



2023 OECD Global Roundtable on Equal Access to Justice

Making people-centred justice happen

PRELIMINARY AGENDA

Ljubljana, Slovenia

6 - 8 December 2023

OECD Global Roundtable on Equal Access to Justice

The **2023 OECD Global Roundtable on Equal Access to Justice** will take place from 6 to 8 December 2023 in Ljubljana, hosted by the Government of Slovenia.

As part of the [OECD Reinforcing Democracy Initiative](#), the Roundtable will aim to support increasing efforts across countries to advance people-centred justice with a view to reinforce the rule of law, strengthen democracy and public trust, and advance the implementation of the Sustainable Development Goal (SDG) 16.3 on promoting the rule of law and ensuring access to justice for all.

The Global Roundtable will mark the first gathering since the adoption of the [2023 OECD Recommendation on Access to Justice and People-Centred Justice Systems](#), aimed at supporting Adherents in advancing access to justice and putting in place core elements of people-centred justice systems around four pillars: designing and delivering people-centred services; governance enablers and infrastructure; people empowerment; and planning, monitoring and accountability.

The event will deliver key messages to support forthcoming international discussions to improve access to justice and people-centred justice, including the 2024 High-Level Political Forum on Sustainable Development, the Summit of the Future in 2024, and the work of the Justice Action Coalition and the Global Dialogue of Justice Leaders.

Day 1 – Wednesday 6 December 2023

[Pre-conference technical workshops](#)

Technical workshop 1: Building Evidence for People-Centred Access to Justice: Envisioning a Shared Agenda

09:00 – 12:00

Technical workshop 2: Access to Justice for Children and Child-Centred Justice

14:00 – 17:00

Reception 19:30

Day 2 – Thursday 7 December 2023

[Opening remarks](#)

9:00 – 9:15

[Keynote speech](#)

9:15 – 9:30

High-level Roundtable

Responsive and resilient justice systems for healthy democracies and trust in institutions

9:30 – 11:30

Governments are grappling with multiple crises and shocks that threaten economic resilience, security and wellbeing. Simultaneously they are confronted with structural challenges such as aging populations and managing the twin green and digital transitions, which call for deep structural economic and social changes. While governments harness the opportunities provided by rapid modernisation, in particular digitalisation, they also face a number of worrying trends, including the rise of polarisation, the proliferation of dis- and misinformation, and increasing disenchantment with traditional democratic processes.

As a result, governments are increasingly shifting their focus towards reinforcing democratic resilience and building trust in public institutions, which is only slightly higher on average than it was following the global financial crisis. Access to justice remains a critical component of this endeavour.

When justice systems are accessible to all, respond to the needs of a broad spectrum of society and ensure fairness, they can serve as a catalyst for strengthening trust in public institutions and democracies. Central to this is promoting justice systems that adapt to changing circumstances, are responsive to emerging legal needs, and fit to uphold the rule of law.

This High-Level Roundtable will bring together senior officials from OECD Members and other countries to reflect on the importance of access to justice as a fundamental pillar of democracy and the rule of law. It will be an opportunity to discuss the role of the SDG 16.3 on the rule of law and access to justice and the new [OECD Recommendation on Access to Justice and People-Centred Justice Systems](#) in supporting countries' commitments to put people at the centre of their justice systems.

Questions for discussion:

- How can justice systems effectively bridge the trust gaps between citizen and public institutions and serve as a catalyst for reinforcing democracy?
- In the face of current challenges, what concrete steps can governments take to adapt their justice systems to evolving legal needs, fostering resilience and effectiveness?
- How can governments advance people-centred justice systems that foster a sense of ownership among people and promote participation in democratic processes?
- What innovative approaches and technologies can justice systems employ to enhance access to justice and improve the functioning of justice systems? Are current institutional and regulatory set-ups fit-for-purpose?
- What strategies can be implemented to promote inclusivity and meet the needs and challenges faced by marginalised and underserved populations?

