Table 17
Refused legal aid applications by reason for refusal

	Total [1]	Financial ineligibility		Coverage restrictions		Lack of merit		Non-compliance or abuse		Other reasons [2]	
	number		percent	number	percent	number	percent	number	percent	number	percent
Newfoundland and Labrador											
2007/2008	..	..	…	..	…	..	…	..	…	..	…
2008/2009	..	..	…	..	…	..	…	..	…	..	…
2009/2010	..	..	…	..	…	..	…	..	…	..	…
2010/2011	3,203	628	20	422	13	464	14	0	0	1,689	53
2011/2012	3,872	451	12	0	0	647	17	0	0	2,774	72
Prince Edward Island											
2007/2008	..	..	…	..	…	..	…	..	…	..	…
2008/2009	..	..	…	..	…	..	…	..	…	..	…
2009/2010	..	..	…	..	…	..	…	..	…	..	…
2010/2011	285	142	50	6	2	6	2	8	3	123	43
2011/2012	276	131	47	5	2	21	8	0	0	119	43
Nova Scotia											
2007/2008	2,608	1,241	48	133	5	299	11	109	4	826	32
2008/2009	2,674	1,400	52	158	6	199	7	75	3	842	31
2009/2010	3,360	1,617	48	199	6	326	10	76	2	1,142	34
2010/2011	2,641	1,318	50	179	7	318	12	127	5	699	26
2011/2012	2,421	1,016	42	201	8	266	11	186	8	752	31
New Brunswick [3]											
2007/2008	550	73	13	292	53	..	…	69	13	116	21
2008/2009	556	61	11	312	56	..	…	48	9	135	24
2009/2010	..	..	…	..	…	..	…	..	…	..	…
2010/2011	709	195	28	332	47	..	…	108	15	74	10
2011/2012	617	200	32	303	49	0	0	54	9	60	10
Quebec											
2007/2008	37,420	25,563	68	6,362	17	1,280	3	58	0	4,157	11
2008/2009	38,575	26,754	69	6,204	16	1,282	3	48	0	4,287	11
2009/2010	39,778	27,625	69	6,352	16	1,280	3	46	0	4,475	11
2010/2011	38,280	26,318	69	6,164	16	1,385	4	67	0	4,346	11
2011/2012	39,145	27,886	71	5,924	15	1,271	3	51	0	4,013	10
Ontario [4]											
2007/2008	42,193	21,649	51	10,128	24	..	…	..	…	10,416	25
2008/2009	40,980	21,836	53	9,868	24	..	…	..	…	9,276	23
2009/2010	38,176	22,538	59	8,469	22	..	…	..	…	7,169	19
2010/2011	25,154	14,662	58	2,111	8	..	…	..	…	8,381	33
2011/2012	20,835	15,452	74	4,564	22	..	…	..	…	819	4
Manitoba [5]											
2007/2008	6,142	728	12	356	6	740	12	54	1	4,264	69
2008/2009	6,378	724	11	321	5	874	14	60	1	4,399	69
2009/2010	7,353	888	12	446	6	1,084	15	114	2	4,821	66
2010/2011	8,055	1,007	13	665	8	1,213	15	159	2	5,011	62
2011/2012	7,934	1,450	18	435	5	1,144	14	214	3	4,691	59
Saskatchewan [6]											
2007/2008	1,923	1,691	88	117	6	79	4	10	1	26	1
2008/2009	2,752 r	.. r	… r	.. r	… r	.. r	… r	.. r	… r	.. r	… r
2009/2010	3,187 r	.. r	… r	.. r	… r	.. r	… r	.. r	… r	.. r	… r
2010/2011	2,807 r	.. r	… r	.. r	… r	.. r	… r	.. r	… r	.. r	… r
2011/2012	2,975	1,490	50	913	31	190	6	357	12	25	1
Alberta											
2007/2008	8,965	3,630	40	2,402	27	713	8	867	10	1,353	15
2008/2009	7,361	2,311	31	2,389	32	739	10	718	10	1,204	16
2009/2010	10,051	3,171	32	3,636	36	1,094	11	599	6	1,551	15
2010/2011	..	..	…	..	…	..	…	..	…	..	…
2011/2012	6,346	1,746	28	3,750	59	307	5	543	9	0	0
British Columbia											
2007/2008	11,233	3,221	29	3,824	34	.	…	.	…	4,188	37
2008/2009	12,558	3,274	26	4,568	36	.	…	.	…	4,716	38
2009/2010	14,112	2,965	21	6,537	46	.	…	.	…	4,610	33
2010/2011	14,201	3,168	22	6,192	44	.	…	.	…	4,841	34
2011/2012	12,857	2,973	23	5,254	41	.	…	.	…	4,630	36

See footnotes at the end of the table.

