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**AC FRIENDS OF COURT
PAN ASIAN JUSTICE
COMMUNITY OF PRACTICE**

SUMMARY

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January 19, 2026

2026年1月19日

Dear Community of Practice partners 尊敬的社區實踐夥伴們：

**What We Heard: Community of Practice on November 29, 2025 on
Improving Access to Legal Services**

我們聽到的聲音：2025年11月29日“改善法律服務可及性”社區實踐會議總結

Thank you for being part of the Community of Practice (CoP) last November 29, 2025. We appreciate your time, insight, and commitment. We are pleased to share with you the key messages we heard across discussions, breakout sessions, and reflections. This report captures shared experiences, challenges, and hopes for how we continue working together.

感謝您參與2025年11月29日舉行的社區實踐會議。我們衷心感謝您投入的時間、提供的見解以及作出的承諾。現與您分享我們在全體討論、小組分會以及反思環節中總結出的關鍵信息。本報告匯集了大家的共同經驗、面臨的挑戰，以及對未來如何繼續攜手合作的期待。

1. Clients are facing complex and intersecting challenges

Participants consistently shared that the clients they serve rarely just have one legal issue. Legal problems are deeply connected to:

- Housing insecurity and poverty
- Immigration and precarious status
- Family violence, child protection, and trauma
- Language, cultural, and systemic barriers

Many clients need help identifying whether their problem is legal at all, underscoring the importance of early support and issue-spotting. An intersectional and systemic approach to supporting clients and their needs is necessary.

1. 客戶面臨複雜且相互交叉的挑戰

參會者一致表示，他們所服務的客戶很少只面臨單一的法律問題。法律問題往往與以下因素緊密相連：

- 住房不穩定與貧困
- 移民問題與不穩定身分
- 家庭暴力、兒童保護與創傷經歷
- 語言、文化及制度性障礙

許多客戶需要首先獲得幫助來判斷自己的問題是否屬於法律問題，這凸顯了及早支持和問題識別的重要性。因此，在支持客戶及其需求時候，需要採取交叉性和系統性的方法。

2. Language, culture, and trust are central to achieving access to legal services

Access to legal services requires not only clients accessing translation services, but being understood. Community-based, culturally responsive, and trauma-informed approaches were identified as essential.

- Cultural context shapes how clients experience and engage with legal systems
- False assumptions, Fear of deportation, criminalization, or child apprehension prevents many from seeking help
- Trust takes time to build and is often fragile between clients and social institutions

2. 語言、文化與信任是實現法律服務可及性的核心

實現法律服務的可及性，不僅僅是為客戶提供翻譯服務，更重要的是讓客戶真正被理解。參會者認為，以社區為基礎、具有文化回應性以及創傷知情的服務方式至關重要。

- 文化背景會影響客戶如何體驗和參與法律體系
- 錯誤的假設，以及對被遣返、被刑事化或子女被帶走的恐懼，使許多人不敢尋求幫助
- 客戶與社會機構之間的信任需要時間建立，且往往十分脆弱

3. Access to information is not enough, human support is necessary

Participants emphasized that referrals work best when paired with human support. Courts, legal clinics, and community organizations all play a role in reducing barriers between people and accessing help.

- Warm hand-offs or significantly increase engagement and impact
- Fewer steps between a client and a service lead to better outcomes for the client
- Navigation support is critical, especially for clients in crisis

3. 僅有信息獲取還不夠，還需要有人為支持

參會者強調，當轉接與人為支持相結合時，效果更好。法院、法律診所及社區組織在減少人們獲取幫助過程中的障礙方面都扮演著重要角色。

- “溫暖轉介”可顯著提升參與度與成效
- 客戶與服務之間的步驟越少，結果越好
- 導航支持至關重要，尤其是對處於危機中的客戶而言



4. Services exist, but existing systems are fragile

While many strong social and community services are available, they are not always well connected to each other. Participants expressed a shared desire for better organizational connectivity, resource mapping, and coordination amongst each other.

