

# Welcome

**Andrea Perry-Petersen**

[andreaperrypetersen.com.au](http://andreaperrypetersen.com.au)

[andrea@andreaperrypetersen.com.au](mailto:andrea@andreaperrypetersen.com.au)

[@winkiepp](#)

*I acknowledge the traditional custodians of country throughout Australia and recognise their continuing connection to land, waters and community.*

*I pay my respects to them and their cultures; and to Elders both past and present.*

Andrea Perry-Petersen

# *AIMS for webinar*

- *Understanding of general principles of innovation and technology in this context*
- *Some examples of best practices*
- *Ideas for your practice*

# OVERVIEW

- *Introduction to the research*
- *What is Access to Justice?*
- *Examples of innovative legal service delivery*
- *Conclusions and Recommendations*





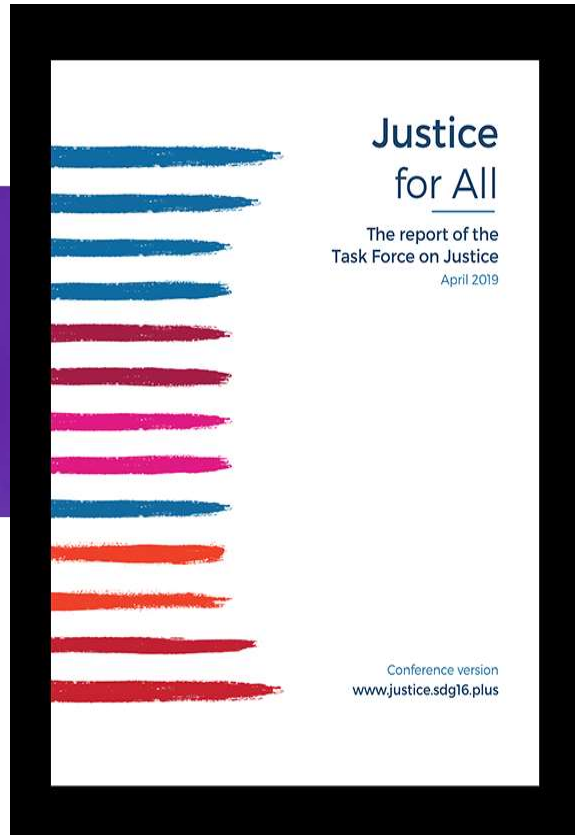
**8 weeks**  
**3 continents**  
**9 cities**

**30 interviews**  
**2 conferences**

**40 hours meetings**  
**45 hours conferences**

**Countless hours on planes,  
trains, and automobiles**

**Just the right number of art galleries**



“Globally, this access to justice gap affects more people than diseases like malaria and tuberculosis”.

Andrea Perry-Petersen

# The Global Justice Gap

5.1 billion people deprived of justice



**4.5 billion**

are excluded from the social, economic, and political opportunities that the law provides



**1.5 billion**

have a criminal, civil, or administrative justice problem they cannot solve



**253 million**

live in extreme conditions of injustice, without any meaningful legal protections

**\$190**

High-income countries

**\$64**

Middle-income countries

**\$20**

Low-income countries

Annual cost of providing a person with access to basic justice services

**Only 8% of Australians  
qualify for Legal Aid**

**14% of Australians live  
below the poverty line**

**Approx. 10% of Australians  
can afford legal advice**

**“The missing middle”**

**Approx. 80% of Australians**

**26 million people**

Andrea Perry-Petersen





# Be clear on the need

- What is “Access to Justice”?
- Problems, issues and challenges:
  - be very specific
  - for whom, in what circumstances, what area of law?
- Solutions – traditional and innovative

