



Annual Report

of the Free Legal Aid System

2025



We thank the free legal aid system's team, the lawyers, mediators and psychologists who work with the system, and all our partners for the achievements of 2025 presented in this report.

Unless otherwise stated in this report, all statistical information and performance indicators are presented as at the end of 2025.

The following abbreviations and terms are used in this report:

- FLA - free legal aid
- Primary FLA - primary free legal aid
- Secondary FLA - secondary free legal aid
- IRCs, interregional centres - interregional centres for free legal aid provision
- FLA system, the system - the free legal aid system (the Coordination Centre for Legal Aid Provision and its territorial branches, the interregional centres for free legal aid provision)
- Bureaux - legal aid bureaux
- WikiLegalAid - the legal advice reference and information platform
- Lawyers - lawyers who work with the FLA system
- CO - charitable organisation
- CF - charitable foundation
- IDPs - internally displaced persons
- NGO - non-governmental organisation
- Ministry of Justice - the Ministry of Justice of Ukraine
- OSCE - Organization for Security and Co-operation in Europe
- UNDP - United Nations Development Programme
- PFU - Pension Fund of Ukraine
- SIZO - pre-trial detention centre
- CRSV - conflict-related sexual violence
- Thousand - figures expressed in thousands
- TOT - temporarily occupied territories of Ukraine
- ASC - administrative service centre

Introduction

In 2025, the development of the free legal aid system focused on areas shaped by the immediate challenges of wartime and people's need for access to justice.

The system's priorities were:

- ensuring uninterrupted access to free legal aid under martial law, including by maintaining remote channels for the provision of legal services;
- focusing the system's resources on supporting vulnerable groups, particularly people affected by Russia's armed aggression against Ukraine, internally displaced persons, war veterans and their families;
- improving the quality of legal and mediation services, including by developing the professional competencies of lawyers, mediators and the system's staff;
- conducting information campaigns to increase public legal awareness and prevent human rights violations;
- implementing the principles of child-friendly justice and developing child-centred approaches, including through work on approaches to engaging representatives in criminal proceedings involving minors, pilot projects on restorative justice for minors suspected or accused of criminal offences, and the involvement of psychologists in criminal proceedings involving children.

These priorities shaped the scope and direction of the FLA system's work in 2025 and underpinned the achievements presented in this report.

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The team

of the FLA system

1 292 staff members

78.6 % women

236 new staff members joined the team



Primary free legal aid

This covers the following legal services:

- Providing legal information, advice and explanations on legal matters;
- Drafting applications, complaints and other legal documents (other than procedural documents);
- Assisting with access to secondary legal aid;
- Assisting with access to mediation.

Everyone within Ukraine's jurisdiction is entitled to these services. They are available remotely and in person.

644 033

requests handled
by the FLA system

48.98 % at bureaux

33.36 % by telephone

12.95 % electronically

4.71 % at consultation points

Telephone services

214 853

incoming calls

212 264

**handled by legal
advisers**

90 %

satisfied clients



Who called most often

Persons with disabilities

Military personnel

Internally displaced persons

What callers asked about

**Military registration
and mobilisation**

Civil law

Administrative law

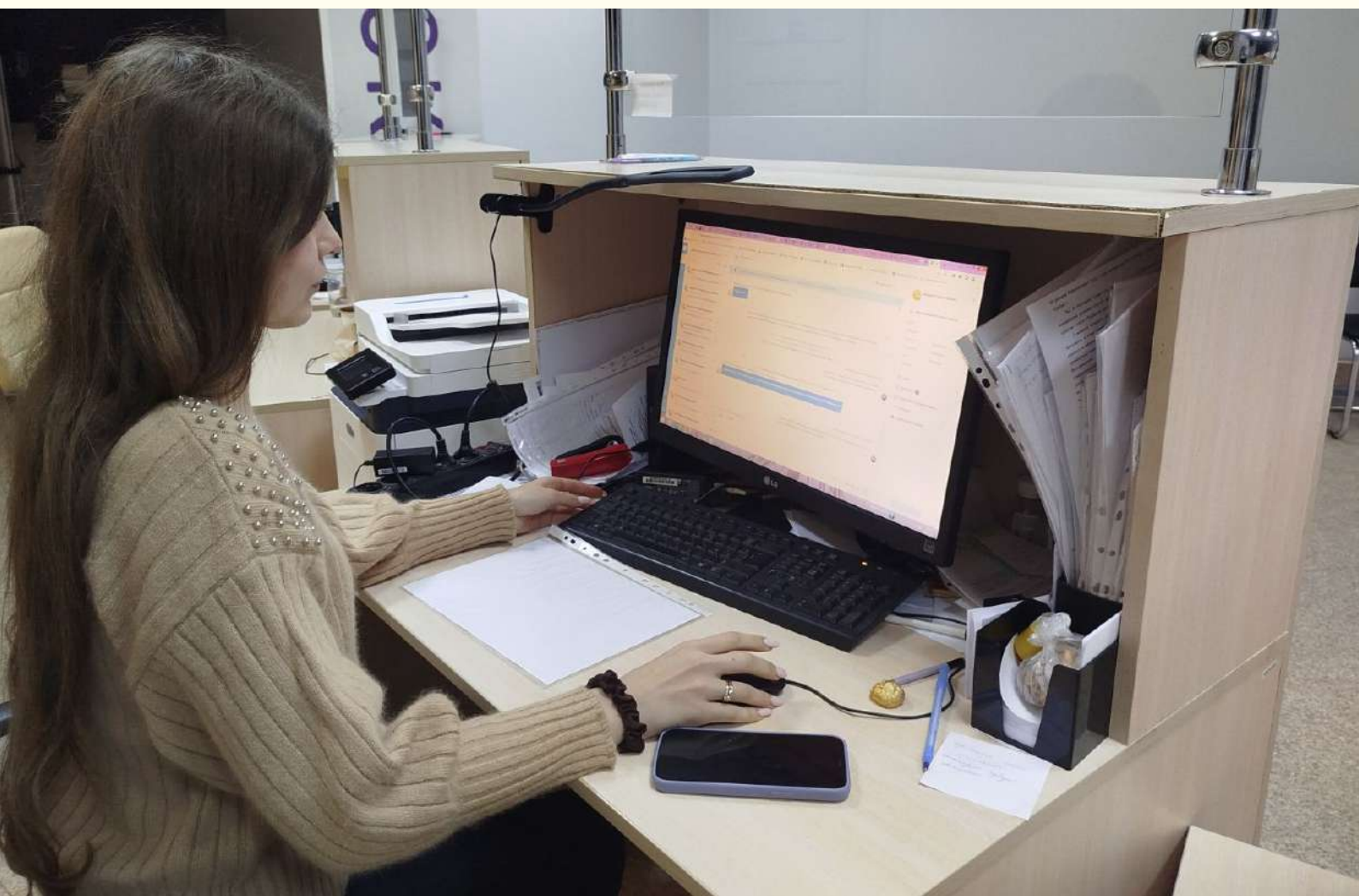
**Social
security**

Services provided electronically

83 406 requests

85 % of clients used Telegram

89 % satisfied clients



Requests to legal aid bureaux

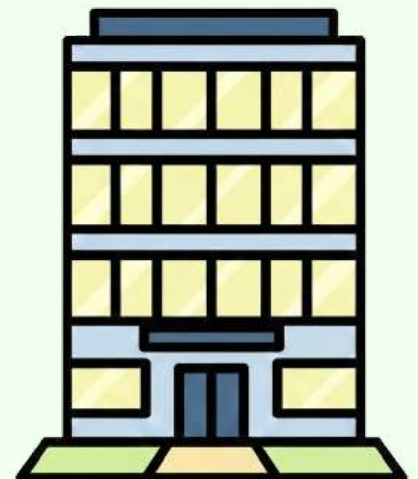
315 469 requests

400 + bureaux operated during the
year

Clients included young, middle-aged and older
people

Most requests concerned administrative, civil,
family, labour and inheritance law

Women sought help more often



Remote access to primary FLA

Legal advisers provide remote access to primary FLA by telephone and in writing via Telegram, Facebook, Instagram and Viber. Clients in temporarily occupied territories or abroad can also call via Telegram.

Legal advisers handled around 295.7 thousand requests remotely; 19.3 thousand were referred to bureaux for further work. Thus, in over 93% of all remote enquiries, clients did not need to contact a bureau as well.



Telephone services

The FLA system's single contact number, 0800 213 103, provides legal advice, records people's requests and enables prompt communication between clients and legal aid bureau staff.

Telephone access is particularly important for people without internet access, those facing a crisis and needing immediate legal guidance, or those who prefer a live telephone conversation as the clearest and most reliable way to communicate.

Telephone enquiry statistics

Indicator	Number	Comment
Total incoming calls	214 853	Includes legal advice and the voice menu
Handled by legal advisers	212 264	+19.3% compared with 2024
Listened to recorded information in the voice menu	2 589	
Specifically:		
Information on the operation of Ministry of Justice registers	1 841	Created in response to Russia's cyberattacks (January 2025)
Information on action to take when children are deported	748	Introduced in September 2025

In 2025, the approach to supporting telephone clients changed. Voice menu recordings with bureau contact details were difficult to update and risked providing inaccurate information, so a new model was introduced. If a consultation reveals a need to contact a bureau, the legal adviser records the request and bureau staff contact the client within two hours to agree the next steps. As a result, call numbers fell but the number of legal services provided rose from 177,981 in 2024 to 212,264 in 2025, indicating that each interaction with a client became more effective.

Common reasons for calling

Enquiries reflected society's current legal needs under martial law and included the following issues:

- military service (military registration, mobilisation and reservation from mobilisation);
- administrative law (challenging decisions, acts or omissions of state and local authorities; ownership and use of property; crossing the state border; passports, driving licences and similar documents; and state registration of births, deaths and changes of name);

- civil law (entering into, performing and terminating contracts; consumer protection; compensation for pecuniary and non-pecuniary damage; compensation for property damaged or destroyed by Russia's armed aggression; guardianship and trusteeship; declaring a person legally incapable or of limited legal capacity; declaring a person missing or presumed dead);
- social security (state benefits, payments and compensation, including ePidtrymka; access to social guarantees and services; financial assistance in the event of injury to or death of a service member; obtaining internally displaced person status);
- family law (marriage and divorce; deprivation of parental rights; division of spouses' joint property; recovery of child support or maintenance; adoption, guardianship and trusteeship of children; and establishing family relationships).

Information recordings in the voice menu

The voice menu played a distinct role in providing people with access to legal information.

In late December 2024, more than 60 Ministry of Justice registers were taken offline following a large-scale Russian cyberattack on Ukraine's state digital services. This made property transactions, business registration, obtaining extracts from the State Register of Civil Status Acts and other services unavailable.

The FLA system responded by adding a recording to the voice menu explaining how these registers were operating. It was played 1,841 times in January 2025. The registers were restored by the end of January.

In September 2025, a recording was added to the voice menu explaining how to report the deportation of children in connection with Russia's armed aggression: where and how to submit information so that the state can document the crime, begin searching for the child and take steps to secure their return.

This recording was played 748 times.

