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# REALIZING JUSTICE FOR ALL

## World Justice Forum Report 2019

APRIL 29 - MAY 2 | THE HAGUE, NETHERLANDS



**WASHINGTON, DC OFFICE**

1025 Vermont Avenue NW, Suite 1200  
Washington, DC 20005, USA  
**P** 202 407 9330 | **F** 202 747 5816

**ASIA PACIFIC REGIONAL OFFICE**

8 Robinson Road #03-00 ASO  
Building, 048544, Singapore  
**P** +65 8339 9885

**SEATTLE, WA OFFICE**

1424 Fourth Avenue, Suite 828  
Seattle, WA 98101, USA  
**P** 206 792 7676 | **F** 202 747 5816

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*The 2019 Forum gathered our community for a challenging and inspiring four days—to strengthen our understanding of the justice gap, identify solutions, and motivate action for change.*



## Foreword

The World Justice Project (WJP) is a resource for the global rule of law movement, and nowhere does it play this role more emphatically than at the World Justice Forum, a biennial convening of our movement for shared learning, inspiration, and action.

In 2019, WJP devoted its Forum to the global effort to deliver on the promise of “justice for all” of the United Nations’ Sustainable Development Goal 16. Access to justice is a fundamental component of rule of law, and the failure of justice systems to meet justice needs compounds inequality, erodes trust in institutions, and renders societies vulnerable to a populist backlash against core rule of law norms, as we see in too many parts of the world today. To grapple with these issues, the 2019 Forum gathered our community for a challenging and inspiring four days to strengthen our understanding of the justice gap, identify solutions, and motivate action for change.

As revealed in this report, several important themes ran through the Forum:

***Data and Evidence-Based Solutions.*** A hallmark of WJP’s work is a focus on rigorous analysis of justice data. WJP’s signature contribution to the work of the Task Force on Justice (an initiative of the Pathfinders for Peaceful, Just and Inclusive Societies) was our data team’s year-long effort to develop a methodology for measuring the global justice gap. The result—a finding of 5.1 billion people with unmet justice needs—was announced at the outset of the Forum and focused attention on the enormity of the challenge before us. In the days that followed, discussions about solutions and next steps remained equally concrete, drawing on evidence and clear-eyed analysis of what works in meeting justice needs.

***Innovation.*** A challenge the size of the justice gap cannot be solved simply with more lawyers, judges, and courthouses. A paradigm shift is required—and was under way at the Forum—as we adopted a people-centered approach and considered justice systems from citizens’ perspectives. Creative, outside-the-box thinking was the order of the day, for example in sessions on justice tech and new financing mechanisms as well as those promoting medical-legal partnerships and rethinking traditional informal justice models to meet contemporary needs. The thirty finalists in WJP’s World Justice Challenge competition shared some of the most promising new approaches.

**A Focus on Just Outcomes.** Too often, discussion of access to justice focuses on the “access” part of the equation. At the World Justice Forum, we turned our attention to “justice,” with an emphasis not just on process and accessibility, but also on the quality of the outcomes and how best to ensure they are considered fair, appropriate, and legitimate by affected communities. This focus on just outcomes—on access to effective justice—is essential to a people-centered approach to closing the justice gap.

**Collaboration.** Finally, the Forum highlighted the benefits of collaboration—for organizing such a convening as well as for closing the justice gap. WJP’s effort to bring together leading thinkers and doers working to meet justice needs was greatly enhanced by a robust collaboration with our co-producing partners (the Bingham Centre for the Rule of Law, the Hague Institute for Innovation of Law, the Ministry of Foreign Affairs of the Netherlands, the Open Society Justice Initiative, the Organization for Economic Co-operation and Development, and the Pathfinders for Peaceful, Just and Inclusive Societies), as well as our generous sponsors and dozens of organizations that led highly interactive working sessions. Collaboration across sectors and professions was also emphasized throughout the discussions. A core principle of WJP’s approach to advancing the rule of law is that it must be a multidisciplinary effort, not just the province of judges and lawyers. So too it is with closing the justice gap. Some of the most exciting ideas for meeting justice needs presented at the Forum came not from lawyers but from medical professionals, tech entrepreneurs, private sector actors, and environmental activists.

WJP’s study of the justice gap is a sobering wake-up call about the magnitude of the justice problem, but it also highlights that we can and should measure progress on this fundamental SDG goal. We encourage UN member states to adopt an access to justice indicator in 2020 to measure and motivate change.

The WJP is honored to organize the biennial World Justice Forum as a meeting place for a rich exchange of ideas among diverse stakeholders in the rule of law. At the 2019 Forum, it was exciting to see colleagues from all over the world, united in a passion for closing the justice gap, learning, networking, and making plans for new initiatives, and we hope that this brief record of the event will stimulate additional creative action for justice.

We welcome your feedback and involvement in our work and look forward to meeting again at the 2021 World Justice Forum.



*William Hubbard*

*W. Neukom*

*Elizabeth Andersen*

William Hubbard  
Board Chair

William H. Neukom  
Founder and CEO

Elizabeth Andersen  
Executive Director



World Justice Project Staff  
World Justice Forum 2019



# Conference Highlights

THE WORLD JUSTICE FORUM  
THE HAGUE, THE NETHERLANDS  
29 APRIL - 2 MAY 2019



**550 people**  
**320 organizations**  
**71 countries**  
participated.

Of the 550 people



44 Private Sector Organizations & Law Firms

200 civil society, academic & media organizations



16 International Organizations

60 Government Agencies





**4.6 Million** twitter  
accounts  
reached

**50,249** website  
page views

**250** challenge  
applicants

**5** challenge  
winners

**65** sessions

**65** exhibitors

**50** commitments

# The World Justice Project

The World Justice Project is an independent, multidisciplinary organization working to advance the rule of law worldwide. Effective rule of law reduces corruption, combats poverty and disease, and protects people from injustices large and small. It is the foundation for communities of justice, opportunity, and peace — underpinning development, accountable government, and respect for fundamental rights.

*Traditionally, the rule of law has been viewed as the domain of lawyers and judges. But everyday issues of safety, rights, justice, and governance affect us all; **everyone is a stakeholder in the rule of law.***

WJP builds and supports a global, multidisciplinary movement for the rule of law through three lines of work:

**Collecting, organizing, and analyzing** original, independent rule of law data, including the *WJP Rule of Law Index* and *Global Insights on Access to Justice*;

**Supporting research, scholarship, and teaching** about the importance of rule of law, its relationship to development, and effective strategies to strengthen it, including *Marginalized Communities and Access to Justice*, a comparative study by leading researchers in the field of law and justice; and

**Connecting and building** an engaged global network of policy-makers and activists to advance the rule of law through strategic partnerships, convenings, coordinated advocacy, and support for locally-led initiatives, including through the *Resource Hub*, a directory of leading organizations advancing the rule of law worldwide; the *World Justice Challenge*, a competition to identify, recognize, and promote good practices and successful solutions for strengthening the rule of law worldwide; and the *World Justice Forum*.





