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Not All Clients Are The Same:  
*Exploring the Possibility of Legal Aid  
Service Innovation with  
Modern Technology*

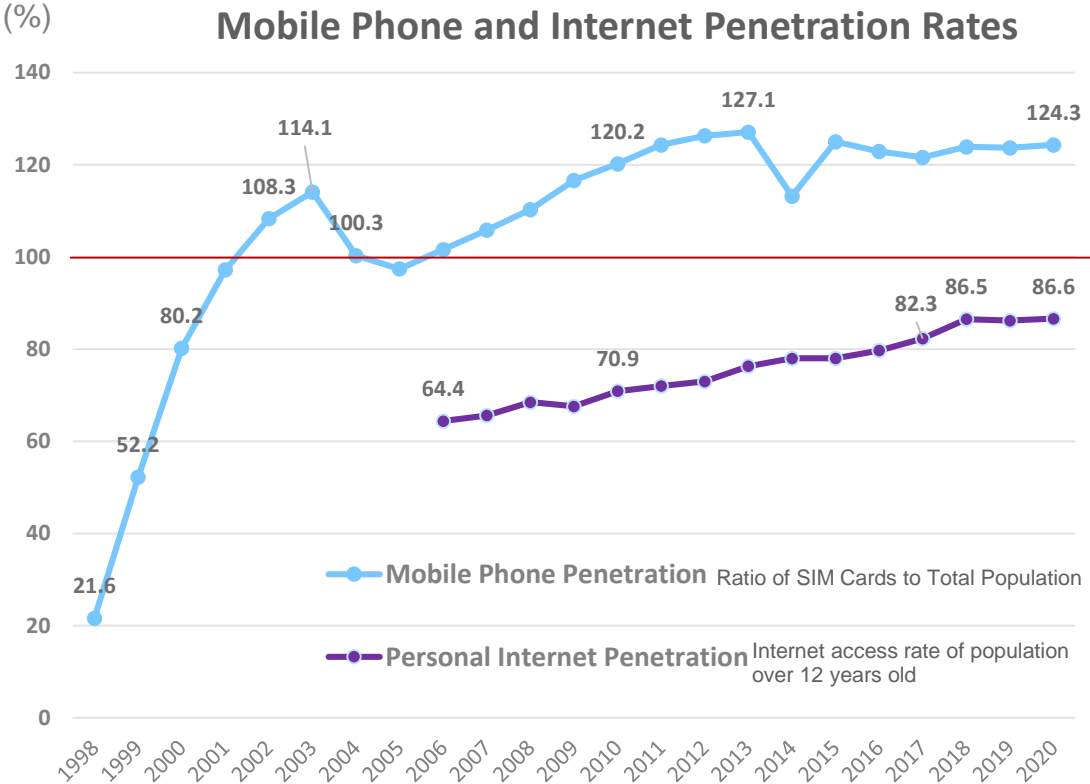
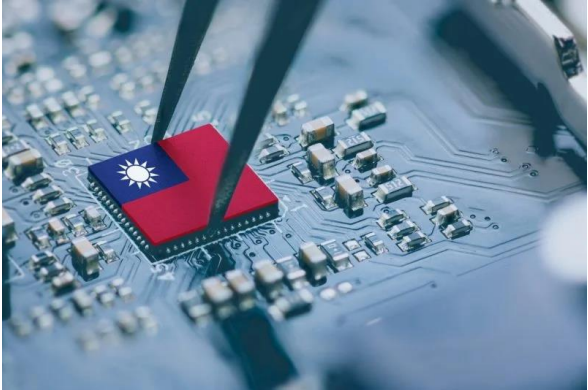
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2023 International Legal Aid Group Conference  
Harvard University, 21-23 June 2023