Dialogue with civil society and justice system users

The “people” in people-centred justice: Learning from diverse experiences within justice systems

11:30 – 13:30

This session will provide an opportunity for policy makers, civil society organisations, and justice system users to discuss issues at the intersection of access to justice and social inclusion. Participants will be invited to exchange on strategies for enhancing justice system’s responsiveness, inclusivity, and effectiveness with a focus on marginalised communities and underserved populations. It will also encourage the sharing of user experiences and highlight successful examples, with a view to strengthening collaboration and improving access to justice.

Questions for discussion:

- What are the experiences, priorities and needs of justice system users and those who need justice, particularly those from marginalised communities or underserved populations?
- How can we identify the structures and underlying issues in our justice systems that hinder access for diverse groups of people?
- How can the voices and experiences of justice users and the organisations that represent them be included in the decision-making process to promote access to justice?
- What strategies can be employed to gather data and information to improve our understanding of the exclusions and inequalities present in justice systems, and measure progress in reducing these disparities?
- How can justice system actors and users collaborate to identify and address common justice issues people face and what are some successful collaborative practices from different countries?

Family picture and lunch break 13:30 – 15:00

A buffet lunch will be available for participants.

Expert policy discussions

Session 1: The OECD Recommendation on Access to Justice and People-Centred Justice Systems: Ensuring Impact and Implementation

15:00 – 16:00

The new [OECD Recommendation on Access to Justice and People-centred Justice Systems](#) aims to support Adherents in advancing access to justice and putting in place core elements of people-centred justice systems around four pillars: designing and delivering people-centred services; governance enablers and infrastructure; people empowerment; and planning, monitoring and accountability. This session will introduce the new Recommendation, identify implementation gaps for each pillar and discuss the tools and indicators that can support implementation.

Questions for discussion:

- How can countries be supported in implementing the OECD Recommendation of the Council on Access to Justice and People-Centred Justice Systems? What are the priority areas? What tools are needed?
- What are the key stakeholders and actors that need to be engaged in the implementation of a people-centred justice approach, in line with the OECD Recommendation?
- What are the necessary resources, capacities, and infrastructure required to support the implementation of a people-centred justice approach? What legal, institutional and policy settings are found to be most effective to promote a people-centred approach?
- What guidance, indicators, and tools are needed to assess the effectiveness and success of implementation efforts?

Coffee break 16:00 – 16:15

Session 2: Better managing challenges and risks arising for justice systems in the context of major global trends

16:15 – 17:30

The landscape for justice systems is continually evolving, influenced by factors ranging from technological advancements to societal shifts, bringing with it new risks. Existing approaches must adapt to remain effective. Digital technologies and the rise of cybercrime in particular present a new challenge for justice systems and law enforcement calling for coordinated efforts by diverse actors to protect people in already vulnerable situations such as women, children, and youth.

This session will explore ways to better manage risks and challenges arising in the justice system. It will look at how to effectively identify and mitigate them, including through cross-sector collaboration with government agencies, community organisations, and stakeholders to develop proactive strategies. It will discuss a range of initiatives, including early intervention programs, targeted outreach and awareness campaigns, and data sharing and analysis.

Particular attention will be paid to measures to prevent and address problems arising for justice systems in the digital realm, discussing the obstacles and possible solutions to achieving access to justice for all.

Questions for discussion:

- How are digital technologies and other social shifts shaping risks and challenges arising for justice systems? What specific challenges are digital technologies creating for access to justice?
- What strategies can be employed to effectively mitigate risks and challenges arising for justice systems? Are there specific strategies targeting groups, such as children and youth? What lessons can be learned from other sectors?
- In what ways can justice sector actors (including government, community organisations, education, social services, healthcare) collaborate to promote public awareness about legal rights and stage early intervention programmes?