# POLL

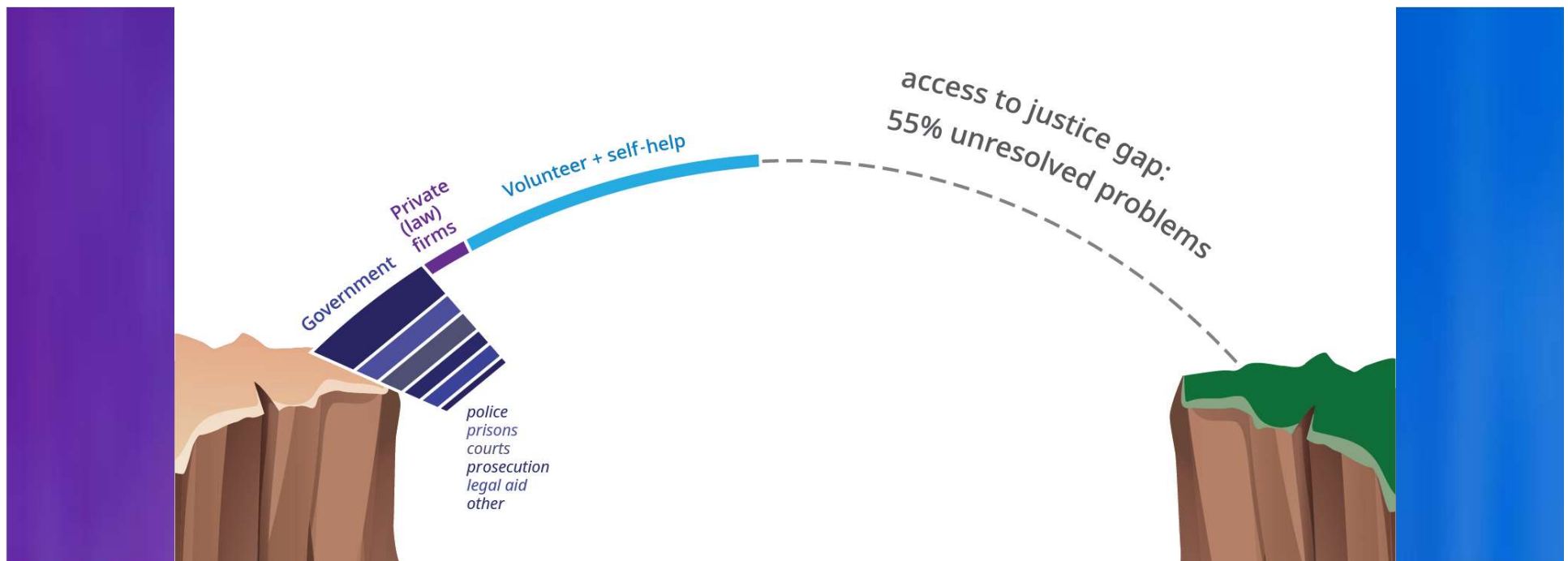
***Technology:  
friend or  
foe?***

***Barriers to  
adoption***

Andrea Perry-Petersen

**If we always do  
what we've always done,  
we'll always get  
what we've always got.**

Attributed to Albert Einstein, Henry Ford,  
Mark Twain and Anthony Robbins!



***'What Works to Improve A2J' is a three-part blog series on delivering equal access to justice for all by Professor Maurits Barendrecht, Research Director at HILL, author of the NYP, Charging for Justice.***

Andrea Perry-Petersen



## The Queensland Law Handbook

[Home](#) › [The Queensland Law Handbook](#)

Browse the entire Queensland Law Handbook.

**FOR USE WITH A2J AUTHOR 6.0, AVAILABLE UNDER THE AUTHOR TAB IN THE TOP NAVIGATION BAR.**



Andrea Perry-Petersen

## Apple Podcasts Preview



53 episodes

Welcome to Reimagining Justice - a global podcast for the change makers in law and the first Australian-based podcast shining a light on issues at the intersection of law, social justice and innovation.