Table 17 – continued

Refused legal aid applications by reason for refusal

	Total [1]	Financial ineligibility		Coverage restrictions		Lack of merit		Non-compliance or abuse		Other reasons [2]	
	number		percent	number	percent	number	percent	number	percent	number	percent
Yukon											
2007/2008	67	53	79	10	15	3	4	1	1	0	0
2008/2009	59	44	75	6	10	9	15	0	0	0	0
2009/2010	87	79	91	5	6	3	3	0	0	0	0
2010/2011	88	67	76	14	16	7	8	0	0	0	0
2011/2012	51	40	78	7	14	4	8	0	0	0	0
Northwest Territories											
2007/2008	406	66	16	27	7	68	17	215	53	30	7
2008/2009	264	82	31	28	11	78	30	55	21	21	8
2009/2010	..	..	…	..	…	..	…	..	…	..	…
2010/2011	..	..	…	..	…	..	…	..	…	..	…
2011/2012	793	625	79	23	3	145	18	..	…	..	…
Nunavut [7]											
2007/2008	..	..	…	..	…	..	…	..	…	..	…
2008/2009	38	4	11	0	0	34	89	0	0	0	0
2009/2010	20	4	20	4	20	0	0	11	55	1	5
2010/2011	..	..	…	..	…	..	…	..	…	..	…
2011/2012	38	3	8	0	0	35	92	0	0	0	0
Total											
2007/2008	…	…	…	…	…	…	…	…	…	…	…
2008/2009	…	…	…	…	…	…	…	…	…	…	…
2009/2010	…	…	…	…	…	…	…	…	…	…	…
2010/2011	95,423 r	… r	… r	… r	… r	… r	… r	… r	… r	… r	… r
2011/2012	98,160	53,463	54	21,379	22	4,030	4	1,405	1	17,883	18

1. The refused application count does not include those who are denied services through pre-screening measures. Legal aid plans screen applicants to some degree before an application is filed.
2. Other reasons for refusal may include, among others, client cancelled/abandoned, coverage cancelled, or duplicate application.
3. Effective April 20, 2009, intake services for family legal aid were expanded when eligibility screening for services formerly captured under the Domestic Legal Aid program was transferred to New Brunswick Legal Aid Services Commission from the Department of Justice and Consumer Affairs.
4. Ontario has 77 legal aid clinics that are independent, non-profit organizations funded by the legal aid plan. Staff lawyers and community legal workers at these clinics provide legal aid services primarily in “other” civil matters, particularly in the area of poverty law which includes, social assistance/income maintenance, landlord and tenant, workers’ compensation, criminal injuries compensation, and refugee and immigration matters. In 2011/2012, these clinics accounted for 74% of applications refused for financial ineligibility. The number of refused legal aid applications has declined since 2009/2010 due to the restructuring of Legal Aid Ontario (LAO). The introduction of a LAO’s multi-tiered call centre has resulted in fewer clients making a written application and correspondingly fewer receiving a formal refusal for certificate services. LAO call centre agents assess client eligibility and are able to route clients deemed ineligible for certificate services, to alternative LAO services. Since February 2011, eligibility for certificate services uses a formula based on income and family size and may be applied by LAO call centre agents without the client making a formal application. This has lead to further attrition of clients before the issue of a formal refusal of certificate services.
5. In 2009/2010, Manitoba began to include the number of applications that were used to generate secondary or tertiary certificates in the total number of legal aid applications reported. This led to an increase in the count for total and approved legal aid applications.
6. Figures for Saskatchewan were re-stated for the reference periods 2008/2009 to 2010/2011, inclusive, based on the number of letters of denial issued to clients by the Saskatchewan Legal Aid Commission.
7. In 2009/2010, the capacity for statistical reporting in Nunavut was limited due to issues with information tracking systems. As a result, the number of refused applications may be underreported and is not comparable to previous years.

Note(s): For more details on legal aid concepts and terminology please refer to the glossary.
Source(s): Statistics Canada, Canadian Centre for Justice Statistics, Legal Aid Survey 3308.