



# The Gamechangers

## Frequently Asked Questions



**Gamechangers:**  
justice service delivery  
models that are  
sustainable, scalable  
and have the potential  
to bring solutions to  
people for their most  
pressing justice needs.



This document  
addresses some of  
the most relevant  
and frequently asked  
questions about  
Gamechangers.



## How are the gamechangers important for the work on people-centred justice?

- ❖ Gamechangers are examples of justice services from the private sector, public sector (and the spaces in between) that have the potential to bridge the access to justice gap. They are services that prioritise people's needs and experiences and provide justice that is affordable, accessible, and easy to understand.
- ❖ Gamechangers have a strong potential to solve legal problems fairly and deliver effective treatments consistently. Since gamechangers provide accessible and affordable services, they have the potential to resolve a majority of the justice problems that people experience.
- ❖ Gamechangers are examples of people-centred justice in action. These best practices of what actually works to prevent and resolve justice problems of people give us tangible models that we can learn lessons of scale, impact and people-centredness from among other aspects.
- ❖ In a nutshell, gamechangers are justice service delivery models that are sustainable, scalable and are those that can bring solutions to people for their most pressing justice needs.



Photo: Haqdarshak

## How did the work on gamechangers come about?

- ❖ Since 2010, HiiL has been running the Innovating Justice Challenge. Through this challenge, we have come across examples of thousands of justice innovations/ services from all over the world. For over a decade now, we have been working closely with some of these initiatives and organisations as part of our Justice Accelerator. Based on this experience and expertise of supporting justice innovations, we have gathered significant insights into the kind of justice services that become real gamechangers.
- ❖ By identifying these categories of gamechanging innovations, HiiL wants to promote successful justice services. Focus on gamechangers will help innovators to design innovations that have the potential to deliver effective and sustainable justice services. The discussion will help policymakers to channel funds into viable innovations and formulate regulations in which these gamechangers can thrive.
- ❖ HiiL is an important thought-leader in driving conversations and in bringing subject experts together to iterate the importance of SDG16.3. As an organisation committed to preventing and resolving millions of justice problems world-wide, we see the conversation of implementing and scaling the gamechangers to be an important one.



Photo: CrimeSync receiving the Innovating Justice Award

## What are the categories of gamechangers?

There are seven Gamechanger categories identified by HiiL:



Community Justice Services



Claiming Platforms



User-friendly Contracts



Prevention Programmes



One-Stop-Shop Dispute Resolution tribunals



Online Information and Advice portals



Problem-solving Courts

Photo: Training programme for justice entrepreneurs

## 4

### What would each of these categories entail in further details?

#### Community Justice Services:



Community justice services that deliver solutions effectively and integrate formal and informal justice through: houses of justice; paralegals; justices of the peace; judicial facilitators; or community tribunals.

Examples:

- ▣ [Sierra Leone Legal Aid Board](#)
- ▣ [Tribal State Joint Jurisdiction Wellness Court](#)

#### User Friendly Contracts:



Services that provide safe, verified and user-friendly contracts (or other legal documents) to the masses, ensuring fairness in families, at work, among neighbours and between small businesses and their partners. These include services that provide easy access to these documents, which is often achieved through online platforms.

Examples:

- ▣ [Comic Contracts](#)
- ▣ [Avodocs](#)

#### One-Stop-Shop Dispute Resolution:



Tribunals or platforms that offer (binding) mandatory one-stop dispute resolution services for employment, family or other justice problems by connecting advice, negotiation, facilitation and adjudication in a seamless way. These services tend to be offered online and complement in-person services.

Examples:

- ▣ [Civil Resolution Tribunal](#)
- ▣ [Uitelkaar](#)

## Problem Solving Courts:



Problem-solving practices or courts that bring defendants, victims, lawyers, public defenders, community leaders and/or prosecutors together to address the underlying causes of crime. Key features of a problem-solving approach include rehabilitation, interdisciplinary collaboration, and accountability.

Examples:

- ▣ [Red Hook Community Justice Center](#)

## Claiming services:



Claiming services that help people access vital public services, such as social security benefits, proof of personal identity or health care. These services are supported online, combined with help desks or local in-person assistance.

Examples:

- ▣ [JustFix](#)
- ▣ [Haqdarshak](#)

## Prevention Programmes:



Prevention programmes or services that are supported by online and offline tools to ensure safety and security from violence, theft and fraud.

Examples:

- ▣ [Crimewatch](#)
- ▣ [Yunga](#)

