



Den Sociale Retshjælps Fond

# The Social Legal Aid - Denmark

Our organization helps citizens in Denmark with judicial and debt problems. The organization has two main offices in Aarhus and Copenhagen and in addition, the organization has two satellite departments in Aalborg and Horsens. We have about 160 – 180 employees, which mostly count for volunteers and interns. We put a special effort into teaching our employees about the relevant legal aid areas and ethical rules so they are fully prepared and qualified when giving legal aid to our clients.

Apart from the judicial and debt counseling in-house, we do a lot of outreach work to reach the socially vulnerable. Both our judicial and debt counselors visit inmates in the Danish prisons, as well as (youth) shelters and alternative accommodations. We see reaching out and helping the socially vulnerable as most important, because they often do not have the capacity to reach out themselves.

## What we require of our counselors and ourselves

First and foremost it is very important to us, that we can guarantee the citizens qualified legal and debt counseling. We do this by setting some important rules for the organization:

- **Qualification:** We secure that our counselors have a school education, which is relevant for the counseling they are going to provide. Furthermore we educate our counselors in the organization's values, processes and work tools before we certify them as counselors.
- **Ethical rules:** Before our counselors start having contact with clients, we also educate them in our ethical rules.
- **Work processes and work tools:** Throughout our 9 years of counseling we have tested and developed work processes and a set of work tools, which we proudly see work.
- **Step-system:** Our judicial and debt counseling are based on a step-system, which ensures transparency and clarity for our clients. The step-system comes with inspiration from the declaration of legal aid, which lawyers and legal aid organizations in Denmark are bound to.
- **Supervision:** Our counselors in both the judicial and debt department are supervised by the department leaders who have many years of experience.
- **Holistic counseling:** Many of our clients have problems in more than one area and we endeavor to clarify all these problems. We do not suggest that we can solve all of their problems but at least we can guide our clients to the right help.

We also created and still manage two websites, [www.dinretshjaelp.dk](http://www.dinretshjaelp.dk) and [www.blividinbolig.dk](http://www.blividinbolig.dk), which functions as self-help websites for all citizens. [www.dinretshjaelp.dk](http://www.dinretshjaelp.dk) addresses all the important judicial areas in the form of a Q&A including questions about divorce and social benefits. Apart from the judicial area there is information about the debt area and citizens can also find different work tools on the website e.g. letter templates. [www.blividinbolig.dk](http://www.blividinbolig.dk) primarily addresses problems for apartment and house tenants who are in the risk of being put on the street due to e.g. forced sale.

*If you are in need of legal aid or debt counseling, please contact us. Find all our contact information at the bottom of our front page.*