Panel Discussion I :
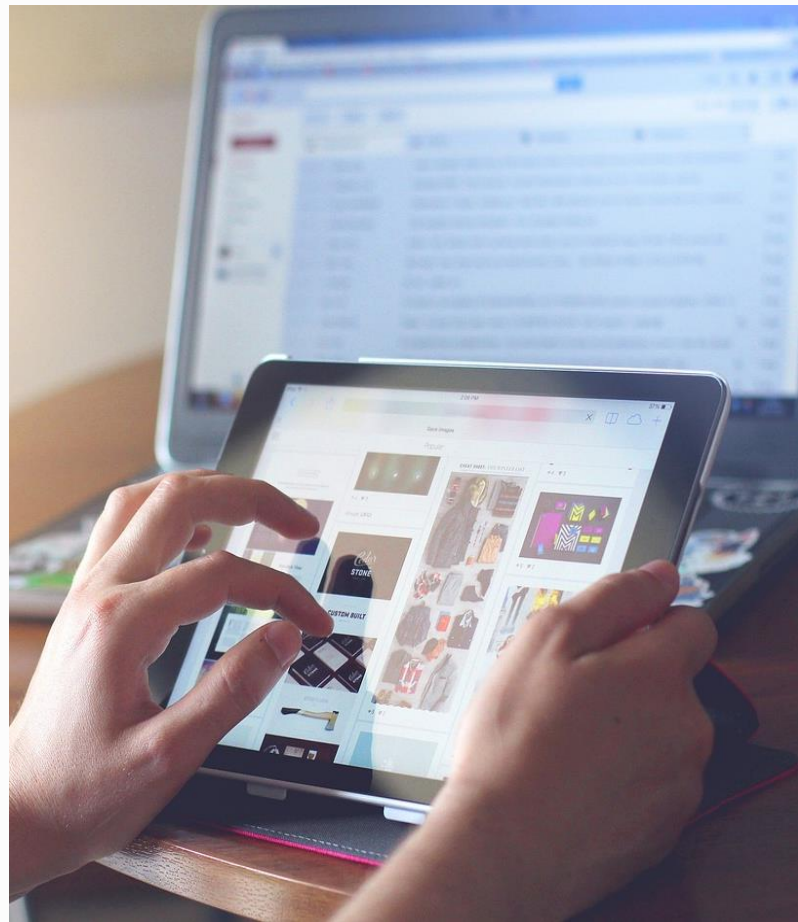Legal Aid Services and Access to Justice in the Digital Age

LAF's ICT Applications in Legal Aid Service Delivery: Past, Present and Future

財團法人法律扶助基金會
Legal Aid Foundation

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2023 International Forum on Legal Aid

Taipei, 13-15 November 2023

Outline

✓ ICT Applications in Legal Aid Service Delivery

✓ Know Your Customers: What Has the Research Told Us?

✓ Next Step: It's Time for Change

Funders

LAF

Lawyers

Clients

ICT Applications in Legal Aid Service Delivery

ChatGPT's Answers in 10 seconds

Default (GPT-3.5)

YS What are ICT applications in legal aid service delivery?