[more](#)

### Reimagining Justice

Andrea Perry-Petersen - Innovator and Lawyer

Business

★★★★★ 4.9 • 33 Ratings

[Listen on Apple Podcasts](#)



2 MAR 2021

#### What the first female lawyers can teach us about legal innovation today ... >

Episode no. 52 features Professor Professor Renee Knake Jefferson, Author and Doherty Chair in Legal Ethics at the University of Houston Law Center. Our discussion covers: The importance of understanding your own and others' perspectives; Traits of the first female la

[▶ PLAY](#) 55 min

16 FEB 2021

#### Due process and data: key components of justice innovation with Tania ... >

Episode no. 51 features Professor Tania Sourdin, Dean and Head of University of Newcastle School of Law. Our discussion covers: the impact of Covid19 on the profession; what's surprised her about online disputer resolution d

[▶ PLAY](#) 1 hr

2 FEB 2021

#### Game-changing services to advance people-centred justice with Kanan ... >

Episode no. 50 features Kanan Dhru. Our discussion covers: What is user-friendly, people-centred justice; The importance of data and evidence-based research; Hiil's justice dashboard; Key factors for innovation at scale; How the justice accelerator works; T

[▶ PLAY](#) 50 min

# Microsoft partners with Legal Services Corporation and Pro Bono Net to create access to justice portal

Apr 19, 2016 | [Dave Heiner - Strategic Policy Advisor at Microsoft](#)

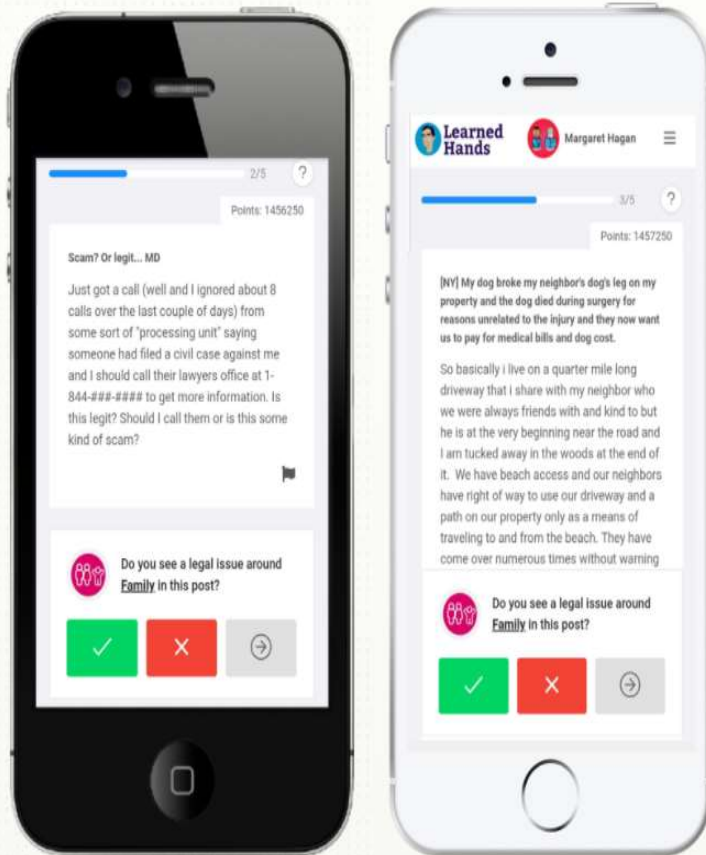


Imagine you are single, with two kids, one in diapers. You have steady work, but after paying for commuting, child care, food and rent, there isn't much left over. You speak Spanish natively, and English well enough to get by. Things are going along pretty well until the heat fails, repeatedly, in your apartment. When the landlord doesn't fix it despite your complaints, you withhold rent, as you are legally entitled to do. Not long after that, you are served with an eviction notice.

Where do you turn?

You are not a lawyer, you don't know any lawyers, and you certainly can't afford to pay a lawyer. You've heard you can "represent" yourself in court – but how? You may be able to get help from a legal aid organization, but which one? The legal aid "system," such as it is, is de-centralized and fragmented, making it hard to know even where to begin, much less how to solve your problem.