- Awareness of each other's work is lacking
- Information is scattered and difficult to keep up to date
- Strong relationships make referrals more effective for clients to access services they need

4. 服務雖存在，但現有系統較為脆弱

儘管目前已有許多強有力的社會與社區服務，但它們之間並不總是彼此良好銜接。參會者普遍表達了對加強機構之間的聯通性、資源地圖繪製以及相互協調的期待。

- 對彼此正在開展的工作的了解不足
- 信息分散，且難以及時更新
- 強有力的合作關係可以使轉介更有效，幫助客戶獲得其所需的服務

5. Capacity and funding constraints continue to be barriers for service providers

Across organizations, demand for services far exceeds available resources and staffing.

- Heavy reliance on volunteers creates sustainability challenges for organizations due to turn over and lack of capacity
- Funding instability limits scope and outreach
- Setting boundaries for clients while remaining accessible is difficult when attempting to navigate capacity challenges

Transparency, collaboration, and managing expectations were identified as key coping strategies for service providers.

5. 能力與資金限制仍然是服務提供者面臨的重要障礙

在各類機構中，對服務的需求遠遠超過現有的資源與人員配置。

- 過度依賴志願者，使機構因人員流行性高及能力有限而面臨可持續性挑戰
- 資金不穩定限制了服務範圍與外展能力
- 在應對能力不足的同時，既要為客戶設定邊界，又要保持可接近性，這一平衡十分困難。

透明溝通、協作、以及合理管理預期，被認為是服務提供者應對上述挑戰的關鍵策略。

What was the impact of the CoP?

The diversity of voices and approaches was seen as a strength that makes the collective voice louder. Participants described the CoP as:

- Eye-opening and informative
- A space to build relationships and expand networks
- A way to amplify impact through collaboration
- A forum for sharing front-line realities and institutional knowledge

社區實踐 (CoP) 產生了哪些影響？

參會者認為，多元的聲音與不同的方法是一項優勢，使集體的聲音更加有力。參會者將CoP描述為：

- 開闊眼界、富有信息量
- 建立關係、拓展人脈的空間
- 通過協作放大影響力的方式
- 分享一線現實經驗與機構知識的平台

What do you want to see moving forward?

It is clear that participants value the CoP as a place of community: an opportunity to connect, learn from each other, and work together to improve access to legal services. Looking ahead, participants expressed interest in a CoP that:

- Is intentional and action-oriented
- Supports shared problem-solving, is solutions-oriented
- Includes a living directory of services and contacts that organizations can refer their clients to
- Creates a collaborative space to share asks and offers of each other
- Meets regularly to build momentum and trust

對未來的期待

顯而易見，參會者珍視CoP作為一個社區平台：這是一個相互聯繫、彼此學習、並共同努力改善法律服務可及性的機會。展望未來，參會者希望CoP能夠：

- 具有明確目標，並以行動為導向
- 支持共同解決問題，並以解決方案為中心
- 包含一個持續更新的服務與聯繫人目錄，供各機構向客戶轉介
- 創建一個協作空間，用於分享彼此的需求與可提供的資源
- 定期召開會議，以積累動力並建立信任



Next steps

Your contributions are shaping how this Community of Practice evolves and how we collectively strengthen access to legal services. To create the intentional and action-oriented CoP that you would like to see, kindly fill out this 5 minute [survey](#) to determine the CoP's next meeting, frequency, and design.

下一步

您的貢獻正在塑造本社區實踐的發展方向，並影響我們如何共同強化法律服務的可及性。為打造一個您所期望的、具有明確目標且以行動為導向的CoP，請您花約5分鐘填寫問卷，以協助確定CoP的下一次會議時間、會議視頻及形式設計。

We will present the full report on the Community of Practice at our Lunar New Year Event on February 28, 2026. RSVP [here](#) to the Lunar New Year Event.

我們將於2026年2月28日的農曆新年活動上展示社區實踐的完整報告。請在此報名參加農曆新曆新年活動。

If you have any questions, please call me at 778-869-8383 or write to me at jennyho@legalformsbc.ca.

如果您有任何問題，請致電778-869-8383，或發送郵件至 jennyho@legalformsbc.ca。

Best regards,

Jenny Ho
AC Deputy Executive Director