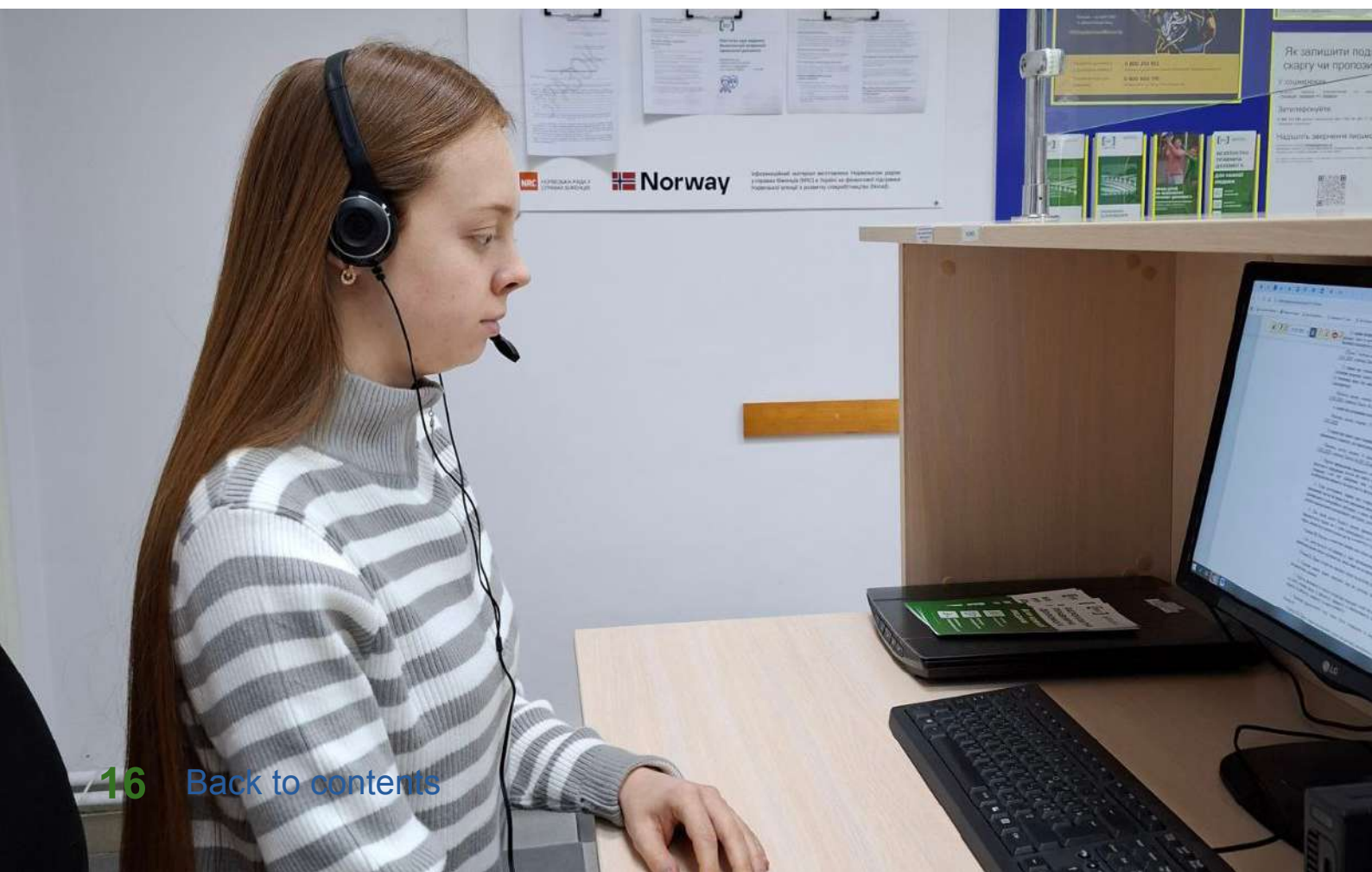
Satisfaction levels

Since June 2025, callers to the FLA system's single contact number have been able to rate the quality of the legal advice they received on a five-point scale. By the end of the year, 90% of clients who submitted a rating were generally satisfied with the services provided.

The feedback mechanism confirmed the high quality of legal aid and helped identify issues for management review, individual feedback to legal advisers and follow-up calls to clients to improve the service.

Following up missed calls

Air raid alerts, during which legal advisers must remain in shelters, and periods of peak demand sometimes led to temporarily longer queues and made it impossible to answer every call immediately. All such calls were recorded, however, and legal advisers called back clients who had been unable to get through. During the year, legal advisers made 64,280 such return calls.



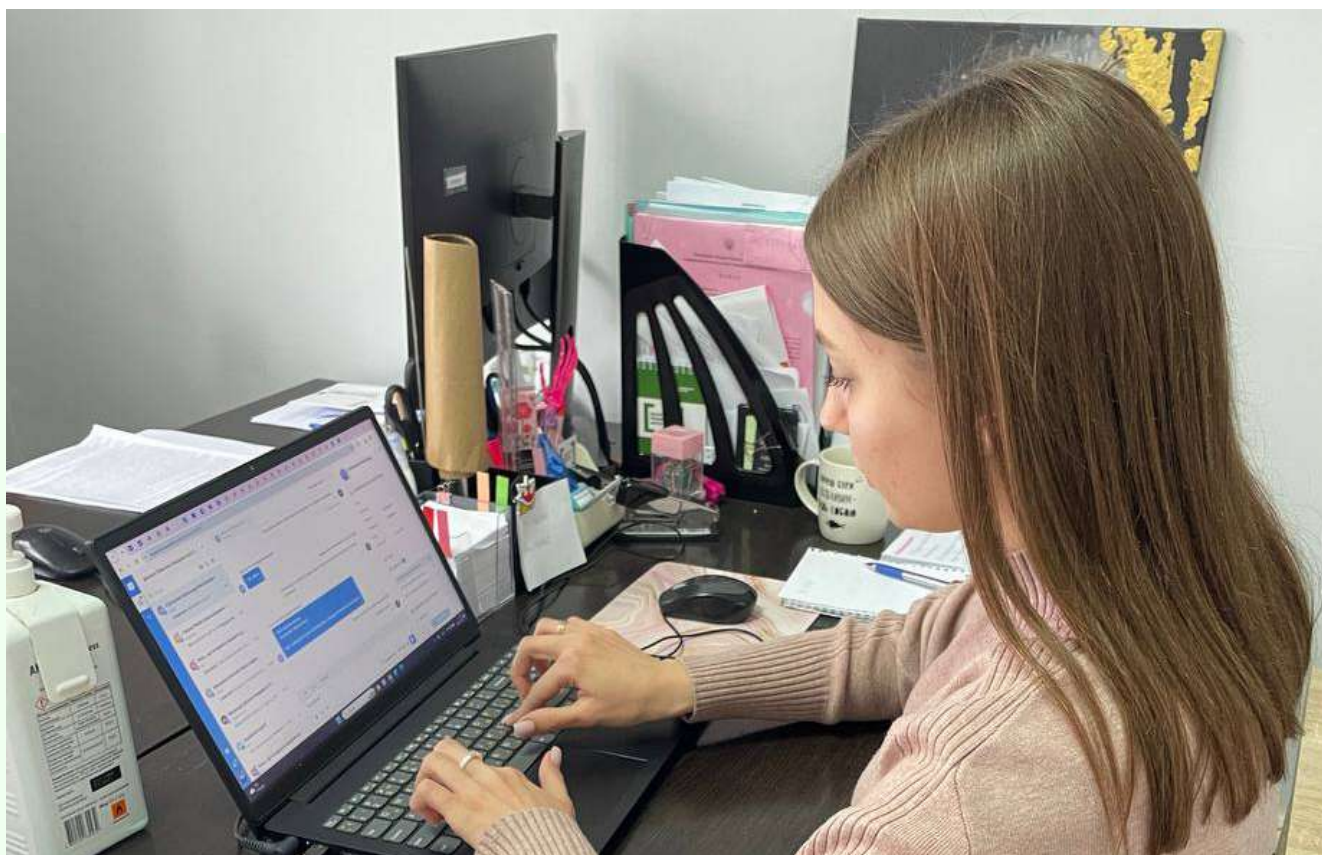
Services provided electronically

Legal advice is also available electronically. In 2025, 83,406 such requests were registered. This format allows people to communicate with the FLA system at a convenient pace, attach photographs of documents and keep a record of the advice.

Telegram was the most popular channel, accounting for 85.87% of requests, followed by Facebook at 11.36%, Viber at 1.34% and Instagram at 1.44%.

Client satisfaction with the services stood at 89%.

Electronic access is particularly convenient for military personnel and veterans, IDPs, people living far from legal aid bureaux, and Ukrainian citizens abroad who have legal issues related to Ukraine, such as social protection, family and inheritance matters, property rights, documents and obligations.



In-person access

In-person services are available at legal aid bureaux, at consultation points during their operating hours, and through outreach visits at a client's request.

Legal aid bureaux

Legal aid bureaux are the FLA system's front offices, where legal advisers receive members of the public.

In 2025, more than 400 bureaux provided 315,469 legal services, primarily legal advice.

Barrier-free in-person access is supported by ramps or call buttons for requesting staff assistance.



Consultation points

Bureaux also operate consultation points, where legal advisers meet people at other locations. In 2025, these points were organised in penal institutions, geriatric residential facilities, residential homes for older people, administrative service centres, probation offices, social protection departments, healthcare facilities, and general and specialised support services for survivors of domestic violence.



During the year, bureau legal advisers made 6,832 visits to operate consultation points, providing FLA to over 24.6 thousand people in response to more than 30.3 thousand requests. The most frequent locations were:

- administrative service centres - 1,022 visits (3,971 people served and 4,686 requests handled; one person could raise several issues);
- probation offices - 981 visits (3,170 people, 4,197 requests);
- employment centres - 581 visits (2,147 people, 2,382 requests);
- territorial social service centres - 553 visits (2,032 people, 2,452 requests);
- penal institutions - 390 visits (1,031 people, 1,384 requests);
- territorial PFU offices - 297 visits (1,085 people, 1,212 requests);
- geriatric residential facilities - 115 visits (395 people, 557 requests);
- children's services - 109 visits (354 people, 398 requests);
- psychoneurological residential institutions - 106 visits (408 people, 494 requests);
- pre-trial detention centres - 103 visits (258 people, 496 requests);
- general and specialised support services for survivors of domestic violence - 83 visits (257 people, 284 requests).

Service delivery at bureaux and consultation points aims to reduce the need for repeat in-person visits where an issue can be resolved remotely. For example, if a client receives initial oral advice but needs it in writing, or if a legal adviser needs more time to examine the matter, a written response can be sent electronically. More than 1,600 responses were sent this way in 2025.

Outreach legal aid

Bureaux also provide outreach services: legal advisers visit people who live alone, older people, people with reduced mobility and persons with disabilities at their place of residence or temporary accommodation, including hospitals, geriatric residential facilities and psychoneurological residential institutions. Visits are arranged in advance, with an agreed date and time, and may involve a local government representative, a social service representative and a community police officer, where necessary. Outreach free legal aid is also provided at a client's request through general and specialised support services for survivors of domestic or gender-based violence.

In 2025, legal advisers provided outreach services on 443 occasions.



Assistance in accessing mediation

The FLA system supports clients in accessing mediation: specialists explain the procedure and the steps required to use the service.

In 2025, FLA system staff informed 41 clients that the legal issues they had raised could potentially be resolved through mediation. These concerned family matters involving children's rights and interests, including child support, determining a child's place of residence, agreeing contact arrangements and removing obstacles to contact, as well as inheritance disputes.

If a client decides to try mediation, an interregional centre staff member, with the client's consent, passes their contact details to a mediator with whom the centre has concluded a pro bono cooperation agreement or memorandum.

The system also holds information and public legal education events to promote mediation. In particular, “Family Mediation in Ukraine: Opportunities Available to Citizens” was held jointly with the Association of Family Mediators of Ukraine and the National Social Service of Ukraine. Mediation as a means of accessing justice also featured at the OSCE-supported conference “Law Within Reach: Strengthening Access to Justice in Ukraine (2022-2025)”.



Client experience research

1.5+ thousand

calls to clients after they received services



11.6+ thousand

services reviewed

Most clients' issues are resolved at first contact

Dissatisfaction with services often stems from a mismatch between clients' expectations and the circumstances of their case

The research findings informed changes to service procedures and plans for legal adviser training

Client experience research and service quality monitoring

Designing the client journey

The FLA system continued developing a client-centred approach focused on outcomes and people's actual needs. The client journey is designed to be clear, convenient and consistent at every stage, enabling people to:

- quickly find information on how to seek help and choose a channel: by telephone, electronically or in person;
- receive professional legal advice and follow-up legal support;
- provide feedback on the quality of the service received and the overall service experience.

Most issues are resolved at first contact. Where a case requires more detailed consideration, document preparation or representation in court, the request is recorded and referred to the nearest bureau. A legal adviser contacts the client, arranges a convenient meeting time and explains the next steps and required documents.

This approach provides a coherent experience, a consistent sequence of actions and a sense of support at every stage of seeking assistance.