## A Word from our Co-Producing Partners

### *James Goldston*

*Executive Director, Open Society Justice Initiative:*

“This Forum (...) has brought together an extraordinary array of nongovernmental and governmental actors who are working creatively, imaginatively, and increasingly cooperatively to further the rule of law and broaden access to justice in practice. I think the Forum has shown that we are actually learning more about what are the barriers to access to justice and how concretely to overcome them. We're seeing real live examples of that from palliative care in Kenya to the search for accountability for serious crimes in Mexico... the Forum is a critical space for learning and for intensified cooperation and collaboration going forward.”

### *Maurits Barendrecht*

*Research Director, Hague Institute of Innovation in Law (HiIL):*

“Being here at the Forum we really feel that a movement is coming together, and the World Justice Project really now leads the coming together of groups that are working on access to justice in very different circumstances [and] very different places. You see here organizations that work from a global perspective and projects in far away countries, and they work on the same issue.”

### *Murray Hunt*

*Director, Bingham Centre for the Rule of Law:*

“We've been delighted to be a co-producing partner with the World Justice Project. The international community recognizes that, to achieve the Sustainable Development Goals, including realizing justice for all, global partnerships, collaboration, and cooperation are extremely important... the Forum has really exemplified those values and aspirations.”

### *Birgitta Tazelaar*

*Deputy Director General for International Cooperation, Ministry of Foreign Affairs of the Netherlands:*

“In the first instance, it will be important to show concrete commitments at the review of the SDG 16 during the High-level Political Forum but also at the SDG Summit in September. I commend the World Justice Project for providing the space for these commitments. It is encouraging to see the commitments on justice at the Forum's website.”

### Nicola Bonucci

Director for Legal Affairs, OECD:

“I think [the Task Force on Justice’s Agenda for Action] is a wonderful roadmap...The goal, the task of this conference, but beyond that of the SDGs and of the international community, is indeed to translate this Agenda for Action, into action. Action which means justice of the people, justice by the people, and justice for the people.”

### Hina Jilani

Co-Chair, Task Force on Justice, an initiative of the Pathfinders for Peaceful, Just and Inclusive Societies:

“In many parts of the world, (...) laws have become the instrument of repression themselves. So while I do believe that legislation alone is not an instrument of change and there have to be many actors involved in bringing about that change, law becomes the first tool in our hands. (...) What we are looking for is a system that has the cumulative impact through the energy and the work of different actors to deliver justice.”

## Special Thanks

Nancy Ward began her work with the World Justice Project from the organization’s start. Throughout her career with WJP, she has played a variety of roles, including helping launch the World Justice Forum and developing it into the premier international event for the rule of law that it is today. Thanks to her vision, organization, and management, the Forum has become a dynamic place of work, exchange, and learning for organizations working on the rule of law around the world.



Photo: Nancy Ward; World Justice Forum 2019, World Justice Project

Nancy recently transitioned from her role as Chief Engagement Officer to Senior Advisor to the World Justice Project. The entire WJP team would like to thank her for her dedication over the years as we continue to build the Forum as the signature gathering for the rule of law community.



## Defining the Opportunity

“[T]here is growing momentum that helps leaders build support for change. Justice systems from around the world are exploring new ways to put people and their needs first. Awareness is growing of the benefits of investing in justice, while local and global movements campaign for justice for all. Lawyers, judges, and activists are often powerful advocates for reform, while the private sector has incentives to mobilize for an improvement in the legal environment.”  
– *Justice for All* report, Task Force on Justice<sup>1</sup>

The opening of the sixth World Justice Forum featured the launch of the *Justice for All* report by the Task Force on Justice, co-chaired by Argentina, the Netherlands, Sierra Leone, and The Elders, which served to define the opportunity for the justice movement in 2019. The report, an initiative of the Pathfinders for Peaceful, Just and Inclusive Societies, contains a new global estimate of the justice gap, makes the case for substantial increases in investment in justice, and identifies strategies, tools and approaches to increase access to justice.

The launch began with welcoming remarks from Birgitta Tazelaar, *the Deputy Director-General* for International Cooperation at the Netherlands Ministry of Foreign Affairs; Priscilla Schwartz, *Attorney General and Minister of Justice* of Sierra Leone; and Hina Jilani of *The Elders*, and *Co-Chair* of the Task Force on Justice (Pakistan).



Photo: World Justice Forum 2019; World Justice Project

Following their remarks, the Forum featured a panel discussion on “Bridging the Justice Gap—What’s at Stake,” moderated by Maria Cattai-Livanos, former Secretary-General of the International Chamber of Commerce and Honorary Chair of the World Justice Project (Switzerland). Other speakers included:

**Nicola Bonucci**, *Director for Legal Affairs, Organisation for Economic Co-operation and Development (France/Italy)*

**Walter Flores**, *Director, Center for the Study of Equity and Governance in Health Systems (Guatemala)*

**Asako Okai**, *Assistant Administrator and Director for the Crisis Bureau, United Nations Development Programme (Japan)*

These speakers set a tone of urgency regarding current political trends and of growing confidence toward building a more inclusive and unified justice community.

## Now Is the Time for Action

Today, as many speakers acknowledged, the justice movement stands at a critical juncture. Closing civic space and rising authoritarian regimes pose significant challenges to protecting and promoting the rule of law and its underlying factors, including access to justice.

At the same time, momentum and support for the justice movement are steadily growing, driven in part by the adoption of the 2030 *Agenda for Sustainable Development*. The Agenda, composed of a number of goals and targets, includes *Sustainable Development Goal (SDG) 16* which aims, “to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.”

Universal recognition by UN Member States of the importance of providing access to justice for all creates an exciting opportunity and platform to accelerate progress on the delivery of justice. As Birgitta Tazelaar, Deputy Director-General for International Cooperation at the Netherlands Ministry of Foreign Affairs, noted in her address, “the SDG framework provides us with the opportunity to attach a timeframe to reaching concrete results on the ground and improving access to justice.”



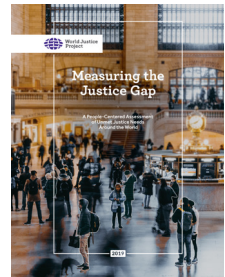
Photo: Birgitta Tazelaar, Deputy Director-General for International Cooperation at the Netherlands Ministry of Foreign Affairs; World Justice Forum 2019, World Justice Project

## Significant Unmet Justice Needs

The World Justice Forum 2019 featured the launch of two reports: the *Justice for All* report by the Task Force on Justice and the *Measuring the Justice Gap* report by the World Justice Project.

### *Measuring the Justice Gap*

highlights the daunting scope of the justice challenge and the need to take urgent action. The report defines the justice gap as “the number of people who have at least one unmet justice need. These are people who are ultimately not getting the justice they need for both everyday problems and severe injustices.”<sup>2</sup> Within this gap, WJP research estimates there are 1.5 billion people who cannot obtain justice for civil, administrative, or criminal justice problems; 4.5 billion people who are excluded from the opportunities the law provides, such as employment and housing; and 253 million people who live in extreme conditions of injustice. Altogether 5.1 billion people, two thirds of the world’s population, face at least one of these justice issues. As these staggering figures highlight, there is a tremendous opportunity to improve the delivery of justice for literally billions of people.





