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Israeli Legal Aid: Access to Justice and Tailored Legal Representation

Unprivileged groups encounter numerous obstacles while trying to obtain justice, including lack of knowledge, mental and physical disabilities, aging, accessibility issues, lack of trust in authorities, and more.

In this article, I argue that the practice of legal representation—which I refer to as “First-Order Access to Justice”—upholds the idea of equal and approachable access for all parties involved in the judicial process.

The different legal obstacles that many clients encounter make it challenging for the attorney to interact with the client and give them the best possible representation. In order to overcome these obstacles, a “Second-Order Access to Justice” principle must be established, which entails improving communication channels and information sharing between the client and the attorney. That principle is called the “Customer Tailored Representation” principle.

As I will demonstrate in the article, within the support system provided by the Legal Aid department, professional tools have been developed in order to promote Second-Order Access to Justice, enabling attorneys to interact with their clients, clarify the options available to them, as well as comprehend their preferences and effectively represent them in court.