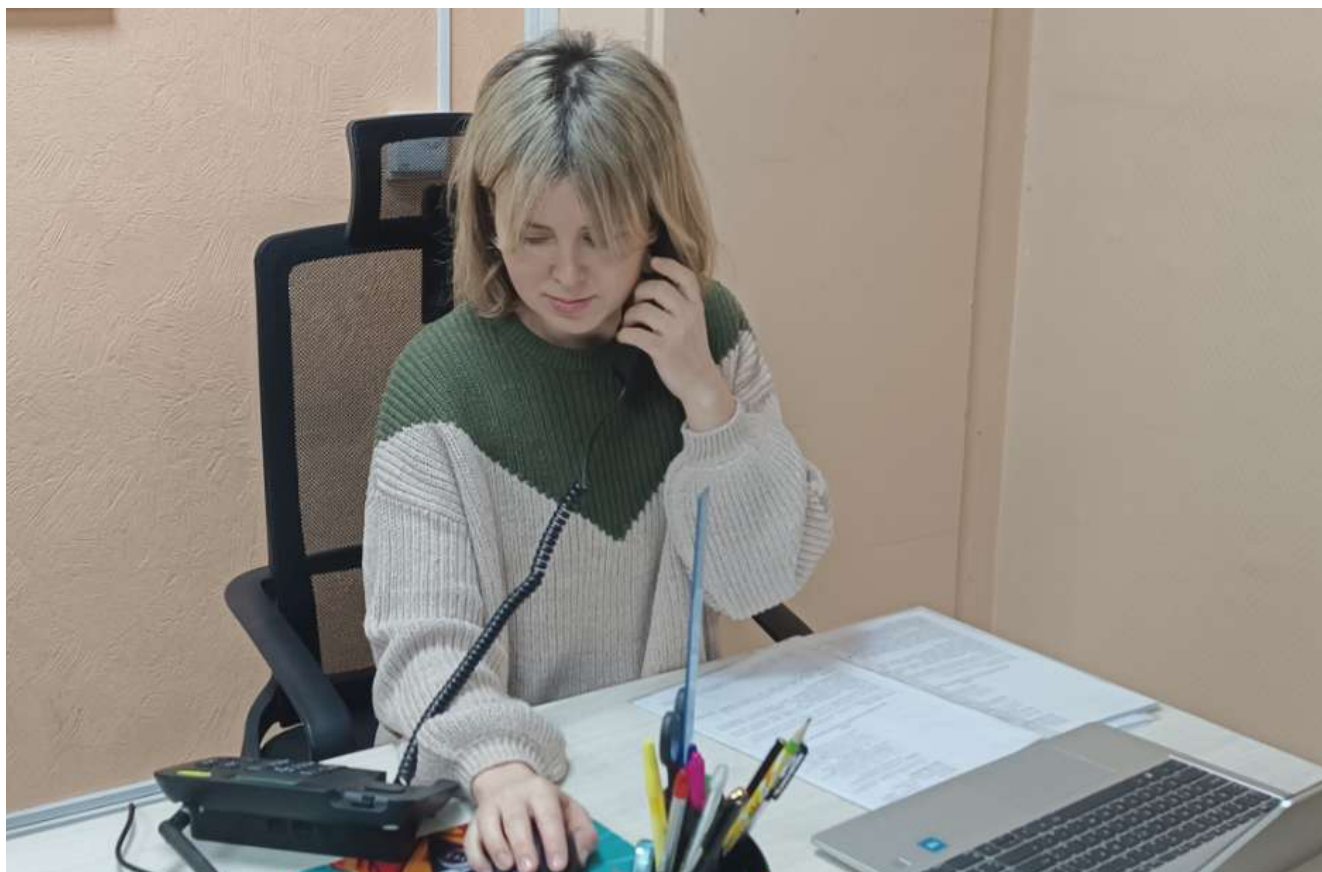
Collecting and analysing feedback

Throughout 2025, the FLA system maintained an ongoing dialogue with clients, contacting them after services had been provided and analysing feedback they submitted on their own initiative.

Surveys and complaint handling

Feedback was collected through telephone surveys following consultations. This made it possible to:

- assess whether advice was clear and useful and whether clients could put it into practice;
- measure satisfaction with the quality of written legal advice;
- analyse clients' experiences of receiving services electronically, by telephone and at bureaux;
- carry out additional quality checks at bureaux that had previously been the subject of complaints.



Specialists also contacted clients who had complained about the quality or organisation of assistance. These contacts aimed both to resolve individual situations and to identify systemic failures, procedural shortcomings and communication gaps.

In total, more than 1.5 thousand such calls were made to clients during the year. The information collected led to the following key findings:

- Clients need a clear sequence of actions, rather than the text of the law.
- There is a gap between what seems simple to a legal adviser and what is clear to a client.
- Theory without an example is perceived as incomplete assistance.
- Clients' problems are rarely exclusively legal.
- Clients seek support as well as an answer.
- Dissatisfaction often results from expectations that do not match the circumstances of the case, rather than from the quality of the work.
- Small details shape the client experience.

The survey findings informed adjustments to service procedures, plans for legal adviser training and the next steps in developing a client-centred model.



Analysis of public feedback

Throughout the year, FLA system clients could also share their experiences of the assistance received in comments on the system's Instagram, Facebook and Telegram pages. Most often, they reported receiving:

- a sense of support in their personal circumstances;
- a humane approach and clear explanations;
- a timely, reliable response or assistance without unnecessary bureaucracy.

I have contacted you several times with different questions. Every issue was resolved within 5-20 minutes. Accessible and clear. Thank you.

I am very grateful to the legal adviser Ruslana for helping resolve my legal issue! I needed to submit an application; I was sent a template and everything was accepted. Thank you.

Hello. I consulted a specialist, who quickly gave me clear answers and advice on what to do next. Thank you very much!

This is not the first time I have sought help; the assistance is always excellent. The answers help me understand what to do and what I am entitled to, so I can see the situation clearly and avoid unnecessary steps. Thank you for your work!

I am very satisfied with the specialists on this channel. They give prompt, professional and accessible answers. These days, even when paying, it is difficult to find such qualified legal advisers. I wish you prosperity and success in your good work.



The advice was very prompt and clear. This was my second enquiry, and again I received quality assistance. The consultation was easy to understand and every detail of my question was explained.

This is not the first time I have sought advice. The answers are always prompt and clear. Thank you for the help you provide. I recommend contacting you to anyone who needs advice.

I consulted Nataliia. Everything was handled quickly, thoroughly and accurately. All important issues were resolved, and further steps were planned in accordance with current legislation. Such help is especially valuable when it feels as if the whole world is against you and there is no way out. My sincere thanks!

Monitoring legal advisers' work

The FLA system strengthened internal quality control of legal services provided by its legal advisers, operating at two levels.

The first level involved regular reviews of legal advisers' work by their managers, assessing compliance with standards, the legal accuracy of conclusions, the timeliness of advice and the quality of communication with clients.

The second level involved systematic monitoring by the Coordination Centre, ensuring consistent approaches to quality nationwide, identifying common challenges and developing system-wide solutions.

Monitoring covered:

- more than 1 thousand written consultations prepared in response to clients' requests;
- more than 8.9 thousand recordings of telephone consultations;
- more than 1.7 thousand consultations delivered through social media and messaging apps.

The analysis examined the legal soundness of the advice, its clarity, the logic of its presentation and its relevance to the client's request.



Review of bureau premises

The Coordination Centre examined the physical environment of bureaux as an integral part of legal service delivery, assessing its alignment with the system's mission of ensuring equal access to justice and its principles of respect for human dignity, non-discrimination, client-centred service, professionalism, transparency and accountability.

The review considered, in particular, clear wayfinding, comfort in waiting areas, confidentiality and compliance with physical accessibility requirements.

As service quality is closely linked to staff working conditions, the review also examined workspaces, including technical equipment and the ability to work with visitors without distraction. The findings will inform common standards for fitting out bureaux and improving service delivery conditions in communities.



Client referrals

Cooperation with state institutions and civil society organisations has established mechanisms for referring people who need legal assistance to the FLA system. This ensures timely access to the necessary services and a comprehensive response to their issues. Clients can also be referred to partners for assistance with other matters.

Referrals from non-state organisations

Clients are referred to the FLA system in various ways, including through the “Paralegals” mobile app. Its advantage is that the referring specialist can track the referral's status and check that the client has been contacted and provided with legal services.

The app is used by specialists from organisations including Right to Protection, Tenth of April, the charitable organisation “Charitable Foundation ‘SSS’”, and NEEKA, the International Fund for Health and Environmental Protection “Carpathian Region”.

In 2025, non-state organisations submitted more than 1,300 requests for legal assistance through the app.

The app enables legal aid provision to be scaled up without additional administrative burdens. It is an example of a modern digital solution that supports prompt, transparent and continuous delivery of socially important services under martial law.

Referrals from state institutions

In late July 2025, cooperation with the National Police of Ukraine's hotline introduced a referral mechanism: when a person calls 102 with a legal question, the call is transferred to the FLA system. A total of 1,500 telephone calls were referred in this way.

Other state institutions and organisations made a total of 2,298 referrals, including:

- correctional colonies and penal institutions - 1,343;
- police stations - 281;
- courts - 180;
- pre-trial detention centres - 175;
- social services for families, children and young people - 140;
- social and psychological assistance centres addressing violence - 69.

The largest groups of referred clients were:

- convicted persons - 679;
- survivors of domestic violence - 262;
- children who were victims or witnesses in criminal proceedings - 169.



Developing interagency cooperation

Improving services for residents of frontline areas

In 2025, the FLA system strengthened cooperation with the National Police of Ukraine and civil society organisations to improve access to legal services for people affected by war in frontline areas.

In August 2025, four regional discussions brought together representatives of the FLA system, the National Police of Ukraine and civil society organisations from Dnipropetrovsk, Zaporizhzhia, Mykolaiv and Kherson regions. They developed approaches to interinstitutional cooperation, referral mechanisms for affected people and improvements to information campaigns.

The final discussion took place at a national round table in Kyiv in October. It produced proposals for a joint 2026 action plan for the FLA system, police and civil society organisations on services for residents of frontline areas.

The events were facilitated by UNDP with financial support from the Government of Denmark.



Combating trafficking in human beings

In 2025, the Coordination Centre, together with external experts, developed draft Standards for the Provision of Legal Services to Victims of Trafficking in Human Beings and a Training Methodology for FLA System Legal Advisers and Cooperating Lawyers on Providing Legal Services to Victims of Trafficking.

A thematic round table in Kyiv in November brought together representatives of public authorities, the FLA system, the police, the legal profession and civil society. Participants reviewed the draft documents, discussed practical aspects of their implementation and identified potential risks and resources. The findings informed further revisions to the documents.

The activities were supported by the United Nations Office on Drugs and Crime.



Secondary free legal aid

This covers the following legal services:

- Defence;
- Representation of people entitled to secondary FLA in courts, before other state bodies, local authorities and other persons;
- Drafting procedural documents.

Thirty categories of persons are entitled to secondary free legal aid under Article 14 of the Law of Ukraine “On Free Legal Aid”.

Services in civil and administrative cases

54 144

services provided

+ 1 new category eligible for secondary
FLA: close relatives of missing persons

33.6 % of services provided by the
system's staff legal advisers

27.3 % of services received by
people on low incomes

328 applications submitted
electronically

34 applications accepted with online
identity verification

Cooperation with lawyers

9 346 lawyers in the Register

+307 new lawyers in the Register

66.4 % of services in civil and administrative cases* provided by lawyers

1 715 observations of lawyers' work conducted

407 client complaints handled

2 809 service reports checked against standards

* Civil and administrative cases

Services in criminal proceedings and administrative offence cases

105 626

services provided



96.4 %

assignments completed

92.2 %

of service recipients were
men

38.1 %

of services concerned
serious crimes

55.6 %

of clients were aged 35-60

614

assignments in war crimes cases

2 373

assignments in national
security offence cases

Clients can apply for secondary FLA in person or electronically. Electronic applications must be signed with a qualified electronic signature (QES) and sent to the interregional centre.

An alternative procedure is available to people living in temporarily occupied territories or areas of hostilities who cannot use a QES. They sign documents by hand, photograph them and submit them electronically. The applicant must then verify their identity during a video call with an FLA system specialist.

Secondary FLA in civil and administrative cases is provided by lawyers cooperating with the FLA system and by the system's staff legal advisers.

