



## NSW Legal Information and Referral Forum Report to NLA

LIRF met on 19 July 2017.

### **Ally Woodford, Accessibility Services Manager, Media Access Australia**

<https://mediaaccess.org.au/>

- Ally spoke to us about captioning for videos - why it's important, its evolution and how to do it.
- Media Access Australia is a not-for-profit organisation devoted to increasing access to media for people with disabilities. It provides expert knowledge and advice on existing and emerging mainstream technologies, and works as a catalyst for change in multiple areas of access.
- Ally urged us to consider audio description alongside captioning, to ensure that the videos we produce to provide legal information are accessible to both vision and hearing impaired people, as well as those with low/no literacy, for whom English isn't a first language, or who are visual learners.
- Ally suggested a number of questions to consider when developing, or reviewing already published video resources:

#### *1. Is the video already produced?*

- Just an idea? Consider content for accessibility **now**.

#### *2. What's the content?*

- Is it a talking head?
- Is it video only?
- Is it dialogue and sound effect heavy?

#### *3. What's the duration?*

- Is it less than five minutes? If so, it's easy to do your captions in-house. If longer, you will need to allow the time to do that work in-house or have it done professionally. (As a rough guide, an hour of Home and Away takes eight hours to caption).

#### *4. What are your resources?*

- Internal or external captioning?
- For audio description work Ally strongly recommended using a professional service.

- Ally explained how to use online captioning tools, which are easy to use but need to be carefully managed.
- YouTube automatically captions videos that are uploaded, so it's important to go back into the video after uploading and check/edit the captions – they are not always accurate.
- Ally provided some amusing (but informative) examples of when captioning that's not done well can go wrong.

### **Jane Cipants, Director, Client Service, Legal Aid NSW**

- Jane spoke to us about this new unit that was established at Legal Aid NSW last year. It has a five year strategy.
- The work of the unit crosses all divisions of Legal Aid, so they are engaging staff across all different work functions to review current processes and improve them.
- The focus is on placing the clients at the centre of everything.
- A co-design strategy consultant, ThinkPlace, was engaged to assist in developing the strategy.



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### **New work in legal information and referral**

The various agencies attending provided information about newly produced legal information resources and initiatives for enhancing legal referral:

#### ***CLE unit, Legal Aid NSW***

<http://www.legalaid.nsw.gov.au/what-we-do/workshops>

- Natalie distributed copies of the Law for community workers workshops and webinars calendar for the second half of 2017 (you can access the calendar via the link above).
- The CLE team at Legal Aid is keen to hear your suggestions for training topics. They are also happy to arrange for you to co-present a workshop or webinar, or to arrange for one of their lawyers to present on a suggested topic.
- The unit is currently doing some work with a rehabilitation service, providing advice and CLE.
- They are also collaborating with IARC on employment law and visa issues for migrants.
- Kerry spoke about the CLE community of practice that is running at Legal Aid. It is providing training for their lawyers on best practice when delivering CLE and designing plain language publications. A recent session was on producing resources in Easy English, which is a whole field of its own complexity in communicating in plain language. (The organisation that provided this training is called Access Easy English. The trainer's name is Cathy Basterfield and the website is <http://accesseasyenglish.com.au/>).
- They are currently reviewing and refreshing the Law Check-up tool (a copy of the current tool is attached to these minutes).

#### ***Australian Pro Bono Centre***

<http://www.probonocentre.org.au/>

- Sue reported that there is growing interest in providing pro bono services by in-house government and corporate lawyers. On 4 August the Centre is launching a guide for this group – hopefully it will lead to more opportunities to access pro bono legal assistance.
- The Centre has found that the cost of interpreters can often be a barrier for firms providing pro bono services to clients who require them. The Centre is currently consulting on this issue. If you have any matters that you are referring (or can't refer for this very reason) for pro bono assistance, where the client requires an interpreter, please contact Sue to share your information.
- The Centre has recently employed a Communications Coordinator, so please look out for changes in the Centre's communications, and feel welcome to provide feedback.

#### ***Law and Justice Foundation***

<http://www.lawfoundation.net.au/>

- Catherine reported that nominations for the 2017 Justice Awards have now closed. A wide range of issues are represented in the nominees. The winners of this year's Awards will be announced at the event on 19 October. Sir Anthony Mason is delivering this year's Law and Justice Address.
- The Foundation recently published its report on the District Court, which can be found on the website at [http://www.lawfoundation.net.au/lif/site/templates/reports/\\$file/District Court Report 2017.pdf](http://www.lawfoundation.net.au/lif/site/templates/reports/$file/District_Court_Report_2017.pdf).



