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**PACIFIC
JUSTICE SECTOR
PROGRAMME**

ACCESS TO JUSTICE STRATEGY

October 2022

Pacific courts demonstrate commitment to delivering justice for all people across the Pacific. This strategy sets out Te Kura PJSP's approach for supporting that commitment through collaboration with its Court partners.

Key elements

Access to justice is about accessible justice systems for everyone with processes and outcomes protective of human rights.

The most commonly used global definition of access to justice is “[t]he ability of people to seek and obtain a remedy through formal or informal institutions of justice, and in conformity with human rights standards.” (United Nations Development Programme)

Key elements of access to justice:

- practical access for everyone
- efficiency in providing effective remedies
- ability to reliably protect basic human rights.

Key challenges across the Pacific

Practical access to courts

Distance, time, cost, carer responsibilities, gender roles, youth or old age and disabilities are common barriers preventing people from accessing their courts at any level. Without access to courts, people rely on self-help or community justice processes¹ to solve their legal problems, which can lack capacity to protect human rights or address abuses of power. Unresolved legal issues can have problematic consequences for individuals, including for vulnerable people and impede sustainable national development.

Court capacity

Courts are building capacity to develop service models based on the needs of people, including by increased efficiency and transparency. However, they lack financial and human resources to achieve these standards across all levels of courts, particularly local courts,² despite their important role in expanding access to justice.

¹ Community justice processes are local, variable adjudication processes overseen by non-state actors including chiefs, customary authorities, religious authorities, or other community leaders.

² 'Local courts', as referred to in this strategy, are state courts which include village, island or district courts (and exclude Magistrate courts). Local courts are presided over by lay justices and apply a mix of custom and state law, as provided for in state constitutions or national laws. In contrast, 'lower courts' includes both local courts and Magistrate courts.

Legal assistance and knowledge

Legal aid and access to legal information are either unavailable or difficult to access for vulnerable people and those who live in remote areas. Lack of information and help leaves people unable to enforce their rights or enjoy meaningful protection under the law.

Clear pathways in plural legal environments

While there is often a familiarity with local community-based dispute resolution processes, a lack of knowledge about how community and state justice processes interact and how to navigate between the two creates barriers to accessing justice. This impacts most upon those with the lowest legal literacy levels — the same groups whose rights are most vulnerable.

Ability to reliably protect human rights

Community justice processes provide relevant and accessible justice in many cases but often lack capacity to reliably protect the human rights of vulnerable people or address abuses of power. Local courts face similar challenges and can lack oversight of case outcomes to ensure compliance with constitutional rights.

Participation of women as users and providers of justice

Over a million women and girls (aged 15+) are affected by family violence in the Pacific each year.³ Despite the enactment of family protection laws across most Pacific countries a decade ago, court data shows that only a small proportion of victims access court protection.⁴ This strategy aims to develop practical solutions to overcome barriers that prevent women and children from seeking court protection in family violence matters. Removing gendered barriers to justice also involves increased representation of women at senior judicial levels. More women in judicial roles and court leadership roles leads to better outcomes for women and children in the justice system.

Focus on lower courts and vulnerable groups

Focusing on expanding the reach and capacity of lower courts (which includes Magistrate courts and local courts) is necessary to increase the reach of state justice and better respond to unmet legal needs at the grassroots level.

The strategy is also focused on greater accessibility for particular groups of people whose rights are vulnerable due to entrenched inequality, systemic discrimination or who lack power in custom, creating additional barriers to them securing legal protection from courts.

Vulnerable groups or people, as referred to throughout the strategy, include women, children/youth, people with disabilities and other marginalised social groups which may vary between countries.

³ [Pacific Communities Pacific Data Hub](#).

⁴ Based on published court annual report data, there are approximately 1250 protection order cases coming before courts across the regional annually, representing just .125% of estimated family violence incidents.