Services provided by staff legal advisers

In 2025, the system's staff legal advisers provided services in 33.6% of secondary FLA cases, mainly in the following categories:

- child support recovery disputes;
- pension cases;
- cases concerning the exercise of social guarantees and rights;
- property division disputes;
- land matters;
- challenges to PFU decisions refusing one-off cash assistance for Ukraine's Independence Day;
- challenges to refusals to issue a certificate of a service member's monetary allowance;
- challenges to social protection authorities' decisions granting or refusing social benefits, entitlements and compensation, and concerning their payment.

Services provided by lawyers

Lawyers provided services in 66.4% of secondary FLA cases in civil and administrative matters.

Lawyers are selected to provide secondary FLA through a competition under the Procedure and Conditions approved by the Cabinet of Ministers of Ukraine.

In 2025, the Coordination Centre and interregional centres held another competition to select additional lawyers to provide secondary FLA. The competition covered Vinnytsia, Volyn, Dnipropetrovsk, Zhytomyr, Zakarpattia, Zaporizhzhia, Ivano-Frankivsk, Kyiv, Kirovohrad, Lviv, Mykolaiv, Odesa, Poltava, Rivne, Sumy, Ternopil, Kharkiv, Kherson, Khmelnytskyi, Cherkasy, Chernihiv and Chernivtsi regions, and the city of Kyiv.

Results:

- 336 applications to participate in the competition;
- 307 lawyers added to the Register of Lawyers Providing Secondary FLA.

At the end of 2025, the Register of Lawyers Providing Secondary FLA contained 9,346 lawyers.



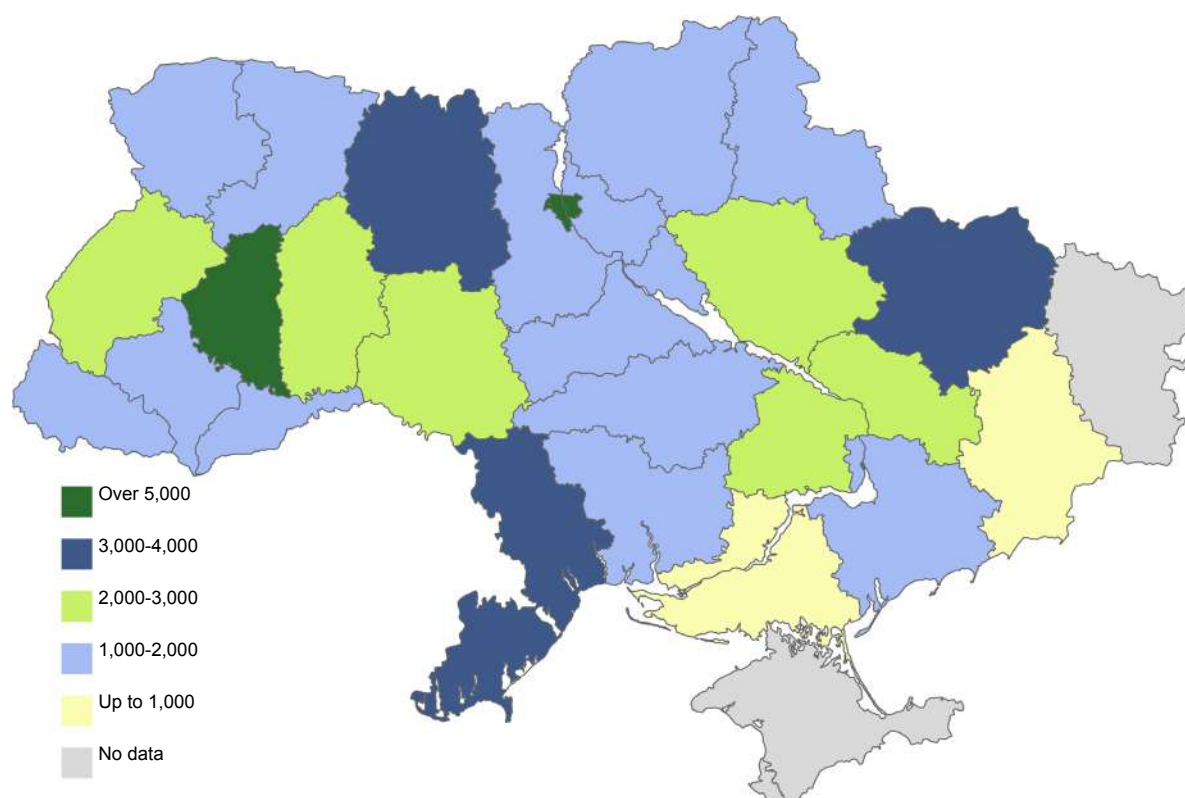
Services in civil and administrative cases

In 2025, interregional centres issued more than 54 thousand orders granting secondary FLA. Of the applications, 99.6% were from Ukrainian citizens, 0.3% from foreign nationals and 0.1% from stateless persons.

Client applications by age group

Client age	Women, %	Men, %
Under 18	6.1	6.2
18–40	31.8	29.5
41–60	31.1	40.4
Over 60	31	23.9

Distribution of orders by region



Region	Number of orders
Vinnitsia region	2 328
Volyn region	1 727
Dnipropetrovsk region	2 748
Donetsk region	229
Zhytomyr region	3 485
Zakarpattia region	1 055
Zaporizhzhia region	1 926
Ivano-Frankivsk region	1 887
Kyiv region	1 857
Kyiv city	6 109
Kirovohrad region	1 411
Lviv region	2 100
Mykolaiv region	1 262
Odesa region	3 248
Poltava region	2 676
Rivne region	1 864
Sumy region	1 636
Ternopil region	5 626
Kharkiv region	3 931
Kherson region	613
Khmelnyskyi region	2 025
Cherkasy region	1 581
Chernivtsi region	1 522
Chernihiv region	1 298
Total	54 144

Applications by area of law

Issue category	Women, %	Men, %
Administrative law	6.3	13.7
Administrative offences	2.4	12.2
Administrative procedure	0.4	1.1

Issue category	Women, %	Men, %
Enforcement of judgments	1	1.2
Military law	0.05	0.7
Commercial law	0.04	0.06
Commercial procedure	0.06	0.08
Housing law	2.4	1.6
Land law	0.7	0.6
Criminal law	0.26	0.9
Criminal procedure	6	5.8
Penal enforcement law	0.03	0.06
Pension law	1.9	2.3
Tax law	0.04	0.1
Family law	32	16
Social security	0	0.5
Inheritance law	3.1	2
Labour law	0.8	1.2
Civil law	22.4	24
Civil procedure	19.5	15.8
Other issues	0.6	0.1
Other issues related to Russia's armed aggression	0.02	0

Distribution of services by eligible group and issue

Close relatives and family members of persons missing under special circumstances - a new category

In 2025, close relatives and family members of persons missing under special circumstances were added to the groups entitled to secondary FLA. The Law of Ukraine “On Free Legal Aid” was amended accordingly.

They can receive secondary FLA to protect their own rights and interests and those of the missing person, as defined by the Law of Ukraine “On the Legal Status of Persons Missing under Special Circumstances”.

In response to these applications, 170 orders granting secondary FLA were issued in 2025, accounting for 0.3% of the total.

People on low incomes - 27.3%

Secondary FLA was most frequently provided to people whose income did not exceed twice the subsistence minimum calculated and approved for the main social and demographic groups. In 2025, these were working-age people with an income below UAH 6,056, and pensioners receiving old-age, length-of-service or other pensions with an income below UAH 4,722.

During the year, 14,802 orders granted secondary FLA to this group. The largest numbers concerned family law (4,740), civil procedure (2,942), civil law (1,935), administrative law (1,157), administrative offences (1,174), criminal procedure (754), inheritance law (576), housing law (507), pension law (376) and other matters.

IDPs - 17.6%

A total of 9,541 orders granted secondary FLA. The largest numbers concerned family law (2,831), civil procedure (2,198), civil law (1,458), administrative law (1,020), administrative offences (466), inheritance law (343), criminal procedure (315), pension law (305), housing law (190), labour law (168) and other matters.

War veterans and family members of deceased war veterans and deceased Defenders of Ukraine - 16.8%

A total of 9,079 orders granted secondary FLA, mainly in administrative law (2,132), family law (1,775), civil procedure (1,169), administrative offences (1,139), civil law (969), criminal procedure (334), pension law (313), administrative procedure (195), labour law (193), military law (176) and other matters.

People whose legal capacity is being restricted, removed or restored - 14%

A total of 7,580 orders granted secondary FLA following court decisions to appoint a lawyer for people involved in proceedings to restrict legal capacity, declare a person legally incapable, restore the legal capacity of persons declared incapable or of limited capacity, or discharge their guardians or trustees. These applications concerned civil law (7,171) and civil procedure (408).

Persons with disabilities - 10.6%

Persons with disabilities are entitled to secondary FLA if their pension, or benefit paid in lieu of a pension, does not exceed twice the subsistence minimum for a working-age person: below UAH 6,056 in 2025. A total of 5,752 orders granted secondary FLA, mainly in civil procedure (1,196), family law (1,114), administrative offences (803), civil law (775), administrative law (486), criminal procedure (406), inheritance law (273), housing law (241), enforcement of judgments (102) and other matters.

Children - 6.1%

A total of 3,291 orders granted secondary FLA in children's interests, mainly in family law (1,999), criminal procedure (841), administrative offences (118), civil procedure (95), administrative law (83), civil law (51) and other matters. Children aged 14 and over may apply independently on certain issues; in other cases, a legal representative or patronage carer applies on their behalf.

Survivors of domestic violence - 3%

A total of 1,635 orders granted secondary FLA following applications from survivors of domestic violence. Most concerned civil procedure (681), family law (453), criminal procedure (227), administrative offences (170) and other matters.

Persons under the jurisdiction of a foreign state

Under Article 14(3) of the Law of Ukraine “On Free Legal Aid”, persons under the jurisdiction of a foreign state with which Ukraine has concluded a relevant international treaty, ratified by the Verkhovna Rada of Ukraine, are entitled to secondary FLA on the grounds and in accordance with the procedure set out in that treaty.

In particular, under the Convention on the International Recovery of Child Support and Other Forms of Family Maintenance and the Convention on the Civil Aspects of International Child Abduction, the FLA system provides legal assistance in cases concerning:

- the international recovery of maintenance;
- the return of children following wrongful removal or retention, and access to children.

International maintenance recovery cases

In 2025, the FLA system provided legal support in cases concerning the recognition and enforcement of foreign court decisions on maintenance recovery and the establishment of paternity.

FLA is provided under the Instruction on the Implementation in Ukraine of the Convention on the International Recovery of Child Support and Other Forms of Family Maintenance, approved by Ministry of Justice of Ukraine Order No. 2904/5 of 15 September 2017. It governs implementation of the Convention concluded in The Hague on 23 November 2007 and in force for Ukraine since 1 November 2013.

The FLA system represents applicants in Ukrainian courts; prepares and submits procedural documents; participates in court hearings and appeals decisions where necessary; and provides legal support for the enforcement of judgments.

In 2025, 21 applications were received for the recognition and enforcement of foreign court decisions in these cases.

Free legal aid in international cross-border cases concerning the return of and access to children

In 2025, the FLA system provided legal support in cases concerning the return of a child to a foreign state and the exercise of rights of access to a child living in Ukraine.

FLA is provided under the Instruction on Safeguarding Applicants' Interests in Ukrainian Courts in Cases Brought under the Convention on the Civil Aspects of International Child Abduction, approved by Ministry of Justice of Ukraine Order No. 2641/5 of 26 September 2025, and amendments to the Procedure for the Implementation in Ukraine of that Convention, approved by Cabinet of Ministers of Ukraine Resolution No. 952 of 10 July 2006, as amended by Resolution No. 338 of 25 March 2025.

Specialised training for FLA system legal advisers and lawyers created a pool of specialists to handle these cases.

In 2025, five applications were received for the return of children to foreign states, from Austria, Portugal, Croatia and Finland.

For information and public legal education purposes, 10 thousand copies of the booklet “Free Legal Aid in Cross-Border Disputes on International Child Abduction and Access to Children” were produced and are being distributed.



