

Access to Family Justice During COVID-19



System-Focused Family Law Indicators



Matters Before the Courts



Participation in Family Justice Services

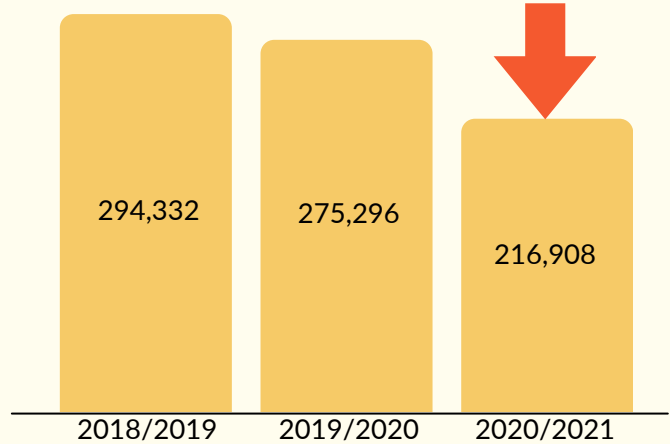


Access to Family Legal Aid

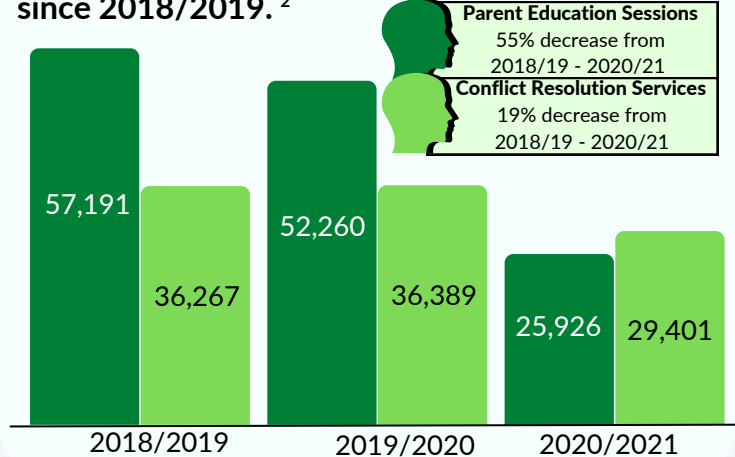


Use of Technology

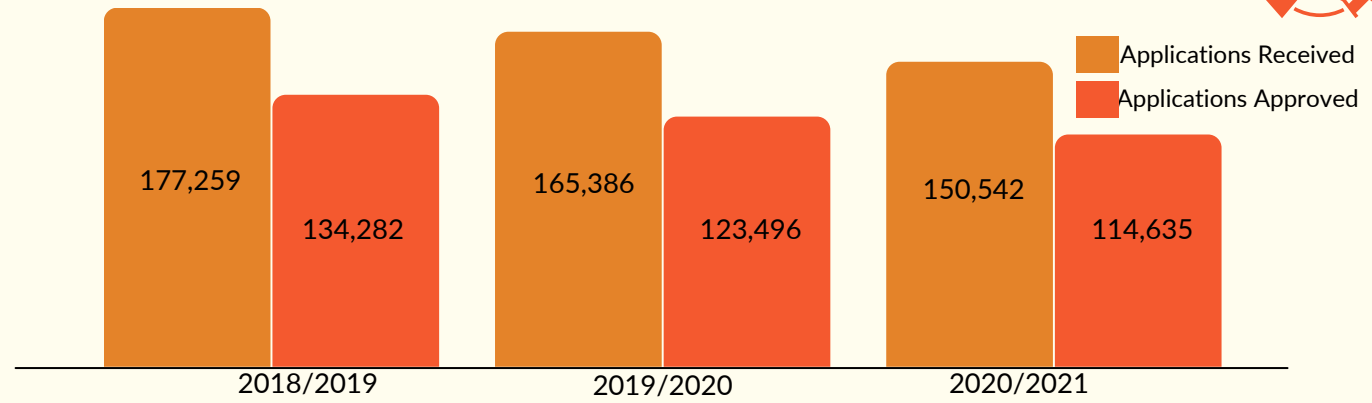
The number of total active family cases in the court systems has decreased since 2018/2019 and 2019/2020.¹



