

Learning and Development Group

Report to NLAf (for Wednesday 22nd March 2017)

From: Laurel Draffen Capacity Building Coordinator CLCNSW

This meeting was held at Legal Aid on March 14th 2017. Members present included Legal Aid (Learning and Development) , Legal Aid (Criminal law Division) CLCNSW, Law and Justice Foundation and Office of Public Prosecutions (Learning and Development) .

Guest Presenter : Zachary Armytage, Aboriginal Legal Access Program Coordinator. Zac provided an overview of his work in the CLC sector over the past 6 years, supporting Aboriginal workers in CLCs, developing relationships with the Aboriginal Legal Services and supporting the development of sector wide cultural safety practices. Zac discussed the strategies he has developed in the role including:

- Assisting in the development and implementation of the Cultural Safety Standard (see the standard in the box below)
- Developing key relationships, particularly with Aboriginal Legal services
- Convening Yarn Up - a one day meeting before the Quarterlies. There are now 25 Aboriginal staff in CLCs in NSW – 8-16 staff attend the Yarn Up sessions. Yarn Up provides a mentoring role as workers share their challenges and achievements and experiences in resolving issues. Yarn Up also has guest speakers for professional development. The group is also recognised as a consultative group and is invited to contribute their response to law reform submissions and policy positions.
- Development of policies for CLCs
- Managing and resolving conflicts that arise in the sector
- Using the Quarterlies as an opportunity to develop more effective working relationships and assisting the sector to understand strategies for cultural safety
- Development and publication of the Aboriginal Cultural Safety Workbook
- Running an annual Aboriginal Family Law training day for CLCs.
- Now developing a primer for cultural awareness training with the basics that CLC workers should know including the impact of history, racism and trauma. This would be supplemented by local cultural awareness content in different locations.

Three resources were tabled:

- CLCNSW (2016) Aboriginal Cultural Safety Workbook
http://www.clcnsw.org.au/cb_pages/clcnsw_publications.php
- NALCLC (2017) Recruiting and Supporting Aboriginal and Torres Strait Islander Communities, Organisations and Clients: A Guide for Community Legal Centres NSW Print Junction
- NALCLC (2017) Connecting and working with Aboriginal and Torres Strait Islander Employees: A Guide for Community Legal Centres

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Cultural Safety Standard required by NSW Legal Aid service Standards and the CLC National Accreditation Scheme (NAS).

NAS Standard D1.2 Cultural Safety for Aboriginal and Torres Strait Islander staff and clients: The organisation is actively working to create a culturally safe organisation for staff and clients, is well connected to local Aboriginal and Torres Strait Islander communities and responds to the identified needs of Aboriginal and Torres Strait Islander people. The organisation is accessible to Aboriginal and Torres Strait Islander communities and people and provides services in a culturally safe and appropriate manner, respecting and acknowledging cultural diversity between different Aboriginal and Torres Strait Islander groups

Attendees then provided an overview of recent activities:

Catherine Bryant from the State library provided a written update of learning and development activities. There is a new Find Legal Answers website - <http://legalanswers.sl.nsw.gov.au/>
Features to note about the new website include:

- Whole website fully searchable
- Pathway remains the same – find plain English legal information by browsing topics
- Find full text Tool Kit books (eg all 40 chapters of the Law handbook, Tenants' rights manual, Neighbours and the law) via the Pathway or under Books Online
- Important books such as the Law handbook are highlighted on the front page
- The online books functionality was designed specifically for the website – able to read books on mobile devices
- Sources of legislation and case law highlighted on the front page
- Sources of legal help highlighted on the front page

The new website meant new training. LIAC trained 37 public library staff at their annual Forum on Friday 3 March and Catherine will be training all State Library reading room librarians in the next few weeks (approx 50 staff in 4-5 1 hour sessions).

Lauren Finestone, Legal Aid CLE Manager – *report presented by Shereena Sidhu*

Following last years restructure of Legal Aid's Community Legal Education branch, Lauren has set up a consultative committee with key partners including CLCs, ALS and Law and Justice Foundation, to share CLE best practice. Lauren is also building capability in her team of legal educators and planning to create a community of practice.

Shereena Sidhu from the Blended Learning Unit Legal Aid

Following the completion of the intranet site for project management Legal Aid Learning and Development is currently working on a range of change management resources. This will include an intranet site where staff can access a range of resources, when required, to help them on the job, including readings, tip sheets, checklists, info graphics, podcasts, animation and video, to build knowledge and awareness. The intranet content and activities will be tied to face to face workshops. L&D is working on a range of multimedia projects across the organisation, and consolidating their blended learning model based on the 70/20/10 model. The 20 aspect of the

model includes increasing professional development through mentoring, coaching, creating Communities of Practice, sharing and networking.

Paula Ninkovic from the DPP reported on planning for the August 2 day professional development conference. One day of the conference focuses on professional development for Witness Assistance Officers is underway, followed by two days of sessions many of which attract MCLE points. The DPP has 700 staff and the L&D team has 4 senior consultants, one of who is an internal secondee. DPP L&D continuously provide ongoing training sessions suitable for MCLE points. They are able to use video broadcast to other centres and in the past have invited Legal Aid and Police. DPP is also currently moving to a new payroll system .

Jane Kenny from Law and Justice Foundation - no new updates from Jane. The Law and Justice Foundation is preparing for the upcoming 40th anniversary seminar RESHAPING JUSTICE: client-centred service delivery, technology and innovation scheduled for Tuesday 20 June 2017 at NSW Parliament House Theatre, Macquarie Street, Sydney.

Heather Anderson from Legal Aid Criminal Law Division. Heather has been focusing on projects for educating perpetrators of Domestic Violence. She reported that there are no strategies that seem to change recidivism in Domestic Violence. She has promoted strategies to solicitors, however there are no services beyond Penrith to assist in perpetrator behavior change. She is currently developing resources to directly target perpetrators such as posters, which appeal to perpetrators about whether they want to change their behavior and also offers information about legal service advice.

Laurel Draffen from CLCNSW reported that the CLCNSW recent February quarterlies continued to provide good networking and professional development sessions. CLCNSW now includes a session to enable information sharing and consultation with other legal assistance providers and service mapping and referral pathways collaboration discussions. In February Legal Aid presented an update on the new Family Court Integrated FV Service. In May we are planning an information sharing session with Aboriginal Legal Services.

CLCNSW held a Legal training Day last the CLC sector focussing on aspects of providing legal services. Speakers included Linden Barnes from the Law Society, Nassim Arrage, CEO of NACLIC, Ali Motjahedi, NSW PII Convenor, Nde Mtonga from Disability Advocacy NSW and Mark Gibbian from HB Higgins chambers.

Every year a regional, rural and remote (RRR) community legal service hosts a 2 day roadshow for other RRR providers. This year the RRR roadshow will be hosted by Mid North Coast CLC in Port Macquarie in late April.

Laurel has now conducted 19 Accreditation assessments with CLCs in NSW and there are now 16 centres who have achieved accreditation under the National Accreditation Scheme phase 2 in the last 12 months.

CLCNSW is moving offices by the end of the month and will be sharing office space with Welfare Rights Centre in Holt St Surry Hills – about 2 blocks from our current location.