

## Glossary of Relevant Terms

*This glossary is meant to help inform your submission in conjunction with the Terms of Reference, and is not presented as a definitive or exhaustive list of relevant concepts and terms.*

<b>Attorney General</b>	Provincial Cabinet Minister responsible for the administration of justice in BC, including the funding of its legal aid system
<b>Certificate/private bar model</b>	Service delivery model in which legal aid services are delivered by private lawyers who are certified and paid rated fees by the provincial legal aid organization
<b>Choice of counsel</b>	Individual client's freedom to choose and retain any private lawyer who is certified and prepared to provide legal aid services at the provincial legal aid organization's rates of pay
<b>Clinic model</b>	Service delivery model in which legal aid services are delivered by lawyers from independent community-based clinics contracted by the provincial legal aid organization
<b>Duty counsel</b>	Lawyers contracted or employed by the provincial legal aid organization to provide limited scope legal aid services at critical locations and times; "expanded duty counsel" refers to lawyers who provide greater scope and continuity of client service
<b>Legal aid</b>	Government-funded provision of free legal information, advice and/or representation services to people otherwise unable to afford them, often constitutionally mandated
<b>Legal Services Society (LSS)</b>	Provincial non-profit organization created by the <i>Legal Services Society Act</i> to provide legal information, advice, and representation services to British Columbians with low incomes; often referred to as BC's "legal aid organization"; see <a href="http://lss.bc.ca">lss.bc.ca</a>
<b>Legal Services Society Act</b>	Provincial statute outlining the structure, role and accountability of the Legal Services Society
<b>Major cases</b>	High-priced legal aid cases characterized by complex legal and/or procedural issues, voluminous evidence, extensive preparation time and lengthy trials; often referred to as "mega-trials"
<b>Mixed model</b>	Hybrid service delivery model in which legal aid services are delivered by a varying combination of private, staff and clinic lawyers; "complex mixed model" refers to a more refined, integrated and adaptable mix of private, staff and clinic lawyers, often supplemented by expanded duty counsel, paralegals, community workers, limited scope and/or technology-based services
<b>Paralegals</b>	Legal service providers who can provide a restricted range of client services under a lawyer's supervision, such as legal advice and representation at tribunal
<b>Staff lawyer model</b>	Service delivery model in which legal aid services are provided by lawyers who are directly employed by the provincial legal aid organization
<b>User focus</b>	Framework for system design that optimizes a service around how users want or need to use the service, rather than forcing users to adapt or accommodate to the service as pre-conceived