

# Executive summary



Updated: April 2022

Legal Aid Ontario's business plan provides an overview of LAO's future direction in the context of its mandate, strategic plan and direction from the Attorney General and Province. This plan also communicates LAO's priorities for stakeholders and staff.

The process for generating the business plan includes:

- a review of past business plans
- an environmental scan discussion with the Board and senior management
- a review of LAO's five-year strategic plan and the 2021 agency mandate letter from the Attorney General
- a review of current and anticipated operations
- gathering three-year plans from the corporate services departments (Finance, HR, IT, Facilities, etc.); and
- a risk assessment and review.

Key developments in 2021 that have influenced the development and content of this business plan include:

- The proclamation of the [Legal Aid Services Act, 2020](#) (LASA, 2020), through which the inaugural set of Rules came into force. Over the last two quarters of 2021-2022, policies have been finalized and the process of implementing LASA, 2020 is largely complete.
- LAO and the broader justice system have started the process of recovering from the COVID-related lockdowns. This has involved the review of various infection control measures and workplace issues along with updated processes that are the result of remote work.
- The agency mandate letter, received Sept. 20, 2021, outlining the government's direction to LAO. In this letter, the minister has emphasized how LAO must work to ensure core services are delivered efficiently to eligible Ontarians, and further, that LAO work with justice partners to re-establish court services and address COVID-related backlogs.

- The progress LAO has made towards a full array of digital first services for clients as well as partners in the legal profession. In doing so, this business plan will include priority initiatives that satisfy LAO's modernization mandate and the [Ontario Onwards: Ontario's COVID-19 Action Plan for a People Focused Government](#).