Towards the Future for Legal Aid and Legal Aid Professionals

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The benefits of Alternative Dispute Resolution

Success of mediation in Australian family law Potential for Al to Function as a Mediator

Past models for online resolution of family law disputes

Australian initiative: Amica

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An ongoing challenge is long-term sustainability ODR could be expanded to benefit Legal Aid clients in other areas of the law John Boersig – Applying digital technology to mediation processes in justice systems.

This paper explores the emerging role of artificial intelligence (AI) in meeting legal aid client needs. In this context, we focus on the mediation of family law disputes. A new initiative providing AI family dispute mediation in Australia is considered, drawing upon both experiences of existing human-led family mediation and academic research into the status of AI in legal proceedings. We find that though AI will not (yet) replace lawyers or core legal aid services, it can be leveraged to provide benefits to legal aid clients by broadening public access to individualised, affordable mediation, and improving referral pathways where an online service is not an appropriate solution for the client.

Benefits of alternative dispute resolution for government and legal aid clients

At the core of legal aid service is the experience of the client. Recently conducted research into the emotional journey of people seeking legal help found that legal aid clients experience significant uncertainty and anxiety along their journey towards accessing a legal aid service. Accordingly, the faster a person with a legal problem can gain access to actionable pathways towards resolution of their problem, the faster their anxiety (and associated suffering) will be reduced.¹

Acceleration of access to legal solutions also provides quantifiable benefits to government. A recent report commissioned by National Legal Aid and conducted by Price Waterhouse Coopers (PwC) demonstrated that for every \$1 in Commonwealth funding for Australian legal aid commissions, a return of \$2.25 in benefits is generated. These benefits were derived from avoided costs to mental health services and courts, by assisting individuals to navigate the justice system, deal with their matter efficiently, and reducing the overall potential for pain and suffering.²

Alternative dispute resolution (ADR) mechanisms support the reduction of expenses and suffering associated with slow litigation by taking flexible approaches to the resolution of

¹ Gabrielle Canny, <u>The role of modern communications in providing legal assistance</u> (Paper for 2023 ILAG Conference).

² National Legal Aid, *<u>The benefits of providing access to justice</u> (January 2023).*

disputes.³ Mediation is a common form of ADR, in which a neutral third-party facilitates parties to reach a mutual agreement about their dispute. There is a consensus that mediation and other ADR mechanisms provide the benefit of being adaptable, affordable, and faster than waiting for a dispute to grow to the point where it is eventually litigated in court.⁴

As such, mediation is a tool that providers of legal aid can utilise to reduce the period in which a client suffers from the anxiety of an unresolved dispute, as well as to reduce the overall cost of that dispute for all parties. An Australian case study demonstrates the benefits of offering and encouraging use of mediation to resolving a family law dispute.

Benefits of ADR in Australian family law

Family law in Australia promotes diversion of parenting and property disputes away from the adversarial setting of a court room. Resolution of family law disputes in court is a slow, expensive, conflict-inducing process, best treated as a last resort.⁵ In recognition of this, Australia's *Family Law Act 1975* requires that parties with parenting and/or property disputes must make a genuine effort to resolve their dispute through the Family Dispute Resolution (FDR) process, prior to applying for court orders.⁶

FDR involves the mediation of a separating couple's dispute, in a process that must be conducted in accord with principles such as protection of the best interests of the child.⁷ This process places control of decision-making with the parties to a dispute, producing mutual agreements that they are more likely to comply as a result of their participation, when compared to adversarial court orders.⁸ In cases where mediation would be inappropriate or unsafe, such as in situations with a risk or presence of child abuse or family

³ Australian Government, Attorney-General's Department <u>Your Guide to Dispute Resolution</u> (22 January 2014) 5.

⁴ See, eg, 'Part V Mediation' in Arthur Rovine (Ed) *Contemporary Issues in International Arbitration and Mediation: The Fordham Papers 2012* (Brill, 2013) 339; Nadja Alexander *Global Trends in Mediation* (Kluwer Law International, 2nd ed, 2006) 6; Hibah Alessa, 'The role of Artificial Intelligence in Online Dispute Resolution: A brief and critical overview' 2022 31(3) *Information & Communications Technology Law* 319, 320.

⁵ Australian Law Reform Commission, *Family Law for the Future – An Inquiry into the Family Law System* (ALRC Report No 135, March 2019) 185.