## Key Opportunities for Progress

The Task Force on Justice commissioned *Measuring the Justice Gap* as a key input into its *Justice for All* report released at the Forum. The *Justice for All* report highlights a number of opportunities where the justice movement can make progress in 2019 and beyond, including in collecting people-centered justice data and investing in justice for all.

People-centered justice data is required for evidence-based policymaking and investment as well as the SDG's focus on monitoring and measuring progress. As Hina Jilani of the Elders and Co-Chair of the Task Force on Justice stated, *"we... need data to tell us where people's justice problems lie, so that efforts can be targeted at the most important problems and tailored to those groups that are most in need."*



Photo: Hina Jilani of the Elders and Co-Chair of the Task Force on Justice; World Justice Forum 2019, World Justice Project

Building on the momentum of the SDGs, the justice community has the opportunity to increase dramatically the amount of data collected to help build the necessary evidence base for more equitable policies and to monitor progress towards realizing justice for all.

There is also an economic opportunity. As noted by the Task Force on Justice, the costs of the justice gap are high. The *Justice for All* report estimates that "just three types of impact resulting from justice problems - lost income, damaged health, and the cost of seeking redress - cost OECD countries between .5% and 3% of their annual GDP... Everyday justice problems cost more than 2% of GDP in most low-income countries."<sup>3</sup> By investing in justice, there is an opportunity to produce significant growth at relatively low cost. As the report highlights, "in low-income countries, it would cost \$20 to provide each person with access to basic justice services. In middle-income countries, it would cost \$64 per person per year and in high-income countries \$190."<sup>4</sup>

## Change Is Possible

In welcoming remarks at the Forum, Sierra Leone Attorney General and Minister of Justice Priscilla Schwartz asserted, “The Task Force on Justice strongly believes that justice for all is a realistic goal, and our report sets out our vision for how justice systems can be transformed to deliver it. *Perhaps our most important message is that justice systems need to turn their focus towards the people they are meant to serve.* By understanding their needs and designing institutions and processes that are responsive to those needs, justice actors can deliver dramatic improvements in people's lives and, as has happened in Sierra Leone, provide a major boost to their country's social and economic development.”

The year 2019 has been characterized as the year of justice: an opportunity to transform justice delivery systems and provide access to justice to billions more people worldwide. The launch of these two reports at the World Justice Forum underscores the magnitude of the task, but also the specific opportunities and approaches to accomplish it.



*Photo: Priscilla Schwartz, Sierra Leone Attorney General and Minister of Justice; World Justice Forum 2019, World Justice Project*

## Showcasing What Works to Improve Access to Justice

On day two, the World Justice Forum shifted from diagnosing justice problems to identifying, documenting, supporting, and promoting effective solutions to address the justice gap. WJP invited participants to share their ideas around “What Works” to increase access to justice during the working sessions and through the World Justice Challenge, a global competition that attracted applications from over 250 organizations for the chance to present their access to justice initiatives at the Forum. The thirty finalists showcased their work to Forum participants and judges in special sessions and at the Expo Village located at the heart of the conference center.

The day began with a plenary discussion of success stories introduced by John Nery, Opinion Columnist of the Philippine Daily Inquirer and a member of WJP’s Board of Directors, and moderated by James A. Goldston, Executive Director of the Open Society Justice Initiative. Other speakers were:

**Sabrina Mahtani**, Policy Advisor on Access to Justice for The Elders and Co-Founder of AdvocAid (United Kingdom/Zambia)

**Anabela Pedrosa**, State Secretary for Justice of Portugal

**Sergiy Petukhov**, Deputy Minister of Justice of Ukraine

**Jim Sandman**, President, Legal Services Corporation (United States)



Photo: Plenary discussion; World Justice Forum 2019, World Justice Project

As the Taskforce on Justice Report outlines: “To be effective and credible, a justice system must help people solve their justice problems.”<sup>5</sup> Justice solutions need to be people-centered, where “reform starts with people’s needs, and aims to solve the justice

problems that matter most to them.”<sup>6</sup> Below are a few highlights of the many good practices shared during the Forum.

## **People-Centered Approaches as a Best Practice to Close the Justice Gap**

### *Justice for, with, and by the Community*

Participants at the Forum explained why justice reforms, to be effective in closing the justice gap, should emphasize justice for, with, and by local communities. Justice processes should be grounded and oriented towards those most affected by injustice, particularly disenfranchised and marginalized groups. Initiatives should be context-specific and community-led. The World Justice Challenge Finalists demonstrated different ways community-led solutions can enhance access to justice.

Instituto Socio Ambiental in Brazil showed how organizing an indigenous community’s concerns about a dam project that threatened to destroy their way of life empowered them to challenge the dam and ultimately to return to their land. Mujeres en Frecuencia (Mexico) showed how using creative communications such as radio programs could help promote a culture of lawfulness and inform citizens about their rights. In Zimbabwe, Transparency International helped women become leaders of their own campaign to reclaim their land.

### *Recognizing Paralegals*

One of the best practices emphasized during various working sessions at the Forum was the use and acceptance of paralegals as providers of legal aid. Paralegals are important actors in the justice journey as they serve as connectors between the community and the justice system, and they are often well-networked in the local context. However, they also face challenges in their work, such as obtaining recognition by lawyers and politicians as primary providers of legal aid, obtaining a recognized legal status, and securing financing.

Open Government Partnership representatives at the Forum highlighted how countries such as Moldova have new national action plans to include provisions on professionalizing and recognizing paralegals as primary providers of legal aid. Sabrina Mahtani, Co-Founder of Advocaid and Policy Advisor on Access to Justice with The Elders also argued that governments had an essential role to play in supporting paralegals. In Indonesia, for example, the government recognizes paralegals as legal aid actors, but also provides public



funding for their work. Similarly, the government of Sierra Leone has set up an innovative land policy where any company that wants to lease land has to pay money into a basket fund, which can then be used to provide resources for grassroots groups that work with communities on land issues.

### *Re-engineering the Justice System*

Many plenary and working sessions also raised different ways that the justice system could be re-engineered in order to deliver more people-centered services. Anabela Pedroso, State Secretary for Justice of Portugal, described how, upon taking office, she found that the legal journey for citizens was chaotic and unorganized. To improve services, she led an effort to promote effective communications and coordination across different parts of the justice system.



*Photo: Anabela Pedroso, State Secretary for Justice of Portugal; World Justice Forum 2019, World Justice Project*

This need to improve coordination was reflected in a number of different working sessions. Accountability Lab explored their work on “Citizen Helpdesks” with the World Justice Challenge Finalist organization Citizen Bureau for Development and Productivity in Liberia. These helpdesks act as points of contact for citizens, where volunteers collect information about legal issues, communicate the information to the relevant stakeholders and actors, and then inform the citizens about the process.

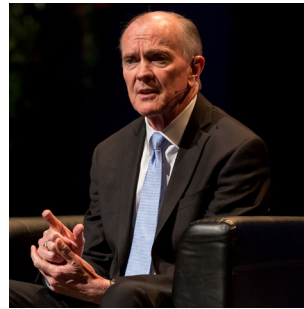
Technology can also help in making the justice system more efficient. As the Ukrainian Legal Foundation presented, Ukraine has developed a Custody Records system that helps to track suspects in detention electronically at every stage in the process, a bit like tracking a package going through the postal service. Coupled with professionalization of this sector, the system is helping ensure that the rights of detainees are respected and documented through their journey.

