

May 19, 2023

Hon. Irwin Lampert
 Chair
 Board of Directors
New Brunswick Legal Aid Services Commission
 500 Beaverbrook Court, Suite 501
 Fredericton, NB E3B 5X4

RE: NBLASC Mandate Letter

Hon. Mr. Lampert,

In our roles, we are entrusted to provide the province with the absolute best service possible. It is a privilege that we each share, and it is at the core of what we do and why we are here.

This letter provides an updated overview of your responsibilities for the year ahead, and I look forward to all that we can accomplish together with our shared vision and purpose.

As a Crown body under the *Accountability and Continuous Improvement Act*, I expect that you and your board will apply sound governance principles guided by effective strategy that delivers on your mandate.

As government, we are dedicated to ensuring the needs of residents are put first. Guiding us in our work is a collective focus on our overall priorities, including:

- energized private sector;
- vibrant and sustainable communities;
- affordable, responsive and high-performing organization;
- dependable public health care;
- world-class education; and,
- environment.

Through your leadership as Chairperson, I expect the Board to deliver upon the priority areas outlined below:

Priority Areas	Expected Result / Outcome	Timeline
Service delivery	Provide legal aid services within New Brunswick guided by the general principles enumerated in section 2 of the <i>Legal Aid Act</i> .	Establish targets by fiscal
	Develop a business case to support and implement the proposed changes to Child Protection Court processes being developed by Maurice Richard.	September 2023
	Participate in discussions with the Department and the judiciary on justice efficiencies and ways to improve access to justice.	Establish targets by fiscal
	<ul style="list-style-type: none"> • Develop a business case for a new Provincial Court staffing model based on a complement of staff lawyers supported by ad hoc lawyers to deal with mega-trials and conflicts. 	December 2023
	<ul style="list-style-type: none"> • Participate in the development and implementation of a centralized virtual bail court. 	March 2024

	<ul style="list-style-type: none"> Develop a new model for Duty Counsel services to maximize the opportunity for settlements and entering of a plea, thereby reducing delays. 	December 2023
	<ul style="list-style-type: none"> Streamline the intake process at first appearances to avoid adjournments and delays so that eligibility for services can be determined. 	December 2023
Scope of service	Maintain the existing scope of service while exploring and establishing new areas of service (outline below) as provided for in the 2020-2021 budget increase. (Carry over from 2022-2023 mandate letter.)	Establish targets by fiscal
	<ul style="list-style-type: none"> Deliver a report to the Minister on the implications of expanding family law services to include marital property issues. Prepare and provide a report to me once complete. (Carry over from 2022-2023 mandate letter.) 	June 2023
	<ul style="list-style-type: none"> Provide a report to the Minister with options for enhancing services for aboriginal clients. (Carry over from 2022-2023 mandate letter.) 	June 2023
Quality and effectiveness of service delivery	Identify key performance indicators for family and criminal law services and implement a monitoring and reporting system. (Carry over from 2022-2023 mandate letter.)	Identify indicators no later than June 2023. Implement monitoring and reporting system by September 2023.
2023-2024 business plan	Ensure that your 2023-2024 Business Plan is compliant with the statutory obligations in the <i>Accountability and Continuous Improvement Act</i> and is presented to me for approval.	No later than March 15, 2023.
	Ensure it is published on the NBLASC website.	No later than June 20, 2023.
2022-2023 annual report	Ensure that your 2022-2023 Annual Report, including the items set out in subsection 21(1) of the <i>Legal Aid Act</i> , is compliant with the statutory obligations in the <i>Accountability and Continuous Improvement Act</i> , and is submitted to me once the Chair has approved and signed it.	No later than October 1, 2023.
	Ensure the Annual Report is filed with the Clerk of the Legislative Assembly.	Within 30 days of the Chair's signature.
	Ensure it is published on the NBLASC website.	Immediately after it is filed with the Clerk.

I have every confidence that we have a team that is prepared to lead with fairness, focus and to make tough and balanced decisions to keep our province moving forward. It is an honour to serve the people of New Brunswick.