⁶ Family Law Act 1975 (Cth) s 601; Federal Circuit and Family Court of Australia (Family Law) Rules (2021) (Cth) Sch 1.

⁷ Family Law Act 1975 (Cth) s 60B.

⁸ Akin Ojelabi et al, 'Family dispute resolution and access to justice in Australia' (2020) 16(2) *International Journal of Law in Context* 197, 203.

violence, exceptions to the pre-court dispute resolution requirements are available.⁹ Despite this, FDR has also been considered beneficial for some (but not all) victims of family violence, with its flexibility allowing for the provision of a safe, accommodating, trauma-informed setting for disclosure and conflict resolution.¹⁰

Surveys of FDR indicate that mediation is both timely and effective for clients: the service is most commonly accessed just after parents separate and the most common outcome of FDR processes is an agreement between parents.¹¹ In a recent trial of lawyer-assisted property mediation in Australian Legal Aid Commissions (LACs), 81% of matters which proceeded to a mediation conference resulted in a full or partial agreement.¹² FDR, then, provides a benchmark standard against which the outcomes of AI mediated family law disputes can be judged.

Can technology facilitate affordable mediation of legal disputes?

One drawback of FDR is the cost associated with engaging a neutral third-party mediator, and/or lawyers to facilitate the process of reaching an agreement. The above-mentioned trial of lawyer-assisted property mediation in LACs was funded for \$17.5 million over 3.5 years, for example. Increasingly, it has been suggested that AI could, with careful oversight and regulation, be utilised to assist or even replace human mediators to reduce the cost of mediation.¹³ On its face, this is a plausible suggestion: new implementations of AI such as Chat GPT have demonstrated the ability of AI to interpret individual situations and provide context-appropriate responses in natural language.¹⁴

However, past failures of automation in government-decision-making, such as 'Robodebt', stand as a reminder of the need to pick and choose where an algorithm should be trusted or

⁹ Federal Circuit and Family Court of Australia (Family Law) Rules (2021) (Cth) r 4.01.

 ¹⁰ Rae Kaspiew et al, <u>Experiences of Separated Parents Study</u> (Australian Institute of Family Studies, October 2015) 94-102; Australian Law Reform Commission, <u>Family Violence – Improving Legal Frameworks</u> (Consultation Paper 1, 29 April 2010) 517-521.

¹¹ Ibid 73; Lixia Qu, 'Family Dispute Resolution: Use, Timing, and Outcomes' (2019) 40(1) Australian and New Zealand Journal of Family Therapy 24, 31, 39.

¹² Rachel Carson et al, <u>Evaluation of the Lawyer-assisted Family Law Property Mediation: Legal Aid Commission</u> <u>Trial</u> (Australian Institute of Family Studies, November 2022) 2.

¹³ See, eg, Graham Ross 'What's Good for ODR? AI or AI' (2021) (8)1 *International Journal on Online Dispute Resolution*; Hibah Alessa (n 4); Ryan Fritsch and Nye Thomas <u>'AI and Automated Decision-Making: Impact on</u> <u>Access to Justice and Legal Aid'</u> (Law Commission of Ontario, June 3 2019).

¹⁴ OpenAI, <u>'Introducing ChatGPT'</u> (30 November 2022). All web pages hereafter last accessed 14/09/2023.

relied upon, and of the biases that human design choices can introduce to a theoretically 'neutral' computer program.¹⁵

The AI Now Institute, a leading American AI policy organisation, emphasises that:

"Al should be understood as more than just technical approaches. It is also developed out of the dominant social practices of engineers and computer scientists who design the systems, and the industrial infrastructure and companies that run those systems. Thus, a more complete definition of AI includes technical approaches, social practices and industrial power."¹⁶

The Australian Government also foregrounds the human element of AI, defining it as:

"an engineered system that generates predictive outputs such as content, forecasts, recommendations or decisions for a given set of human-defined objectives or parameters without explicit programming."¹⁷

Accordingly, utilisation of AI in legal aid services will require an approach to programming informed by human experience, that also carefully considers the best ways to implement it into pre-existing, complex legal systems, and the best ways to make it accessible to individuals.