Access to justice goals

To address the key elements of access to justice, Te Kura PJSP will work towards the following four goals:

- 1. Expand the reach of courts**
- 2. Build efficiency and transparency of courts**
- 3. Strengthen justice pathways**
- 4. Support quality decision-making for the protection of human rights**

Goal 1: Expand the reach of courts

Many courts are already working to expand the reach of their lower courts, for example by increasing the reliability and frequency/number of lower court circuits and establishing mobile courts. These efforts should be further supported as they directly contribute to increased practical access to state courts. Courts are drawing on lessons learned during COVID-19 and are keen to build on their experience in using remote (telephone/video conference) proceedings. Remote court proceedings reduce access barriers (such as distance and cost) and can provide vulnerable groups with a higher sense of physical and psychological safety than attendance at court.

With careful safeguards to minimise risks of miscommunication or other unfairness, use of remote proceedings could further increase the reach of court services, including through use of lower cost accessible technologies (like telephones). Remote application processes for urgent family protection cases are already provided in many countries' family protection laws.

While physical proximity is important for accessibility, it is not the only consideration. For example, even though a local court may be physically closer, victims of family and sexual violence may be more likely to receive reliable human rights protection from Magistrate Courts, while capacity of local courts is being developed. Courts may therefore decide to prioritise expanded reach of Magistrate Courts for these case types.

Goal 2: Build efficiency and transparency of courts

Courts are invested in progressing the quality of their services, which have been focuses of Te Kura PJSP support in its first year.⁵ This goal is about continuing to strengthen effective and professional court administration.

Elements include:

- sustainable case management systems
- court performance management
- case time goals
- transparent capture and use of case type and party data

⁵ Including through support to court leaderships, professional development opportunities (for judicial officers, justices and court staff) and through the provision of tools and technical assistance.

- public reporting.

Case management systems, court performance indicators and case time goals increase efficient use of resources and reduce delay. Disaggregated data informs targeted improvements for vulnerable groups and other court users. Feedback from these users also informs improvements which can be captured through Standard Operating Procedures (SOPs). Public reporting is a critical resource for increasing transparency and public awareness of the work of the courts, including case trends, outcomes and services provided by courts. These areas directly contribute to strengthened access to justice. Efficiency creates more capacity for courts to deal with more cases. Timely outcomes increase the relevance of justice to court users and protects the rights of those impacted by delay, including pre-trial detainees and vulnerable victims.

Developing lower courts' capacity to operate efficiently and transparently is a substantial task for larger jurisdictions and so will receive particular attention and support under this strategy.

Goal 3: Strengthen justice pathways

Being unable to act upon legal rights or exercise justice options is often due to lack of legal awareness and legal assistance to navigate within and between state and community justice processes. A lack of knowledge of state justice systems and the interaction between justice systems, can prevent people from enforcing their rights or receiving the protection of state courts when needed. These impacts are experienced disproportionately by those with lowest legal literacy, people in remote areas and vulnerable people, who also face the greatest threats to their basic rights.

Providing accessible, targeted legal information and legal assistance to help people navigate justice pathways at the most localised level possible, is key for expanding access to justice in plural legal environments across the Pacific.

3.1 Increased court-provided legal information

Courts already contribute to increasing community legal awareness through their outreach activities (such as in-person information sessions) and through information provided via their websites, social media, and pamphlets. However, the scale of community legal information needs and the limited resources available makes it difficult for courts to provide adequate legal information to everyone.

Courts can maximise the impact of their outreach and information through effective, low-cost communication, targeted to vulnerable groups and community justice leaders.

Courts can increase the reach and consistency of communication by collaborating with other justice and community actors through:

- developing common or integrated materials
- sharing materials between courts
- customising to local contexts
- coordinating coverage of activities
- using community networks to distribute materials or communications widely.

This approach would lighten the load on individual courts to develop materials, and increase the effectiveness and scale of court information, within tight budgets.

