

27-28 March 2019, Lisbon, Portugal

From measurement to impact in achieving justice for all

Agenda

At the invitation of the Government of Portugal, the OECD is holding its 5th Global Policy Roundtable on Equal Access to Justice on 27-28 March 2019 in Lisbon, Portugal. Under the purview of the Public Governance Committee, the meeting takes place in the context of increasing efforts across OECD and partner countries to strengthen equal and user-centric access to justice for inclusive growth and sustainable development.

In particular, the 2019 Global Roundtable further explores ways to ensure effective access to justice by enabling people-centred justice pathways to address legal needs of citizens and business, including vulnerable communities. It will provide an opportunity to review country progress to adequately invest in and improve access to justice for all as part of the UN Sustainable Development Goal (SDG) 16 on inclusive institutions and access to justice. As part of this effort, the discussion will also showcase country-specific initiatives taken to implement commitments under the Riga Statement on “*Investing in Access to Justice for all!*”, which was adopted by Ministers, high-level participants from OECD member and partner countries and members of the Task Force on Justice of the Pathfinders for Peaceful, Just and Inclusive Societies on 6 July 2018 during the 4th OECD Policy Roundtable on Equal Access to Justice.

The event offers a mix of high-level plenaries and policy-oriented breakout / lab sessions. The high-level plenary discussions aim to highlight country progress and commitments in promoting and investing in access to justice as a mean to achieving a more just, peaceful and inclusive society. They will also explore opportunities to remove institutional and policy barriers to providing people-centred justice and to develop a shared vision for ensuring justice for all that fosters common action across different public institutions. The breakout sessions will allow policy-makers to work together in small groups to apply innovative ways to problem shaping and solving to foster people-centred justice pathways, focusing on disadvantaged communities.

The discussions form an integral part of the global series of events in 2019 aiming to build momentum for providing justice for all, including the Hague Access to Justice conference in February 2019, organised by the Task Force on Justice, the HiIL Justice Innovation Forum (5 - 6 February, 2019), the World Justice Project Forum (29 April – 2 May, 2019), the Open Government Partnership Summit (29 – 31 May, 2019) and United Nations High Level Political Forums.

Format

The Global Roundtable is held over two days and led by Irène Hors, Deputy Director, Head, Public Governance, OECD, Francisca Van Dunem, Minister of Justice, Portugal and Anabela Pedroso, State Secretary of Justice, Portugal.

The meeting is also organised in collaboration with the Justice Taskforce of the Pathfinders for Peaceful, Just and Inclusive Societies and Open Society Justice Initiative.

The meeting brings together a group of over 100 governmental and non-governmental officials (at the high- and expert-level) from OECD member and partner states, academics, civil society as well as representatives from international organisations.

The Roundtable discussion is preceded by technical meetings.

Day 1: 27 March 2019

High-level sessions - From measurement to impact in achieving justice for all

9.15 – 9.30	Opening remarks
<p>This session will set the scene for the Roundtable discussions, including their objectives and relevance for the current policy and governance agenda.</p> <p>It will also feature the highlights of the OECD-Portugal initiative “Towards People-centred and Innovative Justice in Portugal: Fostering Inclusive Growth”.</p> <p><i>Speakers:</i></p> <ul style="list-style-type: none">• Francisca Van Dunem, Minister of Justice, Portugal• Irène Hors, Deputy Director, Public Governance, OECD	
9.30 – 9.45	Keynote address
<ul style="list-style-type: none">• Hina Jilani, the Elder	
9.45 – 10.00	Towards smart and innovative justice ecosystem – views from Portugal
<ul style="list-style-type: none">• Anabela Pedroso, State Secretary of Justice, Portugal	
10.00 – 13.00	High-level roundtable Bringing justice closer to the people: country progress and commitments
<p>In the context of the implementation of the SDG commitments on access to justice and the Riga Statement on “Investing in Access to Justice for all!” adopted by high-level participants from OECD member and partner countries and members of the Task Force on Justice of the Pathfinders for Peaceful, Just and Inclusive Societies, this high-level roundtable serves to showcase country progress, results and commitments at the national and local levels in providing justice for all. The roundtable will highlight the processes by which progress has been achieved, and will shine a spotlight on models that others may want to adapt to their respective contexts. It will also discuss the case for investing in access to justice initiatives. The results of the discussion will feed into the global commitment process for making justice a reality for all.</p> <p>The session will be guided by the following questions:</p> <ul style="list-style-type: none">• <i>What have been the key actions taken in your country to implement Sustainable Development Goal 16 and specifically Target 16.3 to “ensure equal access to justice for all”? What are the remaining challenges and forthcoming plans to address them? Are there some commitments that your country has made or planning to make to support the implementation of this target?</i>	