Academic research into the types of legal applications of automation that individuals are more likely to trust reveals a synergy between AI and non-binding mediation of disputes. For example, a recent study came to an arguably surprising conclusion, finding that participants who used online software which acts as a mediator had a more positive perception of

¹⁵ In Australia, perceptions of automated decision-making are affected by a past Government program, labelled 'Robodebt'. From 2015-2019, Centrelink (an Australian Government social security agency) used inaccurate algorithms to calculate whether recipients of welfare might owe a debt back to the agency for overpayments. If the algorithm determined there might have been an overpayment, a debt would automatically be enforced against the individual, without Centrelink confirming the actual existence of that debt. Over that time the government raised \$1.76 billion in debts against 443,000 people. Legal Aid Commissions in Australia, particularly Victoria Legal Aid, took legal action against the enforcement of these debts, bringing the Australian Government to acknowledge in November 2019 that the algorithm had been unlawful.

Caroline Gans-Combe, 'Automated Justice: Issues, Benefits and Risks in the Use of Artificial Intelligence and Its Algorithms in Access to Justice and Law Enforcement' in Dónal O'Mathúna and Ron Iphofen (eds) *Ethics, integrity, and Policymaking: the Value of the Case Study* (Springer, 2022) 175, 176. See also Yalcin et al 'Perceptions of justice by algorithms' (2022) 31 *Artificial Intelligence and Law* 284.

¹⁶ AI Now, <u>Algorithmic Accountability Policy Toolkit</u> (9 October 2018).

¹⁷ Australian Government, Department of Industry, Science and Resources, <u>Supporting responsible AI:</u> <u>discussion paper</u> (June 2023).

procedural justice when compared to participants who used online software as an instrumental means of communicating with a human mediator.¹⁸ That research showed that in a software, text-based mediation about a commercial dispute, individuals felt they have more "voice": that is, they felt more capable of 'presenting their side of the story' to an automated program, compared to a system in which they wait for the response of a human mediator.¹⁹

Interestingly, the perception of procedural justice was reversed when it came to consider binding adjudication, with a human arbitrator being favoured over software. ²⁰ Other studies similarly reveal a lack of faith in software which automates judicial or administrative decisions.²¹ As such, the research appears to indicate that mediation is a unique niche in which broader concerns about the functionality of AI are likely to be quelled. For legal aid providers, who seek a cost-effective way to expand access to the benefits of ADR for their clients, this niche has begun to yield promising results.

Progressive implementation of online family law mediation.

Several initiatives over the past ten years have progressed the implementation of online alternative dispute resolution (ODR) services in the family law sphere. Two major examples of this, Rechtwijzer and MyLawBC, are briefly explained, to contextualise the latest Australian program, amica.

Rechtwijzer

The first major family law ODR program to be set up was Rechtwijzer 2.0, a Dutch initiative providing information and facilitating negotiation for divorcing individuals.²² Agreements reached by people using the platform were reviewed by a neutral lawyer. Rechtwijzer operated through a partnership between the Hague Institute for Innovation of Law (HiiL), Modria dispute resolution software, and the Dutch Legal Aid Board for three years. It was

¹⁸ Ayelet Sela, 'Can computers be fair? How automated and human-powered online dispute resolution affect procedural justice in mediation and arbitration' (2018) 33(1) *Ohio State Journal on Dispute Resolution* 91, 131-133.

¹⁹ Ibid 132, 136.

²⁰ Ibid 131-132, 134.

²¹ Helberger et al, 'Who is the fairest of them all? Public attitudes and expectations regarding automated decision-making' (2020) 39 *Computer Law & Security Review*.

²² Hague Institute for Innovation of Law, <u>'The technology of access to justice: Rechtwijzer 2.0'</u> (5 March 2014).

announced in 2017 that the partnership behind the service had ended, though a similar service has since emerged run by social enterprise Justice42.²³ Rechtwijzer and its successor were not, strictly speaking, algorithmic mediators, instead directing clients to access relevant resources about divorce, and enabling online access to mediation conducted by a neutral third-party. Reflecting on the project, those close Rechtwijzer noted in 2017 that the reasons behind the decision to end the partnership were not settled, suggesting theories including changes to key personnel, barriers to ODR from regulatory and funding viewpoints, as well as the difficulty of encouraging both sides of a dispute to use online mediation to reach a solution.²⁴