 財團法人法律扶助基金會  
Legal Aid Foundation

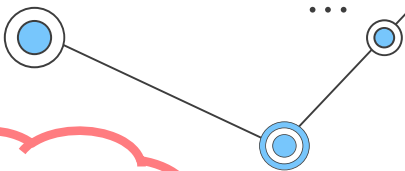
Yu-Shan Chang

# High Level of Technology Penetration in Taiwan



Data Source: National Communications Commission; National Development Council

# A Long-Standing Debate within the LAF



High-level  
Technology  
Penetration in TW

Cost-efficiency  
and effectiveness

Distinctiveness of  
Legal Aid Clients

Digital Divide/  
Digital Exclusion

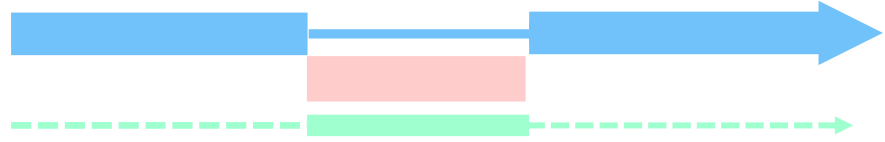


Image by Mohamed Hassan from Pixabay

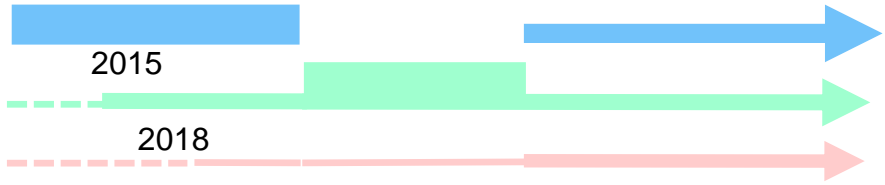
# LAF's Face-to-face Services by Default



Legal Aid Grant Applications



Legal Advice



Public Legal Education



- Face to face
- Video Conferencing
- Telephone
- Broadcasting



# Two LAF Studies Conducted in 2021-2022

## 01 Legal Aid During the Level-3 COVID Outbreak 2021

- ❖ Qualitative study through online interviews with legal aid practitioners in 19 LAF branches & the call centre
- ❖ Investigating the changes in the working environment, case intake, working and service delivery models during the first wave of COVID outbreak in Taiwan



## 02 Legal Aid Clients' Assistance Seeking & Life Profile Survey 2022

- ❖ Quantitative study through face-to-face surveys with applicants of legal aid grants at 19 branches
- ❖ 1523 valid respondents from systematic sampling
- ❖ Exploring client's physical and online assistance seeking behaviours, advice preferences, service experiences and life profiles including information collection and communication habits, digital access and capability, and transportation habits



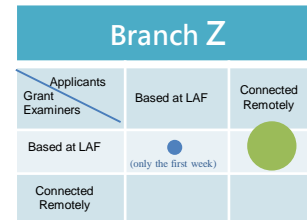
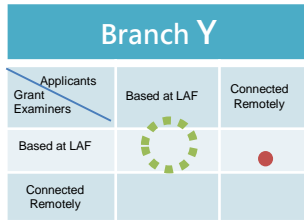
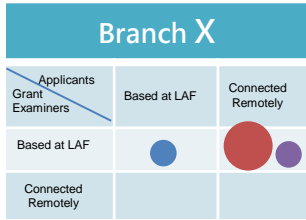
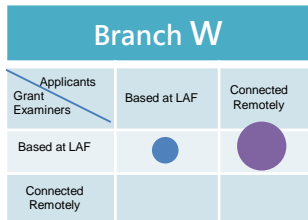
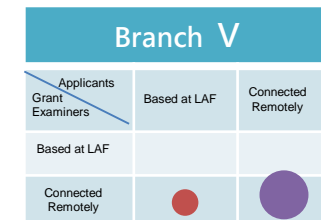
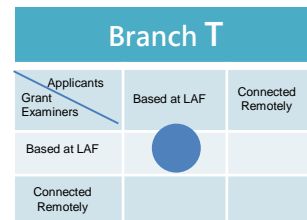
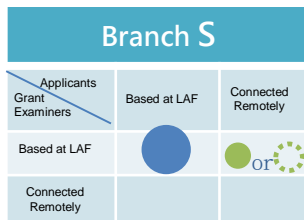
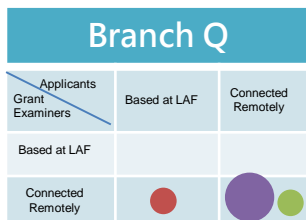
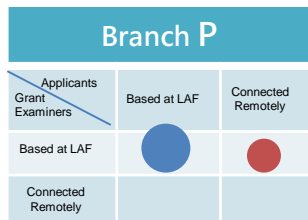
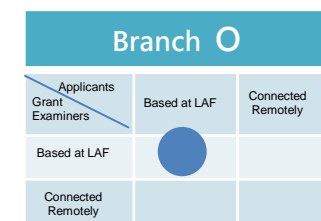
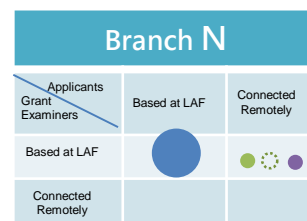
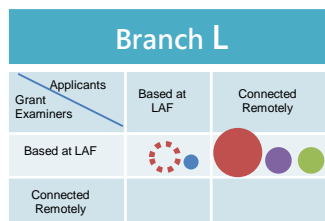
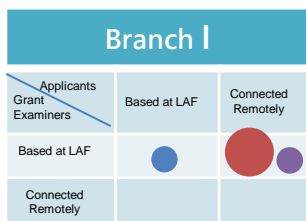
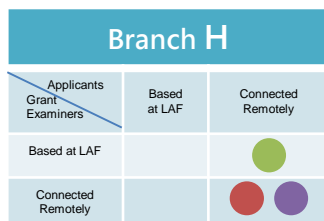
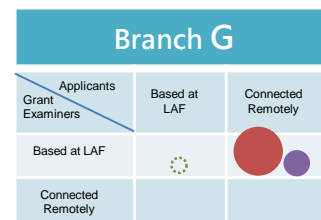
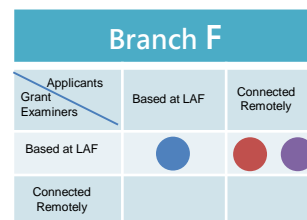
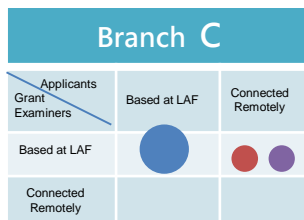
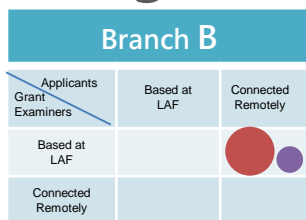
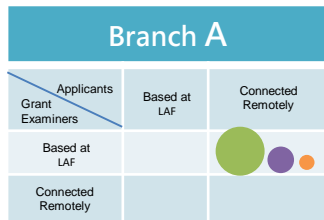