- *How can we shape a new forward-looking and compelling vision for ensuring justice for all that, that puts people at the centre, guides common action across different public institutions in view of achieving SDG 16.3 and helps to create trustworthy justice institutions?*
- *What are the core elements, in your country, of the business case for investment in justice for all? Does investing in justice for all, in your country's experience, lead to broader economic and social gains?*
- *Where we can start and what are the priorities to enable equal access to justice for all? How can we mobilise people, knowledge and evidence to foster common actions for a more inclusive justice policy? How can we mobilise the potential of new technologies?*

This session will feature the launch of the OECD Flagship report “Access to Justice for Inclusive Growth: Putting People at the Centre” and the key findings of the OECD “White Paper on Business Case for Access to Justice”.

Host: Anabela Pedroso, State Secretary of Justice, Portugal

Roundtable participants:

- **Irène Hors**, Deputy Director, Public Governance Directorate, OECD
- **Maria Rodriguez Fernanda**, Undersecretary of Access to Justice, Ministry of Justice and Human Rights, Argentina
- **Jean-Paul Janssens**, President, Executive Committee, Federal Public Service - Justice, Belgium
- **Laurie Wright**, Senior Assistant Deputy Minister, Canada
- **Juanita Lopez**, Deputy Minister of Justice, Colombia
- **Gocha Lordkipanidze**, Deputy Minister of Justice, Georgia
- **Oonagh Buckley**, Deputy Secretary General, Department of Justice and Equality, Ireland
- **Edvīns Balševics**, Director General, Court Administration, Latvia
- **Félix Braz**, Vice-Prime Minister, Minister of Justice, Luxembourg
- **Torkil Åmland**, State Secretary, Ministry of Justice and Public Security, Norway
- **Łukasz Piebiak**, Undersecretary, Ministry of Justice, Poland
- **Gregor Strojín**, State Secretary, Ministry of Justice, Slovenia
- **Lotfi Khaldi**, Secretary General, Supreme Administrative Court, Tunisia
- **Sergiy Petukhov**, Deputy Minister of Justice, Ukraine
- **Ramin Gurbanov**, President, European Commission for the Efficiency of Justice (CEPEJ)



- **Ilaria Bottigliero**, Director, IDLO

This session is co-organised with the Justice Taskforce of Pathfinders of Just, Peaceful and Inclusive Societies.

A coffee break will take place at 11.00.

13.00 – 14.30	Lunch Presentation of a student research pitch
14.30 – 16.00	Plenary session Towards people-centred justice pathways: making policy change happen

Reorienting the model of delivering justice for all in order to enable people-centred justice pathways calls for an efficient, effective and integrated system of legal and justice policies and services. This session will explore the institutional, policy and regulatory conditions necessary to make the change happen by addressing the following questions:

- *What do people-centred justice pathways mean and how could they look like? What would constitute good and innovative country examples?*
- *How can we enable people-centred justice pathways (e.g., through policy changes, greater coordination, better measurement and understanding of people’s legal needs and stronger accountability for results)?*
- *How can we overcome the remaining political and institutional barriers to deliver multidimensional inclusive justice outcomes?*
- *What are the interesting examples of institutional, policy and regulatory frameworks which enable putting people in the centre of justice and legal policies and services? What lessons can be learned from other sectors?*
- *How can we increase citizen, civil society and business participation to enable better, more people-centred and inclusive delivery of legal and public services?*

Moderator: Maurits Barendrecht, Research Director, Hague Institute for the Innovation in Law (HiIL)

Speakers:

- **Hazel Genn**, Professor of Socio-Legal Studies, UCL - *remote*
- **Laurie Wright**, Senior Assistant Deputy Minister, Canada
- **Diana Urbano**, Director for Justice, Defence and Governance, Department of National Planning, Colombia
- **Ségolène Pasquier**, Deputy Chief, Access to Law Office, Ministry of Justice, France



- **Marta Santos Pais**, Special Representative of the Secretary-General on Violence against Children, UN
- **Sara Vassalo Amorim**, Policy Officer, Justice Policies and Rule of Law, Directorate-General for Justice and Consumers, European Commission

16.00 - 19.00	Visit to the Court in Sintra and Justice Innovation Hub in Lisbon
20.00	Social programme / Dinner