Information and Communication Technology (ICT) has significantly transformed various aspects of legal aid service delivery. These applications have helped improve access to justice, streamline processes, and enhance the efficiency of legal aid services. Here are some key ICT applications in legal aid service delivery:
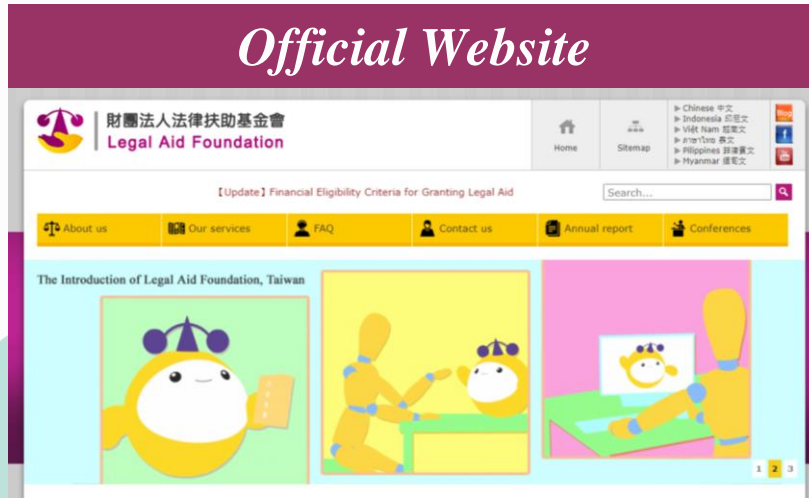
1. Legal Information Portals:
   - Online platforms and websites provide legal information and resources to individuals seeking legal assistance.
   - These portals offer guides, FAQs, and legal self-help tools to help users understand their rights and options.
2. Case Management Systems:
   - ICT systems are used to manage and track legal aid cases efficiently.
   - Case management software allows for better organization of client information, case histories, and document management.
3. Online Legal Aid Application:
   - Users can apply for legal aid services online, reducing paperwork and making it easier for people to access assistance.
   - These applications may include eligibility assessments and document submission features.
4. Video Conferencing and Remote Consultations:
   - Video conferencing and teleconferencing tools enable remote consultations between lawyers and clients, especially useful for clients in remote areas.
   - This helps save time and resources while improving accessibility.
5. E-Filing and Electronic Document Management:
   - E-filing systems allow legal aid organizations to submit court documents electronically, reducing paperwork and streamlining court procedures.

1. Legal Information Portals
2. Case Management Systems
3. Online Legal Aid Applications
4. Video Conferencing and Remote Consultations
5. E-Filing and Electronic Document Management
6. Legal Aid Hotlines
7. Legal Research Tools
8. Mobile Apps
9. Data Analytics
10. Online Dispute Resolution (ODR)
11. Online Legal Education and Training
12. Client Portals

Took LAF 19 years, but Hasn't Completed Yet

3

ICT as a Tool for Promotion and Education

Official Website

Legal Information & Public Legal Education
Since 2004

ICT as a Tool for Early Prevention and Diversion

LAF Call Center

Legal Advice
Since 2015

Legal Information and Public Legal Education

ICT as a Tool for Core Legal Aid Service??

✓ A long-standing debate within the LAF

✓ Face-to-face core service by default

✓ Exceptions:

   ❖ Offshore island branches and few rural areas
   ❖ During the COVID Level 3 Alert in summer 2021

Very Limited

Core Service –
Legal Aid Grant
Applications

Summary: Legal Aid Grant Application Models During the COVID Outbreak in 2021

✓ Among the 19 branches on Taiwan's main island, although 12 branches still offered face-to-face services with different scopes, 17 of them have developed varying degrees of remote services, including:

  ❖ video conferencing (12/19)

  ❖ telephone (7/19)

  ❖ reviewing documents submitted via digital channels (13/19)

✓ The 17 branches that had adopted remote services simultaneously employed more than one models, considering different levels of clients' and staff's digital capabilities, clients' preferences, complexity of the cases, ICT facilities, etc.

✓ The existing continuous service process had to be split into different fragmentary stages, involving:

  ❖ More communication with the clients to explain the application procedure beforehand

  ❖ Submissions of the required documents in advance

  ❖ Remote examination

  ❖ Digital signatures or video/audio recording of the process as the proof

A variety of tools of modern technology have been applied

Advantages vs. Disadvantages

For Clients

+ Time and costs savings in travel and wait

+ More flexibility in time and methods to deal with their applications

For LAF/staff

+ Decrease in the no-show rates

+ Reducing the likelihood that the branch had to request additional documents from clients

+ Better quality of grant examinations

For Clients

- Some clients' comprehension ability and sense of presence can be worse

For LAF/staff

- More time and costs spent on each case for preparatory work beforehand and monitoring work afterwards

- Service quality was significantly decided by the quality of internet/phone connection

Know Your Customers：Legal Aid Clients' Assistance Seeking & Life Profile Survey 2022

Personal Access to Internet

National Digital Development Survey 2022

Personal Internet Access Rate

(%)