Introducing mediation to resolve issues concerning the return of children

At the Coordination Centre's initiative, the Ministry of Justice's 2025 Work Plan included developing a mechanism to engage specialists from the Register of Mediators to resolve issues relating to the return to Ukraine, or from Ukraine to a foreign state, of a child wrongfully removed or retained by any person, and to ensure the exercise of rights of access to the child.



A draft order, “On Implementing the Pilot Project ‘Ensuring Mediation in Cross-Border Family Disputes in the Implementation of the Convention on the Civil Aspects of International Child Abduction’”, has been prepared and is awaiting approval by the Ministry of Justice.

Introducing this mechanism is an important step in fulfilling Ukraine's commitments under the European Union's Negotiating Framework. It is included in the Rule of Law Roadmap approved by Cabinet of Ministers of Ukraine Order No. 475-r of 14 May 2025, “Certain Issues Concerning the Negotiations on Ukraine's Accession to the European Union under Cluster 1 ‘Fundamentals of the EU Accession Process’”.

Services in criminal proceedings and administrative offence cases

The FLA system provides defence and other legal assistance to detained, arrested and convicted persons, suspects and accused persons, including:

- early access to legal assistance following detention or administrative arrest;
- participation of defence counsel in pre-trial investigations and court proceedings, and defence of convicted persons, in cases prescribed by law.

When a person is detained or placed under administrative arrest, law enforcement authorities notify the FLA system. Within one hour of the notification being registered, the FLA system appoints a lawyer to provide secondary FLA to the detained person.

Within one hour of receiving the assignment, or six hours in exceptional cases, the lawyer arrives to meet the detained person in confidence.

The FLA system also engages lawyers in criminal proceedings for suspects and accused persons following procedural decisions by an investigator, prosecutor, investigating judge or court, to provide appointed defence or participate in a specific procedural action.



Secondary FLA under Ukraine's Criminal Procedure Code and Code of Administrative Offences

Completion of assignments

96.41% of assignments were completed; in 3.59% of cases, refusal of a lawyer was recorded.

Recipients by sex and citizenship

Women received 7.8% of services and men 92.2%. Almost all recipients were Ukrainian citizens; nationals of other states received services in 603 cases.

Type of secondary FLA	Number
Appointed defence	49 026
Detention on suspicion of a crime	25 705
Administrative detention / arrest	18 132
Specific procedural action	5 790
Compulsory medical measures	4 153
Article 537 of Ukraine's Criminal Procedure Code	1 647
Assistance to persons sentenced to imprisonment	1 112
Extradition	61
Total	105 626

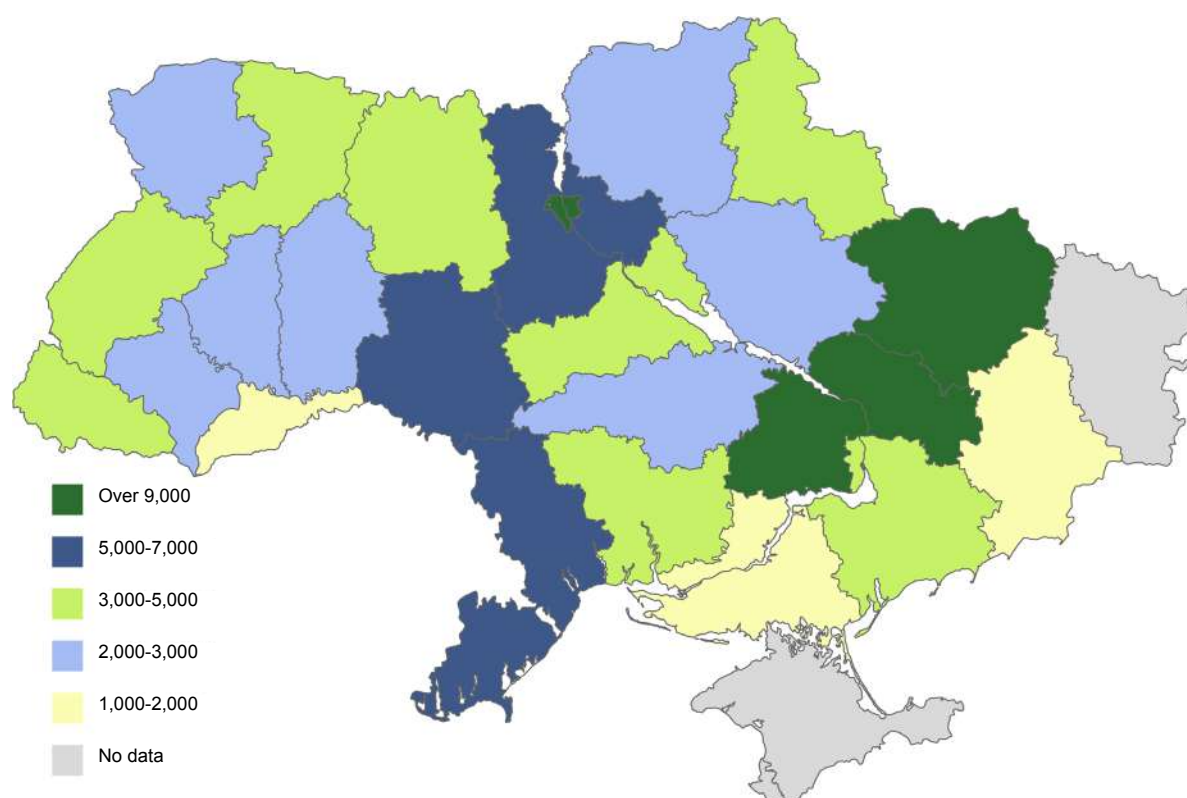
Severity of offences

Category	Share, %
Criminal misdemeanour	26.2
Non-serious crime	17.5
Serious crime	38.1
Particularly serious crime	15.2
Offences against life	3.0

Client age

Category	Share, %
Under 18	2.3
18-35	38.0
35-60	55.6
Over 60	4.1

Assignments issued by region



Region	Number of assignments
Vinnytsia region	5 702
Volyn region	2 170
Dnipropetrovsk region	13 948
Donetsk region	1 613
Zhytomyr region	3 495
Zakarpattia region	3 131
Zaporizhzhia region	3 801

Region	Number of assignments
Ivano-Frankivsk region	2 025
Kyiv region	5 200
Kyiv city	15 556
Kirovohrad region	2 213
Luhansk region	0
Lviv region	4 302
Mykolaiv region	3 013
Odesa region	6 762
Poltava region	2 973
Rivne region	3 365
Sumy region	3 063
Ternopil region	2 269
Kharkiv region	9 726
Kherson region	1 024
Khmelnyskyi region	2 519
Cherkasy region	3 517
Chernivtsi region	1 396
Chernihiv region	2 843
Total	105 626



Defence of suspects and accused persons in cases related to Russia's military aggression

Criminal proceedings concerning war crimes require the mandatory participation of defence counsel. They concern suspects who are prisoners of war, whose whereabouts are unknown, or who are in temporarily occupied Ukrainian territory or in Russia. The right to defence is guaranteed by Article 11 of the Universal Declaration of Human Rights, Article 14 of the International Covenant on Civil and Political Rights, and Article 6 of the Convention for the Protection of Human Rights and Fundamental Freedoms.

In 2025, on the basis of procedural decisions by pre-trial investigation bodies and courts, the FLA system issued 614 assignments to provide secondary FLA to persons suspected or accused of offences under Article 438 of the Criminal Code of Ukraine (violations of the laws and customs of war).

Defence of persons suspected or accused of collaboration

The FLA system appoints lawyers for suspects and accused persons in criminal proceedings involving offences against the foundations of Ukraine's national security. In 2025, 2,373 assignments were issued to provide secondary FLA to persons suspected or accused of offences under Article 111-1 of the Criminal Code of Ukraine (collaboration activities).



Monitoring the quality of secondary FLA

Monitoring lawyers' work

In 2025, monitoring assessed whether lawyers engaged to provide secondary FLA complied with quality standards for secondary FLA in criminal, civil and administrative proceedings and for representation in criminal proceedings (the quality standards).

Monitoring methods included:

- observation at court hearings;
- client interviews on satisfaction with the lawyer's work, with clients' consent;
- checking legal aid service reports against the quality standards.

Where violations are identified, interregional centres refer cases to the regional commissions established under the respective regional bar councils to assess the quality, completeness and timeliness of lawyers' provision of secondary FLA (the commissions).

Key results:

- 1,715 court observations covering 872 lawyers; some lawyers were monitored again following client complaints;
- 434 client interviews;
- 2,809 secondary FLA service reports checked against quality standards: 1,357 in civil proceedings, 561 in administrative proceedings and 891 in criminal proceedings. The latter included 315 reports on assistance to minor suspects, 374 on assistance to persons with physical or mental impairments, and 202 on assistance to suspects who did not speak the language of the proceedings.

193 referrals were sent to the commissions to assess lawyers' compliance with secondary FLA quality standards:

- 67 - no violations found;
- 68 - non-compliance identified; removal from the Register of Lawyers Providing Secondary FLA was recommended for four lawyers, while the others received recommendations to improve quality;
- 6 - left without consideration;
- 52 - no response received from the commission.

Responding to clients' enquiries and complaints about lawyers' work is another tool for ensuring the quality of secondary FLA.

In 2025, the department responsible for relations with the legal profession handled 407 enquiries and complaints from secondary FLA clients concerning lawyers cooperating with the system.

Following their review, the Coordination Centre issued 38 instructions to interregional centres to initiate referrals to the commissions.

Monitoring staff legal advisers' work

When staff legal advisers provide secondary FLA, their immediate supervisor coordinates the work, provides methodological support where needed and checks quality both during the handling of a case and after its completion.

A telephone survey of 100 clients about the service delivery process also found that over 87% were fully satisfied with the services, and over 95% were satisfied with the organisation of assistance and the clarity and accessibility of explanations.

A new procedure for staff legal advisers' work in providing secondary FLA is planned for 2026. Its development involves a comprehensive review of how clients' cases are managed.



Child-friendly justice projects

3

Putting international standards of child-friendly justice into practice

The project was introduced by Joint Order No. 150/445/2077/5/187 of 1 June 2023 of the Office of the Prosecutor General, the Ministry of Internal Affairs of Ukraine, the Ministry of Justice of Ukraine and the Ministry of Social Policy of Ukraine. It establishes a mechanism for integrating international child-friendly justice standards into the work of Ukraine's law enforcement and legal institutions to safeguard children's best interests and minimise the traumatic impact of criminal proceedings.

The project aims to protect children's rights as victims, witnesses, suspects or accused persons, harmonise national practice with international standards and improve the professional training of specialists working with children in criminal justice.

It is based on the Council of Europe Guidelines on Child-friendly Justice and other international standards governing pre-trial investigations, court proceedings and other procedural actions involving children.

The project provides for procedural measures to improve the quality and effectiveness of criminal proceedings involving minors, including:

- investigative and procedural actions involving minors to be conducted exclusively by specially trained juvenile prosecutors, investigators and other specialists;
- mandatory participation of a legal representative and psychologist during relevant procedural actions;
- prohibiting the questioning of minors in the suspect's presence and using the “green room” method and other child-friendly environments;
- ensuring the non-disclosure of personal data of

- minor participants in criminal proceedings;
- considering the child's views when choosing a legal representative and exercising the rights to defence and FLA;
- introducing restorative justice, social integration and reintegration approaches for minors.

The FLA system's role

The FLA system contributes to this pilot project by providing secondary FLA to children in contact or in conflict with the law, improving quality standards for secondary FLA for children, strengthening legal advisers' and lawyers' professional skills, and raising target audiences' awareness of how to exercise the right to FLA.

Pilot project results

Cooperation procedures

As part of the pilot project, the Coordination Centre, the Department for the Execution of Criminal Sentences and the State Institution “Probation Centre” developed procedures for exchanging information on the needs of children serving sentences or registered with probation authorities, to ensure they receive free legal aid.

The cooperation procedure with penal institutions provides for consultation points for access to free legal aid at the State Institutions “Kremenchuk Juvenile Correctional Colony” and “Zbarazh Correctional Colony (No. 63)”, approved operating schedules and visits by bureau legal advisers at least once a quarter. Each interregional centre has designated a contact person for communication with penal institutions. Urgent legal assistance outside the established schedule is also available when needed.

Information materials

To raise children's awareness of their right to FLA, interregional centres supplied penal institutions with information materials (posters and booklets).