## Online information/advice:



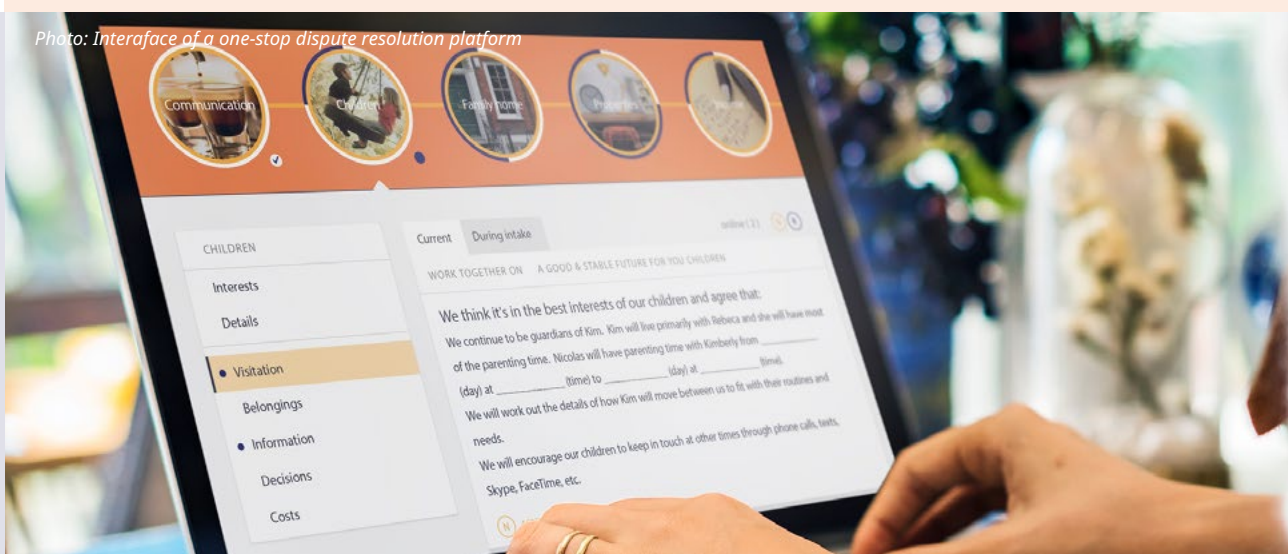
People-centred online information/advice and follow-up services that help people solve their justice problems in a step-by-step, fair and effective way that is consistent with their legal entitlements.

Examples:

- ▣ [Mero Adhikar](#)
- ▣ [A2J Author](#)

On the [Justice Dashboard](#) you will find further information on each of these seven categories.

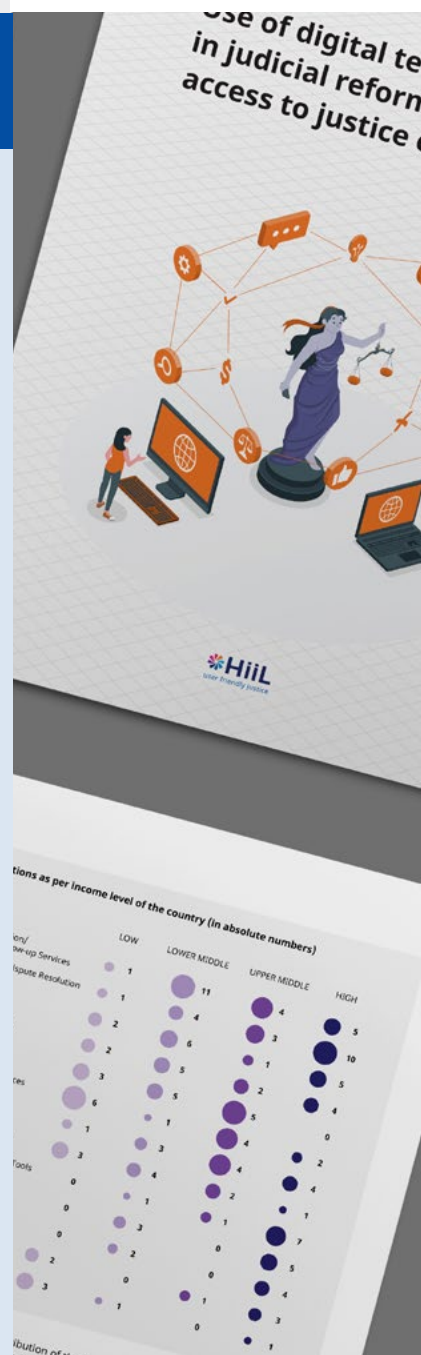
Photo: Interface of a one-stop dispute resolution platform





## What is the current work being done on gamechangers at Hiil?

- ❑ Following the development of seven categories, we put together Working Groups to help develop policy briefs on justice sector Gamechangers between June 2021-March 2022. We convened 18 experts in total who met over 6 roundtables. The groups represented diverse geographies and backgrounds, who brought experience and interdisciplinary backgrounds representing law, entrepreneurship, academia, economics, politics, and civil society. Each working group was tasked with examining the critical success factors for realising effective justice services. The sessions focused on three (out of seven) gamechanger categories:
  - Community Justice Services
  - User-friendly Contracts
  - One Stop Shop Dispute Resolution
- ❑ In addition to policy briefs, we have developed a total of 12 cases – 4 in each Gamechanger category. These cases offer concrete examples of how people-centred justice becomes a reality. On the Justice Dashboard, you will find the three policy briefs which also contain 12 practical examples (case studies) of Gamechangers in action.
- ❖ Additionally, this report titled 'Digital Technology and Judicial Reform' covers 68+ countries and addresses the global implications of technology in the justice sector.
- ❑ We presented insights and findings from the Working Group sessions during a live webinar event in March 2022. The discussion sought to provoke debate on how existing justice services can improve their models to increase access to justice? With this, we hoped to strengthen people-centred justice initiatives committed to realising SDG16.3 – equal access to justice for all.



## How does the research on gamechangers align with the work being done at our partner organisations?

The focus on these seven gamechangers/ service delivery models is seen across some of our partner organisations. The ODI's research on Sierra Leone Legal Aid Board following the work done by Namati's on Community Justice Services, GIZ's pioneering work on technology in the space of justice delivery are some examples of these overlaps.



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