87.5%

Year	Value
2006	64.4
2007	65.6
2008	68.5
2009	67.6
2010	70.9
2011	72
2012	73
2013	76.3
2014	78
2015	78
2016	79.7
2017	82.3
2018	86.5
2019	86.2
2020	86.6
2022	87.5
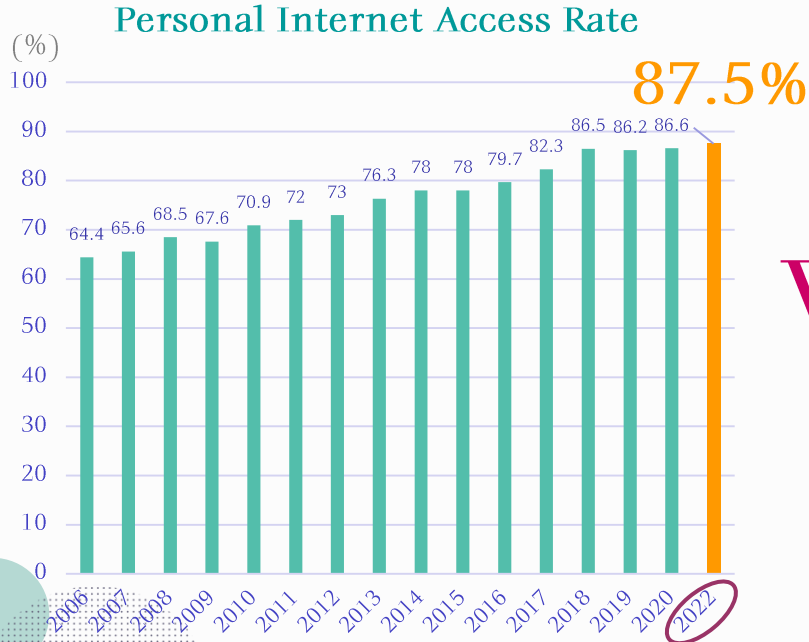
Data Source: Ministry of Digital Affairs

VS.

Legal Aid Clients' Assistance Seeking & Life Profile Survey 2022

Internet Access Rate

93.43%

WIN

(1) YES — 93.43%
(2) NO — 6.49%
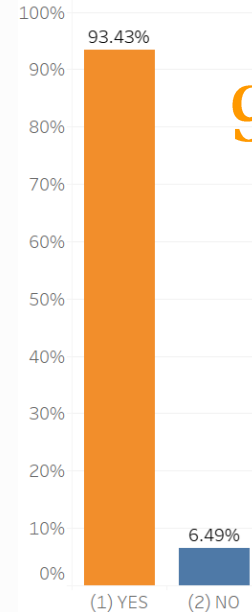
Possible Reasons:

1) different demographic structures of general population and of legal aid clients

2) the LAF survey excluded the clients represented by social workers or institutions

10

Time and Frequency Spent on Internet

National Digital Development Survey 2022

everyday internet access

93.6%

Equivalent

VS.

Legal Aid Clients' Assistance Seeking
& Life Profile Survey 2022

93.36%

65.70%
27.90%
2.00%
3.60%
0.40%

Online almost every day with long hours or high frequency
Online almost every day with short hours or low frequency
4-6 days a week
1-3 days a week
Once more than a week

