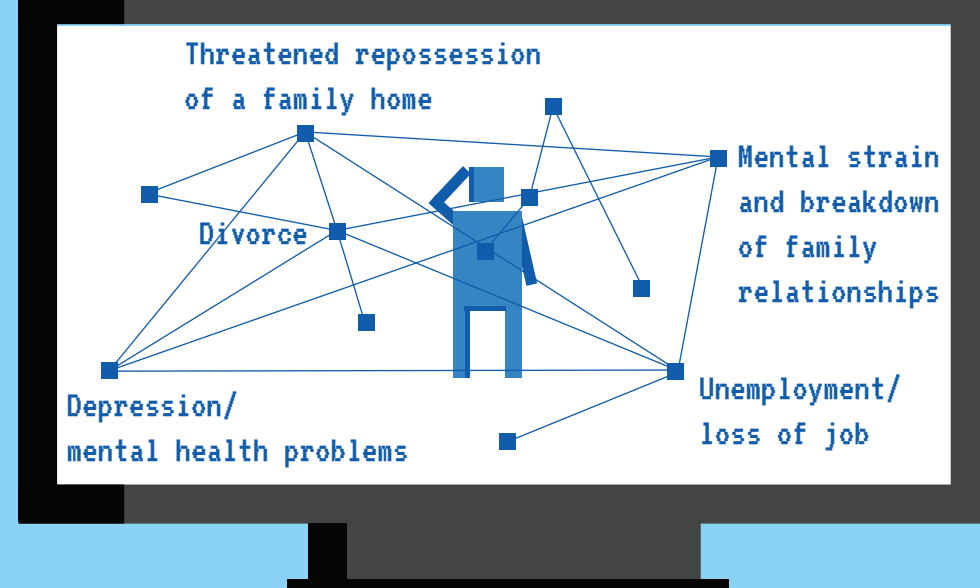
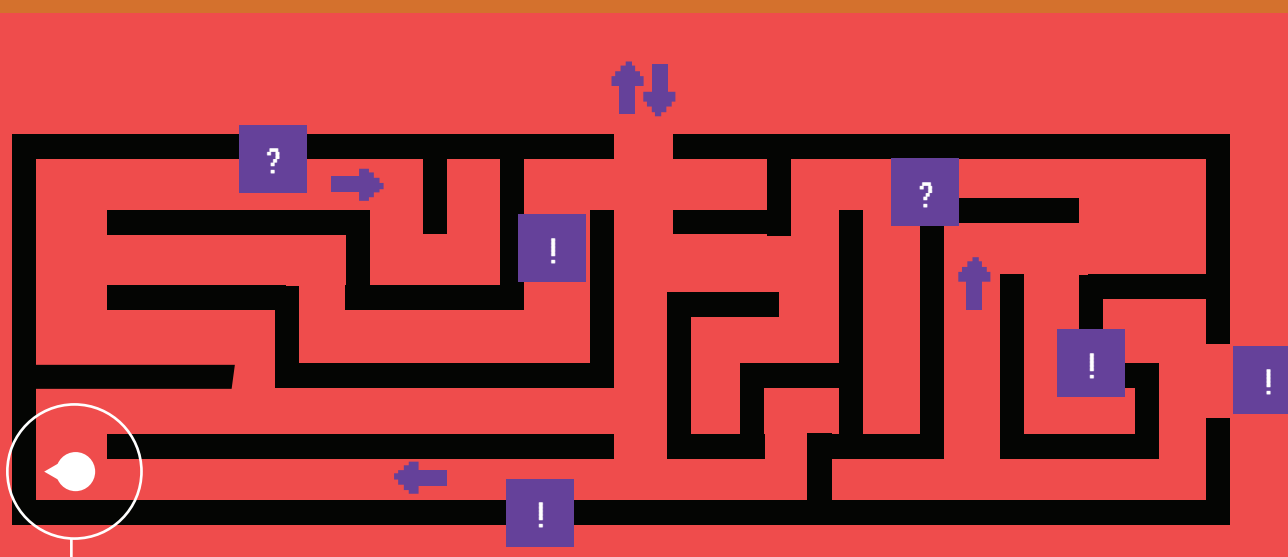


THE ADVICE MAZE

Justiciable problems cluster with other issues/problems.



When people find themselves with justiciable problems they are often unsure where to turn for advice or who to ask; this is known as the advice maze.



The advice maze makes it hard to know where to look for help; people become frustrated and give up trying to resolve problems.

The advice maze can be caused by...

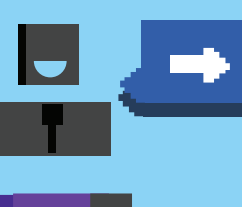
LACK OF ACCESS to reliable legal advice

SOCIAL EXCLUSION

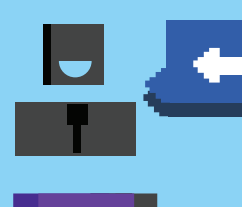
INABILITY to enforce rights

LACK OF AWARENESS of rights and responsibilities

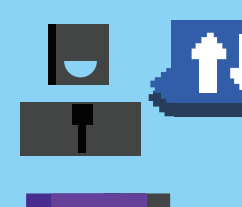
A side effect of the advice maze is **referral fatigue**: the more advisors you visit, the less chances of obtaining helpful advice.



83% of users found the **first** advisor unsuccessful

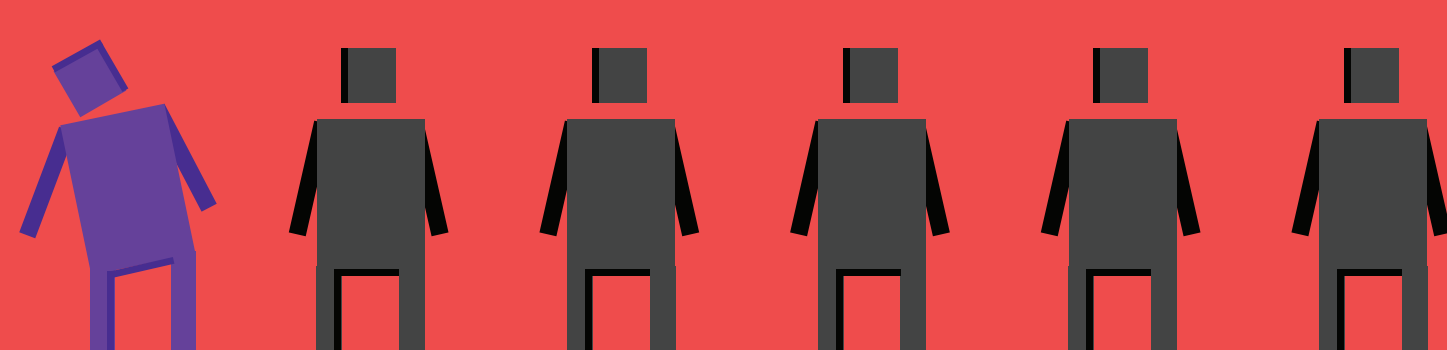


95% of users found the **second** advisor unsuccessful



96% of users found the **third** advisor unsuccessful

The result of the advice maze is that many justiciable problems are unsolved.



Approximately **1/6th** of those who looked for advice did not obtain it successfully.

The advice maze tells us that it is very important to equip people with the right information and tools as early as possible, so that they navigate sources of advice effectively.