Community consultations can help courts identify the most relevant topics including how state courts and community justice processes interact, which cases need to be brought to court (as opposed to being resolved in the family or community), and where people can get legal and other assistance. Better community knowledge of these issues enables more people to make informed decisions about their pathways for resolving legal issues. Such messaging from courts could also encourage escalation of cases to state courts where court protection is needed, such as cases involving family or sexual violence, or children.

3.2 Increased access to legal assistance

3.2.1 At the community level

In addition to awareness and information about laws and legal processes to better enable use of state courts, free legal assistance is often needed to support a person throughout their case, or at milestones, as few have resources to engage private lawyers.

The availability of legal aid is variable across Pacific jurisdictions. Most services are concentrated in capitals and regional centres, are already at capacity, and focus resources on criminal defence, whereas many community legal needs are civil.

Some Pacific countries are already addressing this problem through a range of innovative programmes to stretch the coverage and relevance of legal aid services to remote communities, through community legal advocates and district-based paralegals, both attached to existing legal aid services.

Community legal advocates available at the rural level link the community to the formal justice system. Selected from the communities they serve, community legal advocates are trained to provide legal education and to facilitate referrals from community members to legal aid services. Targeted approaches are used for engaging vulnerable people and linking these groups to state justice when needed. Community legal advocates are not lawyers but often supervised by legal aid services and offer a community-oriented and cost-effective alternative.

Paralegals support legal aid lawyers by undertaking tasks which do not need to be done by lawyers, providing cost-effective support to increase the efficiency of district-based legal aid lawyers. This enables the legal aid lawyers to assist more people.

These kinds of initiatives can help bridge community and state justice systems, while maximising the impact of limited legal aid resources and targeting vulnerable groups.

3.2.2 For unrepresented litigants

Meaningful participation in court processes is often difficult without legal assistance. The court process is premised on the assumption that parties are aware of their legal choices and their consequences and can competently present their case before the court. When these assumptions are not met a burden is on courts to maintain the fairness of the process without transgressing their roles. This impacts court time and efficiency and does not resolve the inherent unfairness arising from lack of independent legal advice and representation.

Providing more legal assistance and representation to people coming before the courts is therefore a key priority for both litigants and courts.

3.2.3 Court-coordinated services

While courts are not the primary actor providing legal assistance, some Pacific courts facilitate access to legal assistance via a duty lawyer or court appointment schemes for unrepresented litigants.

In other jurisdictions, Law Societies/Bar Associations and university legal clinics provide some pro bono legal assistance to those who cannot afford fees. While each country's legal aid arrangements are different, a similar goal prevails: to coordinate and utilise legal professional resources to increase the availability of free legal assistance for unrepresented litigants, including in priority areas of civil law (such as family protection, family law remedies and efficient resolution of land cases).

Te Kura PJSP can assist courts which support increased resource allocation to legal aid services and other measures (such as professional development opportunities for lawyers participating in pro bono schemes or clinics) by identifying cost-effective ways of coordinating available legal professional resources within each varied jurisdiction to maximise access to free legal representation.

While courts remain the key actor and focus of Te Kura PJSP support, this goal also involves working closely with public defender/solicitors, Law Societies, Justice ministries, police (including community police), NGOs and other community-based organisations who provide legal referral and legal aid/assistance services.

Goal 4: Support quality decision-making for the protection of human rights

4.1 In community justice processes

While community justice processes might have pathways where people can seek review of decisions, these can vary, and many are deterred from their use for fear of getting their local chiefs/authorities offside. Many people are not aware of how they can challenge decisions or to whom they can raise complaints against decision-makers in community justice processes. Lack of accountability can be a problem with community justice processes where local power is concentrated but without effective checks in place.

Providing community members and leaders with information about review and complaints mechanisms, while increasing community legal information and legal assistance (as per Goal 3), can improve decision-making and create genuine choice for people regarding which system to use, indirectly strengthening the accountability of community justice processes.

