

OECD criteria for people-centred design and delivery of legal and justice services

Evidence-based planning	People-centred legal and justice services are based on and respond to an empirical understanding of legal needs and legal capabilities of those who require or seek assistance.
Equality and inclusion	People-centred legal and justice services are inclusive and targeted at those most in need, responsive to specific access needs of particular groups likely to suffer from social and economic disadvantage or are otherwise marginalized or vulnerable and those with complex needs. They are designed to contribute to equality, poverty reduction and social inclusion.
Accessibility	People-centred legal and justice services are accessible and designed to actively overcome the range of barriers to the assistance they require.
Availability	People-centred legal and justice services are available across the justice chain and provided in a range of formats, program and services types.
Prevention, proactivity, and timeliness	People-centred legal and justice services are proactive and contribute to prevention of legal problems and to timely resolution. Recurring legal problems are addressed on a systemic basis to address underlying causes thereby preventing reoccurrences.
Appropriateness and responsiveness	People-centred legal and justice services are appropriate and responsive to the individual, the issues they face, and their situation. They are tailored, proportionate and efficient and flexible to accommodate local circumstances.
Empowerment	People-centred legal and justice services are empowering, enable people's meaningful participation in the justice system and build people's legal capabilities
Collaboration and integration	People-centred legal and justice services are part of a coherent system that provide seamless referrals and integrated services through collaboration among legal, justice and other human service providers. People get access to all the services they need to solve the legal and related non-legal aspects of their problems holistically regardless of entry point for assistance.
Outcome-focus and fairness	People-centred legal and justice services contribute to fair process and fair outcomes and to better and more sustainable procedural, substantive and systemic outcomes, including increased trust and confidence in the justice system and better justice system performance and to the attainment of societal objectives such as social inclusion
Effectiveness	People-centred legal and justice services are effective and continually improved through evaluation, evidence-based learning and the development and sharing of best practices

Good Practices for people-centred legal and justice services

