

## Highlights from Chapter 12—Alternative Methods of Improving Access to Justice

Several ideas were raised to consider other options to improve access to justice that fell outside the scope of the project. BCLI project staff conducted a preliminary review of the following five alternative ideas:

1. Increased use of alternative dispute resolution processes;
2. Expansion of legal aid;
3. Promotion of *cy-près* orders;
4. Community Contribution Companies; and
5. New business models.

### *Ideas to consider*

1. **Increased use of alternative dispute resolution processes**
  - a. Alternative dispute resolution—use of mediation services for parties who qualify for legal aid in divorce proceedings can help promote better case outcomes;
  - b. Civil Resolution Tribunal—cost-effective, user-centred process to resolve strata and small claims disputes. Encourages use of facilitation or negotiation services to reach agreement; and
  - c. Quebec PARLe—online dispute resolution initiative to resolve consumer disputes.
2. **Expansion of legal aid**
  - a. Legal services tax—direct revenue collected from the tax on legal services to legal aid;
  - b. Use of property liens under the *BC Legal Services Society Act*.
3. **Promotion of *cy-près* orders**
  - a. Incorporate terms in pro bono retainer agreements to allow clients to assign part of a cost award back to the advocacy group to increase its revenue stream.
4. **Community Contribution Companies (C3s)**
  - a. Structure law firms as C3s to include social goals as part of its overall mandate;
  - b. Donations from subsidiary C3 law firms to free legal clinics.
5. **New business models**
  - a. Use of unbundled legal services for development of new business model.