resolution guide'² or 'signpost to justice'³. The best thing to do at this point is to get online; switch on Google translator and work your way through it. This site was first launched in 2007; has had added functionality since; and was comprehensively reworked in 2012. The original site has been the subject of some academic research⁴ and the current version is being researched by the University of Twente but the results will not be available until 2014. Thus, a note of caution should be added at the beginning of any assessment. We do not yet know how the current site will be rated by those using it in practice. To an outside observer, and disregarding the clunkiness of the Google translation required to translate its content into English, frankly, it appears just stunning.

The current model covers consumer and relationship breakup in depth with 'lite' versions on employment, tenancy and administrative law issues. If you are inspired to check out the site with the Google translation, the

¹ www.Rechtwijzer.nl

² eg J v Veenen *Online integrative negotiation tools for the Dutch Council for Legal Aid* source

³ <http://www.hiil.org/project/signpost-to-justice-guidance-for-citizens-facing-justiciable-problems>

⁴ E.g. Gramatikov, Utrecht?

relationship breakdown section is translated somewhat brusquely as 'apart'. It is probably more idiomatic in the original Dutch. The way the site works is best shown by starting out on a 'journey', very consciously the way that the makers of the site saw its operation - a dynamic process. Each page provides a small number of questions which must be answered before moving on to the next. Let us test how it works with a mythical case. I am a 40 year old male in employment. I want to separate or divorce from my wife. We have two children in the early teens. We follow the following screens:

- (1) the opening screen offers a choice between saying that things are not going well; my partner and I have decided to split; or we have already split but a new problem has occurred. In my example, we have decided to split up and I register accordingly. The wording of the option on screen is actually that we have decided to split up and need to arrange our affairs' - signaling the process to come.
- (2) I am prompted to give details on marital status; children; marriage contracts; ownership of any company.
- (3) This is where it gets interesting. I have to rate my level of education attainment and that of my partner (we are assuming both graduates; I confirm we both have a paid job); then I am asked two questions 'If you compare yourself with your partner do I have more or less skills to find a good solution?' I answer 'more' - obviously. And 'If you compare yourself with your partner do you have more or less people in the area on whom you can rely?' Less - predictably. She is completely irrational.
- (4) The next slide leads me to think about the options. For the first time, we encounter a block of text rather than short questions to elicit answers. The text explains that we have choices. In the English translation, it might be argued that these are not entirely put with balance - the options are between mediation and 'messy divorce'. No doubt, the Dutch is slightly more nuanced. I then have to rate on a sliding scale how much I want a messy divorce or a 'consultation separation'. I, of course, want the latter: I enter my assessment of my unreasonable partner who is all for the messiest divorce possible. The screens lead us on.
- (5) The next screen asks if I have a good understanding of the implications of the divorce for my children, my partner, myself and in relation to finance. I say yes to all but the last. We are led on again.
- (6) I am given the option to indicate if I have other worries. I indicate that there is talk of violence just to check that it will take me out of the mediation stream and it does: I get to a page which leads me to victim support and lawyer referral.
- (7) And so it goes on. Somewhere around this point, your patience with Google Translate will break but if you stay with it - which will involve a lot of fiddling around returning to the site - you will get encouraged to mediate; to draw up an agreed parenting plan; and given access to a financial calculator.

Having given a flavour of the site, it is worth some reflection because it is different from any other legal site that I have found. The only thing that comes close would be the NHS Direct site in relation to medicine but that is integrally linked to a central telephone advice service absent in the Dutch project. Rechtwijzer was developed for the Dutch Legal Aid Board (and associated stakeholders such as the Bar) by a multi-disciplinary team in various institutes at Tilburg University. There is also an advisory group composed of interested stakeholders such as judges, mediators and lawyers. Key guidelines for its development were:

- (a) the site should identify and signpost the best dispute resolution assistance, given both the dispute itself and the parties to it;
- (b) the approach is based upon the principles of 'integrative negotiation' i.e. draws users to getting to 'yes' and building up common ground rather than identifying difference;
- (c) time and opportunity is deliberately given to encourage users to reflect upon their conflict;