- What regulatory and jurisdictional obstacles exist in addressing legal issues and disputes arising in the online environment? What strategies can be employed to enhance legal empowerment and awareness in the digital space?
- How can governments, technology companies, civil society organisations, and other stakeholders work together to prevent address the legal challenges arising from digital interactions?

Informal reception 19:30

Day 3 – Friday 8 December 2023

Expert Policy Discussions

Session 3: Advancing access to justice for all: leaving no one behind

9:00 – 10:30

This session highlights the importance of achieving access to justice for all, in line with the SDG target 16.3.3 to leave no one behind, focused on the needs of people in vulnerable situations, such as children, migrants, persons with disabilities, LGBTQIAP+ persons, indigenous groups and other racial, ethnic, and religious groups, as well as people in rural or remote areas. Recognising the persistent challenges that specific groups face in accessing justice, this session will identify best practices and strategies to promote inclusive, rights-based, and equitable justice systems and design people-centred justice services.

Questions for discussion:

- What progress has been made in promoting access to justice for all, including groups in vulnerable situations? What are the notable achievements and good practices, including in using:
 - specialised services, procedural adaptations, and safeguards necessary to ensure an inclusive and culturally sensitive justice system;
 - community-based and restorative justice approaches;
 - multi-stakeholder collaboration, equitable outreach, communication and coordination;
 - legal empowerment, capacity-building, and awareness-raising initiatives tailored to the specific needs and contexts of these people and groups; and
 - systems to ensure that marginalised communities (e.g., based on the language they use, their ethnic background, race or national origin) are not denied equal access to services, remedies, resources and justice overall, and how can they work towards changing policies practices and rules that hinder access?

- What are the specific challenges or barriers faced by countries in integrating a child-centred approach within justice systems? How can justice systems ensure genuine participation of children, respecting their voices and insights? Are there mechanisms in place that have successfully incorporated children's feedback and experiences into justice reforms?

Coffee break 10:30 – 11:00

Session 4: Measuring people-centricity and access to justice

11:00 – 12:30

This session will highlight the importance of evidence-based approaches to improve justice systems, particularly through the measurement justice systems in line with SDG 16.3.3 and the **OECD Recommendation on Access to Justice and People-centred Justice Systems**. It will discuss the importance of frameworks, regulation, standards, adequate resources, and cooperation to enable data collection, use, monitoring and evaluation across the justice sector. Finally, it will discuss progress and the necessary next steps in reporting on SDG 16.3.3.

Questions for discussion:

- What could a measurement framework and key indicators look like to assess people-centred justice? How can data collection methods be enhanced to generate the necessary data? In what ways can justice systems leverage data to enhance operations, make decisions, and improve outcomes?
- How can countries move towards standardised frameworks for data collection and management for people-centred justice?
- How are countries progressing in reporting on the SDG 16.3.3, which focuses on promoting the rule of law and ensuring equal access to justice for all? What challenges are encountered in aligning national justice data practices with the SDG framework, and how can these be overcome?

Lunch 12:30 – 14:00

A buffet lunch will be available for participants.

Session 5: Promoting innovation in justice services

14:00 – 15:30

This session will focus on the potential of innovation and digital transformation in justice while acknowledging the importance of managing its associated risks through sound governance mechanisms. It will explore how digital technologies, including emerging ones, can be used to improve the effectiveness and responsiveness of justice systems, both in and out of court. It will also discuss innovative legal service delivery models, collaboration with academic and non-governmental institutions and the development of online dispute resolution mechanisms. Additionally, it will address the need to equip the justice sector workforce with skills to adapt to technological advancements and changing needs while ensuring a people-centred approach to justice.