44.63%
27.01%
21.72%
1.66%
3.48%
0.87%

Online almost every day for more than 4 hours
Online almost every day for 2 to 4 hours
Online almost everyday for less than 2 hours
4 to 6 days a week
1 to 3 days a week
Once more than a week
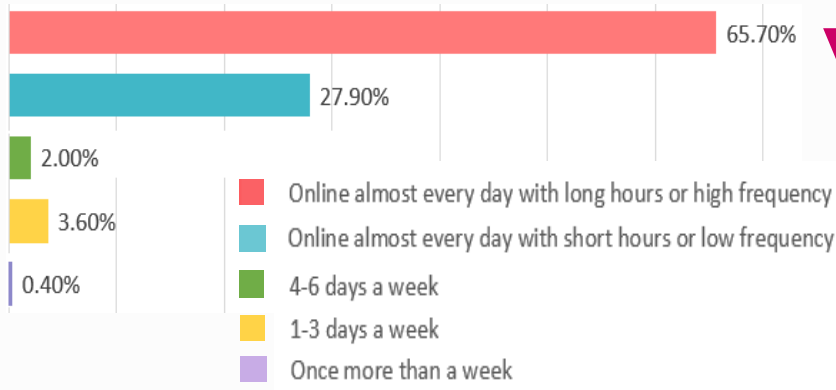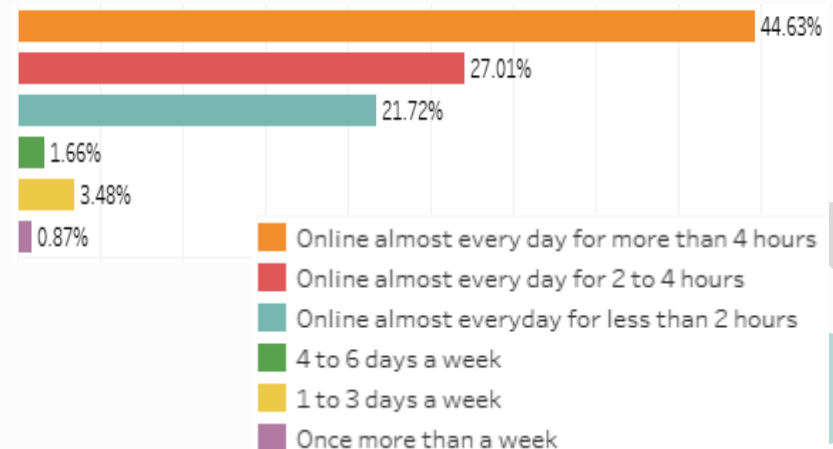
Demographic Analysis of Internet Access (1)

01 By Gender

Female	94.98%
Male	91.79%
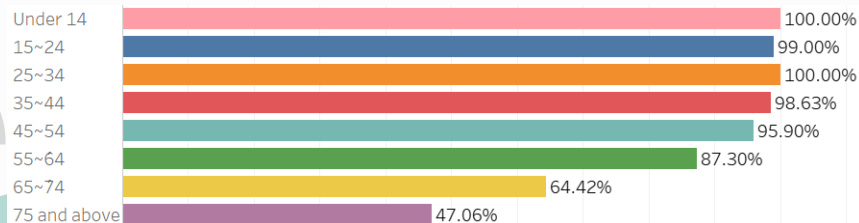
03 By Gender & Age Group

	Under 14	15~24	25~34	35~44	45~54	55~64	65~74	75 and above
Male	100%	97.92%	100%	97.55%	94.77%	86.67%	60.71%	68.75%
Female	100%	100%	100%	99.5%	96.95%	88.10%	68.75%	33.33%

02 By Age Group

Under 14	100.00%
15~24	99.00%
25~34	100.00%
35~44	98.63%
45~54	95.90%
55~64	87.30%
65~74	64.42%
75 and above	47.06%

04 By Ethnic Groups/ Citizenship

Foreign Nationals	100.00%
Naturalised	95.74%
Non-Indigenous Citizens	93.38%
Indigenous Peoples	92.53%
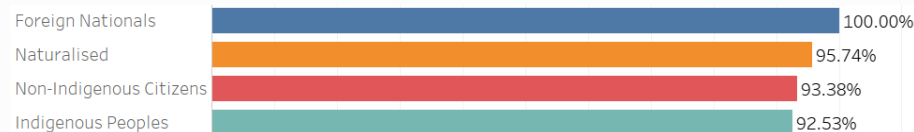
Demographic Analysis of Internet Access (2)

05 By Disability Status

- 94.74% without disabilities
- 85.71% with disabilities

07 By Work/Employment

- 96.61% (01) Employed
- 88.45% (02) Unemployed

06 By Education

(01) illiterate	60.00%
(02) literate (by self-study)	100.00%
(03) elementary school	70.41%
(04) junior high school	90.57%
(05) senior high school	95.44%
(06) Undergraduate	97.95%
(07) Graduate	96.77%