An information guide on how children can exercise their right to FLA was also developed for authorised probation bodies and put into use. It explains the procedures for primary and secondary free legal aid, available channels for accessing legal services, and children's statutory rights at different ages.

A process for handling requests

To put the procedures into practice, interregional centres held working meetings with penal institutions and probation authorities and established a process for handling requests for legal services for children.

The Coordination Centre also developed a cooperation mechanism between police units, prosecution authorities and interregional centres for urgently engaging a lawyer for a child who is a victim or witness in criminal proceedings.

The mechanism was sent to interregional centres for use in their work. At regional level, systematic cooperation has been established with pre-trial investigation bodies, prosecution authorities, children's services and child protection centres using the Barnahus model.

Provision of FLA

In 2025, cooperation between interregional centres and various institutions on referring children and their legal representatives for legal services resulted in 225 requests for free legal aid for children being processed.

Decisions to provide secondary FLA were made in response to 220 requests. In the vast majority of cases, National Police of Ukraine staff referred the clients to the FLA system.

Drafting amendments to the Quality Standards

The Coordination Centre drafted amendments to the Quality Standards for Secondary Free Legal Aid in Civil and Administrative Proceedings and Representation in Criminal Proceedings, approved by Ministry of Justice of Ukraine Order No. 4125/5 of 21 December 2027, and to the Quality Standards for Secondary Free Legal Aid in Criminal Proceedings, approved by Order No. 386/5 of 25 February 2014. The amendments were approved by Ministry of Justice of Ukraine Orders No. 1285/5 and No. 1284/5, both of 13 May 2025.

The updated Standards aim to improve the defence and representation of children in line with their age and needs, prioritise the child's best interests in all actions taken by a lawyer, and make legal assistance more accessible and understandable through advice adapted to the child's age, development and psychological characteristics. Particular attention is given to confidentiality and safety and to minimising the risk of secondary traumatisatisation during communication and procedural actions.



Restorative justice programme for minors

217 cases processed

287 minor participants in the Programme

70 % cases in which mediation took place

140 agreements concluded following mediation

60 % successful mediation cases

64 court decisions taking participation in the Programme into account

75 % of respondents satisfied with the restorative outcome

Restorative justice programme for minors

Implementation continued of the Restorative Justice Programme for Minors Suspected or Accused of Criminal Offences (the Programme in this section), introduced by Order No. 2176/5/501/176 of 22 July 2024 of the Ministry of Justice of Ukraine, the Ministry of Internal Affairs of Ukraine and the Office of the Prosecutor General, and developed on the basis of recommendations of the Council of Europe Committee of Ministers and the United Nations.

The Programme is Ukraine's first and only legal instrument comprehensively regulating restorative justice approaches for participants in conflicts arising from criminal offences involving minors. The relevant activities are funded from the state budget.

Under the Programme, restorative justice is a process that enables those harmed by a criminal offence and those accepting responsibility for that harm, with their voluntary consent and the involvement of a mediator, to address issues arising from the offence. It seeks reconciliation, reintegration and rehabilitation of those involved, reparation for the harm and, where possible, remedying the consequences of the offence.

In 2025, interregional centres processed 217 cases concerning participation in the Programme. Fifty involved criminal proceedings with several minors, including suspects, accused persons and victims.

A total of 287 minors participated in resolving conflicts arising from criminal offences through restorative justice in the form of mediation, including:

- 249 suspects or accused persons: 238 boys and 11 girls;
- 38 victims: 31 boys and seven girls.

Types of criminal offences committed by minors participating in the Programme

- Serious crimes - 127 cases (56%). These included theft, robbery, road safety violations, unlawful taking of a vehicle and bodily injury.
- Non-serious crimes - 56 cases (25%). These included intentional moderate bodily injury, fraud committed repeatedly or by a group acting by prior agreement, and hooliganism.
- Criminal misdemeanours - 41 cases (18%). These included minor bodily injury, fraud, battery and torment.
- Particularly serious crimes - four cases (2%). These included extortion and grievous bodily injury causing the victim's death, committed by a group or for the purpose of intimidation.

In one case, a minor participating in the Programme reoffended. In four cases, mediation preparation and mediation involved minors held in a pre-trial detention centre or juvenile correctional colony.

Interregional centres engaged a mediator in every Programme case received from inquiry officers, investigators, prosecutors or lawyers.

During the year, mediators received 267 assignments in relation to 217 cases in which consent to participate in the Programme was submitted. Forty-two mediators conducted mediation.

Of all cases received in 2025, mediation took place in 70% (151). In 16% (34), victims declined to participate in the Programme or subsequently declined mediation. Minor suspects or accused persons and/or their legal representatives declined in 9% of cases (20). In 12 cases, the parties declined mediation, mainly because they had already reconciled and made reparation before mediation, or because they could not agree on the terms of the mediation agreement during the procedure. In one case, mediation ended because the victim died.

The total number of mediated settlement agreements* concluded by victims and minor suspects or accused persons under the Programme stood at 140 as at 31 December 2025. In 20 cases, mediation preparation or mediation itself was still ongoing at the end of 2025.

Mediated settlement agreements record the parties' commitments to make reparation for harm and/or losses on or at the time of signing, or subsequently before the end of the pre-trial investigation, before the end of the trial, or after the court's decision in the minor's criminal case becomes final. The parties also agree on additional reintegration measures** to be undertaken by the minor suspect or accused person.

The parties, their legal representatives and lawyers may independently submit to the court the results of the minor's participation in the Programme and information on agreements reached during mediation. The court may take these results into account. Participation in the Programme does not automatically terminate criminal proceedings at the relevant stage.

Interregional centres received 95 court decisions in cases involving minors: 62 judgments and 33 rulings. In 64 decisions, the court appears to have taken account of the minor suspect's or accused person's participation in restorative justice.

Cooperation with the State Institution "Probation Centre" continued in 2025 under a joint order to implement the Programme's reintegration component.

During the year, authorised probation bodies prepared and supplied centres with 186 information reports on minors. To compile information about the children, 106 minors were interviewed with a probation psychologist present. The interviews identified criminogenic needs in 131 minors.

* Calculated including eight agreements concluded in 2025 under assignments issued in 2024.

** Corrective, educational, informational, psychological and pedagogical programmes; preventive, educational and training activities or programmes of such activities; preventive discussions; social and educational work; socially useful activities; clubs, sports and similar activities intended to modify behaviour and support a minor's reintegration. In some cases, they also compensate the victim for harm where additional reintegration measures include actions by the minor for the victim's benefit.

These needs were mainly associated with the influence of the social environment, underdeveloped skills in regulating psychoactive states and managing anger and aggressive behaviour, dependence on gadgets or psychoactive substances, insufficient parental supervision and influence, and other factors.

Information reports on 171 minors recommended possible additional reintegration and personal development measures, including behaviour modification, development of personal qualities, motivation to study and spend leisure time constructively, and improvements in relationships with parents or legal representatives.

The Programme's 2025 results were assessed through participants' satisfaction with the restorative outcome*. Satisfaction with the restorative outcome** was 75%. A total of 240 respondents were surveyed in 117 restorative justice cases out of an overall sample of 123 cases in which mediation took place. Valid questionnaires were obtained from 71 victims, 63 minor suspects or accused persons, 15 victims' legal representatives and 91 legal representatives of minor suspects or accused persons.

Staff in the relevant interregional centre units organise mediation. They select mediators, prepare assignments and decisions on participation in the Programme, help arrange meetings between mediators and parties, cooperate with probation bodies, ensure information exchange and help identify organisations that can support minors' reintegration. They also monitor fulfilment of mediated settlement agreements, report Programme results to those who initiated participation, analyse court decisions, survey participants' satisfaction with restorative outcomes, and maintain case records and statistical and analytical data.

* The agreed outcome of the restorative process, including commitments recorded in a mediated settlement agreement, or the outcome of mediation where no agreement was concluded.

** Calculated under the Methodology for Surveying Participants in the Restorative Justice Programme for Minors Suspected or Accused of Criminal Offences, approved by Coordination Centre for Legal Aid Provision Order No. 1 of 7 January 2026, "On Surveying Restorative Justice Participants under the Pilot Project 'Restorative Justice Programme for Minors Suspected or Accused of Criminal Offences'".

Explaining how the Programme works

Interregional centres and the Coordination Centre, in cooperation with the Ministry of Internal Affairs of Ukraine, the National Police of Ukraine, the Office of the Prosecutor General and the State Institution “Probation Centre”, with support from UNDP and the Government of Japan, organised 23 regional round tables on “Implementation and Initial Results of the Restorative Justice Programme for Minors Suspected or Accused of Criminal Offences”. More than 700 people attended in person and around 3.5 thousand online.

The meetings presented key aspects of the Programme's mechanism and discussed each stakeholder's role and influence, implementation progress, successful practices, challenges and prospects. They also identified steps to improve the Programme's effectiveness. These cross-sector discussions received media coverage. The meetings were moderated by mediators practising restorative justice.

The Coordination Centre, in cooperation with the Interagency Coordination Council on Juvenile Justice and with support from UNDP and the Government of Japan, also held a national round table on “Legal Policy and Strategy for Introducing Restorative Justice through the Free Legal Aid System in the Context of European Integration”.



Photo from the Ministry of Justice's Facebook page

The event provided a final discussion with representatives of bodies responsible for legal policy and strategic planning on the findings of the 23 regional round tables and the key challenges in implementing the Programme. It examined legislative and practical aspects of introducing restorative justice through the FLA system, minors' reintegration and options for a further implementation roadmap.

The events informed an analytical report on the Programme's first year of implementation.



Cooperation with mediators

Two competitive selection rounds for mediators engaged by free legal aid centres were held in 2025, in February-April and October-December, to support the Programme. As a result, 86 mediators were added to the Register of Mediators Engaged by Free Legal Aid Centres (the Register). At year-end, the Register contained 219 mediators.

To provide mediation services under interregional centre assignments, mediators in the Register confirm their specialisation in “mediation

in restorative justice involving minors” and conclude the relevant contracts* with centres. Sixty-two mediators in the Register confirmed this specialisation in accordance with the established procedure.

Mediators are paid under the Procedure for Payment for Mediation Services to Mediators Engaged by Free Legal Aid Centres, approved by Cabinet of Ministers of Ukraine Resolution No. 63 of 19 January 2024.

For training activities for mediators, see Training.

Information materials

To inform interested parties about the Programme, the following materials were printed with support from UNDP, the Government of Japan and the OSCE and are being distributed:

- Brochures “Restorative Justice: A Guide for Victims” and “Restorative Justice: A Guide for Minors” - 90 thousand copies. The content was agreed with the Ministry of Internal Affairs of Ukraine, the National Police of Ukraine, the Office of the Prosecutor General and the State Institution “Probation Centre”;
- Booklets “Restorative Justice: Preventing Reoffending” - 10 thousand copies.



* The Procedure and Conditions for Concluding Contracts with Mediators Engaged by Free Legal Aid Centres, approved by Coordination Centre for Legal Aid Provision Order No. 28 of 30 June 2025, “On Certain Issues of Payment for Mediation Services to Mediators Engaged by Free Legal Aid Centres”.

Involving psychologists in criminal proceedings involving children

13 064 requests to engage a psychologist

14 315 investigative actions involving psychologists

587 specialists in the Register of Psychologists in total

+299 new specialists in the Register of Psychologists



Involving psychologists in criminal proceedings involving children

Since 2023, the FLA system has implemented a pilot project to engage psychologists in criminal proceedings involving children under 14 and minors through regional and interregional free legal aid centres.

The aim is to safeguard children's best interests during pre-trial investigations and court proceedings and prevent the retraumatisation of child participants.

During the year, the FLA system received 13,064 requests from inquiry officers, investigators, prosecutors, investigating judges and courts to engage a psychologist. Interregional centres selected a psychologist in 86% of cases. Psychologists participated in 14,315 investigative or search actions and procedural actions involving children with different procedural statuses, including witnesses, suspects and victims.

Psychologists' services under the pilot project were funded with UNICEF support through the NGO "All-Ukrainian Public Centre 'Volunteer'".

Competitive selection of psychologists

Only psychologists who pass a dedicated selection process and are entered in the Register of Psychologists Engaged in Criminal Proceedings Involving Children under 14 and Minors through Regional and Interregional Free Legal Aid Centres (the Register of Psychologists) may participate.

