

LEGAL AID – Changing the way we work

A national approach to delivering legal aid granting and debt functions more efficiently and providing the foundation for future digital services

CONTEXT

The Ministry of Justice’s mission is to deliver modern, accessible, people-centred justice services.

The new operating model for both the granting and debt management functions supports this commitment to modernising services for customers.

KEY CHANGES

Consolidating

Consolidating the granting functions from 8 offices into 2 – Takapuna and Wellington

Improving efficiency

Delivering a nationally consistent service that is efficient and effective

Optimising processes and new ways of working

Using technology

Optimising legal aid granting and debt to prepare for technology advancements and digitisation

WHAT THE CHANGES MEAN

For customers

Faster movement through the legal aid system
Continue to access Legal Aid Services by 0800 2 LEGAL AID (0800 253 425)

For providers

Consistency in granting decisions
Existing knowledge and capability consolidated
New relationships and different contact details

For employees

New operating structure including:

- 2 new service delivery manager positions to drive a nationally consistent end-to-end process
- new team manager positions focussed on leading and developing staff
- a clearly defined career path for grants staff