08 By Geographical Areas

YES
NO

Area	NO	YES
【Municipality】Taoyuan City		100.00%
Hsinchu County		100.00%
Nantou County		100.00%
Changhua County		98.00%
Yilan County		95.65%
【Municipality】Taipei City		95.40%
Hsinchu City		95.00%
Chiayi County		94.74%
【Municipality】Kaohsiung		94.58%
【Municipality】Taichung City		94.19%
【Municipality】New Taipei City		92.71%
【Municipality】Tainan City		92.55%
Pingtung County		90.77%
Taitung County	13.33%	86.67%
Hualien County	14.00%	86.00%
Keelung City	13.33%	86.67%
Yunlin County	15.38%	84.62%
Miaoli County	15.38%	84.62%
Chiayi City	25.00%	75.00%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Internet Access Gaps Across Demographic Sub-Groups: Various Dimensions

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Online Activities: a Glimpse of ICT Capabilities

National Digital Development Survey 2022

Legal Aid Clients' Assistance Seeking & Life Profile Survey 2022
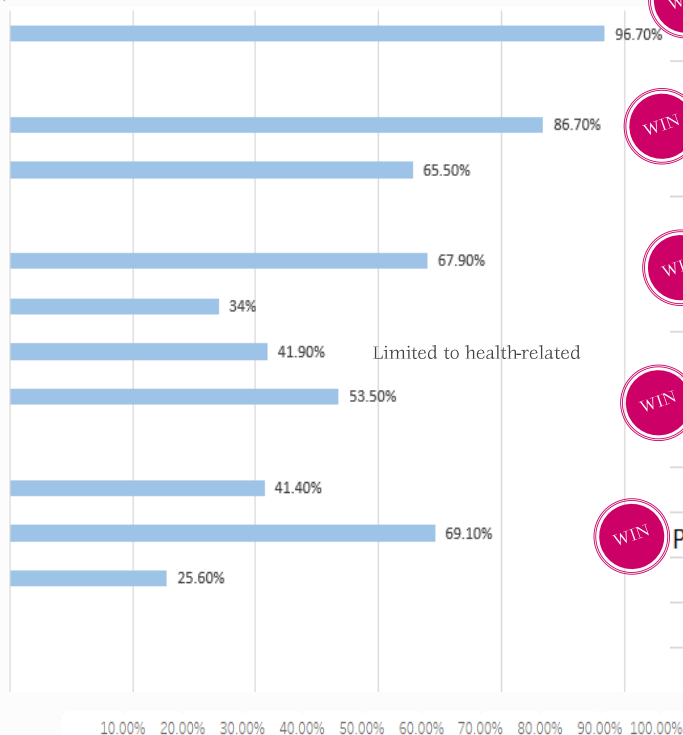

Activity	National Digital Development Survey 2022	Legal Aid Clients' Assistance Seeking & Life Profile Survey 2022
Social Media/Instant Messaging	96.70%	90.52%
Information Search	86.70%	82.94%
Music Listening & Video Watching	65.50%	69.91%
Reading Online News or Life Info		67.06%
Web Map	67.90%	64.22%
Online Shopping	34%	46.52%
E-Mail	41.90% (Limited to health-related)	44.47%
Online Reservation	53.50%	35.23%
Online Banking / Financial Services		29.94%
Online Games		26.54%
Online Payment	41.40%	22.43%
Public Services (e.g. Online Applicaitons)	69.10%	18.72%
Online Courses		16.27%
Online Forums		15.72%
E-book Reading	25.60%	7.90%