MyLawBC

Closely modelled on Rechtwijzer was a similar program in British Columbia, Canada, called MyLawBC. This launched in May 2016, providing guided pathways to create action plans for family law problems, as well as a mediation tool which would 'intake' client information before a human mediator was engaged. It could be used to produce a legally valid separation agreement which was made binding after the review of a judge.²⁵ MyLawBC stopped accepting new cases in November 2022, citing a need to "refocus [their] resources where they have the greatest impact."²⁶

amica – an Australian initiative

Building on the experiences of these platforms, an Australian initiative called amica was launched on 30 June 2020. amica provides step-by-step guidance and facilitates discussion to help divorcing couples reach an agreement about their separation, including dividing up property, finances, and parenting obligations. In this sense, it follows in the approach of Rechtwijzer and MyLawBC. However, amica moves into new ground, as it utilises artificial intelligence and a step-by-step software experience to automate ODR processes, removing the financial and time cost associated with mediation by a neutral third-party human.²⁷

²³ Justice42, <u>'The online divorce platform Uitelkaar.nl'</u>.

 ²⁴ Maurits Barendrecht, <u>'Rechtwijzer: Why Online Supported Dispute Resolution Is Hard to Implement'</u> (21 June 2017).

²⁵ Access to Justice BC, <u>'MyLawBC Empowers People to Solve Family Disputes'</u> (15 June 2020).

²⁶ Legal Aid BC, <u>'MyLawBC and the Family Resolution Center are closing down'</u> (26 October 2022).

²⁷ See amica, <u>'Helping you to separate smarter'</u>.

Since its launch Australia-wide, amica has had over 1.6 million website hits, and users have registered almost 8,000 matters. From this, more than 4000 individuals have been provided with an AI-suggested asset division, and 2,528 individuals have finalised their separation through one of the agreements generated by amica. Taking into account the average cost of legal advice and drafting of agreements for family matters, amica estimates it has provided a benefit of more than \$33 million to date.

The implementation of AI and online mediation through amica has provided several important lessons about communication and accessibility, and revealed some challenges that will continue to guide how legal assistance providers use technology into the future.

Accessibility

The first emphasis should be on accessibility for individuals.

amica is usable on mobiles, tablets, and computers. It is designed to be used by people in their own time, in their own place, and at their own pace. It does not need to be completed in one go, meaning individuals can come back to it when they feel comfortable, and will not be excluded due to intermittent or unreliable internet access. This asynchronous mediation design also allows amica to remain usable for those who lack access to reliable internet service, for example due to inconsistent mobile and satellite connections in rural areas.²⁸

Users are not required to have any technical knowledge or understand legal jargon: instead, they only need to answer questions which are asked in clear, plain language. From this, the artificial intelligence will provide a recommended agreement, which the users can alter according to their needs.

Cost can be another significant barrier to accessing justice.²⁹ amica allows users to get to the stage of a suggested asset division for free, only requiring payment where they wish to proceed and create a formal document reflecting that division. The fees currently payable are \$150 (AUD) for a property agreement or a parenting plan and agreement, and \$250 for

²⁸ Julian Thomas et al, <u>Measuring Australia's Digital Divide: Australian Digital Inclusion Index 2023</u> (Summary Report, 2023).

²⁹ Australian Government, Attorney-General's Department, <u>A Strategic Framework for Access to Justice in the</u> <u>Federal Civil Justice System</u> (Access to Justice Taskforce, September 2009) 64.

an application for consent orders. Full functionality is also available for free to financially disadvantaged individuals through a means test.

Trust

Accessibility does not matter if users do not trust amica to help them. To ensure it can provide trustworthy, accurate and relevant information, amica's AI was trained using input from Australian family lawyers.³⁰ This means that it responds to the variety of real-life circumstances of an individual in accord with the legal rules and principles that would inform a legal practitioner's advice. The AI will start the mediation process by providing a personalised suggestion for an agreement between the parties, a practical first step which allows clients to negotiate from an informed position.

amica then provides prompts to guide the discussion step-by-step, assisting to keep the exchanges focused upon constructive dispute resolution. Throughout the communication between clients, amica uses sentiment analysis technology, detecting whether the content of a message is positive or negative, and preventing use of profane or abusive language. It works like a 'tone cop' to ensure that the discussion is safe and respectful, while assisting people to constructively negotiate towards a final agreement.³¹ This design approach plays to the strengths of automated mediation which research identified, by supporting both sides to have a voice in the process of reaching an agreement.³²

Actionable outcomes

Though the AI process works as a mediator rather than an independent decision-maker, amica is designed to leave clients with actionable outcomes, or clear pathways towards those outcomes.