Day 2: 28 March 2019

Policy discussions

9.00 – 9.15	Opening remarks
	<ul style="list-style-type: none">• Miguel Romão, Director General, Justice Policy, Portugal• Irène Hors, Deputy Director, Public Governance Directorate, OECD
9.15 – 12.45	From innovations to people-centred justice ecosystem
	<p>Establishing people-centred justice pathways in a sustainable and effective manner requires developing a people-centred justice ecosystem, which encompasses a holistic and comprehensive policy and service continuum, including legal empowerment and early resolution and dispute prevention strategies that support people’s well-being. A people-centred justice ecosystem also calls for the shift from litigation to prevention and early intervention, coordination within and across sectors, prioritisation of basic and community justice services, targeting and the co-production of justice. It also requires specific attention to the needs of vulnerable groups.</p> <p>This session explores innovative models to facilitate the creation of people-centred justice ecosystem, including in designing, purchasing and delivering legal and justice services, in line with the OECD criteria on people-centred legal and justice services. It also explores the potential of technology and data in facilitating seamless dispute resolution and people-centred pathways, including for specific groups and specific types of legal problems. The session will allow drawing lessons from the OECD work on digital services, public sector innovation people-centred healthcare services.</p> <p>The session consists of two parts and provides the foundation for the discussion of designing people-centred pathways for specific vulnerable groups (to be discussed during the breakout sessions on Day 2).</p> <p>Part I: Towards a people-centred justice ecosystem: inspiring policy change</p> <p>Questions for discussion:</p> <ul style="list-style-type: none">• <i>Can countries envisage creating a holistic and seamless justice ecosystem (integrating multiple channels for resolving disputes and obtaining legal assistance), which puts people at the centre? What are the barriers and enablers? Risks and opportunities?</i>• <i>If yes, what principles must be respected and regulatory and institutional changes made? Which coordination mechanisms are needed? What examples – both from justice and other sectors – be considered?</i>• <i>What is the role of courts in the holistic people-centred justice ecosystem (and the continuum of legal and justice services)? How can disputes be transferred from one</i>



dispute resolution service to another (e.g., from litigation to mediation)? Should there be rules for such transfers? Should there be principles on how one type of dispute resolution affects another in case of such transfers?

Moderator: Geoff Mulherin, Director, New South Wales Law and Justice Foundation

Speakers:

- **Felix Steffek**, University Lecturer, Faculty of Law; Co-Director of the Centre for Corporate and Commercial Law; Director of Studies, Newnham College; University of Cambridge - *remote*
- **João Tiago Silveira**, former State Secretary of Justice, Portugal
- **Cris Coxon**, Principal Analyst, Access to Justice Analytical Services, Ministry of Justice, UK
- **Danielle Hirsch**, Principal Court Management Consultant, National Center for State Courts
- **Liberty Aldrich**, Managing Director, Center for Court Innovation

A coffee break will be scheduled at 10.45.

Part II: Using technology and data for closing justice gaps

Questions for discussion:

- *How can technology help overcome barriers and facilitate the creation of a seamless people-centred justice ecosystem? Which new challenges do new technologies such as artificial intelligence and blockchain create for access to justice?*
- *How can we leverage big data to anticipate, prevent and resolve disputes? What are the opportunities and risks?*

Moderator: Georg Stawa, Head, Strategic Planning, Ministry of Justice, Austria

Speakers:

- **Hugo Nunes**, Advisor, State Secretary Cabinet, Ministry of Justice, Portugal
- **Luc Altmann**, Deputy Head, Insight and User Research Division, HM Courts and Tribunals Service, UK
- **Jennifer Marie**, Deputy Presiding Judge; Registrar, State Courts, Singapore
- **Anna Skrjabina**, Project Leader, Justice for Growth, Court Administration, Latvia
- **Daniela Piana**, Research Director and Chair, Political Science, University of Bologna/ENS Paris Saclay/ LUISS Rome, Italy
- **Ludwig Bull**, CTO, [CourtQuant](#)

12.45 – 14.00

Lunch break



14.00 – 16.15	Breakout sessions - <i>see below</i>
16.00 – 16.45	Coffee break
16.45 – 17.30	Plenary session
This plenary session will involve reports from the Breakout sessions on leaving no one behind, focusing on key policy, service and justice ecosystem implications.	
17.30 – 18.00	Closing remarks and next steps
<ul style="list-style-type: none"> • Mariana Vieira da Silva, Minister of Presidency and Administrative Modernisation, Portugal • Irène Hors, Deputy Director, Public Governance Directorate, OECD 	