WIN

Online Information Search for Legal Problem Resolution

(03) Actively sought information and advice: No
414
30.55%

(01) Actively sought information and advice: Yes ;
Search Online: Yes
585
43.17%

30.55%

43.17%

25.68%

(02) Actively sought information and advice: Yes;
Search Online: No
348
25.68%

Client's Residence_City/County

Hsinchu City	70.00%	10.00%	20.00%
Changhua County	58.00%	24.00%	16.00%
Nantou County	53.85%	23.08%	23.08%
Hsinchu County	52.17%	13.04%	34.78%
【Municipality】Taoyuan City	50.44%	25.66%	23.89%
【Municipality】Taichung City	49.03%	20.00%	29.68%
【Municipality】Taipei City	47.70%	19.54%	32.18%
Yilan County	47.83%	26.09%	26.09%
【Municipality】Tainan City	41.49%	23.40%	35.11%
【Municipality】New Taipei City	43.32%	25.10%	31.17%
Yunlin County	38.46%	38.46%	23.08%
【Municipality】Kaohsiung	36.14%	29.52%	34.34%
Taitung County	33.33%	23.33%	43.33%
Hualien County	34.00%	26.00%	40.00%
Pingtung County	35.38%	40.00%	21.54%
Keelung City	26.67%	36.67%	36.67%
Chiayi City	25.00%	37.50%	37.50%
Chiayi County	26.32%	36.84%	36.84%
Miaoli County	19.23%	46.15%	34.62%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Online Search and Information Channels for Legal Aid

✓ Online Search : Types of Websites

Type of Website	Percentage
LAF's Official Website, Facebook and BLOG, etc.	18.08%
Websites and Blogs of Law Firms	15.42%
Websites for Laws and Regulations Information	14.54%
Social Media (i.g. LINE, Facebook, IG)	11.44%
Websites and Blogs for News and Magazine Articles	10.55%
Government Agency Websites (i.g. MoJ, Judicial Yuan, etc.)	10.33%
Forum (i.g. PTT, Dcard, etc)	7.23%
Audio and Video Media Platform (i.g.Youtube, TikTok)	5.61%
Any Information Suggested by Search Engine such as Google	4.43%

✓ The Channels Where the Respondents Gathered Information about the Legal Aid Foundation

Channel	Percentage
Non-Legal Interpersonal Channels	54.83%
Legal-related Interpersonal Channels	23.64%
Internet and Web-based Social Media	17.93%
Legal Aid Previous Clients	16.87%
Traditional Media (e.g. TV, broadcasting, newspapers, magzines)	7.22%

Gaps Between the Internet Access and Online Search for Legal Aid

MIND THE GAP

1,355 applicant respondents

1,266 (93.43%) regularly access internet

1,050 (77.49%) regularly search information online

585 (43.17%) sought online infomation about legal problem resolution before coming to the LAF
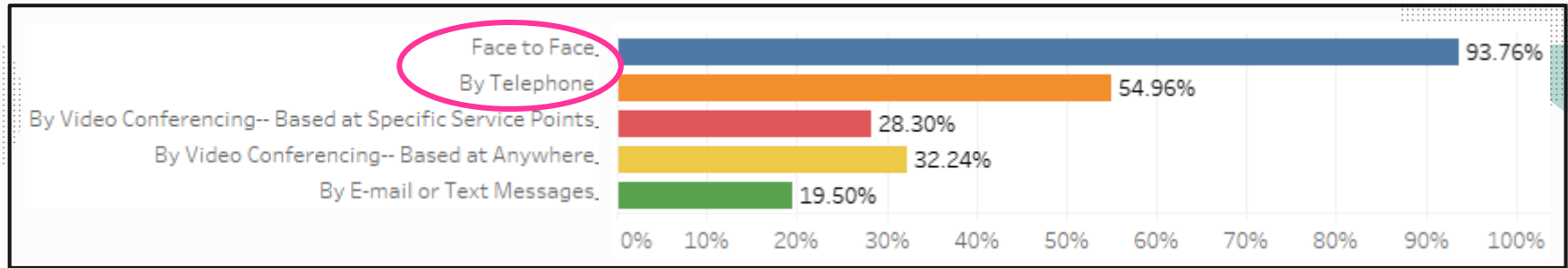
245 (18.08%) checked the LAF's website and/or social media before coming to the LAF

45 (3.32%) came to the LAF purely because of the internet or other web-based media rather than any interpersonal channels

Legal Advice Preferences

Q: Which method do you prefer for consulting with a lawyer? (Please select *up to 3 options* and *rank* them.)