4.2 In court

As part of the state, courts are human rights duty bearers and required to meet human rights standards in their processes and outcomes. State courts, including local courts applying custom, need capacity to provide processes and outcomes consistent with constitutional human rights.

Judicial officers, justices, and court staff across all levels of courts need strong knowledge of how to apply human rights standards in their daily roles, in coordination with others within the court. Te Kura PJSP will continue to support courts to build knowledge in this area.

While systems of appeal provide an important oversight mechanism of lower court decisions, appeal processes are not always accessible. Additional internal oversight systems can help to ensure the quality and consistency of rights protection across all levels of state courts. Te Kura PJSP can support

courts to invest in building the human rights capacity of local courts while also working to strengthen systems of oversight.

Te Kura PJSP approach

Access to justice is addressed in partnership with partner Courts, with activities locally-led and developed around specific needs and goals.

Partnership

Te Kura PJSP fosters a Pacific partnership approach based on understanding the needs, issues and challenges faced by partner Courts and other stakeholders to inform the direction and delivery of efforts to increase access to justice.

Needs specific

Recognising that Pacific countries are diverse on many levels, with different languages, cultures, challenges, and opportunities, strengthening access to justice is collaborative and based on the different needs of partner Courts and community justice needs.

People-centred

Te Kura PJSP supports its partner Courts to use people-centred approaches, focused on how courts can make their information, processes and services as easy as possible for court users to use and understand, while also meeting the specific needs of vulnerable people. This involves mainstreaming responsiveness to vulnerable people across all goals, as well as providing dedicated activities within goals targeting these groups.

Empowering courts

Te Kura PJSP works to empower partner Courts to showcase innovative best practices, tools and resources developed to increase access to justice. Other approaches for supporting shared knowledge include facilitating collaboration between individual courts, drawing on the knowledge and experiences of other stakeholders and convening courts at a regional level to work through common issues.

Practical, responsive, and sustainable expertise

Expertise and assistance provided in support of partner Courts' access to justice activities include:

- Professional development opportunities supporting the skills and knowledge needed for courts to implement access to justice activities. Professional development is based on applied knowledge methods to support practical transfer into daily work contributing to access to justice goals.
- Development of research, guidance, and tools with courts to support their efforts to take structured, sustainable, and systemic approaches to increase accessibility, efficiency, transparency, and quality of justice in court services.
- Technical support using relational skills, working alongside partner Courts to develop practical solutions to overcome justice barriers and where possible, building technical capacity of courts where gaps exist.

Collaboration

Te Kura PJSP recognises that strengthening access to justice is a complex social process involving collaboration with others, including other state justice actors and with civil society actors (such as NGOs supporting vulnerable people, chiefs, customary and religious leaders).

Supporting engagement between these actors can help to facilitate coordination, coverage, reach and specialisation of services and strengthen their responsiveness to the lived experiences and needs of diverse communities, including vulnerable groups.

Goal 1: expand the reach of courts

Progression (year 2 onwards)

Year 1 output

Support implementation of pilot for two courts
 Learning from pilot results, develop scaled up approaches for supporting the reliability and frequency/number of lower court circuits

Assess capacity and need for increased frequency/number of lower court circuits
 Support one court to pilot approaches to increase frequency/number of lower court circuits

Lower court circuits

Support courts to increase reach and reliability of lower court circuits

Support implementation of pilot for two courts
 Learning from pilot results, develop scaled up approaches for establishment of mobile courts

Assess capacity and need for mobile courts
 Support one court to pilot approaches to examine feasibility of establishing mobile court services

Mobile courts

Support courts to establish mobile courts

Support implementation of pilot for two courts
 Learning from pilot results, develop scaled up approaches for adopting increased/to scale use of low-cost remote court processes, prioritising family protection matters in Magistrate Courts, expanding to other types of appropriate cases where possible and incrementally expanding to local courts as their capacities to provide reliable protection outcomes build