The Coordination Centre conducts the selection processes and maintains the Register of Psychologists. In 2025, 299 psychologists who successfully passed the Centre's selection process were added. The Register contains 587 specialists in total.

The project also provided training for psychologists.



Training and professional development

4

Training activities reached



~890 FLA system staff

680 + lawyers, mediators, psychologists and volunteers

1400 + participants in supervision and peer consultation sessions

~6 thousand distance learning platform users

65 million views of advice on WikiLegalAid

Investment in professional development helps us both respond to clients' needs and proactively improve services.

A staff member or partner lawyer, mediator or psychologist could attend several events.
These figures indicate the approximate level of participation across all educational programmes.

The FLA system continued actively providing training and professional development for its specialists and its partners: lawyers, mediators, psychologists and volunteers.

Training for the system's staff

The system supports continuous skills development, with each stage of learning building logically on the previous one. Training accompanies staff from their first steps in the system to becoming experts and mentors, helping them gain practical experience, share it with colleagues and maintain high-quality legal services. Educational activities in 2025 covered all levels and roles, from induction for new staff and continuing professional development for legal advisers to management, mentoring and training skills.

Induction

All newly appointed FLA system staff undergo mandatory induction to minimise the following risks:

- information overload in the first days of work;
- an incomplete or mistaken understanding of the FLA system's mission, values and role;
- focusing solely on formal procedures without understanding their purpose and logic;
- unclear expectations regarding performance;
- missing important information at the outset;
- increased staff turnover.

To improve induction, the FLA system has developed guidance that includes structured checklists for new staff and dedicated online courses.

Updating the induction course

With OSCE support, the induction course for newly appointed FLA system staff was updated and the entire induction programme improved. The course is now more practical and includes real client cases, helping staff quickly acquire core client-service skills in a safe learning environment.

A distance learning course, “Effective Participation of FLA System Legal Advisers in Court Hearings”, was also created for new staff. It provides convenient online training in court preparation and courtroom conduct. By year-end, 93 newly appointed specialists had completed it.

Professional development and deeper expertise

Assistance to people affected by war

The Coordination Centre organises staff training based on their learning needs and opportunities to apply the knowledge in practice.



Training was organised on the following topics with the following partners:

- NGO “First Women's Veteran Space ‘ReHub’”: six sessions on “Legal Protection of Persons Missing under Special Circumstances: Legal and Social Guarantees for Their Family Members” for 133 participants, followed by supervision;
- Right to Protection Charitable Foundation: seven sessions on “Legal Protection of IDPs and War-Affected Civilians: Practical Issues” for 125 participants, and one on pension provision for IDPs for 27 participants;
- NGO “Tenth of April”: two sessions on “Protecting the Rights of and Providing Social Support to War-Affected People: Property Compensation and Social Protection for IDPs and Military Families” for 24 participants.

Strengthening professional skills in CRSV cases

The Coordination Centre and representatives of the Team of Experts on the Rule of Law and Sexual Violence in Conflict (the Team) began systematic work to develop a specialised training strand. This included:

- a strategic workshop identifying priority areas for professional development, outlining the training programme and agreeing survivor-centred approaches;
- a training-of-trainers course for the FLA system on “Working with Survivors of Conflict-Related Sexual Violence”. Participants practised interviewing and documentation, strengthened trauma-related skills and reviewed draft “Guidelines for Lawyers: Effective Representation of CRSV Victims in Ukraine” developed by international experts.

- participation by the system's legal advisers and lawyers in training seminars organised by the UN Team of Experts on the Rule of Law and Sexual Violence in Conflict in Rzeszów, Poland. The first seminar covered methods for identifying and analysing CRSV patterns, preparing comprehensive criminal cases and establishing chains of command, alongside trauma-informed interviewing practice. The second continued developing these competencies and brought together justice-sector representatives already working, or planning to work, on CRSV cases.

These activities prepared 27 trainers to provide training in this field for the system's legal advisers and lawyers.



The partnership also updated an information guide for FLA system legal advisers on ethical, trauma-informed communication with survivors of conflict-related sexual violence.

The Coordination Centre first developed the guide in 2022. The revised version reflects current approaches to working with people who have experienced trauma. It is based on preventing retraumatisation, ensuring confidentiality and respecting survivors' dignity, and provides practical guidance on sensitive, professional legal assistance.

The Team's experts also drafted “Guidelines for Lawyers: Effective Representation of CRSV Victims in Ukraine”. The document sets out core professional standards, ethical and confidentiality requirements, procedures for working with victims and interviewing standards, among other matters. The draft is currently awaiting approval.

Developing mediation competencies

The Coordination Centre, together with partner organisations including the Association of Family Mediators of Ukraine and “Focus of Law”, and with OSCE support, held a series of peer consultation sessions* for staff on “Building Capacity to Assist with Access to Mediation”. A total of 104 staff participated.

During the sessions, participants examined cases in which colleagues had helped clients access mediation, reflected on their own understanding of conflict, received peer feedback on explaining mediation and worked to prevent the emotional exhaustion often associated with conflict-related work.

Training specialists in international child abduction cases

The FLA system began handling cases under the Hague Convention concerning the return of a child to a foreign state or rights of access to a child living in Ukraine. A series of specialised courses for legal advisers and lawyers was delivered with the Ministry of Justice of Ukraine and international partners. Seventeen FLA system legal advisers completed the training and can now handle these cases. Topics included:

- application of the Hague Convention;
- compliance with the Procedure for the Implementation in Ukraine of the Convention on the Civil Aspects of International Child Abduction and the Instruction on

* Peer consultation (intervision) is a form of professional support and development in which specialists with similar levels of experience meet to jointly analyse challenging professional situations.

Safeguarding Applicants' Interests in Ukrainian Courts in Cases Brought under the Convention on the Civil Aspects of International Child Abduction;

- the case-law of the European Court of Human Rights on wrongful removal of children;
- procedures for cooperation with the Ministry of Justice of Ukraine, consular institutions and competent foreign authorities;
- specific aspects of representing children and parents in these cases.

Communication skills

Communication and provision of free legal aid by telephone

The FLA system continued its specialised programme preparing legal advisers to handle telephone enquiries. Legal advisers must complete the programme before providing telephone consultations.

Telephone advice is treated as a distinct professional competency because there is no visual contact, time is limited and effective communication is essential, particularly in enquiries involving heightened emotional distress. During the year, 152 people completed the training.

Training is delivered by the FLA system's internal trainers* with support from supervisors, who provide organisational and methodological support after training is completed.

The programme develops structured telephone communication and crisis-response skills, ensuring common quality standards and an appropriate level of service across the FLA system.

* In 2025, the system had 13 internal trainers delivering activities under various training programmes. An internal pool of trainers supports the FLA system's sustainable development by retaining and sharing expertise, strengthening the professional community, using resources efficiently and responding quickly to learning needs. It also improves training quality because the trainers work within the system and understand its particular features.

Communication amid wartime challenges for FLA system legal advisers

A development programme was introduced to strengthen legal advisers' communication skills in the context of full-scale war, focusing on sensitive communication, professional resilience and self-regulation.

During the year, 258 legal advisers completed the programme. It included an online orientation session, two days of in-person training and thematic online seminars on communicating with military personnel, veterans and survivors of violence.

The programme combined better client interaction with support for legal advisers, based on the principle that care for clients begins with care for staff. Awareness of one's emotional state, maintaining boundaries and restoring personal resources are essential professional competencies for consistently high-quality legal assistance.

The skills acquired are used in legal advisers' daily work and improve both consultation quality and clients' understanding of legal information.

“Effective and Transparent Communication: Building Trust and Responding to Crises”

Public legal education and communication work focused on strengthening public trust in the system, sharing up-to-date information and improving specialists' ability to engage effectively with the public during wartime.



Thirteen specialists from the Coordination Centre's Public Legal Education, Information Policy and Communications Department completed a two-day UNDP-supported course on “Effective and Transparent Communication: Building Trust and Responding to Crises”.

Topics included responding to information threats, handling negative media coverage, public speaking, creating social media content and communicating with veterans, military personnel and persons with disabilities.

Supervision of telephone counselling

The FLA system introduced regular supervision sessions for telephone counselling.

Supervision is a structured form of professional support in which legal advisers discuss cases with more experienced colleagues to improve legal aid practice and sustain professional resilience.

A dedicated team with experience in telephone counselling and methodological support conducts the sessions. Legal advisers and supervisors review call recordings, discuss complex or unusual client requests and consider different ways to explain legal issues.

Particular attention is paid to:

- compliance with telephone communication standards;
- the structure and logic of consultations;
- clear explanations for clients;
- working with clients in crisis or under stress;
- managing one's own emotional workload.

Supervision creates a safe professional space for sharing experience, reflection and learning from real cases. It improves legal aid quality and supports the resilience of legal advisers handling large volumes of enquiries every day. During the year, 59 supervision sessions were held for 1,299 participants.

Training for FLA system management

Developing managers' mentoring and leadership skills

Work continued to develop the management competencies of interregional centre managers. With UNDP support, training was provided on “Developing Management Competencies: Team Building and Supportive Leadership” and “Supervision as a Tool for Quality Services and Professional Development”. The courses strengthened managers' ability to support teams, develop staff potential and make effective management decisions.



Particular emphasis was placed on preparing managers as mentors who support professional growth and a culture of continuous learning. This helped introduce individual staff development plans, including through the distance learning platform.

The Coordination Centre's team also received several training courses during the year. In October, these included:

- management competencies for heads of

units and departments of the Coordination Centre, focusing on practical skills and team building;

- “Supervision as a Tool for Professional Development and Quality Services” for staff working on contact centre development, client service and professional development across the FLA system.

With OSCE support, management training was also delivered to develop a conscious, responsible and consistent management style.

A key element was the management cycle: planning, organising implementation, monitoring, analysis and adjustment of decisions, with emphasis on management attention, a culture of responsibility and geographically dispersed teams. Twenty managers from the Coordination Centre and interregional centres participated. The training strengthened management capacity, team effectiveness and legal aid quality, and highlighted the role of non-financial motivation - recognition, feedback and a sense of meaningful work - in keeping FLA system specialists engaged.



Training for lawyers

Lawyers cooperating with the FLA system took part in the following specialised training:

- “Seeing the (In)visible: Sensitive Interaction as a Tool to Overcome Stigma around Conflict-Related Sexual Violence (CRSV)”, a series delivered with the Ukrainian Women Lawyers Association “JurFem” - 12 lawyers;
- “Effective Representation of Victims of Conflict-Related Sexual Violence (CRSV) in Ukraine”, a UNDP-supported training-of-trainers course - five lawyers;
- war crimes training in Warsaw, Poland, in cooperation with the UK-based international charity Advocates for International Development - 136 lawyers;
- A seminar in Warsaw, Poland, on accountability for war crimes and violations of international humanitarian law in Ukraine, supported by the OSCE - seven lawyers;
- a series of practical seminars on the criminal responsibility of military commanders and other superiors, supported by the European Union Advisory Mission Ukraine - 31 lawyers;
- Training in handling international child abduction cases - 38 lawyers.

Training for mediators

To ensure an appropriate level of professional preparation for mediators, the OSCE and the Council of Europe Office supported:

- basic training through which 27 people qualified as mediators;
- specialised training in “restorative justice involving minors” for 84 people.

The Coordination Centre and the NGO “Focus of Law” also held:

- three group mediation simulations based on real restorative justice cases;
- five peer consultation sessions on “Working with Victims: Principles of Restorative Justice”, “The Content of Mediated Settlement Agreements in Restorative Justice”, “Minors' Reintegration and Its Means in Restorative Justice through Mediation”, and “Preparing for Mediation in Restorative Justice”.

Training for psychologists

The pilot project “Providing Psychosocial Support and Ensuring Justice as Part of Better Care for Vulnerable Children”, implemented by the NGO “All-Ukrainian Public Centre ‘Volunteer’” with the Interagency Coordination Council on Juvenile Justice and UNICEF support, provided psychologists included in the Register of Psychologists with three stages of training:



- in-person training on “The Capacities, Powers and Role of Psychologists in Procedural Actions Involving a Child in Criminal Proceedings” - 123 psychologists;
- online training on “The Capacities, Powers and Role of Psychologists in Procedural Actions Involving a Child in Criminal Proceedings” - 234 psychologists;
- online training on “The Practice of Engaging Psychologists in Criminal Proceedings through a Free Legal Aid Centre” - 158 psychologists.