Hewlett Packard Enterprise also raised a point that it takes coordination and planning to integrate technological solutions to transform a justice system. Many justice systems are beginning data transformations that integrate artificial intelligence (AI) as a way to accelerate timely solutions. Data transformations require a large shift towards a “data first” culture within an organization. This shift requires transforming an organization’s technology, people,

and economics. Hewlett Packard Enterprise proposes the following road map for undertaking any data transformation: 1) Implement a modern data foundation (ingest, process, and manage a high velocity data pool); 2) Transform data collected into insights; 3) Predict and anticipate possible future events and support or automate decisions and actions applying AI.

### *Cross-Sectoral Partnerships for Justice*

A number of Forum participants encouraged reimagining the justice system through cross-sectoral partnerships. Describing the Legal Services Corporation (LSC) (United States) Justice for All project, LSC's President, Jim Sandman, said, "The system contemplates broad collaboration across a range of stakeholders and participants, not just judges and court administrators and bar associations and law schools and legal services providers, but also community organizations, social services providers, human services providers, information services providers like public libraries, and the public." Collaboration was a recurrent theme in initiatives presented in working sessions and by the World Justice Challenge Finalists. The Centre for Access to Justice at University College London demonstrated how medical-legal partnerships could help improve the justice journey. Initiatives such as integrating legal and health services through the training of doctors to identify legal needs and co-locating legal services in health centers can go a long way in addressing peoples' needs. The Global Fund to Fight AIDS, Tuberculosis and Malaria also explained how embedding justice programs in existing strategic public health frameworks, such as those serving people with HIV and tuberculosis, could help address justice issues in a more holistic fashion.



*Photo: Jim Sandman, President of Legal Services Corporation (LSC); World Justice Forum 2019, World Justice Project*

Two World Justice Challenge Finalists presented their own version of this approach to closing the justice gap. One of the winners of the Challenge, the Alaska Legal Services Corporation, explained how legal empowerment and education can be used as a tool to improve the health and safety of indigenous tribal members (e.g., by embedding culturally appropriate and locally based networks of civil legal attorneys in the tribal health care delivery system). Similarly, the Kenya Hospices and Palliative Care Association has developed a program on the Legal Aspects of Palliative Care featuring a manual that healthcare workers, patients, and families can use to better understand legal issues and how to address them.

Environmental justice was a recurring theme at the Forum, including during off-site visits to the Wildlife Justice Commission and the Environmental Defense Foundation. At a session led by the American Bar Association Section of Energy and Environmental Resources, presenters explained how environmental and justice actors are working together to empower local communities through environmental litigation, training of lawyers in environmental law, and promoting the recognition of environmental rights as fundamental rights.

In a working session on how to make the private sector an active partner on justice and the SDGs more broadly, Lexis Nexis explained that these goals need to be translated into business terms (e.g., risk factors and legal implications of not participating). Businesses also want to be connected to the communities around them more. The burgeoning field of corporate social responsibility is one manifestation of this greater involvement in justice work.

### *Inclusive Processes for Fair Outcomes*

Forum participants emphasized the importance of fair and inclusive processes to achieve more people-centered outcomes. The justice journey necessarily ends with outcomes that have a direct impact on people's lives, their perception of the justice system, and the future interaction of the community with it. During the Forum, many organizations presented best practices to achieve outcomes perceived as more fair and legitimate by affected communities. The International Center for Transitional Justice demonstrated how transitional justice can be a useful tool for achieving better outcomes, particularly when the approach is victim-centered, flexible, and adaptable to different contexts and justice systems. In some cases, for example, apologies and reparations are considered a higher priority for affected communities than traditional criminal accountability processes.

World Justice Challenge Finalists also presented alternative models to achieve fair outcomes. The Center for Court Innovation presented its Red Hook Community Justice Center project, a hub of services within the southwest Brooklyn community of New York City. The project redefines the role of the justice system as a place where people can expect to be treated with dignity and respect and can get help addressing the underlying issues that bring them into the justice system. The 160 Girls Access to Justice Project from Kenya, a World Justice Challenge winner, also focuses on improving process to obtain better outcomes. To address the high level of impunity in cases

of rape involving little girls, the project works to train and educate police and raise awareness of the issue, helping girls find justice and continue to live their lives.

Monitoring Maternal Health Entitlements and Increasing Access to Grievance Redressal, a World Justice Challenge-winning project by Nazdeek (India), provides access to grievance mechanisms to strengthen health outcomes. Tea plantation workers in the state of Assam suffer from the highest mortality rates in India, and their work conditions are a direct cause. Nazdeek organized community-led grievance forums in order to identify, monitor, and address rights violations and provide a mechanism for the community to solve their health problems collectively.



Photo: 160 Girls Access to Justice Project from Kenya; World Justice Challenge Winner



Photo: Nazdeek (India); World Justice Chal-

## Tools to Support Best Practices in Reducing the Justice Gap

Throughout the Forum, participants identified a number of tools and approaches that were critical to their success in advancing and sustaining a people-centered approach to meeting justice needs, including cutting-edge, evidence-based approaches to designing programs, applying technology, and taking creative approaches to financing justice.

### Evidence-Based Approaches

For solutions to be durable, they require long-lasting support. This kind of sustainable funding, for example in supporting deployment of paralegals, often comes from governments. Convincing governments that justice matters, however, is a permanent challenge. Moreover, as LSC President Jim Sandman put it in the plenary, *“the biggest challenge [the justice community] faces in getting adequate government funding for legal aid is ignorance of the problem.”*

Education of policymakers, therefore, is essential. As Sergiy Petukhov, Deputy Minister of Justice of Ukraine, explained in the plenary, it is essential to show the government how a better justice system



delivers improved welfare to the people. Governments care about citizens' opinions; showing the link between increased services and citizen appreciation is a hook to increase their involvement. This was echoed in working sessions: to attract consistent government funding and support, advocates should make the case both on legal and moral grounds (i.e., "it's the right thing to do"), and on strategic grounds (i.e., "it will be popular and pay for itself in reduced costs or increased revenue"). More evidence is needed to prove the link between the two.

One concrete way to educate policymakers about the extent of the justice gap and why they need to act is legal needs assessments. These assessments are critical to understanding the scale and nature of justice issues for the vast majority of people, and to appreciating the ancillary costs to society, in terms of health, employment, and housing effects of justice issues.

### *Technology as a Tool to Advance Justice*

Technology offers another way to close the justice gap by allowing justice systems to extend their reach and deliver services to a wider set of beneficiaries. Technology supports more efficient delivery of services in a way that traditional methods do not permit, enhancing the justice experience.

The working sessions at the Forum illustrated how different countries have begun implementing technological solutions in order to support justice best practices. The Legal Education Foundation, Pew Charitable Trusts, and the National Center for State Courts discussed how the United Kingdom has embarked on a court modernization reform program designed to move judicial activity out of the courtroom. It seeks to expand the use of video technology, introduce online end-to-end processes, and promote the use of online negotiation, mediation, and settlement, along with asynchronous processes (processes that do not require both parties to be present or connected at the same time).