Assess existing use of remote court proceedings and options within existing legal frameworks
 Support one court to develop pilot for remote protection order application processes
 Develop procedures, safeguards, scripts and skills of court staff and judicial officers for remote applications, telephone hearings and remote court service processes

Remote court processes

Support courts to increase use of low-cost remote court processes (with safeguards)

Priorities

Goal 2: build efficiency and transparency of courts

Progression (year 2 onwards)

Year 1 output

Continue to promote case management support
 Deepen capacity of all courts to manage case flows and avoid undue delay
 Provide support to use time goals
 Strengthen capacity to manage undue delay

Expand CPM tracking capacities to all levels of courts including local courts
 Expand measures addressing court performance on **accessibility indicators** (see next page)

Work progressively until all courts can reliably capture disaggregated sex, age, location, and disability data for all case types
 Increase capacity to capture court case data involving people with disabilities
 Increase capacity to capture and report on case outcomes
 Expand use of family protection order data to inform approaches for expanding reach, speed, effectiveness of outcomes, and linkage with related case types
 Expand capacity to use court data to analyse case trends and access barriers based on gender, age, disability, and geographic origin of case parties to inform targeted approaches for addressing access barriers

Assess existing case management capacities
 Continue technical support (regional and specific)
 Assess existing time goals used regionally
 Increase capacity of electronic case tracking and management systems to report on time goals

Continue to increase court performance management capacities and use of the initial **8 court performance measures** (see next page)
 Develop approach for including **accessibility indicators** (see next page) in case management systems and inclusion in court performance measures

Assess existing capacity to capture disaggregated case data
 Assess and advise on approach for collecting disability disaggregated data
 Assess court capacity to collect against **family violence 10 indicators** (see next page)
 Identify courts needing individual support and provide technical support as needed

Case management, tracking and timeliness
 Support court capacity

Court Performance Management (CPM)
 Support court capacity

Case data
 Build court capacity to capture, use and report on data

Priorities

Court Performance 8 indicators

- Clearance rate
- Reserved judgements
- Age distribution pending
- Average Age to Disposal
- Pending cases per stage
- Number of cases disposed per judge
- Pending (to) disposal ratio
- Attendance rate

Accessibility indicators

- Cases dealt with via circuit, mobile courts or remotely
- Fee waiver process and usage
- Proportion of parties with access to legal assistance
- Pre-trial detention time goals and monitoring

Family Violence 10 indicators

- Cases filed, finalised and clearance rate (by interim/ final)
- Outcomes of protection order cases
- Conditions included in protection orders for:
 - Contact
 - Custody
 - Maintenance
 - Residence
- Who assisted applicant to file the protection order case
- Protection order cases by registry or geographic location
- Gender of applicants seeking protection orders
- Whether parties have a disability
- Nature of the domestic relationship between the applicant and respondent
- Whether protection order or family violence cases had been filed or heard using phone or other remote technologies
- Domestic violence cases brought either under Family Protection legislation or criminal codes.

See PJSP, July 2022, 'Ten years of reporting Family Protection Act cases across the Pacific: 2011-2020, PJSP Baseline Report', pjsp.govt.nz.

Goal 2 continue: build efficiency and transparency of courts

Progression (year 2 onwards)

Year 1 output

Increase number of courts:

- reliably producing Annual Reports as a core ongoing function
- able to report against all Cook Island indicators

Increase use of court data and analysis to inform internal court performance improvements and to produce quality reporting including on time goals, workloads and responsiveness to court user and community feedback

Survey courts to assess needs since Court Trends Report 2020

Assess court capacities to report against Cook Island indicators in Annual Reports (as per above survey)

Using results from user feedback, identify and support individual courts with reporting capacities as needed