# Learned Hands

Play this legal game, where you read people's stories about their problems, and spot what issues are present.

Your game-play builds Access to Justice AI models, that can automatically identify people's legal problems.

**Play Now!**

 Facebook

 Twitter

 Google

 Register

 Login



# America's #1 free tool for bankruptcy

We never ask for your credit card. We're a nonprofit funded by donors like Harvard and featured 4x in Forbes.

[Get Started - 2 mins](#)

Your data is encrypted and secure. [Already started? Sign In](#)

Upsolve Bankruptcy Reviews from REAL Us...

Over \$50 million of debt relieved.

Close



## Considering Bankruptcy?

Try our 100% free tool that thousands of low-income families across the country have used to file bankruptcy themselves. We are funded by Harvard University, will never ask you for a credit card, and you can stop at any time.

[Explore Free Tool](#)

**Upsolve's filers have cleared \$242,860,934.29 of debt**

THE WALL STREET JOURNAL

The New York Times

Forbes

FASTCOMPANY

The Washington Post



# We envision a world where everyone is empowered to use the law.

## MISSION

**We engage with the fields of art and design to create new strategies of legal empowerment.**

The NuLawLab is the interdisciplinary innovation laboratory at Northeastern University School of Law. We are leaders in the emerging global Legal Design movement.

Our programs, projects, seminars, and research allow us to build cross-disciplinary teams and community-based partnerships focused on transforming legal education, the legal profession, and the delivery of legal services. We do this work at the leading public interest law school in order to provide our students with the knowledge and skills to be the legal inventors of the future.

Do

# BENEFITS – Online legal services

- Access from home
- No need to travel - costs
- No need to take time off work
- No need to arrange childcare
- Affordability
- Benefits for providers:
  - efficient systems
  - scalable solutions and
  - data to draw on for systemic advocacy

[Projects](#)

[News](#)

[Join Our Team](#)

[Contact](#)



[WHAT WE DO](#)

[HOW WE WORK](#)

[WHO WE ARE](#)

[HOME](#) > [HOW WE WORK](#)

HOW FAIR IS JUSTICE IF IT'S  
IMPOSSIBLE TO USE?



Our DNA:

data + innovation + transformation = user-friendly justice

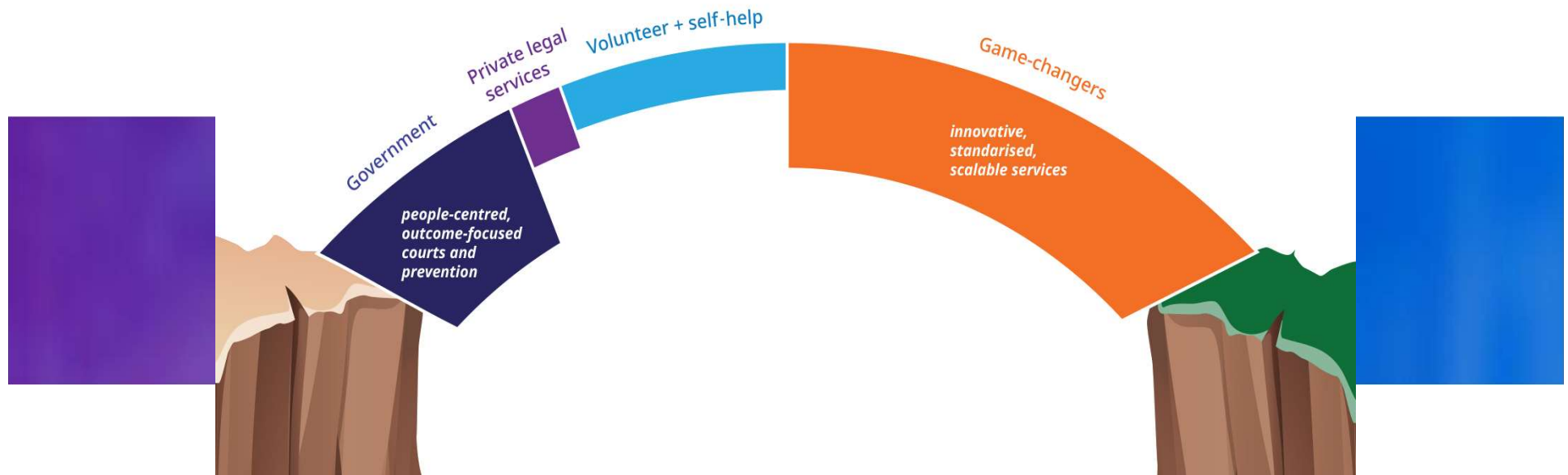
# Impact

Innovative, inclusive and long-lasting solutions

**OECD criteria for people-centred design and delivery of legal and justice services**

<b>Evidence-based planning</b>	People-centred legal and justice services are based on and respond to an empirical understanding of legal needs and legal capabilities of those who require or seek assistance.
<b>Equality and inclusion</b>	People-centred legal and justice services are inclusive and targeted at those most in need, responsive to specific access needs of particular groups likely to suffer from social and economic disadvantage or are otherwise marginalized or vulnerable and those with complex needs. They are designed to contribute to equality, poverty reduction and social inclusion.
<b>Accessibility</b>	People-centred legal and justice services are accessible and designed to actively overcome the range of barriers to the assistance they require.
<b>Availability</b>	People-centred legal and justice services are available across the justice chain and provided in a range of formats, program and services types.
<b>Prevention, proactivity, and timeliness</b>	People-centred legal and justice services are proactive and contribute to prevention of legal problems and to timely resolution. Recurring legal problems are addressed on a systemic basis to address underlying causes thereby preventing reoccurrences.
<b>Appropriateness and responsiveness</b>	People-centred legal and justice services are appropriate and responsive to the individual, the issues they face, and their situation. They are tailored, proportionate and efficient and flexible to accommodate local circumstances.
<b>Empowerment</b>	People-centred legal and justice services are empowering, enable people's meaningful participation in the justice system and build people's legal capabilities
<b>Collaboration and integration</b>	People-centred legal and justice services are part of a coherent system that provide seamless referrals and integrated services through collaboration among legal, justice and other human service providers. People get access to all the services they need to solve the legal and related non-legal aspects of their problems holistically regardless of entry point for assistance.
<b>Outcome-focus and fairness</b>	People-centred legal and justice services contribute to fair process and fair outcomes and to better and more sustainable procedural, substantive and systemic outcomes, including increased trust and confidence in the justice system and better justice system performance and to the attainment of societal objectives such as social inclusion
<b>Effectiveness</b>	People-centred legal and justice services are effective and continually improved through evaluation, evidence-based learning and the development and sharing of best practices





*'What Works to Improve A2J' is a three-part blog series on delivering equal access to justice for all written by Professor Maurits Barendrecht, Research Director at HiLL, author of the NYP, Charging for Justice.*

Andrea Perry-Petersen



# CONCLUSIONS & RECOMMENDATIONS

Education

Human-centred design

Digital Innovation

Funding

Research – Data and Evaluation

Consumer Protection & Regulation

Collaboration

Leadership



# *AIMS for webinar*

- *Understanding of general principles of innovation and technology in this context*
- *Some examples of best practices*
- *Ideas for your practice*

Andrea Perry-Petersen



**“We’ve got to make  
sure that this country  
is a country of equal  
justice for all,  
no exceptions.”**

*Former High Court Justice  
The Honourable Michael Kirby*

[andrea@andreaperrypetersen.com.au](mailto:andrea@andreaperrypetersen.com.au)

[www.andreaperrypetersen.com.au](http://www.andreaperrypetersen.com.au)

LinkedIn and Twitter @winkiepp

#ReimaginingJustice podcast

*Thank you*