Many of the World Justice Challenge Finalists also demonstrate how technology can help to achieve people-centered justice solutions. JustFix.nyc presented its Housing Justice app solution to assist tenants in gathering evidence, mediating with their landlord through templated communications, reporting violations to city agencies, connecting with organizers and attorneys, and presenting a "case history" in housing court. Kituo Cha Sheria of Kenya and the Asia Foundation's Philippines office both presented how SMS and phone technology can help to address justice needs, the former

to provide legal assistance to rural communities, and the latter to address grievances of extrajudicial violence by police through a 24-hour hotline. The Mekong Club, together with the United Nations University – Institute on Computing and Society, presented their Apprise App. This project enhances frontline responders' screening of potential trafficking victims by using a mobile app designed to increase the frequency, inclusivity, confidentiality, and consistency of the screening process.

Technology can also help identify people's legal needs even if they are not aware that their problems are legal in nature. The Learned Hands project out of Stanford's Legal Design Lab, in partnership with Suffolk LIT Lab (United States), analyzes online forums, spotting people's issues through their online writing, and ultimately seeks to connect people with legal resources that are jurisdictionally correct, issue-specific, and immediately actionable.

Two other World Justice Challenge Finalists demonstrated how technology can be a tool for governments to provide user-friendly and transparent justice systems. Transparency International Slovakia created an Open Courts Portal that allows citizens to use and analyze information released by the Slovakian judiciary around judicial verdicts and performance. In Uzbekistan, UNDP and USAID partnered with the government to develop an e-justice system for civil courts, increasing accessibility, efficiency, and convenience.

### ***Sustainable Financing for Justice***

Many of the solutions and tools presented at the Forum require a significant increase of resources to be fully achieved. Here again, governments will have a key role to play in advancing the justice agenda. As Jim Goldston, Executive Director of the Open Society Justice Initiative, put it in the plenary, ***"The justice gap will not be bridged simply through the normal development process. It requires dedicated political recognition and resourcing."***

What are some ways to make justice financing more important and sustainable? One idea recurring throughout working sessions was of framing the justice gap as a social problem, such as, demonstrating



*Photo: Jim Goldston, Executive Director of the Open Society Justice Initiative; World Justice Forum 2019, World Justice Project*

how solving justice issues helps reduce other problems (e.g., poverty, health issues, etc.). This can increase involvement both from governments and the private sector. In a session on “Why Business Needs to be Part of the Movement Towards Global Access to Justice,” the Bingham Centre for the Rule of Law and the Jones Day law firm emphasized the impact of justice on people. Businesses care about people, they care about morality, and they want to reflect the values of their clients in their actions on issues such as the justice gap.

More sustainable financing for justice also means exploring alternative financing models. In a session coordinated by Social Finance (United States), the Open Society Justice Initiative, the City of The Hague, and the Hague Institute on Innovation in Law (HiiL), experts explained how social impact investing works and could be brought to the justice sector. Social impact goals are clearly defined at the outset of a project or strategy, and progress towards them is rigorously measured. Payment to investors is dependent on the outcomes achieved, so the approach tends to generate proven models that can garner ongoing financing.

Pro bono legal services are another important strategy to bring new resources and actors to efforts to close the justice gap.

### *League of Law Firms*

At the World Justice Forum, WJP launched its League of Law Firms, a collection of leading law firms committed to supporting WJP and its rule of law network through financial and in-kind pro bono support. The League of Law Firms charter members include:

*Cooley LLP*

*Perkins Coie LLP*

*Davis Wright Tremaine LLP*

*Wilson, Sonsoni, Goodrich &*

*Fenwick & West LLP*

*Rosati Foundation*

*K & L Gates LLP*

League firms have opportunities to help shape WJP’s work and participate in its global efforts to advance the rule of law.

For information about the League, contact [wjp@worldjusticeproject.org](mailto:wjp@worldjusticeproject.org).

World Justice Challenge Finalist iProbono presented on how difficult it is for children in India to afford quality legal representation. Moreover, India's pro bono culture is limited and fails to meet the country's demand. On the other hand, many lawyers want opportunities to engage in meaningful pro bono work, but do not have an avenue to find clients. The organization has created a program where it matches individuals and organizations who require legal assistance with firms that offer pro bono services.

### *Partnerships Are Key to Advancing Justice*

The working sessions at the Forum presented various ways that partnerships can enhance access to justice. Echoing Mr. Goldston's words in the plenary, working sessions emphasized that *'the greatest success stories often arise from collaboration between civil society, government and the private sector, with each reinforcing the other.'* Partnerships between actors from different geographies and disciplines are also key in finding new practices to address the justice gap. One of the winning projects in the World Justice Challenge demonstrated an effective partnership between the Cornell Centre on the Death Penalty Worldwide, the Malawi Legal Aid Bureau, and Reprieve to obtain new sentencing hearings for prisoners in Malawi whose death sentences had been struck down as unconstitutional.

The British Council demonstrated how partnerships between actors in the formal and informal justice systems have helped in post-conflict community building in Northeast Nigeria. Traditional leaders are often turned to first to resolve many justice problems, but blurred lines and lack of communication between the formal and informal systems prevail. The British Council has helped establish informal sessions and trainings with police, traditional rulers, judges, and the media about when a case should be transferred to the formal systems, along with greater sensitivity to cultural differences.

Cordaid explained how informal systems can support formal systems by offering alternative options for accessing justice and resolving disputes. The Legal Aid Society of Pakistan, a World Justice Challenge Finalist, provided a concrete example of this approach. Its project on Alternative Dispute Resolution (ADR) employs formal and semi-formal ADR mechanisms in order to reduce the case burden on courts and improve the efficiency and delivery of the justice system.



## Resources

### Expo Village

World Justice Challenge Finalists presented their projects in special judging sessions and in the Expo Village. Each project had a booth assigned in the main hall of the World Forum Convention Center, allowing for a constant flow of information exchange and learning throughout the week. Alongside these projects, WJP invited 35 other projects that had implemented a successful solution in addressing the justice gap to showcase their work in the Expo. Participants were able to engage with the exhibitors at different stages of the Forum Agenda, including during coffee breaks, lunches, and receptions.



Photo: Expo Village; World Justice Forum 2019, World Justice Project

### Working Session Summaries

To see all working session summaries please visit the World Justice Forum webpage: [worldjusticeproject.org/forum](http://worldjusticeproject.org/forum).



Forum participants voted on their favorite projects via the World Justice Forum App during the week of the 2019 World Justice Forum, and winners were selected through a combination of votes by Forum participants and an expert selection committee chaired by WJP Board Director and Treasurer, James Silkenat. Shaikha Abdulla Al-Misnad, a member of WJP's Board of Directors, announced the winners of the World Justice Challenge during the Forum's closing ceremony on May 2nd. Each winning project received a \$10,000 USD prize in recognition of its achievement and impact.

Congratulations to the 2019 World Justice Challenge: Access to Justice Solutions Winners!