# Experiments of Technology-based Service Delivery

Summer 2021

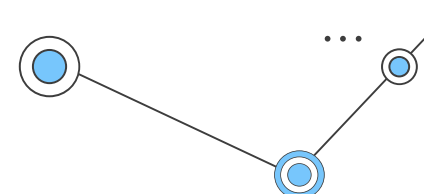


# No Two Branches Applying The Same Long-Distance Models during the First COVID Outbreak in 2021













● Face to face      ● Video conferencing  
● Telephone      ● Document review  
● Text  
   Extended examination room  
→ Main model  
→ Secondary / mixed model  
→ Exceptional model

# Summary: Legal Aid Grant Application Models during the COVID outbreak in 2021



## LAF 19 Branches


(in the mainland Taiwan)

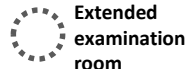
Applicants \ Grant Examiners	Based at LAF	Connected Remotely
Based at LAF	  	  
Connected Remotely		  

 Face to face

 Video Conferencing

 Telephone

 Document Review by Digital Submission



❖ 17 branches 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 beforehand
- ❖ Submissions of the required documents
- ❖ Signatures or process recording as the proofs

A variety of tools of modern technology have been applied



# Advantages



## ❖ 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

vs.

# Disadvantages

## ❖ For Clients

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

## ❖ For LAF/staff

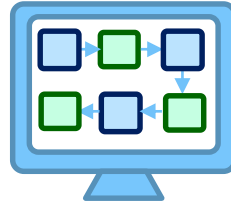
- ❖ More time and costs spent on each case for preparatory work beforehand and monitoring work afterwards
- ❖ Service quality was significantly decided by the quality of internet/phone connection

*i lag*

# Challenges and Lessons for Future Opportunities



ICT Facilities  
&  
Connection




Service Process



Legal Framework



**OBSTACLE**

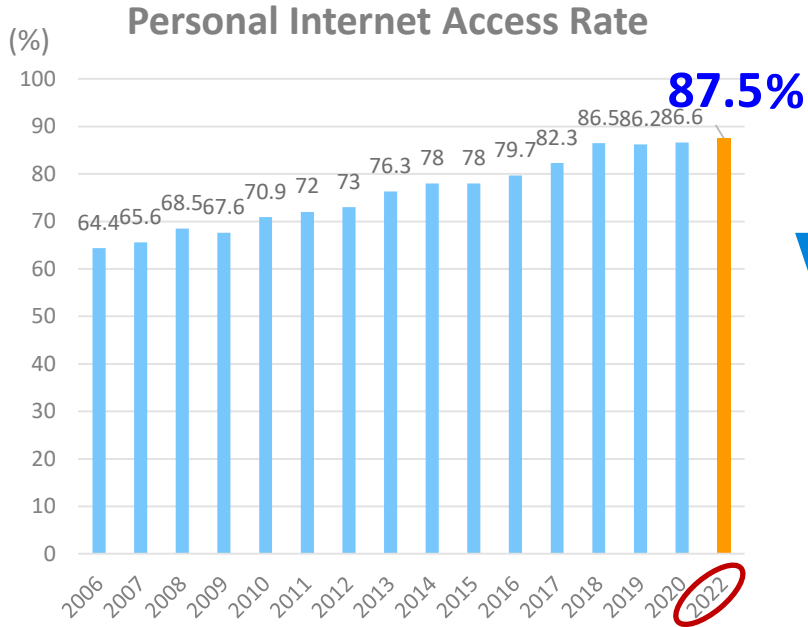


**Legal Aid Clients'  
Digital Access, Capability  
and Preferences**

# Personal Access to Internet

National Digital Development Survey 2022

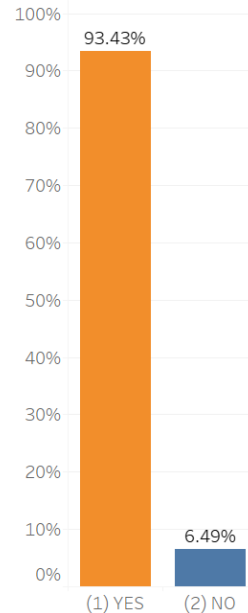
Legal Aid Clients' Assistance Seeking & Life Profile Survey 2022