(d) no legal advice is offered as such though information is given at strategic times both as to process and likely result.⁵

The site has been established within the context of overall Dutch policy on the resolution of disputes. This is to encourage self-help and mediated settlement in preference to recourse to lawyers and the courts. As a result, some years ago, the Dutch Ministry of Justice wound up its *Bureau voor Rechtshulp*, effectively law centres, and replaced them with a nationwide network of *juridische loketten* or ‘law counters’ that offer information and self-help assistance rather than representation. In 2009, it also, in pursuance of the same aim, required parents who were splitting up to produce a divorce and parenting plan. In its turn, this approach exerts pressure on policy. Self-help and the operation of digital forms of resolution work better when judicial decisions are predictable; there are clear rules on such matters as maintenance; and minimal discretion. This can instantly raise the hackles of lawyers and judges with very clear ideas of the different interests of each party. However, the site works on clear principles behind its approach: it seeks:

(a) to improve communication;

(b) to encourage parties to explore and identify their interests if they are not clear about them;

(c) to identify creative options;

(d) to identify, in the jargon of this area of conflict resolution, the best alternative to a negotiated agreement, commonly referred to as BATNA, with the aim of aligning the BATNA as closely as possible to a settlement;

(e) to find objective criteria to assist the parties to make a decision on the way forward.⁶

The Tilburg team behind the *Rechtwijzer* project has also worked on personal injuries. Their description of the ‘personal injuries claims express’ (PICE, pronounced in Dutch as Pike) provides another demonstration of the collaborative approach incorporated within the structure of a website:

‘The first innovation is to enhance collaboration between parties through a communication structure that stimulates dialogue rather than argument. Directing parties’ consultation towards a constructive dialogue probably adds to a problem-solving attitude, and leads to a positive negotiation atmosphere overall. The communication structure encourages parties to share interests while explaining their position to each other. For instance, in case of opposing interests, they are advised to make up a list of possible objective criteria that may help to reach an agreement in line with the a problem-solving or integrative approach to negotiation and conflict resolution ... Concretely, PICE enables parties to start a dialogue about an issue in various sections by means of the “Dialogue Button”, which allows them to enter their view and invite the other party to respond ... When parties consult on the amount of the damages, PICE provides arithmetic support and overview by means of a “Damages Summary section”. Parties can mark agreement and work arrangements, using the “Arrangement Button”. Differences of opinion are also noted, as well as clear agreements on how to resolve these issues. This helps to focus on possible solutions instead of points of contention. All communication regarding a particular case is mediated by the PICE system, which in its capacity of electronic file of the process retains all data entered. The parties, including the victim, can use it to monitor progress of the claim handling procedure. A neutral party who may be called upon in case of a dispute can also use it to review the case.’⁷

A graphic illustration of how this works is that both parties to, for example, a car accident can work together to provide a composite statement of facts.

Returning to the *Rechtwijzer*, the designers of the site are clear that it:

⁵ van Veenen, see above

⁶ Van Veenen as above

⁷ C van Zeeland, R Leenes, J van Veenen *Handling Personal Injury Claims PICE*

Does not offer the user advice on what single professional to contact. Rather it offers the users and overview of the things that need to be done, who may do this, and at what cost. With this information the user herself can choose which of the professionals is best suited for her own (personal, financial) situation.

This is sophisticated stuff. It facilitates the 'unbundling' of legal services in which a user may seek legal assistance with parts of a problem but retain ownership of its entirety rather than the usual model of passing it all over to a lawyer. In some matters, such as some consumer disputes, the information and goals elicited by proceeding through the site ends up with a letter to the other side setting out the dispute in a structured way and integrating an orientation to its solution:

The user sets a date by which she will contact the other or when she expects the other to contact her. She also makes clear what actions she will take if the dispute is not solved in this way. With this information (from the advice module) she affects the opponents [best alternative to a negotiated agreement], making it clear that serious alternatives are available.