Photo: World Justice Challenge Winners 2019; World Justice Forum 2019, World Justice Project

**Monitoring Maternal Health Entitlements & Increasing Access to Grievance Redressal**, Nazdeek, India

**Riverine People and the Right to Full Reparation**, Instituto Socioambiental - ISA, Brazil

**Malawi Resentencing Project**, Cornell Centre on the Death Penalty Worldwide, The Malawi Legal Aid Bureau, and Reprieve; Malawi

**Partnering for Native Health**, Alaska Legal Services Corporation, United States

**160 Girls Access to Justice Project**, The Equality Effect, Kenya



## Building the Movement

*“A challenge the size of the justice gap requires a broad-based coalition to bring the necessary political, financial, and creative resources to bear.”*

- Kamel Ayadi, Member, Board of Directors, World Justice Project

*“When spider webs combine, they can tie up a lion”* - Ethiopian Proverb cited by Thuli Madonsela, former Public Protector of South Africa

To effectively fulfill the promise of Sustainable Development Goal 16 and realize justice for all, the justice sector must improve multi-sector collaboration and draw in new and diverse actors to advocate for and support justice. As the size of the justice gap clearly demonstrates, traditional approaches to delivering justice are not enough. The World Justice Forum sought to break the mold by bringing together new voices and innovative ways to grow and broaden the justice movement.

At the Forum’s plenary session on “Highlighting Multi-Sector Collaboration,” Kamel Ayadi, Minister to the Head of the State of Tunisia in charge of the High Level Authority on Financial and Administrative Control (Tunisia) and Member of WJP’s Board of Directors, welcomed the following speakers:

Moderator: **Sam Muller**, CEO, The Hague Institute for Innovation of Law (Netherlands)

**Thuli Madonsela**, Professor, Stellenbosch University; former Public Protector of South Africa

**Sandie Okoro**, Senior Vice President and Group General Counsel, World Bank Group (UK)

**Kavita Ramdas**, Director, Women’s Rights Program, Open Society Foundations (United States)

The Forum also featured a series of workshops to learn from justice sector case studies, movements in other sectors, and communications experts about how to better understand, practice, and deploy a wide range of communications tools and techniques available to the justice movement.

## Why We Need to Build the Movement

During the plenary session and throughout the Forum, speakers emphasized that to bridge the justice gap, we need to strengthen multi-sector collaboration. Justice cannot be treated as a solitary issue in country national action plans, with little relationship to other objectives. Rather, as a critical enabler of the entire 2030 Agenda, it must be a foundational component on which a development plan is built. Too often the issue of justice has been separated from broader development issues. Such a siloed approach is ineffective.



Photo: World Justice Forum 2019, World Justice Project

As Sam Muller, CEO of the Hague Institute for Innovation of Law, concisely summarized, “collaboration is a way for achieving better outcomes for people.” It allows the justice sector to leverage the strengths of diverse actors. Kamel Ayadi added, “bridging the justice gap requires global effort and collective action, as well as collaboration and coalitions across sectors and between public and private actors. We need to tap expertise from the fields of finance and social work, technology and public health, and we need to learn from other broad-based movements making change on issues such as women's rights and the environment.”

## Keys to Successful Cross-Sectoral Collaboration

The plenary session honed in on seven keys to successful cross-sectoral collaboration:

1. Collaboration should be based on data to provide a clear understanding of the problem, its context, and the intended outcomes of the collaboration.
2. Collaboration works best when different actors do



not fight to claim credit but instead seek to serve.  
Cross-sectoral collaboration requires selfless leadership.

3. Sound ethics should be the foundation of collaboration. Collaboration inevitably involves significant uncertainty, and basic ethics can guide the cooperation.

4. Collaborations should leverage various forms of intelligence that different partners contribute, such as rational, emotional, and spiritual. Taking advantage of various forms of intelligence can produce more effective approaches.

5. Use, build, and develop convening power. Broad-based movements always need a place to meet and talk.

6. Do not lecture, but listen. Listening helps collaborators navigate sectoral borders and understand differences

7. Communicate across sectors, not just within your own community. To bring about change, stories must be told across sectors.

## **Tips for Improving Communications**

Effective communications are fundamental to building the justice movement and attracting new partners and collaborators. Communications skill-building workshops were led by Amnesty International, the British Council, Grist.org, the International Youth Foundation, the U.S. Institute of Peace, and the World Justice Project - Mexico. Although the workshops touched on a variety of approaches and examples of effective communications, three key themes stood out: the value of storytelling; the importance of creativity in terms of communications styles, mediums, and messengers; and the utility of hope-based communications.

Storytelling was highlighted as an essential tool in advancing social movements. The CEO of Grist.org underscored the power of stories in creating connections that bind people together, produce a common sense of purpose, and illustrate how positive social change is possible. Participants were encouraged to use time-tested narrative tools, such as the narrative arc of social movements and innovative ways to engage target audiences to strengthen organizational storytelling,



Photos: Workshops; World Justice Forum 2019, World Justice Project

improve mobilization, and build bridges to new and diverse audiences.<sup>7</sup>

Creativity emerged as a second important dimension of effective communications, particularly in challenging or repressive environments. Creative communications strategies can play a critical role in building public support and engaging key policy-makers. To connect with hard to reach populations, speakers identified a wide variety of communication tools such as documentaries, community events, talk shows, art, literature, music, and celebrities.

A case study presented by the British Council highlighted the use of creative communications to overcome silence about injustice in Myanmar. The program, MyJustice, launched the “Let’s Talk” campaign, which featured talk shows, a graphic novel, a free rock concert, and a movie star as a campaign ambassador to advocate for justice, fairness, and equality for ethnic minorities, the Muslim population, and the LGBT community, reaching nearly 23 million people.<sup>8</sup>

Documentary filmmaking was also advanced as a particularly effective communication strategy in building empathy and sparking conversation. In a session coordinated by the U.S. Institute of Peace and the World Justice Project, speakers noted that, compared to written reports, documentaries are often more effective in

showcasing the type of work organizations do and how they do it. In particular, presenters recommended that organizations combine research, data, and storytelling to elevate the impact of their work. Stories show contrasts that cannot be shown by data alone.<sup>9</sup>

A third recommendation was to consider using hope-based communications, which require a shift in the way justice advocates often communicate. A top communication expert from Amnesty International asked the group to grapple with a key question: What does the world look like when we have realized justice for all? To advance justice, we must provide a clear answer to that question and win over public opinion to that vision for the future.

Hope-based communications can be achieved through five specific shifts. First, the justice movement should highlight what it stands for, not what it opposes. Second, it should focus its messaging not on triggering fear, but inspiring hope. Third, it should emphasize support for heroes, rather than pity for victims. Fourth, it should create messages about opportunities, instead of warnings of potential threats. Fifth, it should emphasize solutions, rather than focusing on problems. While fear and anger may mobilize the public in the short term, hope organizes people around issues in the long run.<sup>10</sup>

## Key Sectors to Engage

Working sessions at the Forum also identified opportunities to build the justice movement within specific sectors and audiences. Among others, youth, business, public health, parliamentary, finance, local governments, and civil society communities were all highlighted as strong targets for increased mobilization in achieving the SDG16+ Agenda and realizing justice for all.