Questions for discussion:

- How can the justice sector ensure robust digital and data governance, including the ethical use of data and emerging technologies?
- What challenges and risks come with digital transformation of justice, and how can these be mitigated through collaboration with experts and industry to ensure an ethical and people-centred justice approach?
- What are the recent examples of other innovations, including creative legal service delivery models and seamless dispute resolution continuum? Are there innovative practices in place to ensure justice services reach marginalised or remote communities? How are partnerships between the public and private sectors, NGOs, and academic institutions shaping innovation in the justice sector?
- What skills are needed to help the justice sector workforce adapt to technological changes, promote innovation and people-centricity and ensure that the justice sector is fit for purpose? How to ensure that these upskilling initiatives are inclusive and cater to all workforces?

Collaborative workshops

16:00 – 17:30

Collaborative workshops aim to bring together participants with diverse backgrounds and expertise to collectively design and develop solutions, strategies and initiatives. These workshops aim to benefit from different perspectives and knowledge with a view to generating innovative ideas, identifying challenges, and formulating practical recommendations.

Workshop 1: Regulation for Access to Justice

Regulation plays a critical role in ensuring equal access to justice for all people. It has important implications on the level of openness of the legal market beyond law firms and other private legal services. This workshop will explore options for sound legal framework necessary to promote access to justice and identify ways to reduce regulatory barriers and develop innovative solutions to facilitate and enhance access to justice. It will aim to identify good practices in regulatory reform for access to justice, including the removal of unnecessary barriers, streamlining processes, and promoting transparency.

Questions for discussion:

- What are the key regulatory barriers to enable equal access to justice for all and provision of people-centred justice services? What could be the elements of a regulatory framework that promotes access to justice for all, including marginalised and vulnerable populations?
- How can justice or regulatory impact assessments ensure that regulations do not create unnecessary barriers to accessing justice? What role can stakeholder engagement and public consultation play in shaping effective and accessible justice regulations?
- What are the good practice examples for streamlining regulatory processes within the justice sector while maintaining accountability and transparency? What are the challenges and opportunities in adapting regulatory frameworks to accommodate technological advancements and digitalisation, as well as new forms of legal and justice services across in the sector?

Workshop 2: Measuring and improving access to justice in court services

This workshop will put the spotlight on measuring and improving access to justice and people centred justice in court services, including for vulnerable groups. It will explore elements of a comprehensive measurement framework to evaluate access to justice and people centred justice, building on countries' practices. The discussion will also highlight assessment and monitoring approaches to continuously gauge the performance of justice services in real-time, highlighting areas of strength and those in need of intervention.

Questions for discussion:

- What are the building blocks, particularly in terms of data needs and organisational culture, that justice systems require in order to measure access to justice and to be people centred?
- What are examples of such frameworks across countries, and could there be a generic model to support measurement efforts across the OECD community? What could be the role of the OECD in advancing such frameworks?
- How are justice systems deploying real-time monitoring to gauge the performance of court services? What tools or technologies have been effective in capturing this real-time data and translating it into actionable insights?

Workshop 3: Strengthening effectiveness and efficiency of justice systems: assessing value for money and impact

Putting people at the centre of justice systems calls for an outcome evidence-based approach focused on what works to deliver fair outcomes for people. This workshop will delve into the need for consistent measures or frameworks to evaluate value for money (VfM) and justice impacts. It will discuss good practice examples, and the major evidence gaps and barriers that hinder VfM work and justice impact assessments. The workshop seeks to identify strategies and recommendations for advancing the country's ability to measure VfM and impacts in the justice sector.

Questions for discussion:

- Are VfM and justice impact assessments the best methods to guide justice investments? What are the benefits and drawbacks?
- How can we consistently measure VfM and the justice impacts policy interventions in the justice system? What methodologies and approaches are currently used? Are there lessons learnt from other sectors to effectively measuring the costs, benefits, and justice impacts of these interventions?
- What factors should be taken into considerations when developing measures or frameworks for VfM and justice impact assessments in the justice system?
- What are the challenges related to data, methodologies, or stakeholder engagement that hinder VfM and justice impact assessments? How can these evidence gaps and barriers be addressed to enhance their use in the justice system?