Reporting

Build court capacity to produce high quality reporting and respond to feedback

Support integration of capturing and using court user feedback as a regular court function

Expand court capacity to seek wider community feedback on justice access barriers (for example, not limited to existing court users) to improve people-centred service design and identify specific access barriers

Assess existing feedback mechanisms used by courts and how the information is used to inform improved practice
Identify best practices and share between courts

Court user feedback

Support court capacity to obtain and use to address specific access barriers

Expand number of courts receiving support with development and implementation of SOPs

Assess current use of SOPs and identify courts requiring support

Assist individual courts to develop SOPs to aid consistent justice services (using a people-centred, human rights-based approach)

Standard Operating Procedures (SOPs)

Support improved court-user experience

Continue support for court leadership in management and build skill and service capacities of court administrations to increase community access to courts

Assess management capacity needs to increase community access to courts

Assess the presence of women in judicial roles and court leadership, barriers to women being appointed to these roles, and their support needs

Court leadership and management

Support leadership in management judiciaries and court administrations

Priorities



Goal 3: strengthen justice pathways

Progression (year 2 onwards)

Year 1 output

Support implementation of pilot for two courts

Learning from pilot results, develop scaled-up court information and engagement activities based on growing experience of most effective and accessible forms and themes of communication

Develop more targeted, tailored materials and approaches for particular groups.

Deepen court dialogue with communities, including leaders and vulnerable groups around options for using state and community justice systems and navigating between them

Increase coordination of these activities with other justice actors and community service providers to increase reach of information and engagement

Support increased court engagement and collaboration with legal assistance providers (public defender/solicitors, Law Societies, Justice ministries, community service providers providing legal aid services) aimed at service innovations to reduce gaps in access to legal assistance for court users and those seeking to access courts

Tailor options based on each court's situation including consideration of models for developing or expanding telephone advice services, court duty and outreach services, matched pro bono services and community legal connectors operating within legal aid services

Assess existing court information and engagement activities regarding most effective forms of communication at lowest cost and targeting remote communities and vulnerable groups

Capture and share best practices between courts at regional level

Develop pilot with one court to develop strengthened court information strategies for implementation

Assess courts existing community engagement approaches and methods

Support courts to identify court and community provider roles, and interaction between state courts and community justice mechanisms

Develop pilot with one court to develop community dialogues including tailored approaches for engaging community leaders, community service providers and vulnerable groups

Assess available and potential sources of legal assistance for individual countries

Develop pilot with one court to expand services and strengthen coordination amongst existing legal aid providers, including for remote communities and vulnerable groups

Support one court to pilot 'community legal connector' roles linked to legal aid providers

Support development of clear referral pathways between state and local justice systems and support services

Public information services

Support courts to use relevant media and tailored to meet distinct needs

Community engagement

Increase awareness of court processes, services and clarify linkages between community and state justice systems

Legal aid for court users and communities

Support expanded access to legal aid

Court provided legal information

Access to legal assistance

Priorities

Goal 4: support quality decision-making for the protection of human rights

Progression (year 2 onwards)

Year 1 output

Continue to provide updated bench books to more courts with need

Apply standards of procedural fairness, human rights and apply standards in the process and outcomes of justice

Maintain focus on improving processes for victims of family and sexual violence and children through enhancing court use of specialised procedures and applying human rights standards to remedies

Identify needs for new or updated bench books and decision-making templates

Develop these resources incorporating human rights obligations

Resources

Support increased consistency and application of human rights standards in court decisions

Continue professional development opportunities for judge craft, strengthening knowledge and skills of judicial officers, justices, and local court staff

Assess court capacity needs and provide technical support to courts as needed

Judge craft

Increase skills in conducting hearings, evaluating evidence, drafting lawful decisions (focusing on higher and Magistrate courts, expanding to local courts where possible)

Continue human rights focused professional development opportunities for courts, focusing on Magistrate courts and incrementally on local courts