**Youth**, for example, are key to implementing the SDGs because of their fluency in innovation and digital technology; empathy towards diversity, inclusion, and gender; and antipathy toward corruption. In a session coordinated by the International Youth Foundation, participants were encouraged to identify and elevate the next generation of civil society leaders and social entrepreneurs, grow the next generation of human rights and development experts, close youth data gaps, and activate cities as partners in achieving the SDGs.<sup>11</sup>

**Business** was flagged as a sector that has the potential to be a powerful ally but needs to be drawn further into the justice

movement. Speakers and participants in a session coordinated by Bingham Centre for the Rule of Law with the support of Jones Day identified several opportunities to help make this happen. First, many businesses need help in translating the SDGs into business-friendly language to encourage more meaningful participation. Additionally, there is an opportunity to strengthen the case for supporting the rule of law as in businesses' own self-interest.<sup>12</sup>

**Public health** advocates are seeing growing evidence and recognition that access to justice programs can advance both human rights and health care. Stigma, discrimination, and lack of access to justice hinder progress in the fight against some of the world's most pressing health issues such as HIV, tuberculosis, and malaria. Opportunities to strengthen collaboration and reduce the siloing of health donors and justice donors include: increasing funding for justice related public health work; moving from ad hoc programming to comprehensive, scaled programming; and embedding justice programs into existing strategic public health frameworks, such as those for HIV and TB.<sup>13</sup>

**Parliaments** were also identified as an important sector in improving access to justice. In a session coordinated by the Bingham Centre for the Rule of Law, the role of parliaments was discussed in terms of addressing the high cost of justice, both for the government and for litigants, and overseeing the digitalization and modernization of court systems. Speakers emphasized the importance of governing in coalition with others to reduce partisanship and political influence in addressing the needs of the justice system. It was also suggested that digitalization should not take place on a grand scale at huge expense, but should be implemented in phases as economically as possible.<sup>14</sup>

**The finance sector**, too, could play a deeper role in realizing justice for all. Recently social impact bonds and other outcomes-based financing models have emerged as promising vehicles for mobilizing public and private financing for social progress. Yet, despite the growth of these bonds, they have not yet been used on a large scale for justice needs. Nonetheless, some organizations have begun testing models of outcomes-based financing in access to justice, such as the Medical-Legal Partnership in Washington, DC. Such approaches have shown signs of success, underscoring a potential opportunity for increased involvement from finance in the justice sector.<sup>15</sup>

*Local governments and civil society* also have a vital role to play. The Forum benefited significantly from support and input from the Municipality of The Hague, known as the “City of Peace and Justice” for its support of a diversity of institutions and initiatives to strengthen justice locally and globally. The Forum was greatly enriched by the participation and collaboration of many justice-related organizations based in The Hague. For working sessions on the Forum’s third day, participants headed to the offices of several local and international organizations and NGOs located in facilities such as the Hague Humanity Lab and the Living Lab of Leiden University. The evening concluded with a networking reception hosted by the City of The Hague at Pulchri Studio, where Saskia Bruines, Deputy Mayor of The Hague, addressed the audience.

### *Working Session Summaries*

To see all working session summaries please visit the World Justice Forum webpage: [worldjusticeproject.org/forum](http://worldjusticeproject.org/forum).



## Artist spotlight

*How can the arts help advance access to justice?*

The World Justice Forum 2019 featured an Artist Spotlight, hosted by the ALN Academy, to bring the struggle for justice to life. Forum participants enjoyed an artistic dramatization, “Africa on Trial,” exploring East Africa’s rule of law record. Through contemporary African dance, poetry, and the prosecution, defense and judgement of a mock trial, representatives from Africa’s cultural and socio-legal communities brought to life East Africa’s journey of consciousness, connection, and justice. Performers and speakers included:

### *MUDA Africa*

**Femi Omere**, Executive Director, ALN Academy (Nigeria/UK)

“The Prosecution”: **Aisha Abdallah**, Partner, Head of Litigation and Disputes, Anjarwalla & Khanna (Kenya)

“The Defense”: **Joyce Aluoch**, Former Judge, International Criminal Court and High Court of Kenya

“The Adjudicator”: **Mohamed Chande Othman**, Former Chief Justice of Tanzania

Participants were also able to enjoy a lively interview of **Seun Kuti**, a Grammy-nominated Nigerian musician, by **Darek Mazzone**, host of Wo’Pop on KEXP Radio. The interview delved into Mr. Kuti’s artistic work and the legacy of Afrobeat and of his father, Fela Kuti, in world music. The session touched upon how music can help advance social and justice causes through its powerful messages and broad reach.



Top photo: ALN Academy; World Justice Forum 2019, World Justice Project



Top photo: Seun Kuti; World Justice Forum 2019, World Justice Project

# Commitments to Justice

Convened around the theme of "Realizing Justice for All," the 2019 World Justice Forum was one of a series of recent events mobilizing further action to accelerate implementation of SDG 16 and its promise of justice for all. To make concrete progress toward this goal, all elements of society can work together to help close the glaring justice gap.

An important component to building momentum for this goal is public commitments to specific and measurable targets. The World Justice Project invited governments at all levels, civil society groups, intergovernmental organizations, professional associations, businesses, journalists, academic institutions, and individuals to use the World Justice Forum platform to highlight their justice initiatives. We continue to encourage partners and allies around the world to share their commitments widely, including by registering them through the *United Nations database for SDG pledges*.

Commitments to justice can take many different forms, including allocating financial, in-kind, and pro bono resources; undertaking legal, regulatory, or policy changes; supporting capacity-building or educational initiatives; announcing new collaborations to address access to justice issues; or planning new data collection, analysis, and research that can help us understand and solve the problem. Such commitments can have global, regional, national, or local impact, and they can be new initiatives or a commitment to sustain on-going efforts.

At the Forum, William Hubbard, WJP's Chair and former President of the American Bar Association, outlined five categories of action, organized as the five "R's," that champions for access to justice are taking around the world, as illustrated below:

## 1. Research

Undertake data collection and research on citizens' justice needs and their relationship to the broader development agenda, to inform policy-making and track progress on SDG16.

### *Exemplary Commitments:*

- The Ministry of Justice of North Macedonia, in partnership with civil society organizations, will conduct a national survey of citizens' legal needs in order to develop

a strategy to strengthen legal services; maintain databases and a website with information on legal assistance; develop a methodology for measuring and monitoring free legal services; and conduct an awareness campaign about citizens' right to free legal assistance.

- The World Justice Project and the Institute for Health Metrics and Evaluation of the University of Washington have committed to develop a joint research project to study the relationship between rule of law, access to justice, and health outcomes.

## 2. Reporting

Adopt an SDG 16.3 global indicator for access to civil justice and report on progress on SDG16 in annual Voluntary National Review reports.

*Exemplary Commitments:*

- Argentina and South Africa announced their support for the development and adoption of a new indicator for SDG 16.3 to measure and track progress on access to civil justice.
- White & Case LLP and the UN Global Alliance for Reporting Progress on Peaceful, Just and Inclusive Societies have committed to undertake an annual review and analysis of Voluntary National Review reporting on SDG16.

## 3. Reform

Develop, support, enact, and implement legal and regulatory reforms necessary to create an enabling environment for use of paralegals, technology, and other innovations that increase access to legal information and help people solve their justice problems.

*Exemplary Commitments:*

- As part of its National Plan for the Open Government Partnership, Indonesia has committed to increasing the quantity and quality of legal aid services by adopting regulations that guarantee funding for legal aid organizations. The government will also begin a civic education campaign to teach citizens how to identify rights violations and how legal aid providers can help them win justice for their grievances.