Data Source: Ministry of Digital Affairs

vs.

### Internet Access Rate



93.43%  
WIN

### Possible Reasons:

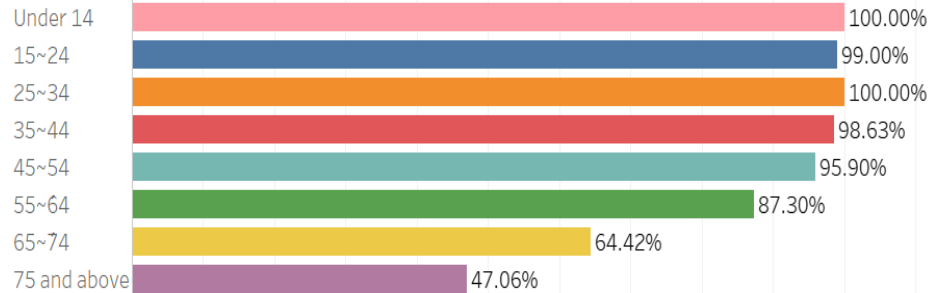
- 1) different demographic structures of general population and of legal aid clients
- 2) the LAF survey excluded the clients represented by social workers or institutions

# Demographic Analysis of Internet Access (1)

## 01 By Gender



## 02 By Age Group



## 04 By Ethnic Groups/ Citizenship



## 03 By Gender & Age Group

	Male	Female
Under 14	100.00%	100.00%
15~24	97.92%	100.00%
25~34	100.00%	100.00%
35~44	97.55%	99.50%
45~54	94.77%	96.95%
55~64	86.67%	88.10%
65~74	60.71%	68.75%
75 and above	54.55%	33.33%