When an agreement is reached, it will be recorded in clear, non-technical terms. The parties may also, if they wish, use amica to create a consent order reflecting their agreement, which can be filed with the Federal Circuit and Family Court of Australia for review by a judge, before it is made binding.³³ This process allows the bulk of the dispute resolution work to be

³¹ Ibid.

³⁰ Portable, <u>'Designing and developing amica, a digital solution for separating couples'</u>.

³² Ayelet Sela (n 18) 132.

³³ *Federal Circuit and Family Court of Australia (Family Law) Rules 2021* Part 5.6 – Consent Orders.

automated, while enabling and guiding clients who wish to make the additional decision to enter a legally binding agreement. Even if a user does not wish to finalise their agreement, they can still walk away from amica with the information and draft agreement they have been provided, without having needing to engage a lawyer or go to court.

Financial sustainability

amica was developed using funding from the Australian Government, beginning with seed funding of \$341,000 in 2017 to investigate potential designs for ODR.³⁴ Subsequently, additional funding of \$240,000 was provided for delivery of a minimum viable product, delivered in June 2018. The Commonwealth Government then approved one-year funding of \$2.649 million to complete the public launch, and subsequently provided a further \$1.668m to enhance functionality of the tool and promote it nationally. As with its predecessors in MyLawBC and Rechtwijzer, the challenge will now be to secure a long-term financial plan to maintain operation of the platform. In a reflection of this challenge, the fees payable by users are currently being reviewed.

It may also be difficult to partner with private law firms as an alternate way to fund and deliver these kinds of services. The challenge is to incentivise commercial firms to invest in a program designed to affordably reduce the demand for lawyers. This can be compounded by regulatory concerns regarding the types of business relationships legal practitioners may form, questions of fiduciary obligations, and conflicts of interest.³⁵ Reflecting on Rechtwijzer, the Hague Institute for Innovation and the Law noted that 80-95% of the budgets of the Legal Aid boards they had worked with were dedicated to funding lawyers, with limited scope for parallel development and funding of innovative access to justice technology.³⁶

As a result, though the use of AI technology is promising, there remains uncertainty about the financial sustainability of innovative ODR programs. Currently, amica's services are provided in part through the fees users pay, but also through Government grants. As might be expected, the objective of keeping amica cheap for its users means that client fees alone

³⁴ National Legal Aid, <u>'Log-on instead of lawyering up: Commonwealth funds new project to deal with divorce</u> <u>disputes digitally</u> (9 August 2017).

³⁵ Richard Susskind, 'Commoditizing the Law' *Tomorrow's Lawyers: An Introduction to Your Future* (Oxford University Press, 2023) 50.

³⁶ Maurits Barendrecht (n 24).

are unlikely to fully cover the cost of a tailor-made software. In line with this, the Commonwealth Government recently committed \$820,000 to continue the operations of amica for a further two years. Clearly, the current and potential downstream benefits are considered to warrant ongoing investment. Beyond those two years, there is a hope that ongoing funding for amica might be included in the five-year National Legal Assistance Partnership, which provides Commonwealth funding for the Australian legal assistance sector.³⁷ Part of the challenge in securing ongoing funding is that amica is positioned as a separate service in addition to the essential functions of LACs and is not a replacement to which existing legal aid resources can be diverted.

AI Mediation requires ongoing support

Despite the challenge associated with funding, it is essential that automated ODR services continue to receive active financial and professional support on an ongoing basis after the initial design and development phase:

Firstly, the law is not a static system. Online legal services are only useful when they provide up-to-date advice which reflects the current state of the law. For example, significant amendments to family law are, at time of writing, currently being considered by the Australian Government to alter presumptions about equal shared parental responsibility and refine the factors relevant to the 'best interests' of a child.³⁸ Incorporating these changes into an existing AI will require technical expertise, both from a programming and a legal perspective. If amica cannot be updated to reflect these changes, there is a risk of providing misleading information to parents, which compromises the efficacy of any resulting agreements.

Secondly, the Australian Dispute Resolution Advisory Council indicates that the sophistication of online hacking continues to keep pace with, or outstrip, the development of ODR technology.³⁹ Managing the risks to client data requires constant vigilance and updating of security practices. Cyber attackers are increasingly targeting legal service

 ³⁷ See Australian Government, Attorney-General's Department, <u>National Legal Assistance Partnership 2020-25</u>.
³⁸ See <u>Family Law Amendment Bill 2023 (Cth)</u>.