- Women Action Towards Economic Development (WATED) of Tanzania will use mobile phone technology to increase the number of people accessing legal services, with special training for women and girls.

#### 4. Resources

Increase public and private investments of financial and in-kind resources in independent legal aid and legal empowerment initiatives at the global, national, and local level.

##### *Exemplary Commitments:*

- For 2018, The Netherlands set a development cooperation target of providing access to justice to 100,000 people. At the Forum, the Ministry for Foreign Trade and Development Cooperation committed to double this figure to 200,000 in 2020, with the goal of half of these being women.
- The Open Society Justice Initiative agreed to work for expanded public financing for independent community-based justice services providers.

#### 5. Respect

Guarantee legal protection of justice defenders in law and practice and pursue accountability for those responsible for harassment or persecution of them.

##### *Exemplary Commitments:*

- Landesa, as secretariat of a global campaign on women's land rights, is working in partnership with global development and civil society organizations to close the gap between laws and practice to give women throughout the world access to and the benefit of their land rights.
- The Salvadoran Foundation for Economic and Social Development is committed to mobilizing civil society to engage and pressure Congress to appoint more independent justices at the Supreme Court of Justice of El Salvador, and to implement a merit-based system of selection of the candidates.
- The Network of Arab Democrats announced the launching of legal aid offices around the Middle East and North Africa region offering 24/7 pro bono service.

- The Centre for the Advancement of Community Advice Offices (South Africa) commits to work towards the state recognition and regulation of community advice offices throughout South Africa.

## Rule of Law Award

The World Justice Project Rule of Law Award recognizes global and local champions advancing the rule of law in exemplary ways. At the World Justice Forum, the 2019 award *recognized Dr. Adam Bodnar and the Office of Poland's Commissioner for Human Rights*. Poland's independent ombudsman and his team were honored for their courageous efforts to stem the country's backsliding on judicial independence and fundamental rights.



Photo: Dr. Adam Bodnar and the Office of Poland's Commissioner for Human Rights; World Justice Forum 2019, World Justice Project



# Realizing Justice for All – What’s Next?

The widening community of justice defenders and promoters who joined hands at the 2019 World Justice Forum in The Hague are building a global movement for change. The gathering gave us precious time together to diagnose the challenge and strategize for the future. We did so by defining the opportunity for expanding access to justice, showcasing what works, building the movement, and making commitments for action. At the closing, we reaffirmed our joint commitment to justice for all, emphasizing the pledges every government has made through the United Nations Sustainable Development Goals (SDGs), in particular SDG Goal 16 “to promote peaceful and inclusive societies, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.”

As we look ahead toward key gatherings of the High Level Political Forum on SDGs in July 2019 and the UN General Assembly Summit on SDGs in September, we call upon all stakeholders to accelerate implementation of concrete steps toward achieving Goal 16’s promise of strengthening the rule of law as the foundation of sustainable development, justice, opportunity, and peace.

At the Forum, we highlighted the following specific measures for action:

*Promote* and build people-centered justice systems that help people solve their justice problems and earn their trust in the rule of law;

*Highlight* the importance of multi-disciplinary and cross-sectoral collaboration, including global partnerships involving national governments and parliaments, businesses, civil society, and international organizations;

*Recognize* the vital contribution of independent civil society organizations in catalyzing reforms and expanding access to justice;

*Undertake* to support and pursue data collection, research, and learning to better understand people’s legal needs and devise effective strategies to meet them;

*Encourage* justice innovation, including through regulatory and procedural reforms that create a level playing field for

legal services and facilitate the expanded use of technology, paralegals, and other non-lawyer intermediaries, self-help services and tools, and other new approaches;

**Advocate** reforms of laws and justice sector institutions to protect all human rights for all and meet people's justice needs;

**Encourage** mobilization of expanded public and private financial, pro bono, and in-kind resources to increase access to quality legal advice, support, and services; and

**Commit** to accountable progress under the Sustainable Development Goals, including through on-going monitoring and reporting of progress on SDG16-related commitments and indicators.

Looking beyond efforts to elevate access to justice as a priority at the international level, WJP will continue to collect and disseminate data on how citizens experience justice to address their everyday legal problems. In June, we issued an expanded version of our country-level survey work on access to justice, *Global Insights on Access to Justice*, reflecting views of over 100,000 people from 101 countries. This research lays a rigorous methodological groundwork for adoption of a global SDG indicator to measure access to civil justice at the national level. We are also committed to incorporating more countries in WJP's signature *Rule of Law Index* in 2020.

Building on this empirical research, WJP will embark on a multi-year effort to catalogue rule of law solutions to pressing justice needs to help answer the "what works" question in more detail. We will also continue to populate our Resource Hub as a directory of leading rule of law organizations around the world. We are excited about the possibilities of expanding our work in the Asia-Pacific region and toward that end co-hosted in May a major international symposium on anti-corruption strategies with the Independent Commission against Corruption of Hong Kong. As we look ahead to the next World Justice Forum, we will continue to consult with our growing network of justice partners on themes and initiatives that we hope will continue the march toward building a global justice community.



Photo: William Neukom, WJP's Founder and CEO; World Justice Forum 2019, World Justice Project

Recalling the African proverb – “when spider webs combine, they can tie up a lion,” William Neukom, WJP’s founder and CEO reminds us, *“we have work to do...and we will do it well [for] we are all spinners for justice, we all work together.”* It takes both policy reform at the top and determined doers at the grassroots to deliver justice for all. Channeling the sacrifices made by Nelson Mandela, whose statue sits just 400 meters from the meeting hall, Neukom urged all of us to *“spin together and stop the lion of injustice – onward, my friends, onward.”*

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## ENDNOTES

- 1 Task Force on Justice, *Justice for All* - The report of the Task Force on Justice: conference version. (New York: Center on International Cooperation, 2019), available at [justice.sdg16.plus](https://www.justice.sdg16.plus), page 17
- 2 World Justice Project, *Measuring the Justice Gap*. (World Justice Project, 2019), available at [worldjusticeproject.org](https://worldjusticeproject.org), page 04
- 3 Task Force on Justice, *Justice for All*, page 13
- 4 Ibid. page 14
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- 7 See Finding the Octopus (Not the Unicorn): Narrative Strategies for Social Movements, Working Session summary
- 8 See Scaling the Wall: Creative Communications to Overcome Silence about Injustice in Myanmar, Working Session summary
- 9 See Opportunities and Challenges in Documentary Film-making for Change, Working Session summary
- 10 See What Does Justice Look Like? Using Hope-Based Communications to Frame Debates with Positive Narratives, Working Session summary
- 11 See Mobilizing the Next Generation to Achieve Goal 16+, Working Session summary
- 12 See Building the Case: Why Business Needs to be Part of the Movement Towards Global Access to Justice, Working Session summary
- 13 See Opportunities to Strengthen Collaboration Between Justice and Global Health, Working Session summary
- 14 See What is the Role of Parliaments in Realizing Justice for All? Working Session summary
- 15 See What Will it Take to Bring Social Impact Investing to the Justice Sector? Working Session summary









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