Any conclusions on the effectiveness of the site have to be tentative until the research is in but the following emerged from discussion with those concerned with it at the Legal Aid Board and Tilburg University.⁸ The initial reaction of lawyers is reported as hostility but, as time goes on, they are adapting and some direct their clients to the site in preparation for - or part of - taking instructions. Research on the first version identified that people liked to use it to organise themselves but they tended to use parts of it. In particular, at that time, the financial coverage was too difficult for many users. The team put some thought into elements such as reading age (decided to be school-leaver level) and to cutting back the text to the minimum (This is really noticeable if you compare with site with others). The content per page has been really pared back. Client surveys report high satisfaction ratings but, again, the full meaning of that awaits further research. It was hard to determine objectively how much usage was being made of the site but between the beginning of November and the beginning of March, 200 couples and 500 single people had begun the 'journey' through the package relating to the divorce and parenting plan (which can be accessed through the *Rechtwijzer* site or directly). Overall usage on the old site, prior to a 2012 revamp, was around 145,000 people in 2011. Plans have been drawn up to develop a 'digital assistant' whereby a user can effectively proceed to a 'side Bar' for an email exchange with an adviser - the identity of which is to be decided but might include or be the *Juridisch loketten*

So, what we can say in conclusion and in terms of questions that the project raises?

As to conclusions:

1. This is a highly sophisticated site that, intuitively, you would think would be effective. It does seem the most impressive that I have seen.
2. Like NHS Direct in England and Wales (another impressive provision that involves a website), the construction of the site has benefited from the input of communication professionals and reader feedback as well as legal experts. Indeed, the combination is probably essential and shows up the weakness of, say, existing English sites. This is, of course, dependent on funding that allows such inputs.
3. The integral commitment of the site to integrative negotiation (i.e. biasing towards settlement) is philosophically acceptable (and, indeed, desirable) provided that sufficient exit routes are signposted eg where, in a matrimonial case, there is a threat of violence. There has, of course, to be great care in how this is done. We await the research to see whether the redirection of those suffering from domestic violence works as well as it appears it should.
4. The establishment of the site maintains the government's acceptance of its constitutional role in providing justice to all its citizens - something that is not apparent in the cuts being made to English and Welsh legal aid where those with disputes e.g. about matrimonial matters are being largely abandoned to their own devices.

⁸ C van Zeeland, J van Veenen, I von Burg, L Combrink-Kuiters (check) 8 March 2013

5. There is the basis of a model here which could surely be developed in other jurisdictions, using the Dutch work as a template.
6. The idea and the practice look exciting. We should probably await the research expected to be published in 2014 to be sure of how it works in practice.
7. The development of the site probably opens possibilities of savings on Dutch legal aid if its success can be established.

And the questions:

1. It looks good but does it work? Back to the issue of the research.
2. The Dutch Legal Aid Board spends about 15 per cent of its budget on family law. So, there is the possibility of financial savings in encouraging use of the site and the associated processes. But, first, would there be real savings? Second, will the board be forced to cut back on the site because of funding cuts - which may yet be the fate of NHS Direct? Three, having achieved any initial savings, what incentive would there be to continue develop the site further?
3. How will the site integrate with commercially funded services? The site will signpost users to mediators and lawyers for whom clients will have to pay. On the one hand, will they be willing to move away from instructing a lawyer in the conventional way throughout the process and, on the other, how well will the referral function of the site work? Will providers, as the Dutch Legal Aid Board hopes, cluster around the site offering services that dovetail with it?
4. Will the Dutch buy their government's drive to make them more self-reliant and self-helping? Traditionally, those going through relationship breakdown, particularly the weaker party which tends to be the wives and women partners, have wanted face to face assistance. It may be that they find little solace in the website. At the moment, a lawyer has to review agreements relating to children and maintenance but, if this is removed as the Legal Aid Board wants, and in any event, will the site adequately protect the weaker side in relationship breakdown?
5. Is there any danger that potential clients overall will split on income grounds? The poor get second rate mediation and the rich first class lawyers?
6. Will the government and the judiciary play their part in simplifying the law to assist on-line dispute resolution and avoiding complexity?