# Demographic Analysis of Internet Access (2)

## 05 By Disability Status



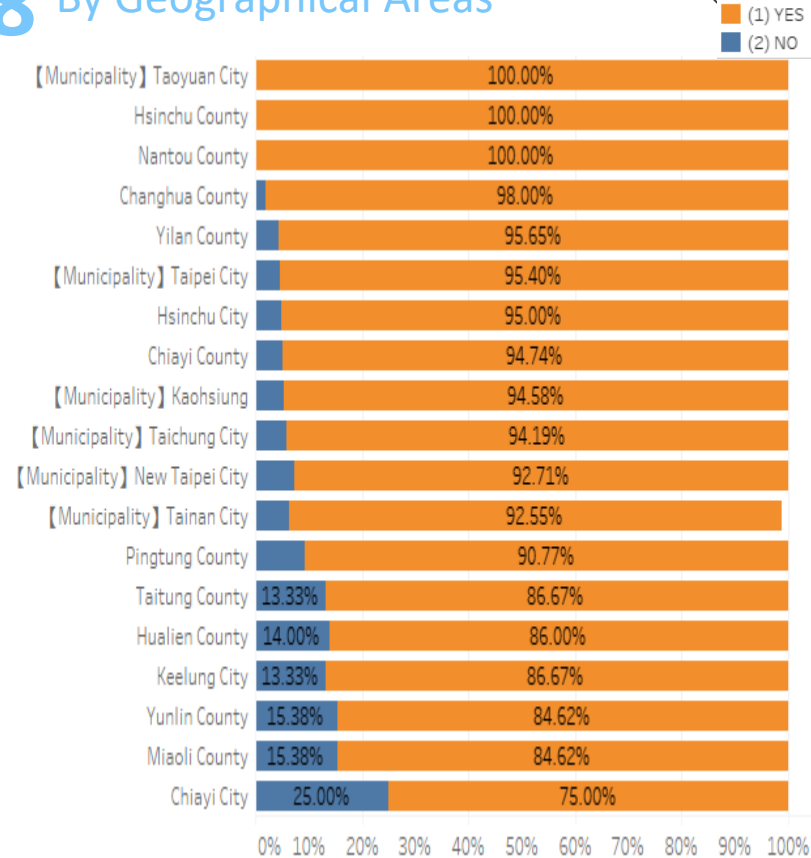
## 06 By Education



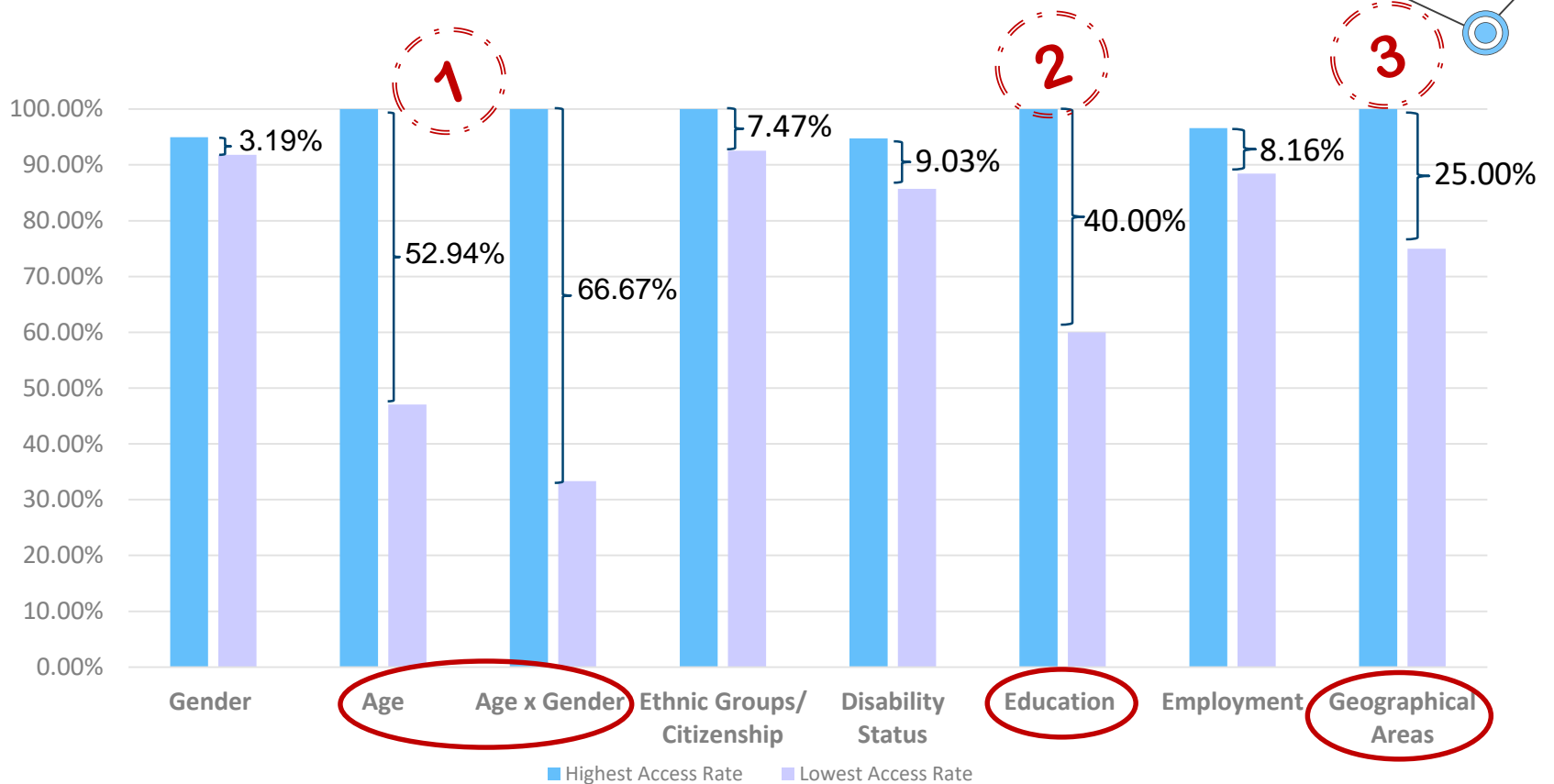
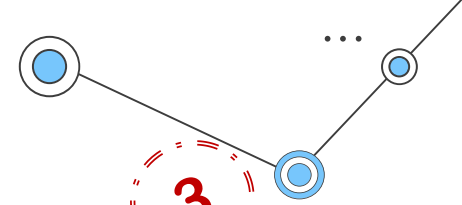
## 07 By Work/Employment



