

The Access to Justice Triple Aim

The Access to Justice 'Triple Aim' is one goal that requires consideration of three interrelated elements: improving population access to justice, improving the user experience of access to justice, and improving costs (as they relate to access to justice).

Endorsing the Triple Aim means committing to a common goal for the justice sector to improve access to justice in BC and to action to pursue that goal. How organizations choose to act is for them to decide within the context of their respective mandates.

Implicit in the Triple Aim notion is the idea that its three elements are interdependent: change in one element may produce change in the others. The Triple Aim approach is therefore an exercise in dynamic balance – a recognition that good ideas are subject to policy, financial, and other practical constraints. Overall, the Triple Aim encourages a 'user-centric' perspective.



The element of improving population access to justice concerns how populations (either the population as a whole, or sub-populations, based on culture, language, gender, geographic location, ethnicity, etc.) are able to access justice, the needs they have, and how they differ in their attitudes or confidence about accessing justice.

The element of improving the user experience of access to justice focuses on individuals in everyday life and how they attempt to gain knowledge, manage their legal needs or take action to resolve problems in various ways within the justice system. The justice system includes not just courts, but all services, institutions and organizations that support people in getting the skills, knowledge, resources, and services they need to manage their legal problems.

The element of improving costs addresses issues such as the sustainability of different ways of delivering services to meet access to justice objectives, the costs of needs that are unmet, and per user costs of access to justice initiatives.

We the undersigned endorse the Access to Justice Triple Aim on behalf of our respective organizations:

Signatories:

June 12, 2019

<p> The Honourable R.J. Bauman, Chief Justice of British Columbia</p>				<p> The Honourable David Eby, Attorney General of British Columbia</p>			
Access Pro-Bono Society of BC	Alfred School of Law - UBC	Amor Cunae Friendship Society	BC Civil Liberties Association	BC Family Justice Innovation Lab	BC Human Rights Tribunal	BC Law Institute	
BC Nurses Association	BC Paralegal Association	BC Utilities Commission	Canadian Bar Association - BC Branch	Circle of Chairs of Administrative Tribunals	Civil Resolution Tribunal	Community Care and Assisted Living Appeal Board	
Community Legal Assistance Society	Continuing Legal Education Society of British Columbia	Courthouse Libraries BC	Emergency Medical Assistants Licensing Board	Employment & Assistance Appeal Tribunal	Employment Standards Tribunal	Environmental Appeal Board	
Financial Institution Commission	Financial Services Tribunal	Forest Practices Board	Forest Appeals Commission	Greater Vancouver Law Students Legal Advice Society	Health Professions Review Board	Industry Training Appeal Board	
Justice Education Society	Labour Relations Board - BC	Law Foundation of BC	Law Society of BC	Law Union of BC	Legal Services Society of BC	Mediate BC	
Mental Health Review Board	Notary Foundation of BC	Oil and Gas Appeal Tribunal	Passenger Transportation Board	Pacific Law School	PovNet	Property Assessment Appeal Board	
Provincial Court of BC	Residential Tenancy Branch	Safety Standards Appeal Board	Thompson Rivers University Faculty of Law	Trail Lawyers Association of BC	University of Victoria Faculty of Law	Workers Compensation Appeal Tribunal	