LAWACCESS NEW SOUTH WALES

Roger Smith

LawAccess New South Wales is designed as a 'one stop shop' providing referral, legal information and self-help assistance in New South Wales. It is a joint project of the NSW Ministry of Justice, the NSW Legal Aid Commission and legal profession with the Combined Community Legal Centres and Public Interest Advocacy Centre also represented on its board. LawAccess was initially launched in 2002 and has been developed so that it now has three components:

- (a) a state-wide telephone call centre (with 28 full-time equivalent customer service staff and 12 legal officers with additional team leaders and administrative support: it operates five days a week from 9am to 5pm except for public holidays. In 2011/12, it assisted 195,165 and gave free legal advice to 19,542 customers);
- (b) an information website (LawAccess online); and
- (c) a website designed to help people to represent themselves (LawAssist)

LawAccess NSW is available to all NSW residents but is particularly aimed at people who have difficulty accessing traditional community and government legal services such as people in regional and isolated areas and people with disabilities.

Anyone can get initial information and referral. Customers will be sent relevant leaflets and booklets on their problem. Some callers can receive an initial session of telephone legal advice. Eligibility - at least in theory - is set out in a detailed Policy Standards Manual. In practice, advice may be more freely available but, according to the manual, you should be a 'priority customer' (defined by reference to your characteristics, e.g. disability, or problem (e.g., and intriguingly, anyone who 'intend[s] to commit an offence'). There are various exclusions including complexity of case; availability of alternative assistance and degree of available resources. The service is 'is particularly focused on helping people who live in regional, rural and remote areas; Aboriginal or Torres Strait Islanders; people who have a disability; people from culturally and linguistically diverse backgrounds; or those who are at risk of harm and have an urgent legal problem'.⁹

LawAccess Online offers 'plain language legal information including factsheets and guides to help you with your legal issues'. It groups these on its home page in two groups of categories (e.g. 'my job' or 'employment'). Click on one of these; identify your area of problem a bit more closely; and a further page will present a choice of leaflets produced by third parties, one or more of which may be identified as a 'best buy' most likely to meet your need. Thus, LawAccess Online is set up as an 'aggregator site' with its content as good as the leaflets and booklets of other organisations chosen by those responsible for it. A test of the housing disrepair advice of six sites around the world is set out separately. LawAccess certainly pointed to helpful advice material.

LawAssist contains information designed to help self-representation which is less dependent on third party sources. It covers six subjects in particular - debt, car accidents, apprehended violence orders, employment, fences and fines. Let me reveal that I am a cyclist and was knocked off my bike by a white van making an illegal right turn. This happened near King's Cross in London but it could have been King's Cross, Sydney. White van owners are probably a global phenomenon. Anyway, this gives a personal edge to examining how LawAccess Online would counsel a NSW cyclist seeking some recompense. The opening page has rather a lot of writing on it but 'car accident' is very clearly one of the eight further boxes leading on to further information. The next page gives an overview of topics such as 'what to do after an accident' and links to the websites of other organisations. I click on 'what to do'; there is a well laid-out page of information under various headings. This contains some information on next steps e.g. 'At the scene of an accident it is important to write down the names and contact details of any witnesses. It is also important to take photos of the place where the accident happened and any damage to your car or the other driver's car. This may help you if you need to claim the cost of repairs from the other driver or if the other driver makes a claim against you.'

At this point, I have a quibble because it seems to me that anyone in an accident should write down a full statement as soon as possible, preferably at the scene or as soon as they get somewhere with the opportunity. The site does advise on making a statement and it has a pretty comprehensive list of things to put in it but it does not draw attention to this as something to be done immediately. The site takes you from a page on 'What to do after an accident' to one entitled 'getting evidence' which refers to 'your notes' under 'evidence about fault' but you need to click again under the heading of 'evidence about fault' (not 'notes') to get details. The content is absolutely impeccable but its organisation may reflect more the logical process of a lawyer dealing with a claim than the order which occur to a layperson involved in an accident. The point of such detail is not to carp but to draw out the nature of the site. It sets out to provide - and does - a clear statement of law and relevant practice. It does not aspire to the immediacy and interaction of a decision tree in the way that some of the road traffic 'apps' do or the question-focused and process-orientated approach of the Dutch Rechtwijzer site.