³⁹ Australian Dispute Resolution Advisory Council Inc, <u>'Online Dispute Resolution and ADR'</u> (16 September 2016).

providers, recognising the value of the client data they possess.⁴⁰ Digital information associated with online legal assistance is particularly sensitive because it relates to a vulnerable person's legal affairs, meaning ongoing maintenance, monitoring, and updating of data security practices is essential.

Thirdly, ongoing support enables the addition of new features based on individual feedback. By remaining receptive to information about how users experience the mediation process, ODR services can refine their existing services to improve accessibility and identify features which would address previously unmet client needs.

For example, client feedback and market research after the launch of amica found a need for a single-sided version, to allow individuals to understand how the separation process works for free, before inviting their former partner. In 2022-23 funding was provided to develop a tool addressing this client need, named amica^{one}. After having tried amica^{one} users are encouraged to move onto the full amica service and invite their former partner into the process, for a more accurate suggested agreement.

Similarly, feedback also led to funding to develop the functionality to incorporate division of superannuation into agreements and draft applications for consent orders. This is a process streamlined for clients, automating the drafting of required documents in a format approved and endorsed by both major superannuation funds and the courts.

These features allow amica to better perform in its role as a mediator and make it an appropriate dispute resolution mechanism for a broader potential client-base.

Where next for AI-facilitated dispute resolution?

Beyond continuing to ensure accuracy, security and efficacy of its services, the benefit of reaching a sustainable model of operation for amica also lies within the potential for expansion of ODR to other types of disputes commonly faced by legal aid clients.

Given amica is targeted at similar disputes to those handled by Australia's human-mediated FDR program, its users are a cohort from which real-world information and data comparing experiences and outcomes of AI and human mediation may be drawn over time. In 2021-22

⁴⁰ Sam Skolnik, Skye Witley and Olivian Cohen <u>'Law Firm Cyberattacks Grow, Putting Operations in Legal Peril'</u> Bloomberg Law (7 July 2023).

amica had an average uptake of 57 matters per week, 5% of the average number of divorces in Australia over that period. As amica continues to operate, further qualitative and quantitative information will inform the case for AI mediation in other areas of legal need.

Human-led mediation is already being utilised to quickly resolve various disputes, including industrial law, consumer law, human rights, tax, property, and will settlements.⁴¹ These areas all present opportunities to expand AI-assisted mediation out of family law, broadening the scope of information and guidance which potential legal aid clients can access at-will, without needing to apply for a legal aid lawyer.

Of course, ADR and ODR will not be appropriate for every problem or area of law.⁴² amica, for example, is not used as a mediation tool for high-conflict separations. Instead, if amica is identified as being unsuitable for a potential user based on a screening questionnaire, pathways towards more resources and appropriate legal services are provided.⁴³ Regardless of effectiveness of ADR, core legal aid services will remain essential – automated mediation should be envisaged as an alternative, parallel service, rather than a replacement. Even where AI ODR does not replace those services, it can provide a referral pathway which improves the experience of clients and enables them to access legal aid sooner. The more quickly a person is referred to legal support services, the faster their mental health improves, and the happier they generally are with their experience.⁴⁴

Conclusion

There is a burgeoning nexus between the benefits of ADR and the potential for AI to act as a mediator, which presents an opportunity for legal aid providers to deliver enhanced access to justice. AI mediation has potential as a mechanism for resolving a broad range of client disputes before they reach court. This reduces the number of disagreements which give rise to an application for legal aid, while providing an effective referral pathway improving the experience of clients in situations where a lawyer is ultimately required. Australian experience shows that if funding challenges can be overcome, AI mediation can power

⁴¹ See Federal Court of Australia, <u>'Mediation'</u>.

 ⁴² Productivity Commission (Australian Government), <u>Access to Justice Arrangements</u> (Inquiry Report No 72, 5
September 2014) 289; Australian Law Reform Commission (n 5) 256-257.

⁴³ amica, <u>'Is amica Right for Me?'</u>. See also *Federal Circuit and Family Court of Australia (Family Law) Rules* 2021 r 5.29.

⁴⁴ Gabrielle Canny (n 1) 2-4.

automated services which have the potential to meet the needs of legal aid clients and the broader community alike, providing fair, accessible, and actionable outcomes in areas of common legal dispute.