



Department of Justice
Canada

Ministère de la Justice
Canada



Pre-conference Workshop: A People-Centred Approach to Administrative Justice: How to Simplify and Support the Journey

2024 OECD Global Roundtable on Equal Access to Justice

Tuesday, October 8, 1:30 to 4:30 p.m.

Québec Suite, Chateau Laurier, Ottawa, Canada

Hosted by Justice Canada and OECD and moderated in collaboration with United States Department of Justice

AGENDA

TIME	SUBJECT	PRESENTERS
1:00 pm	Arrival	
1:30 – 1:40 pm	Welcome and introductions	Hasna Farah , Legal Counsel, Access to Justice Secretariat, Justice Canada
1:40 – 1:55 pm	Part I – Framing presentation focusing on the mismatch between administrative justice as it is currently organized, and what would be needed for the relevant institutions to become better at solving people’s justice problems.	Jennifer Khurana , chairperson of the Canadian Human Rights Tribunal
1:55 - 2:40 pm	Part II - The Administrative Justice-Seeker’s Journey through exchanges and sharing of experiences from the participants.	All, moderated by Hasna Farah
2:40 – 3:30 pm	Part III – Breakout Groups Discussion of People-Centred Solutions	All, moderated by Charlie Gillig , Senior Counsel, Office for Access to Justice U.S. Department of Justice
3:30 – 3:45 pm	Break	
3:45 – 4:25 pm	Part IV – Group Discussions of Solutions	All, moderated by Charlie Gillig
4:25 – 4:30 pm	Closing remarks	Charlie Gillig

PRE-WORSHOP QUESTIONS

Prior to the workshop, we would appreciate if you could please review and reflect on the questions below. We highly encourage your active participation during the workshop, and we hope that these framing questions will help prepare you from the interactive sessions.

❖ Part II: The Administrative Justice-Seeker's Journey:

In this session, attendees will be asked to share challenges they have faced themselves or have seen faced by others in accessing administrative justice. Questions to consider in advance are:

- What challenges have you encountered, or witnessed others experience, when accessing different types of administrative justice, such as accessing government benefits and services or going through judicial processes?
- What impact did these challenges have on you, the concerned individual and/or communities?

❖ Parts III and IV– Breakout Groups Discussion and Plenary Readout:

In Part III, attendees will be separated into breakout groups of 7-8 people. This will be a facilitated discussion that unearth promising solutions and practices to the administrative justice challenges identified in Part II. Part IV will be a readout of the solutions and promising practices identified in Part III. Below are some questions to consider in advance of these sessions, grouped by administrative justice theme:

1) Simplifying processes

- What are examples of governments simplifying processes to support access to programs, benefits and services?
- What are examples of governments making proceedings less formal and complicated?
- What feedback mechanisms have been incorporated into processes to encourage continual improvement and responsiveness?
- What are some examples of promising uses of nonlawyers to help users understand and navigate processes, provide legal representation or serve as intermediaries?

2) Accessing legal information and empowerment

- How do we ensure that individuals and communities are aware of and understand the government benefits, services and processes available to them?
- What are some promising examples of public legal education and information and proactive outreach by governments and non-profit organizations promoting legal empowerment?

- What training and capacity-building initiatives have been developed and implemented?

3) Leveraging technology and digitalization

- What technology and digitalization initiatives have been used to offer new justice pathways that are responsive to people's needs?
- What techniques and safeguards were put in place to ensure technology does not exacerbate existing barriers or create new challenges in the administrative justice journey?

4) Advocating for change with administrative bodies

- Are there examples of governments obtaining feedback from users and intended beneficiaries to improve processes?
- Are there examples of governments responding to people's needs through other mechanisms?