



I will survive: Building a Sustainable Access to Justice Practice

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Context

- ▶ The importance of reflective practice in an access to justice law firm
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Areas

Reflective practice impacts all aspects of an access to justice law practice, including:

- Substantive case work
- Legal strategies
- Practice management
- Communication



Proactive Reflection

Approaching reflective practice proactively:

1. Identify an issue
2. Develop a policy to cover the issue
3. Implement the policy



Examples of Proactive Reflection

- ▶ Client-facing example
 - ▶ Team-based example
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Reactive Reflection

Approaching reflective practice reactively:

1. Identify the issue
2. Resolve the issue
3. Adjust the system or develop a policy to prevent recurrence of the issue



Examples of Reactive Reflection

- ▶ Client-facing examples
 - ▶ Team-based example
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Teaching Reflective Practice

Preparing law students for the realities of an access to justice law firm:

- Explore the world beyond case law
- Consider the role of professionalism and ethics
- Assess business factors
- Develop communication tools