The combined approach of the call centre and two websites makes it a very good with solid information and comprehensive cover service - probably the best in the world after the Dutch - at what it sets out to do. The service is appreciated by its users. Relevant statistics for 2011/12 were as assisting 195,165 customers; providing 19,542 free legal advice sessions providing 1,760 customers from culturally and linguistically diverse communities with interpreted free legal information and advice through the Translating and Interpreter

⁹ Department of Attorney General and Justice *Annual Report 2011-2*

Service.¹⁰ Customer satisfaction ratings are high - generally well over 90 per cent (and 97 per cent would recommend it to someone else). Over 70 per cent reported that it increased their confidence in dealing with the problem. An independent study of legal aid in Australia found that, overall, as a source of assistance it was beginning from a low base:

Legal Aid was used in 4.9 per cent of cases, court services were used in 3.5 per cent of cases, and CLCs were used in 1.8 per cent of cases. LawAccess NSW was used in under one per cent of legal problems where advice was sought.¹¹

This research suggested that LawAccess needed greater promotion: public recognition of its existence was 'very low'.¹²

Conclusions

1. Intuitively, the LawAccess model, with its integration of a call centre, a general advice website and a specific self-help site, seems well designed to meet its aim of being a first point of call, information and referral. In its integrated approach, it is a world leader. As yet, not even the Dutch have such good integration of different channels. Certainly, England and Wales looks fragmented in comparison.
2. The LawAccess and LawAssist websites are clear and uncluttered. From my perspective, the next step would be to obtain the level of investment that would allow re-design based on less information per page and more progress through decision trees on the Dutch model.
3. The LawAccess system was not designed to - and, accordingly, does not - threaten face to face legal provision: it was designed to make the best use of it and to make appropriate referrals.
4. Research within NSW identifies that LawAccess needs more publicity and 'brand recognition' even though it produces a creditably large range of promotional postcards, posters, fridge magnets and brochures. That is, in part, presumably a question of time.

NEWS

These reports are largely compiled from news articles on the internet on the basis of a simple search under the words 'legal aid'. Readers must, just as buyers, beware of authenticity. The links worked at the time of writing but some will fail after a period of time.

This section is compiled by Paul Ferrie of the University of Strathclyde. If you would like to suggest news articles for inclusion in this newsletter or have any comments please contact Paul by emailing paul.s.ferrie@strath.ac.uk

Australia:

Legal aid cuts 'not in interest of children'- The Age Victoria - 08/01/13 [\[Read more\]](#)

Legal assistance for Tasmanians affected by bushfires – Australian Government – 08/01/13 [\[Read more\]](#)

Trial on hold over Legal Aid row – ABC News – 15/02/13 [\[Read more\]](#)

Govt Asked to Intervene in Legal Aid Funding Battle – Pro Bono Australia – 19/02/13 [\[Read more\]](#)

Legal Aid lets Aussies down – Your Life Choices – 20/02/13 [\[Read more\]](#)

¹⁰ as above

¹¹ Table 6.2, C.Coumarelos et al *Legal Australia-wide Survey Legal Need in New South Wales* p110

¹² p132 as above, 'uncued' recognition of LawAccess was a 'very low 14.2 per cent'

Legal aid workers in PJs protest – The Age – 20/02/13 [\[Read more\]](#)

Legal Aid cuts not designed to hurt regions – ABC News – 21/02/13 [\[Read more\]](#)

Funds drought threatens future of NT Legal Aid – ABC News – 22/02/13 [\[Read more\]](#)

Vic Government backs Legal Aid over funding cuts – ABC News – 23/02/13 [\[Read more\]](#)

Justice denied in legal aid funding shortfall, judge says – Adelaide Now – 04/03/13 [\[Read more\]](#)

Partnership gives access to legal services for migrants – Legal Aid NSW - 06/03/13 [\[Read more\]](#)

Justice alliance backs the bush – The Australian – 23/03/13 [\[Read more\]](#)

Canada:

