

Key insights garnered from the literature review encompassed the following:

1. Limited public data exists on human rights violations against immigrants, underscoring the urgency of addressing discrimination and fostering inclusivity.
2. Migrants heavily rely on personal connections and the trust embedded within their networks for information, signifying the significant impact of word-of-mouth recommendations.
3. Trust and dependence on informal networks play a pivotal role in migrants' journeys and their pursuit of a better life.
4. An individual's educational level influences their propensity to seek non-legal advice as opposed to legal advice.
5. Elevating public awareness about the availability of legal aid services can enhance access to justice for disadvantaged individuals, irrespective of their income.
6. Income's effect on advice-seeking behavior largely hinges on two key factors: whether the advice incurs a cost and whether legal aid is comprehensive enough. In cases where advice is free, income should not hinder its pursuit. Other abilities, such as understanding how to access freely provided advice, should wield a more significant influence.
7. The profusion of online information about immigration laws, policies, and guidelines underscores the persistent uncertainty in approaching migration as a whole.
8. Lawyer's Perspective on Competence: Lawyers tend to ground their sense of competence in their legal knowledge, procedural acumen, experience in handling analogous cases, and adeptness in formulating arguments or legal strategies.
9. Client's Perspective on Competence: Clients gauge a lawyer's competence based on immediate factors, including prompt responsiveness to communications, lucid explanations of legal processes, empathy, and the overall client service experience. They may also factor in case outcomes, even when such outcomes weren't