Increase capacity to track progress with increased references to and use of international and constitutional human rights standards in judgements

Develop workshop programmes on applying human rights in courts, tailored to individual selected courts

Awareness and capacity

Support judicial officers to apply human rights standards

Support implementation of pilot for two courts, rebuilding local court capacities and strengthening oversight mechanisms

Learning from pilot results, develop scaled-up approaches

Assess current capacities and oversight mechanisms of local courts

Support one court to pilot capacity assessments and oversight development needs

Develop workshop series and ongoing technical support for local court justices and clerks on decision making and applying human/constitutional rights and custom

Support one court to pilot strengthened oversight mechanisms

Oversight of local courts

Support courts to strengthen capacities and oversight of local courts

Priorities

Goal 4 continue: support quality decision-making for the protection of human rights

Progression (year 2 onwards)

Year 1 output

Support courts to develop disability policies and procedures and to implement them

Courts to ensure people with disabilities can reliably and equally participate in cases, receive fair outcomes and ability to track and measure progress in these areas

Increase capacity to uphold human rights and fair justice outcomes for court parties with mental illness and impairments

Develop and deliver workshops and technical assistance for selected courts

Increase courts capacities to identify parallel family or criminal law cases and to take a holistic approach to providing court protection from family violence

Increase courts capacities to implement systems for effective management of pre-trial detention, including through prioritised case management, use of time goals, building judicial skills, reliable application of legal tests for bail/conditional release, and escalation processes where detention becomes protracted

Integrate pre-trial detention status and duration into case management systems

Assess existing court policies, procedures, and capacity to respond to needs of people with disabilities

Develop and deliver workshops and technical assistance supporting courts to develop disability frameworks and capacities based on above assessment

Assess existing court policies, procedures, and capacity to respond to needs of children/juveniles

Identify courts with highest need for support in handling juvenile cases consistently with human rights standards

Assess existing court policies, procedures, and capacity to respond to complainants of family violence

Assess family protection laws and how courts are implementing them

Collect best practices and share between courts at regional level

Develop pilot with one court for strengthening implementation, including via remote court proceedings

Support one court to develop time goals for determining family violence offences

Assess existing court policies, procedures, and capacity to respond to pre-trial detainees

People with disabilities

Support court response to needs of people with disabilities

Rights of children

Increase court capacity to apply child-rights in cases involving children (diversion, speed, minimising pre-trial detention/prison)