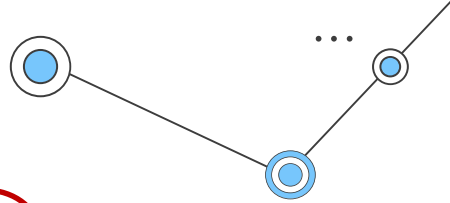
## 08 By Geographical Areas



# Digital Gaps in Various Aspects



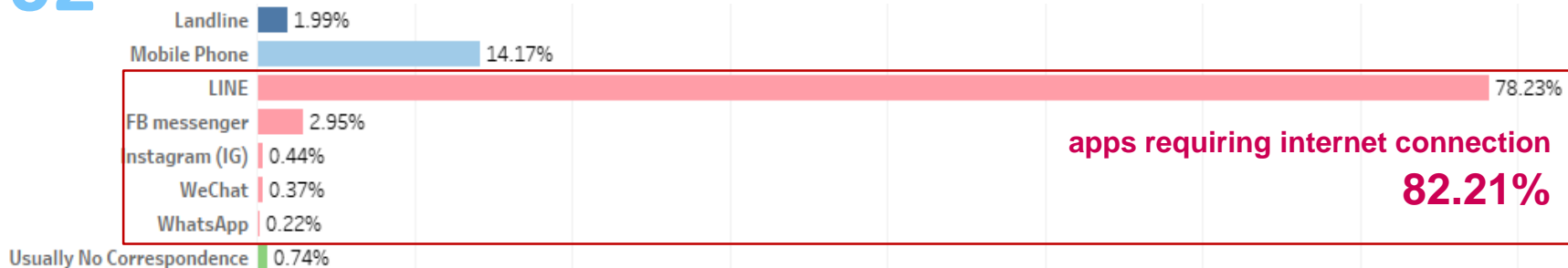
# Use of Smartphones



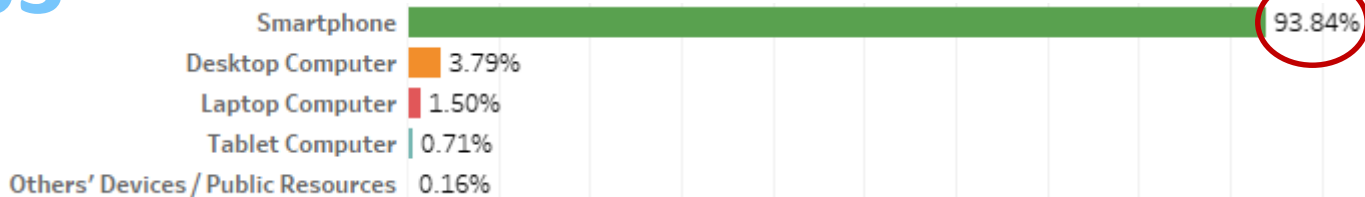
## 01 Mobile Phone Ownership



## 02 Communication Preference



## 03 Most Often Used Device for Internet Access





# Time and Frequency Spent on Internet



National Digital Development Survey 2022

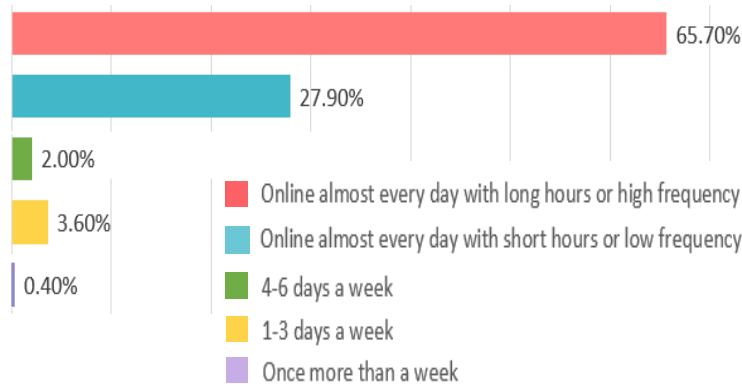
Legal Aid Clients' Assistance Seeking & Life Profile Survey 2022

