

# The Access to Justice Triple Aim

The Access to Justice 'Triple Aim' is one goal that requires consideration of three interrelated elements: improving population access to justice, improving the user experience of access to justice, and improving costs (as they relate to access to justice).

Endorsing the Triple Aim means committing to a common goal for the justice sector to improve access to justice in BC and to action to pursue that goal. How organizations choose to act is for them to decide within the context of their respective mandates.

Implicit in the Triple Aim notion is the idea that its three elements are interdependent: change in one element may produce change in the others. The Triple Aim approach is therefore an exercise in dynamic balance – a recognition that good ideas are subject to policy, financial, and other practical constraints. Overall, the Triple Aim encourages a “user-centric” perspective.

The element of improving population access to justice concerns how **populations** (either the population as a whole, or sub-populations, based on culture, language, gender, geographic location, ethnicity, etc.) are able to access justice, the needs they have, and how they differ in their attitudes or confidence about accessing justice.

The element of improving the user experience of access to justice focuses on **individuals** in everyday life and how they attempt to gain knowledge, manage their legal needs or take action to resolve problems in various ways within the justice system. The justice system includes not just courts, but all services, institutions and organizations that support people in getting the skills, knowledge, resources, and services they need to manage their legal problems.

The element of improving costs addresses issues such as the **sustainability** of different ways of delivering services to meet access to justice objectives, the **costs of needs that are unmet**, and **per user costs** of access to justice initiatives.