Family violence cases

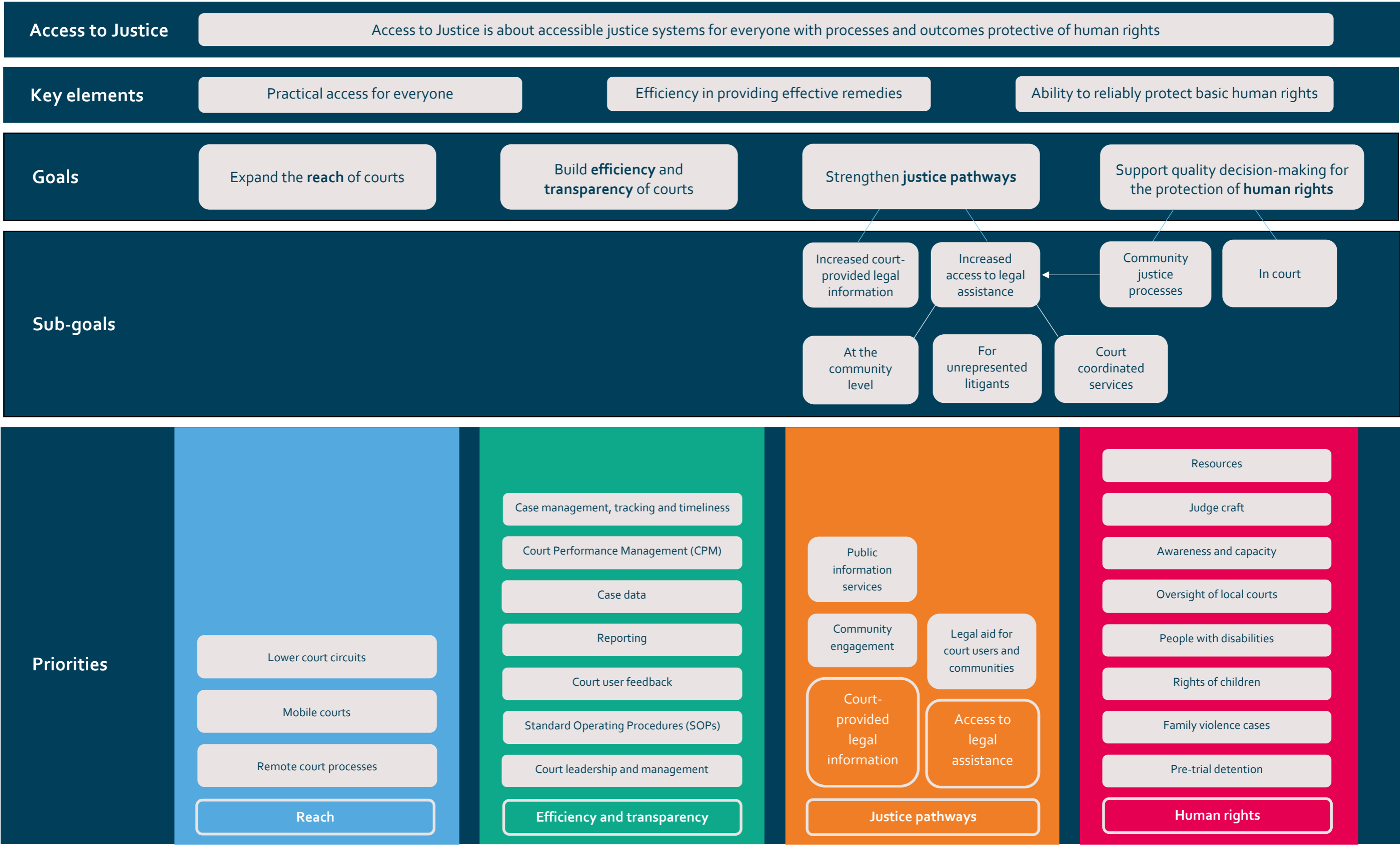
Increase court capacities to respond quickly and effectively

Pre-trial detention

Reduce incidence and duration through bail and strengthened court capacity to monitor and manage length of detention

Priorities

Overview of the Te Kura Pacific Justice Sector Programme Access to Justice Strategy



Access to Justice

Access to Justice is about accessible justice systems for everyone with processes and outcomes protective of human rights

Key elements

Practical access for everyone

Efficiency in providing effective remedies

Ability to reliably protect basic human rights

Goals

Expand the reach of courts

Build efficiency and transparency of courts

Strengthen justice pathways

Support quality decision-making for the protection of human rights

Sub-goals

Increased court-provided legal information

Increased access to legal assistance

Community justice processes

In court

At the community level

For unrepresented litigants

Court coordinated services

Priorities

Lower court circuits

Mobile courts

Remote court processes

Reach

Case management, tracking and timeliness

Court Performance Management (CPM)

Case data

Reporting

Court user feedback

Standard Operating Procedures (SOPs)

Court leadership and management

Efficiency and transparency

Public information services

Community engagement

Legal aid for court users and communities

Court-provided legal information

Access to legal assistance

Justice pathways

Resources

Judge craft

Awareness and capacity

Oversight of local courts

People with disabilities

Rights of children

Family violence cases

Pre-trial detention

Human rights

Approach

Partnership

Needs specific

People-centred

Empowering Courts

Practical, responsive, and sustainable expertise

Collaboration