

Reshaping Justice: Client-centred service delivery, technology and innovation

Research Symposium Program



BOOK
TICKETS
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Tuesday 20 June 2017, NSW Parliament House Theatrette

Presented by the Law and Justice Foundation of NSW, this symposium examines current issues facing the sector and how evidence-based research can be used to shape legal services that are responsive to client needs and interests. Issues include the use of research for evidence-based decision making and the development of client-centred innovations in civil, family and criminal law. The implications of technology for access to justice will also be explored.



Keynote speaker

Professor Dame Hazel Genn, DBE QC (Hon) is Dean of the UCL Faculty of Laws and co-director of the UCL Judicial Institute. She is a leading authority on civil and administrative justice, and a leader in empirical studies on meeting legal needs from a person-centred perspective, and court and tribunal processes.

Who should attend?

Policy makers, practitioners, researchers, service providers and others with an interest in access to justice.

9:00am-9:30am	REGISTRATION AND COFFEE – Parliamentary Theatrette Lobby
9:30am-9:35am	Welcome, Geoff Mulherin , Director, Law and Justice Foundation of NSW
9:35am-9:40am	Welcome to Country, Aunty Norma Ingram
9:40am-10:00am	Opening remarks, NSW Attorney General Mark Speakman SC MP
10:00am-10:05am	Professor Dame Hazel Genn introduction, Geoff Mulherin
10:05am-10:45am	Keynote – Professor Dame Hazel Genn QC Reflections on the state of access to justice in the global context and the impact of the evidence base on civil justice reform
10:45am-11:15am	MORNING TEA BREAK – Parliamentary Theatrette Lobby
11:15am-12:30pm <i>This session sets the Australian context for access to justice and identifies the Foundation's contribution to putting the client at the centre of access to justice, drawing on illustrations from past and recent Foundation research.</i>	Session 1 – Access to justice in the Australian context Chair: Professor Julie Stubbs, UNSW Law
	Part A: 11:15am-11:45am Justice Ronald Sackville AO
	Reshaping Justice: A half century overview
	Part B: 11:45am-12:30pm Evidence-based access to justice
	<ul style="list-style-type: none"> ❖ Dr Christine Coumarelos, Senior Principal Researcher, Law and Justice Foundation of NSW: <i>Clients at the centre of the Foundation's access to justice work and reshaping legal assistance services</i> ❖ Dr Hugh McDonald, Senior Researcher, Law and Justice Foundation of NSW: <i>The legal capability of clients and implications for service delivery</i> ❖ Catriona Mirrlees-Black, Principal Researcher, Law and Justice Foundation of NSW: <i>The value of data in client centred service design</i>



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12:30pm-1:30pm	LUNCH – Preston Stanley Room
1:30pm-3:00pm <i>This session shows how access to justice research and analysis can be put into practice. A client-centred approach demands knowledge of the client base: who the clients are; their capability; their legal need, how to triage.</i>	Session 2 – How research and practice can develop together Chair: Professor Pascoe Pleasance, UCL Laws <ul style="list-style-type: none"> ❖ Maria Karras, Senior Researcher, Law and Justice Foundation of NSW: <i>Realistic monitoring and evaluating</i> ❖ Kylie Beckhouse, Director Family Law, Legal Aid NSW: <i>Client-centred service delivery in Family Law</i> ❖ Elissa Scott, Manager, Summary Crime, Victoria Legal Aid: <i>Triage in the context of summary crime</i> ❖ Maureen Tangney, Executive Director, Civil Justice Strategy, Dept. of Justice NSW: <i>Using evidence for civil justice reform</i>
3:00pm-3:30pm	AFTERNOON TEA – Parliamentary Theatrette Lobby
3:30pm-5:15pm <i>This session explores the interface between the public, including disadvantaged clients and 'access to justice' technology. It also examines the role of research in facilitating client-focused design.</i>	Session 3 – The human face of technology Chair: Suzie Forell, Principal Researcher, Law and Justice Foundation of NSW <p>Part A: 3:35pm-4:05pm Learning from practice</p> <ul style="list-style-type: none"> ❖ Shannon Salter, Civil Resolution Tribunal, BC, Canada (via video): <i>Client-centred design for the Civil Resolution Tribunal</i> ❖ Monica Ferrari, Manager, CLE, Victoria Legal Aid: <i>How technology may not respond as expected to client need</i> <p>Part B: 4:05pm-5:15pm Panel discussion</p> <p>Moderated by Jane Sanders, Principal Solicitor, The Shopfront Youth Legal Centre</p> <ul style="list-style-type: none"> ❖ Alastair McEwin, Disability Discrimination Commissioner, Australian Human Rights Commission ❖ Russell Cavanagh, Aboriginal Field Officer, Legal Aid NSW ❖ Sue Field, Elder law expert and Adjunct Associate Professor, Charles Sturt University <i>Participation from the floor</i>
5:15-5:30pm	Closing remarks, Geoff Mulherin
5:30-6:30pm	DRINKS – Parliamentary Theatrette Lobby

The Foundation would like to acknowledge and thank our Anniversary Program sponsors.



To book tickets, visit <https://www.trybooking.com/276787>



Program as at 12 May 2017. Please note that due to circumstances beyond the control of the Foundation, this program may be subject to change.