Free service connects teens and lawyers – Legal Feeds – 10/01/13 [\[Read more\]](#)

Free legal advice website helps Hamilton youth protect their rights – CBC – 23/01/13 [\[Read more\]](#)

A Criminal Mind: Legal aid changes put viability of private criminal practice at risk – Law Times – 28/01/13 [\[Read more\]](#)

Legal aid for Ohio veterans seen as possible model – Yahoo News – 16/02/13 [\[Read more\]](#)

No more money for legal aid in B.C. budget – Legal Feeds – 20/02/13 [\[Read more\]](#)

Legal Aid Ontario expands duty counsel role – Your Legal Rights – 26/02/13 [\[Read more\]](#)

Ontario tops legal aid spending as revenue lags – Legal Feeds – 08/03/13 [\[Read more\]](#)

Legal Aid Alberta receives \$7 million grant from AB gov't – Calgary Beacon – 15/03/13 [\[Read more\]](#)

'Overwhelming' demand for free legal services in Fort McMurray – Fort McMurray Forum – 26/03/13 [\[Read more\]](#)

Report to Supreme Court chief justice calls for family law overhaul – The Globe and Mail – 27/03/13 [\[Read more\]](#)

China:

Association offers legal aid for over 7,000 women – China Daily – 10/01/13 [\[Read more\]](#)

Guangzhou offers free legal services for residents – China Daily – 14/01/13 [\[Read more\]](#)

People with disabilities to receive legal advice by SMS – This is Beijing -28/02/13 [\[Read more\]](#)

Free legal advice to cost city HK\$9.2m – South China Morning – 12/03/13 [\[Read more\]](#)

England & Wales:

Priorities in 2013 for the LSC and the new Legal Aid Agency – Justice – 03/01/13 [\[Read more\]](#)

Foreign national prisoners lose right to legal aid – The Guardian – 08/01/13 [\[Read more\]](#)

Legal aid warning over contract allocation – Law Society Gazette – 14/01/13 [\[Read more\]](#)

More legal aid cuts will lead to poor relying on 'second best' lawyers - The Guardian – 21/01/13 [\[Read more\]](#)

Legal aid changes spark solicitor warnings – BBC News – 31/03/13 [\[Read more\]](#)

LSC launches training on Legal Aid Reforms – Justice – 31/01/13 [\[Read more\]](#)

LSC drops legal aid contract changes – Law Society Gazette – 11/02/13 [\[Read more\]](#)

Migrants may lose legal aid – The Express – 14/02/13 [\[Read more\]](#)

Criminal case cuts planned – BBC News – 05/03/13 [\[Read more\]](#)

Divorce to be yet more expensive as legal aid ends – The Independent – 09/03/13 [\[Read more\]](#)

Legal aid cuts force closure of almost a third of Shelter offices – The Guardian – 11/03/13 [\[Read more\]](#)

LSC to reconsider 'hacked' legal aid contract tender – Law Society Gazette – 21/03/13 [\[Read more\]](#)

Lawyer's strike warning over reform plans – BBC News – 24/03/13 [\[Read more\]](#)

Legal aid changes branded 'shameful' by former minister – Democracy Live – 27/03/13 [\[Read more\]](#)

Peers hit out at legal aid cuts – Inside Housing – 28/03/13 [\[Read more\]](#)

Mediators prepare for the ending of legal aid – Get Reading – 29/03/13 [\[Read more\]](#)

Fiji:

PM promises people access to services – The Fiji Times Online – 12/13/13 [\[Read more\]](#)

Ghana:

Legal Aid Scheme in Ghana Underfunded – Justice Atuguba Decries – Amandla News – 24/03/13 [\[Read more\]](#)

Brong-Ahafo Lawyers urged to provide legal aid to Court Assizes Open – Business Ghana – 27/03/13 [\[Read more\]](#)

India:

Why Justice May Be Delayed – India Today – 14/01/13 [\[Read more\]](#)

Legal aid clinic operative at UILS – Times of India – 17/01/13 [\[Read more\]](#)

DLSA to open 10 legal aid clinics in Panchkula – Indian Express – 23/01/13 [\[Read more\]](#)