14.00 – 15.00 Main Room	A1: Victims of violence and discrimination	14.00 – 15.00 Room 3	B1: Small, medium and micro- enterprises
	<p>This interactive session will explore justice pathways for victims of violence and discrimination addressing the following questions:</p> <ul style="list-style-type: none"> • <i>What is the nature of legal needs of victims (of violence, harassment and discrimination [in such areas as pay gap, access to finance, access to economic opportunities, unlawful dismissal etc.]? What are the recent trends in these areas?</i> • <i>What type of information is needed to understand their needs and experiences? Does the data exist and if not, how can it be generated?</i> • <i>What are the specific barriers in accessing justice for victims of family violence and victims of discrimination and harassment?</i> • <i>Are there critical gaps in services that are necessary to deliver justice to people experiencing family violence? To those who experience different forms of harassment and discrimination? What policies would help to address these gaps?</i> • <i>What could a victim-centred justice pathway look like? What needs to change to make it happen? What are the critical enablers? What is the role of technology?</i> • <i>What could the OECD and other international partners do to support countries in designing and delivering justice pathways focused on the needs of victims of family violence? Victims of discrimination and harassment?</i> <p>Moderator: Marie Mercat-Bruns, Affiliated Professor, Sciences Po Law School; Associate Law Professor in Private Law and in Labour and Employment Law, Conservatoire National des Arts et Métiers; CNRS</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Maria Rodriguez Fernanda, Undersecretary of Access to Justice, Ministry of Justice and Human Rights, Argentina • Laurie Wright, Senior Assistant Deputy Minister, Canada • Ilaria Bottigliero, Director, Policy, Research and Learning, IDLO 	<p>This session will explore justice pathways for SMEs addressing the following questions:</p> <ul style="list-style-type: none"> • <i>What is the nature of legal needs of business? What are the recent trends in this area? What data could be used to understand these needs?</i> • <i>How could an integrated pathway for business-related dispute resolution and service delivery look like? What could be the principles for sound dispute resolution for business? How to overcome institutional and jurisdictional inertia while protecting the rule of law?</i> • <i>What are the examples of good practices and what works in creating business centred pathways? What are the barriers, opportunities and lessons learned?</i> • <i>What could the OECD do to support countries in designing and delivering justice pathways focused on the needs of SMEs?</i> <p>Moderator: Jorge Roberto Ordoñez Escobar, Head, Legal Affairs Unit, Ministry of Interior, Mexico</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Fátima Reis Silva, Cabinet of the Ministry of Justice, Portugal • Anna Skrjabina, Project Leader, Justice for Growth, Court Administration, Latvia 	



15.15 – 16.15 Main Room	A2: Children and young people	15.15 – 16.15 Room 3	B2: Indigenous communities
<p>This interactive session will explore justice pathways for children and young people addressing the following questions:</p> <ul style="list-style-type: none"> • <i>What is the nature of legal needs of children and young people? What are the recent trends in this area?</i> • <i>What type of information is needed to understand their needs and experiences? Does the data exist and if not, how can it be generated?</i> • <i>What are the specific barriers in accessing justice for children and young people?</i> • <i>What could a child-focused justice pathway look like? What needs to change to make it happen? What are the critical enablers? What do we know about what works?</i> • <i>What are the lessons learned from other sectors, such as healthcare?</i> • <i>What are the examples of application of OECD service criteria to facilitate people-centred justice pathways for youth and children?</i> • <i>What could the OECD do to support countries in designing and delivering justice pathways focused on the needs of children and young people?</i> <p>Moderator: Marta Santos Pais, Special Representative of the Secretary-General on Violence against Children, UN</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Lidia Rabinovich, Head, Child Representation, Legal Aid Department, Ministry of Justice, Israel • Heiða Björg Pálmadóttir, Director General, Government Agency for Child Protection, Iceland 		<p>This session will explore justice pathways for indigenous communities addressing the following questions:</p> <ul style="list-style-type: none"> • <i>What are the countries' efforts and reforms to improve justice outcomes for indigenous communities?</i> • <i>What is the nature of their legal needs? What are the recent trends in these areas?</i> • <i>What type of information is needed to understand their needs and experiences? Does the data exist and if not, how can it be generated? What models of justice pathways respond to legal needs of indigenous people? What are the critical enablers? What do we know about what works?</i> • <i>What are the lessons learned from other sectors in meeting the needs of indigenous people?</i> • <i>What could the OECD do to support countries in designing and delivering justice pathways focused on the needs of indigenous groups?</i> <p>Moderator: Geoff Mulherin, Director, New South Wales Law and Justice Foundation</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Juanita Lopez, Deputy Minister of Justice, Colombia • Janet McIntyre, Deputy Director, Department of Justice, Canada 	



14.00 – 16.15
Room 4

Building the case for access to justice

The session will start with a presentation of the OECD White Paper on the Business Case for Access to Justice, and follow with three mini-panels addressing the costs of lack of access to justice, the benefits of access to justice interventions, and indicators of access to justice.