everyday internet access

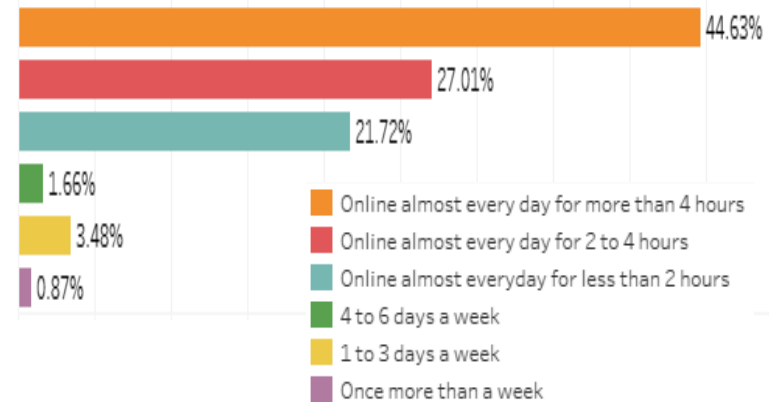
93.6%

Equivalent

93.36%



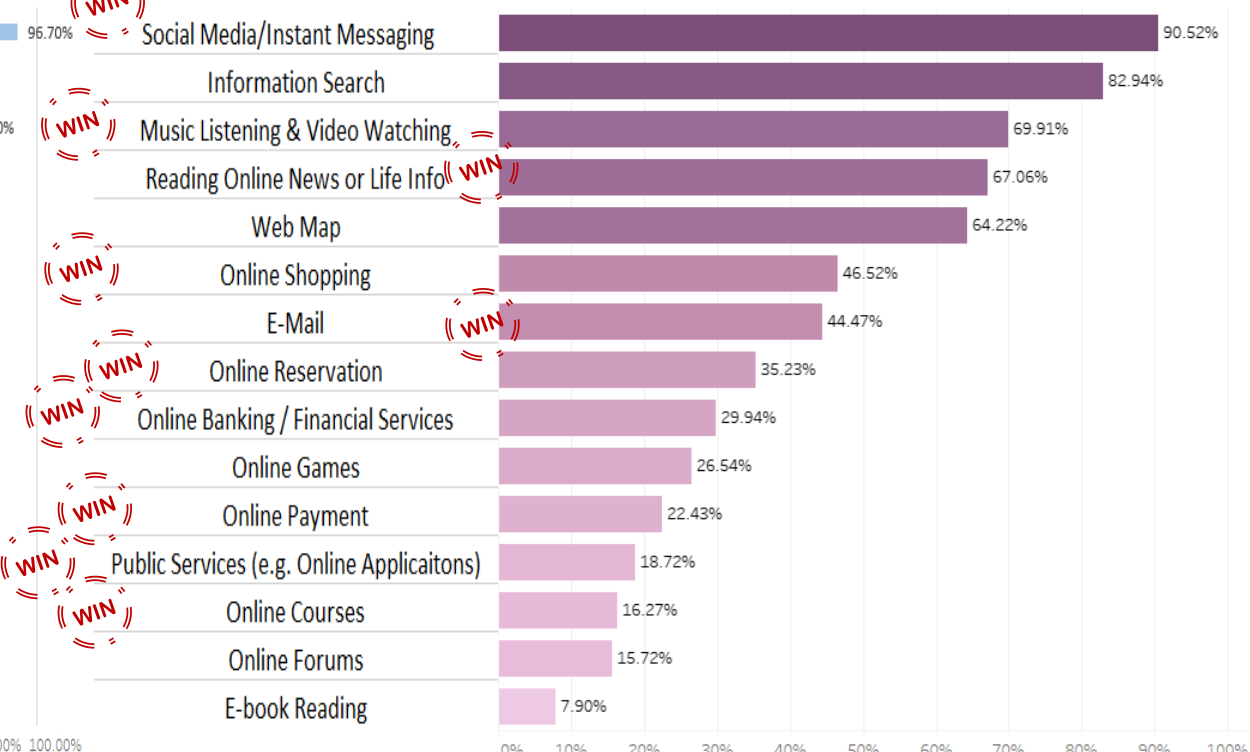
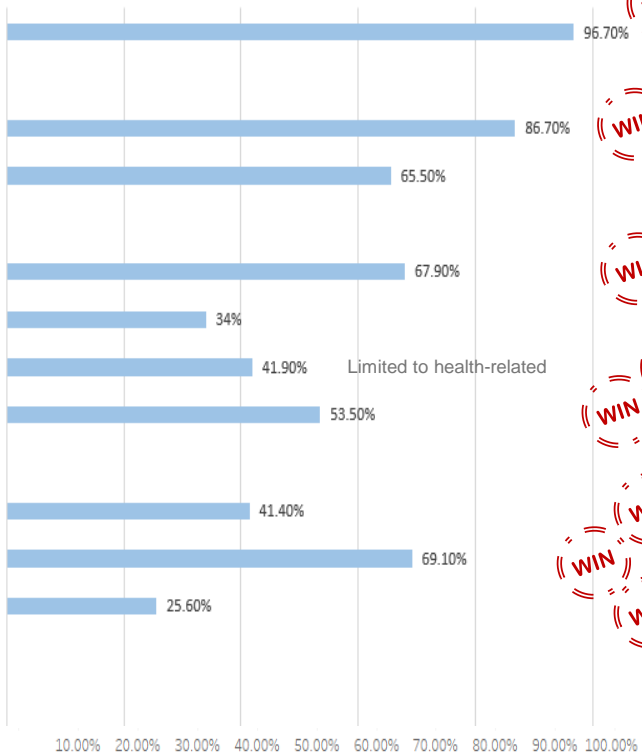
vs.