Line drawn on legal aid – The Telegraph – 10/02/13 [\[Read more\]](#)

Opening of Indian legal market to be 'explored' – Global Legal Post – 01/03/13 [\[Read more\]](#)

Now, Free Legal Aid to Andhra's Women Farmers – Counter Currents – 21/03/13 [\[Read more\]](#)

Strengthen legal aid for women, backward sections, says Kabir – The Hindu – 26/03/13 [\[Read more\]](#)

Centre: Give legal aid to homeless – The Asian Age – 27/03/13 [\[Read more\]](#)

Jamaica:

New Legal Aid Clinic Coming - Mark Golding – Jamaican Gleaner – 15/02/13 [\[Read more\]](#)

Government's Legal-Aid Bill Stands At \$20 Million – Jamaican Gleaner – 28/02/13 [\[Read more\]](#)

New Zealand:

Treaty legal aid bill hits \$79m in six years – The Dominion Post – 09/01/13 [\[Read more\]](#)

Legal-aid gap 'puts vulnerable at risk' – Marlborough Express – 13/03/13 [\[Read more\]](#)

Nelson helps in legal aid shortage – Nelson Mail – 13/03/13 [\[Read more\]](#)

Govt back down follows attack by family judges – New Zealand Herald – 30/03/13 [\[Read more\]](#)

Nigeria:

Dg Solicits 'Pro Bono' Services to Assist Indigent – NAN – 25/01/13 [\[Read more\]](#)

Making Legal Aid work in Nigeria's police stations – Vanguard – 07/2/13 [\[Read more\]](#)

Legal Aid Council calls for adequate funding – Daily Times NG – 15/02/13 [\[Read more\]](#)

Legal Aid Council seeks 1,000 lawyers from SURE-P – National Mirror – 28/02/13 [\[Read more\]](#)

Northern Ireland:

Court delays 'enhancing' legal fees – Belfast Telegraph – 13/02/13 [\[Read more\]](#)

Civil legal aid plans spark dispute – Agenda NI – 18/02/13 [\[Read more\]](#)

Lawyers face cuts in fees for civil cases – Belfast Telegraph – 25/02/13 [\[Read more\]](#)

Legal aid proposals to save £3.5m – Ford – Newsletter – 30/03/13 [\[Read more\]](#)

Warning over legal aid changes – Belfast Telegraph – 31/03/13 [\[Read more\]](#)

Norway:

Rebuilding war-torn communities with legal aid – Norwegian Refugee Council – 08/03/13 [\[Read more\]](#)

Philippines:

PH embassy men extend legal aid to 8 Filipinos detained for Sabah incursion - Philippine Daily Inquirer – 31/03/13 [\[Read more\]](#)

Scotland:

Lawyers vote to reject new legal aid plans – Herald Scotland – 18/01/13 [\[Read more\]](#)

Law Society backs down over reforms to legal aid – Herald Scotland – 18/01/13 [\[Read more\]](#)

Scottish legal aid reform passed – BBC News – 29/01/13 [\[Read more\]](#)

Split threat to Law Society over legal aid – Herald Scotland – 29/01/13 [\[Read more\]](#)

Legal aid changes could see contribution level raised from £68 to £82 – Daily Record – 29/01/13 [\[Read more\]](#)

MSPs back legal aid changes – Herald Scotland – 29/01/13 [\[Read more\]](#)

Legal aid changes made despite row – Herald Scotland – 30/01/13 [\[Read more\]](#)

Law Society of Scotland to review structure for legal aid – Law Society of Scotland – 05/02/13 [\[Read more\]](#)

Scottish solicitors to debate framework for legal aid negotiations – Law Society of Scotland – 19/02/13 [\[Read more\]](#)

Court reforms must ensure access to justice – Law Society of Scotland – 27/02/13 [\[Read more\]](#)

Neuberger warns of dangers of legal aid cuts – The Journal – 05/03/13 [\[Read more\]](#)

Royal assent for legal aid contributions Act – The Journal – 08/03/13 [\[Read more\]](#)

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