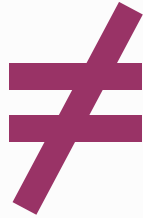**01** Options that have been considered

02 Options & Ranks

Options	RANK 1	RANK 2	RANK 3	Total
Face to Face	83.26%	6.30%	4.20%	93.76%
By Telephone	7.81%	36.24%	10.90%	54.96%
By Video Conferering Based at Specific Service Points	1.05%	12.48%	14.77%	28.30%
By Video Conferering Based at Anywhere	4.46%	13.85%	13.92%	32.24%
By E-mail or Text Messages	2.23%	5.98%	11.29%	19.50%
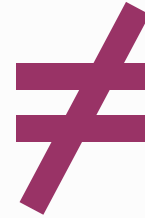
Next Step : It's Time for Change

Clients' Voices from the 2022 Survey

Faster

"Don't let me wait for too long"

Simpler

Simpler Procedure and Less Documentation

More Time Saved for My Problem

"Listen to me and help me understand"

More ICT applications to increase efficiency and safeguard privacy

Grant examiners can give legal advice

Clearer

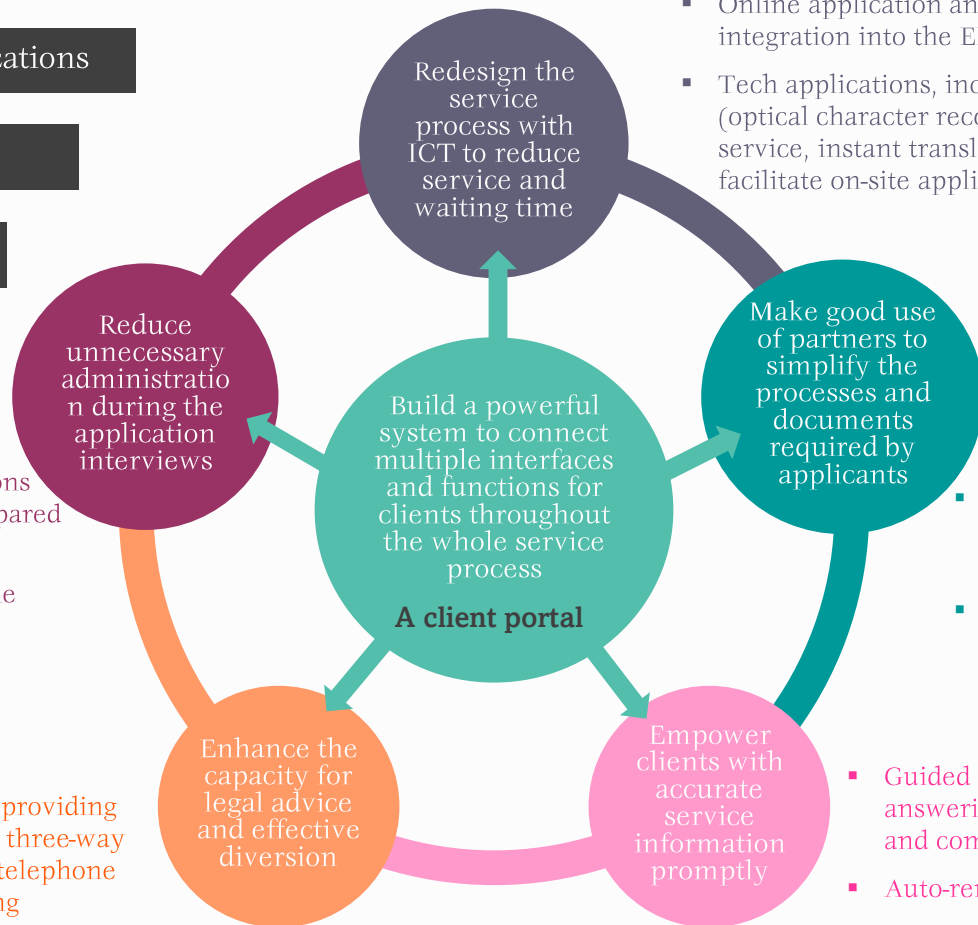Clearer Information and Explanation
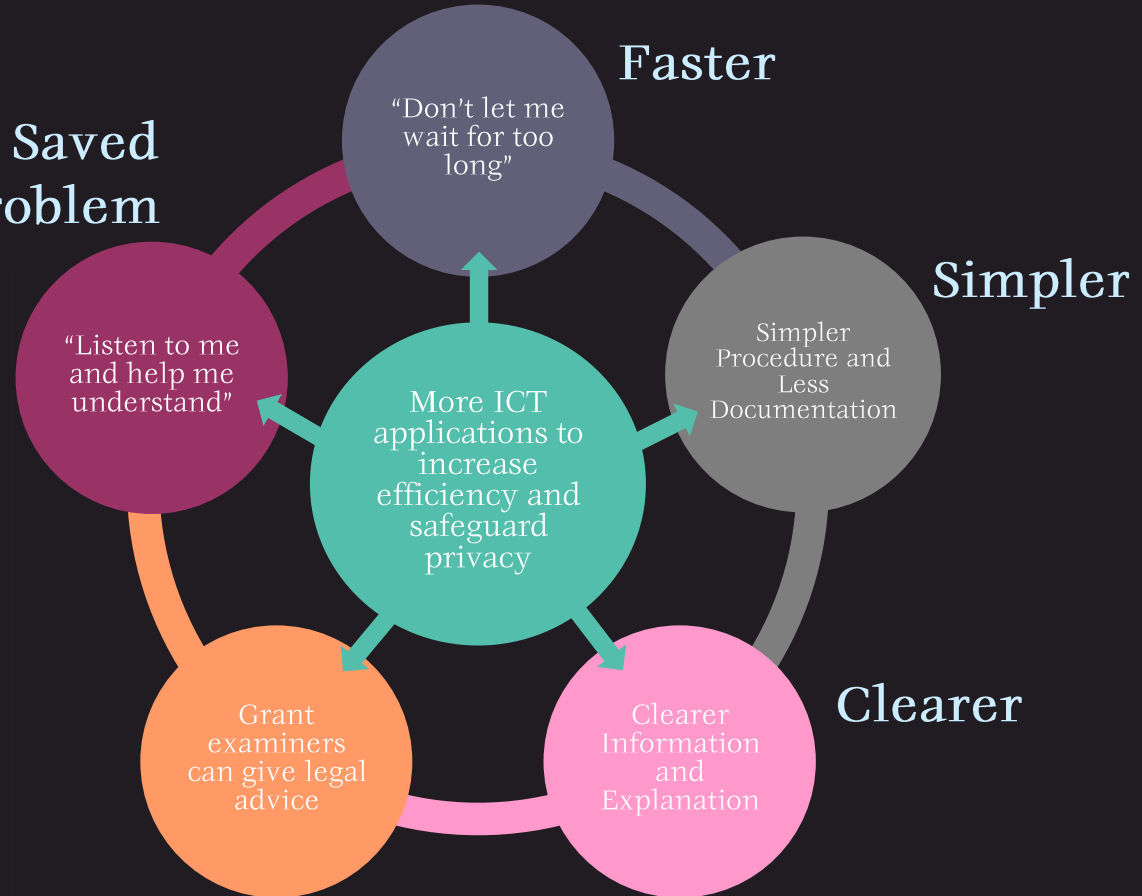
2023
Policy Planning Meeting