Training for volunteers and paralegals

The FLA system also supports training and professional development for volunteers and paralegals.

With OSCE support, an information and methodological resource, “Ensuring Access to Justice in Ukraine's Communities”, was developed. A course on “The Effective Community Paralegal: Skills, Connections and Opportunities” brought together 60 participants. It aimed to improve practising paralegals' practical skills and attract new participants to paralegal work within the FLA system. Participants developed their knowledge of initial client interviews, cooperation with the FLA system, digital security and other areas.



Distance learning platform

In 2025, systematic work continued to improve the FLA system's distance learning platform. Most existing courses were updated to reflect changes in legislation, practice and specialists' needs, and to make materials more practical and interactive.

At the end of 2025, the platform offered more than 70 distance learning courses for legal advisers, lawyers, volunteers and other members of the legal community. Nearly 6 thousand active users studied on the platform during the year.

The most popular courses were:

- military law, with over 1,100 registered participants. The course attracted not only the system's legal advisers but also military unit legal advisers, judicial assistants, lawyers and other legal professionals assisting military personnel, veterans and their families;
- labour law - 1,022 participants;
- documenting war crimes - 752 participants.

The platform also gained new features to support mentoring. It helps managers and experienced specialists guide junior colleagues' learning by creating individual development plans, monitoring progress and recommending relevant learning resources. This makes professional growth more personalised and sustainable.

WikiLegalAid legal advice reference and information platform

The WikiLegalAid legal advice reference and information platform is an open source of legal knowledge for legal professionals and a broad audience in Ukraine and abroad. A team of the system's legal advisers and members of the legal community updates and expands WikiLegalAid. At the end of 2025, the platform contained 2,298 legal advice articles.

These materials received around 65 million views, 14% more than in 2024. Users most often accessed the platform from Ukraine (80%), Poland, Germany and other countries.

New legal advice articles in 2025

In 2025, 22 new legal advice articles were added to WikiLegalAid. The most viewed included:

- Procedure for assessing a person's everyday functioning (expert teams) - over 11 thousand views;
- Housing rental subsidies for internally displaced persons - nearly 3 thousand views;
- Submitting a claim to the international Register of Damage for the death of a close family member (A2.1) - over 1.1 thousand views;
- Provision of basic social assistance - nearly 2.3 thousand views.

The five most popular legal advice articles in 2025:

- Procedure for undergoing a military medical commission examination during mobilisation - over 505 thousand views;
- Disability and the procedure for its determination - over 500 thousand views;
- Deferral of conscription for military service during mobilisation - nearly 500 thousand views;

- Granting leave to military personnel and recalling them from leave, including during a special period - over 416 thousand views;
- Awarding and paying state social assistance to low-income families - nearly 376 thousand views.

Flagship project “Barrier-Free Access to Legal Information for National Minorities”

In 2025, under the Ministry of Justice of Ukraine and the FLA system's flagship project “Barrier-Free Access to Legal Information for National Minorities”, WikiLegalAid published Armenian, Hungarian and Romani translations of the following articles:

- Procedure for undergoing a military medical commission examination during mobilisation;
- Disability and the procedure for its determination;
- Deferral of conscription for military service during mobilisation.

By year-end, these articles had received nearly 8.5 thousand views in total. Crimean Tatar translations of legal advice articles are also expected to be added to the platform.

Translation is supported by the Council of Europe project “Supporting the Implementation of European Standards on Combating Discrimination and the Rights of National Minorities in Ukraine”.



Public legal education and promotion of legal services

5

Public legal education is a set of activities designed to improve the public's legal awareness and legal culture.

15.5 million posts **views of social media**

10 thousand **placements on media and local government websites**

2 000 **+ participants in in-person events for children and young people**

249 thousand **printed items produced**

4.8 million **views of the system's website**



Public legal education helps people know their rights, understand how to exercise them and defend them when they are violated.

Most public legal education activities in 2025 took place digitally through social media, partners' communication channels and the FLA system's website.

Information campaigns covered a range of issues, with the following key themes:

- the right to free legal services and how to access them;
- the rights of people affected by war: IDPs, CRSV survivors, people who lost property or documents, and families of those killed or missing;
- legal support for residents of liberated and frontline areas;
- the rights of children, military personnel, veterans, people on low incomes and persons with disabilities;
- combating domestic violence and discrimination on any grounds, and preventing trafficking in human beings.

Social media

The FLA system shares public legal education information on its official Facebook and Instagram pages and Telegram channel. In 2025, these channels published legal content around 2.3 thousand times, generating more than 15.5 million views. Materials covered the system's services and how to access them, successful examples of legal aid, legal advice, system news and other topics.

Several social media projects were also delivered with state bodies, including the Ministry of Veterans Affairs, the Office of the Ukrainian Parliament Commissioner for Human Rights, the State Service of Ukraine for Children and the National Bank of Ukraine. Civil society and charitable partners included La Strada-Ukraine, Save the Children, SpivDiia, the International Leadership and Development Center and others.

Cooperation with media and local government

Cooperation with media and local authorities extended the reach of legal information. During the year, materials prepared by the system were published on these resources more than 10 thousand times: around 1.5 thousand placements in the media and nearly 9 thousand on local government websites. Resources with publicly available audience data recorded over 1 million views of these materials.

In-person legal education for children and young people

A series of in-person public legal education events in November-December 2025 reached more than 2 thousand children and young people nationwide.

Topics included children's basic rights, safe behaviour, developing an understanding of legal responsibility and opportunities to obtain free legal aid.



A session plan, “Children's Rights: What the State and Parents Do”, was developed to ensure consistent content and methods. It includes interactive formats, age-appropriate materials and practical scenarios.

Printed materials

During the year, the Coordination Centre developed and supplied interregional centres with around 249 thousand printed items for distribution, including brochures, leaflets, contact cards and posters. Production was supported by partner organisations, including the OSCE. Printed materials keep legal information available over time in institutions and organisations, reach people who do not use social media and provide a physical source of information about the right to FLA and how to access services.

Publications included booklets: “State-Guaranteed Free Legal Aid”, “State-Guaranteed Free Legal Aid and Support for Victims of Trafficking”, “The State Guarantees Free Legal Services for All Children” and “Free Legal Aid in Cross-Border Disputes on International Child Abduction and Access to Children”; posters: “The State Guarantees You Free Legal Aid” and “Free Legal Services for Children”; leaflets: “State-Guaranteed Free Legal Aid” and “Join the ‘FLA Volunteer’ Project”; and “Free Legal Aid” contact cards.

The FLA system also became an information partner of the National Bank of Ukraine. Through the bureau network, 40 thousand booklets and 200 posters were distributed to improve financial and legal literacy as part of the nationwide payment security information campaign #ShakhraiHudbai (“Goodbye Fraudster”).

The FLA system's website

The FLA system's website provides open access to information on the activities of the Coordination Centre and interregional centres, news and legal advice. In 2025, website page views exceeded 4.8 million.

The “FLA Volunteer” project

The FLA system continued the “FLA Volunteer” project, launched in 2021 to expand access to legal aid in communities. It offers two forms of participation: volunteering and paralegal work.

Volunteers and paralegals explain the FLA system's services and help people take the first step towards legal assistance.

Paralegals can refer people to the system through channels including the “Paralegals” app. Volunteers use other methods only, providing telephone or online contact details or the address of the nearest bureau.

The project shortens the path to free legal aid and builds trust in the FLA system because information comes from people trusted within the community.

In 2025, the project involved 322 people: 281 paralegals and 41 volunteers. They made over 400 referrals through the mobile app and reported nearly 180 referrals through other channels.

At year-end, the most active participants received Coordination Centre awards.

With OSCE support, a conference was held on “Paralegals and Volunteers in the Free Legal Aid System: Agents of Legal Change in Communities”. Participants discussed access to justice in Ukraine in the context of European integration and strengthening communities' role in protecting human rights. They developed a roadmap for motivating and engaging paralegals and volunteers, and recommendations for supporting paralegals' professional growth in different communities.

The system's volunteers and paralegals also received training.



Cooperation with partners

+9 new memoranda signed

**We cooperate to improve
clients' access to services and strengthen the
system's capacity to provide them promptly
and to a high standard**



The Coordination Centre for Legal Aid Provision continues to work with international and national partners. Nine memoranda were signed during the year.

Five with national partners:

- All-Ukrainian Charitable Organisation “Convictus Ukraine”;
- Department for the Execution of Criminal Sentences;
- Charitable Organisation “Charitable Foundation ‘Save Ukraine’”;
- Coordination Headquarters for the Treatment of Prisoners of War;
- State Institution “Probation Centre”;

and four with international partners:

- International Charitable Foundation “Ukrainian Foundation for Public Health”;
- Council of Europe;
- Register of Damage Caused by the Aggression of the Russian Federation against Ukraine;
- Norwegian Refugee Council in Ukraine.

Key areas of the FLA system's cooperation with partners:

- assistance to people in difficult life circumstances, including IDPs, residents of war-affected communities and people affected by violence and discrimination, including children and people vulnerable to HIV;
- legal protection for military personnel released from captivity, families of people held captive and families of persons missing under special circumstances;
- support for training and communication events for FLA system staff and cooperating lawyers

on current issues raised by FLA system clients;

- advisory support for people affected by Russia's aggression against Ukraine in submitting compensation claims to the Register of Damage Caused by the Aggression of the Russian Federation against Ukraine;
- ensuring free legal aid for convicted and remanded persons and probation clients, including minors, and helping protect their rights;
- supporting the provision of free legal aid to Ukrainians abroad;
- information campaigns, communication activities and public legal education;
- providing FLA system staff with computers, office equipment and backup power supplies during widespread power outages caused by Russia's aggression.

Projects through which support was provided

The FLA system developed joint projects and received support to improve public access to FLA from the following partners and projects:

United Nations Development Programme (UNDP):

- “Transformational Recovery for Human Security in Ukraine”;
- “Enhancing Civic Engagement to Improve Community Security, Strengthen the Social Fabric and Increase Resilience in War-Affected Areas of Ukraine”;
- “EU4Recovery - Empowering Communities in Ukraine”;
- “Supporting the Stabilisation and Recovery of War-Affected Communities: Frontline Areas and Areas of IDP Return and Reception”;
- “Mykolaiv Recovered”;
- “Mine Action and IDP Return in Southern Ukraine”.

Council of Europe Office in Ukraine:

- “Strengthening Human Rights in the Criminal Justice System of Ukraine”;
- “Promoting the Development of Housing Solutions for War-Affected People in Ukraine”;
- “Strengthening Judicial and Non-Judicial Remedies for the Human Rights Protection of War-Affected People in Ukraine”;
- “Protecting the Rights of Ukrainian Children during and in the Post-War Context”.

Organization for Security and Co-operation in Europe (OSCE):

“Enhancing Access to Justice through Free Legal Aid”.

Corruption prevention

33 corruption reports reviewed

65 consultations provided to officials

1 359 legal instruments reviewed

The FLA system has introduced a comprehensive set of corruption prevention measures to ensure integrity, transparency and accountability.



Suspected corruption offences within the FLA system can be reported through a confidential hotline or by email. In 2025, the Coordination Centre's Corruption Prevention Department reviewed and verified 33 reports: eight complaints received via the hotline, 13 reports by email and 12 through other channels.

Following verification, seven reports of corruption or corruption-related offences by FLA system staff were referred to the National Police, a specially authorised body responsible for combating corruption.

In one case, the National Police reported finding no corruption offence by the staff member concerned. No information had been received on the remaining reports.

Department staff also:

- provided 65 consultations to FLA system officials on applying anti-corruption legislation;
- monitored potential and actual conflicts of interest among FLA system officials and took measures to resolve them promptly;
- reviewed 1,359 legal instruments for possible corruption risks;
- prepared and sent 236 information and explanatory letters on amendments and additions to anti-corruption legislation under martial law.

Information posters explaining how to report corruption within the system were also updated in all legal aid bureaux.

If you become aware of corruption in the system, please report it.