Moderator: Tatyana Teplova, Head, Gender, Justice for Inclusiveness, Public Governance Directorate, OECD

OECD White Paper on the Business Case for Access to Justice - Scope and findings

Presenter: Reza Lahidji, Senior Expert Advisor to the OECD, Associate Partner, Menon Economics

Next steps in measuring the costs of lack of access to justice

Speakers:

- **Alejandro Ponce**, Chief Research Officer, World Justice Project
- **Trevor Farrow**, Professor; Associate Dean (Academic), Osgoode Hall Law School; Chair; Canadian Forum on Civil Justice
- **Reza Lahidji**, Senior Expert advisor to the OECD; Associate Partner, Menon Economics

Key issues:

- *What is the extent of the justice gap in OECD and partner countries?*
- *What is the evidence on the consequences of lack of access to justice?*
- *What could be the next steps in measuring the costs of lack of access to justice?*

Next steps in measuring the benefits of access to justice interventions

Speakers:

- **Chris Griffin**, Visiting Professor; Research Scholar, University of Arizona
- **Rebecca Sandefur**, Associate Professor of Sociology and Law, University of Illinois at Urbana Champaign

Key issues:

- *More efficient courts, better assistance, more empowerment: What are the priorities, trade-offs and synergies?*
- *How can lessons be shared internationally?*
- *What could be the next steps in deepening the case for investment?*

Nest steps in building indicators of access to justice

Speakers:

- **Diana Urbano**, Director for Justice, Defence and Governance, Department of National Planning, Colombia
- **Aparna Basnyat**, Rule of Law and Human Rights Specialist, UNDP
- **Isabel Schmidt**, National Statistical Agency, South Africa

Key issues:

- *What are efforts undertaken by governments and international organisations to develop indicators on people-centred access to justice?*
- *What tools and data sources exist to support the development of the indicators?*
- *What are the challenges and opportunities in this regard?*



12.45 – 16.00
Room 2

D. MENA-OECD Working Group on Regulatory Reform and the Rule of Law

The MENA-OECD Working Group on Regulatory Reform and the Rule of Law (WG IV) promotes a forum for MENA countries and international experts to exchange on good practices in regulatory reform and discuss how to ensure effective access to justice services and strengthen the rule of law.

Opening remarks

- **Anabela Pedroso**, State Secretary of Justice, Portugal; Co-chair, Annual Meeting, MENA-OECD Working Group IV
- **Zouheir Ben Tanfous**, Legal Counsel, Presidency of Government, Tunisia; Co-chair, MENA-OECD Working Group IV
- **Tatyana Teplova**, Head, Gender and Justice for Inclusiveness, Public Governance Directorate, OECD

Open Discussions- Co-Chairs:

- **Hugo Nunes**, Advisor, State Secretary Cabinet, Portugal
- **Zouheir Ben Tanfous**, Legal Counsel, Presidency of Government, Tunisia

Better regulation and access to justice through plain language, access to information and legal empowerment

- **Mohamed Abazaïd**, Deputy President, Court of Cassation; Legal Counsellor, Ministry of Planning, Monitoring and Administration Reform, Egypt
- **Ségolène Pasquier**, Deputy Chief, Access to Law Office, Ministry of Justice, France

Access to justice for vulnerable groups in the MENA region, including women, youth and children

- **Abderafi Erouihane**, Director, Studies, Cooperation and Modernisation, Ministry of Justice, Morocco
- **Heiða Björg Pálmadóttir**, Director General, Government Agency for Child Protection, Iceland

Digital justice – bringing justice closer to the people through the use of technology

- **Abdulla Al-Majid**, Undersecretary, Ministry of Justice, UAE
- **Hugo Nunes**, Adviser, State Secretary Cabinet, Portugal

Conclusions

- **Charlotte Denise-Adam**, Policy Analyst, OECD & **Chloe Lelievre**, Policy Analyst and Programme Lead, Access to Justice, Public Governance Directorate, OECD
- **Zouheir Ben Tanfous**, Legal Counsel, Presidency of Government, Tunisia; Co-chair, MENA-OECD Working Group IV
- **Hugo Nunes**, Adviser, State Secretary Cabinet, Portugal; Co-chair, Annual Meeting, MENA-OECD Working Group IV