2023 Policy Planning Meeting – Brainstorming among the Staff

ICT Infrastructure and Applications

Service Process Redesign

Legal Framework

- Online application and appointment portal with data integration into the ERP
- Tech applications, including bar-code scanners, OCR (optical character recognition), document smart extraction service, instant translation apps, etc., can be used to facilitate on-site applications

Redesign the service process with ICT to reduce service and waiting time

Make good use of partners to simplify the processes and documents required by applicants

Reduce unnecessary administration during the application interviews

Build a powerful system to connect multiple interfaces and functions for clients throughout the whole service process

A client portal

- Voice typing
- Semi-structured interview questions and reasons for grant/refusal prepared for examiners to reduce typing
- IT access for examiners to read the uploaded documents in advance

- IT connection and info exchange with the government agencies that provide the documents required by clients
- IT access for partners (e.g. lawyers, courts) to facilitate case referrals or re-applications by existing clients

Enhance the capacity for legal advice and effective diversion

Empower clients with accurate service information promptly

- A virtual call center providing legal advice through three-way communication via telephone or video conferencing

- Guided pathway/AI chatbot answering about legal aid procedure and common legal matters
- Auto-reminders sent by system

Thanks!

Thank you for listening.
Any comments and suggestions are welcome.

財團法人法律扶助基金會
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