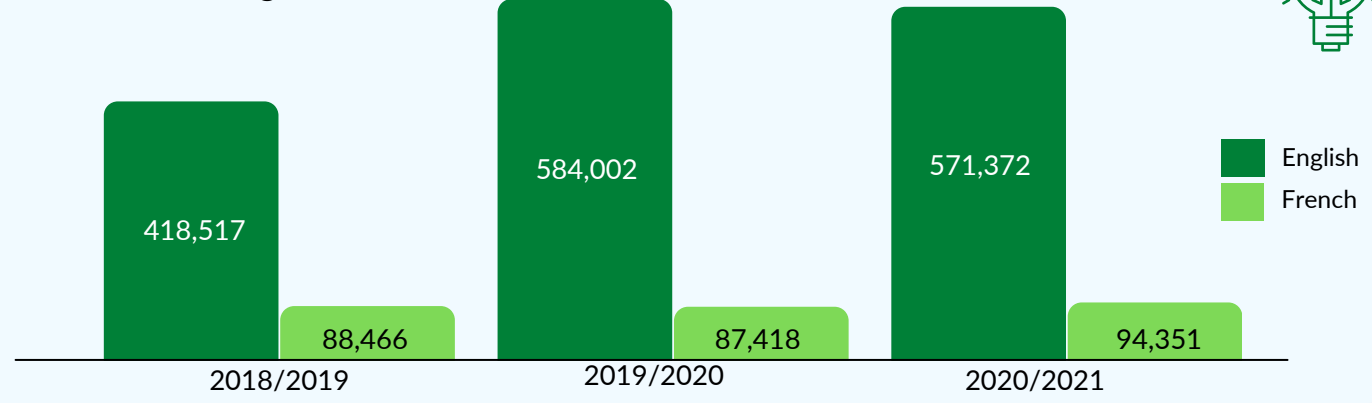
The number of family law participants completing parent education sessions and conflict resolution services has decreased since 2018/2019.²



There has been a decrease in legal aid applications received and approved for full legal representation for family and child protection.³



Number of total visits to family law websites have increased since 2018/2019, with highest numbers during 2019/2020.⁴



Notes

1. Source: [Civil and Family Law Statistics: Interactive dashboard](#)
2. Includes data from all jurisdictions except Nunavut. Data from New Brunswick not available for Parent Education Sessions in 2020-2021. Data from New Brunswick and Ontario not available for Conflict Resolution Processes in either fiscal year. Source: [Measuring What Matters 2021](#)
3. The decrease in legal aid applications for full representation can be partially explained by Canadian courts not being fully operational during COVID-19. Source: [Legal Aid Annual Report 2020-2021](#)
4. Source: [Measuring What Matters 2021](#)