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- The Foundation will shortly publish a paper called *Community legal education and information: model priorities and principles*. (This paper has subsequently been published and can be found at [http://www.lawfoundation.net.au/ljf/site/articleIDs/3ECC7E8223A9903A8525816900125DCA/\\$file/JI\\_25\\_CLEI\\_model.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/3ECC7E8223A9903A8525816900125DCA/$file/JI_25_CLEI_model.pdf)).
- Jane distributed copies of the program from the Foundation's recent research Symposium, *Reshaping Justice: Client-centred service delivery, technology and innovation*, held on 20 June.

### **LawAccess NSW**

<http://www.lawaccess.nsw.gov.au/>

- Janet reported that LawAccess staff continue to regularly review and update their online content.
- A new topic has been published recently, on Local Courts small claims. You can access it here: [http://www.lawaccess.nsw.gov.au/Pages/representing/Local\\_courts\\_small\\_claims/local\\_court\\_small\\_claims.aspx](http://www.lawaccess.nsw.gov.au/Pages/representing/Local_courts_small_claims/local_court_small_claims.aspx).
- LawAccess NSW is providing a lot of advice to clients who are affected by the changes to victims' restitution orders.
- LawAccess NSW is also reviewing all of their resources to ensure they are compliant with Web Content Accessibility Guidelines (WCAG) 2.0, which define how to make Web content more accessible to people with disabilities.

### **Legal Information Access Centre (LIAC), State Library of NSW**

<http://legalanswers.sl.nsw.gov.au/>

- Catherine advised that the new edition of *Neighbours And The Law* is now available and in your public library. LIAC is also distributing copies to LawAccess NSW, Legal Aid and CLCs. You can also access this publication online at <http://legalanswers.sl.nsw.gov.au/neighbours-and-law>.

### **Refugee Service, Legal Aid NSW**

- Nat told us about the new refugee service that Legal Aid launched in February.
- It is based in their Bankstown office and provides civil and family law services.
- They are working hard to tailor Legal Aid's traditional services to newly arrived and humanitarian entrants, particularly the CLE and publications that they offer to this audience.

### **Civil Justice Strategy, Department of Justice**

- Work continues on developing the strategy.
- Brianna anticipates that an update on this work will be available towards the end of the year.

### **Women's Legal Service NSW**

<http://www.wlsnsw.org.au/>

<http://www.asklois.org.au/>

- Jessica reported that WLS is currently reviewing the Ask Lois service. They are going to be surveying members of Ask Lois on their user experience, so if you are subscribed, please respond to the survey when you see it!
- The webinar schedule continues to roll out.
- Jessica is planning some work on victims support for community workers.



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### *CLSD unit, Legal Aid NSW*

<http://www.legalaid.nsw.gov.au/what-we-do/community-partnerships/cooperative-legal-services-delivery-clsd-program>

- Kate reported that the CLSD unit is doing some project planning with the South Coast region. The project is a collaboration between Legal Aid lawyers and financial counsellors going to the South Coast correctional centre. They will be presenting a regular CLE to prisoners on the different services available to them.
- Kate alerted us to the Stolen Generations Reparation Scheme, which started on 1 July and will run for five years. It is very important that those who lodge a claim make a will, so that in the event of an applicant's death the payment can go to their estate. The Law Society is assisting with lawyers in regional areas doing wills either for free or at a very low cost. Clients should contact the Law Society for a referral to a participating lawyer. More information on the Scheme can be found at <http://www.aboriginalaffairs.nsw.gov.au/stolen-generations/reparations-scheme>.

### *Immigration Advice and Rights Centre (IARC)*

<http://www.iarc.asn.au/>

- IARC continues to deliver CLE on request.
- The Centre now employs a specialist CLE lawyer.
- IARC is coordinating a 12 module training program on migration law for lawyers and those providing services to migrants in NSW.
- IARC recently established a civil law wrap-around service for clients, in partnership with a private firm acting pro bono.

The next meeting of LIRF will take place in October 2017.

### **Jane Kenny**

**Grants and Legal Information Manager, Law and Justice Foundation**

**Convenor, Legal Information and Referral Forum (LIRF)**

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