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

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 can navigate sources of advice effectively.

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

Justiciable problems cluster with other issues/problems.

The advice maze can be caused by:

- LACK OF ACCESS to reliable legal advice
- SOCIAL EXCLUSION
- LACK OF AWARENESS of rights and responsibilities
- INABILITY to enforce rights

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

A side effect of the advice maze is referral fatigue: the more advisors you visit, the less likely you are to obtain 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 new justiciable problems are unaddressed.

Approximately 1 in 10 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 can navigate sources of advice effectively.