# Online Activities: a Glimpse of ICT Capabilities

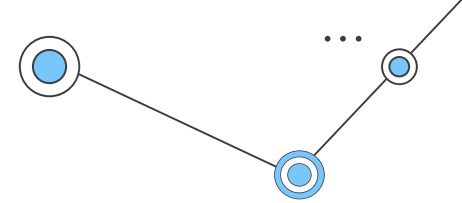
National Digital Development Survey  
2022

Legal Aid Clients' Assistance  
Seeking & Life Profile Survey 2022



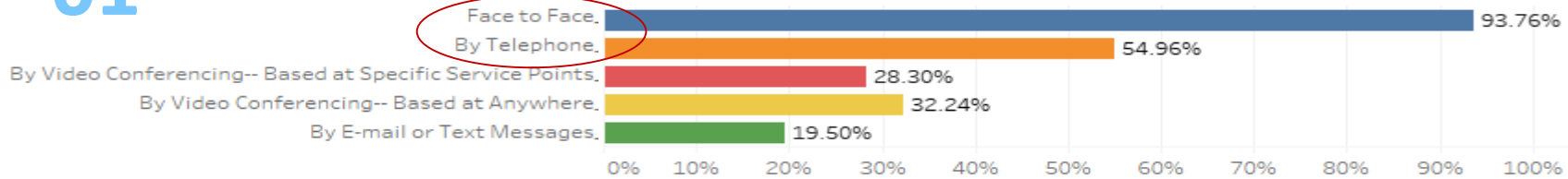
Data Source: National Development Council; Ministry of Digital Affairs

# 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 Conferencing Based at Specific Service Points	1.05%	12.48%	14.77%	28.30%
By Video Conferencing 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%

# Summary: Findings about Service Users



Access & Facilities



Capabilities



Preferences



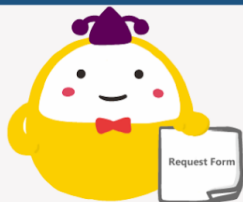
*a small step forward:*

# Non-Mandarin Legal Advice via Video Conferencing



## LAF English Legal Advice

### Request Form



## Do you have any legal issues and would like to get free advice from a lawyer?

Taiwan Legal Aid Foundation (LAF) is using **Google Meet video-conference** technology to provide free legal advice for **English-speaking foreigners who are currently living in Taiwan**.

This service will be a **one-off advice** session for your case and it **MUST be arranged by appointment** beforehand. This request form is produced for this purpose. Your submission of this form is required for booking appointments.

### Your Legal Case

Please let us know the details of your legal matter and your questions. \*

I want to ask.....|

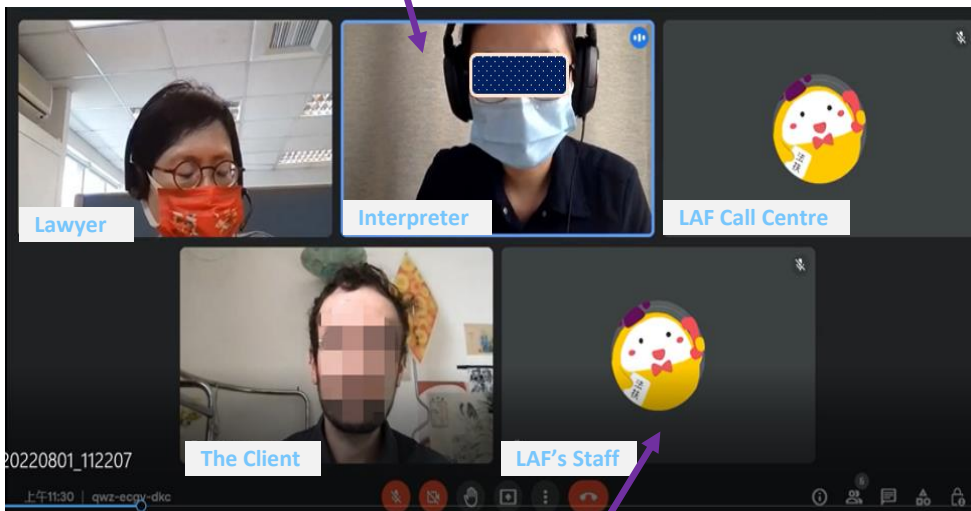
Please provide important documents/evidence regarding your case if there is any (e.g. appearance notices or summons issued by the court/prosecutors' office/police, contracts, photos of evidence, etc.)

新增檔案

## Targeting the foreign nationals that have higher internet access rate

1 providing clear service descriptions to strengthen communication

3 involving the interpreters in the online meetings



2 employing online forms and allowing file upload to collect personal and case details beforehand

4 facilitating simultaneous monitoring for better quality



*Conclusion:*

**One Size May Not Fit All**

...  
“Clients’ responses to technology-based services can be very different.....Some of them are happy, while others may have no ideas.....

These services offer more flexibility and convenience, not only during the epidemic but also in general....Of course they have their own limitations...

I strongly believe that we should explore and embrace these services further, provided that legal frameworks and ICT facilities are improved."

—Respondent F1, Executive Secretary







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# Thanks!

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



Yu-Shan Chang

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