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International Symposium Series: Reflective Practice for Legal Professionals June 22 – 24, 2026, Queen's University Faculty of Law

Paper Title- 'Reflective Practice-its value in creating improvements in service delivery and advancing people-centred justice'

Author/Presenter Professor Liz Curran, Nottingham Law School, Nottingham Trent University. Hon. Assoc. Professor Australia National University, Senior Fellow Higher Education Academy, Doctor of Juridical Science, Australian Centenary Medal.

The author intends to publish the full paper in a journal. If accepted, you can email in advance and link will be sent

Liz.Curran02@ntu.ac.uk



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Acknowledgment

Before I commence, I wish to acknowledge the numerous participants who have provided formative and a lineage in my work. Especially the brave and ongoing cultural heritage of the Australian Aboriginal communities around Australia who have been integral in my adoption of reflective practice since I was a young lawyer working alongside them.

Please note AI was used to help summarise some of my 35 or so previous reports, findings and approaches. It was not used in any other way.**

Given the available time, I have stripped back direct excerpts from study participants and other elements, so there is much more to discuss. This is effectively a summary.



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Reflective Practice & Service Delivery

Continuous, evidence-informed learning embedded in practice

Moves away from ‘what we’ve always done’

Real-time recalibration of triage, intake and responses

Identifies systemic gaps using client experience and data



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Research & Methodology (using most recent studies which build on 25 years of reflective practice embedding in research).

Longitudinal reflective evaluations (2001–2026)

Health Justice Partnerships (HJP) as core lens

Mixed methods: interviews, RPCs, journals, yarning circles

Co-designed, participatory, culturally informed approach



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BBM Evaluation Findings (building on Invisible Hurdles methodology & findings (2015-2026))

Effectiveness is cumulative and relational

Trust underpins engagement and uptake

Integration (legal + health) improves outcomes

Links legal need to social determinants of health



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Reflective Practice Mechanisms

Reflective Practice Conversations + journals +Interviews+Yarning circles with community

Surface tacit knowledge and assumptions

Link practices to outcomes

Enable adaptive service improvement



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Advancing People-Centred Justice

Focus shifts to lived experience of users

Amplifies marginalised voices

Supports multidisciplinary collaboration

Drives systemic and structural change



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Mechanisms → Outcomes (REF clarity)

Reflective Practice Conversations → Using data the participants identify what works / gaps informs practice & strategic future direction

Journals & guided questions → Surface tacit knowledge

Yarning circles & co-design → Build trust / cultural safety

Interdisciplinary reflection → Integrated responses

Learning loops → Adaptive service delivery

→ **Outcomes:** Increased engagement, earlier intervention, improved legal + health outcomes, systems change



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Questions & Discussion

23/06/2026



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