Access to Family Justice During COVID-19



People-Focused Family Law Indicators



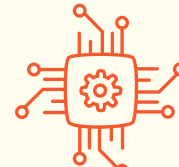
Prevalence of Family Legal Needs



Confidence in Fairness and Accessibility of the Family Justice System

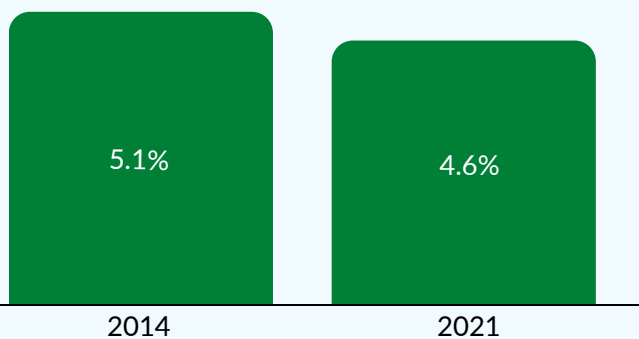


Ability to Access the Family Justice System

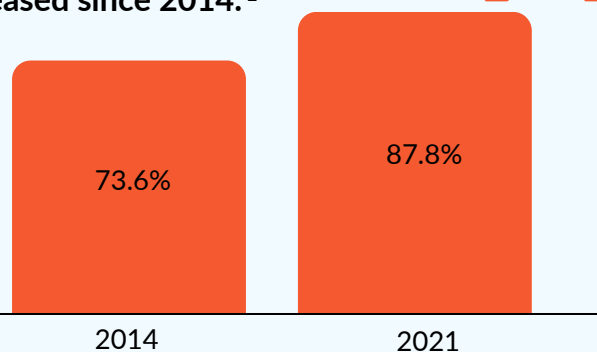


Access Through Technology

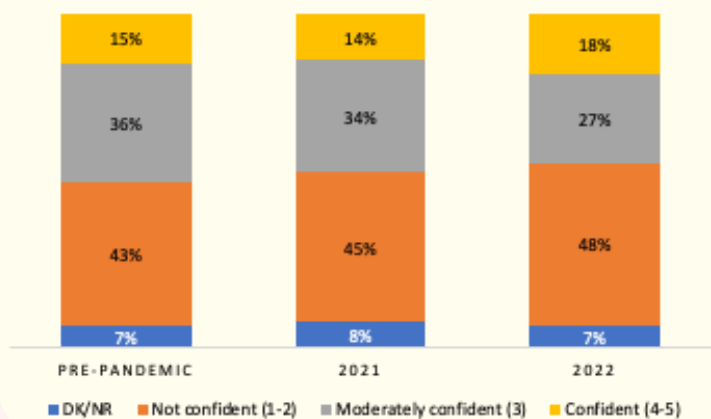
The percentage of individuals who have experienced a family legal problem has decreased since 2014.¹



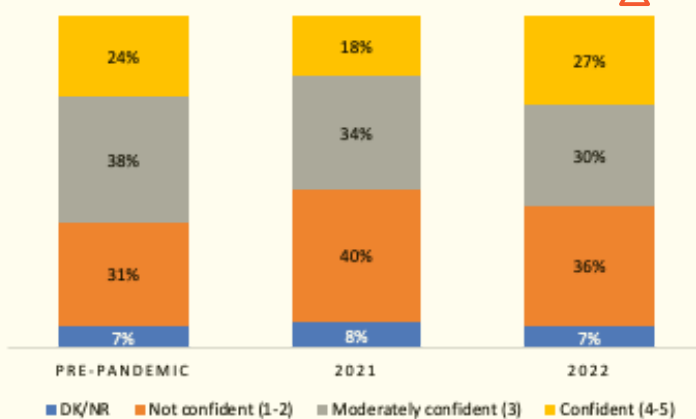
The percentage of individuals who have experienced high levels of stress due to family law problems has increased since 2014.²



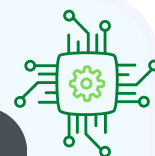
Fair to all people³



Accessible to all people³



In 2021, about half of those asked, reported being comfortable using technology to access the family justice system.⁴



Looking for information and reading about the family justice system

59%

Completing forms online using PDF forms

54%

Using video conference software (e.g. MS Teams) for what would normally be in-person meetings, mediation or court sessions

44%

Notes

1. The percentage of people who experienced a family legal problem in the previous 3 years in the 10 provinces, 2014 and 2021. Source: [Measuring What Matters 2021](#)
2. While the proportion of individuals experiencing family legal problems is decreasing, we can see that levels of stress due to family law problems is increasing. Source: [Measuring What Matters 2021](#)
3. Questions on confidence in the family justice system were asked on a scale of 1 to 5 where 1 is "not at all confident" and 5 is "very confident." Source: [National Justice Survey 2022](#).
4. Source: [National Justice Survey 2021](#)