

Learning and Development Group

Report to NLA

From: Laurel Draffen Capacity Building Coordinator CLCNSW

The July meeting was held at Legal Aid on July 18th 2017. Attendees were

Jane Kenny, Law and Justice Foundation NSW
Nick D'cruz (Law Access)
Ryan Byrne, Legal Aid NSW
Lauren Finestone, Legal Aid CLE Manager
Laurel Draffen, CLCNSW

Presenter :

Ryan Byrne showed the equipment that Legal Aid L&D has available and shared some tips for making video. Equipment included three types of video camera (from the deluxe to the everyday handheld camera and iphone), and a portable LED light. Legal Aid also has a license to use Adobe Premier Pro for editing. The L&D team have made 38 videos over the past 18 months, and has their own Youtube channel.

Ryan's tips for making videos:

- Use your iphone
- Download free editing software
- Use an additional microphone – eg. a lapel microphone
- Use youtube channel sparingly as this can be easily accessed
- Use an indie filmmaker as a cheaper alternative to professional video companies. Ryan recommends V training who make training videos

Attendees then provided an overview of recent activities:

Lauren Finestone, Legal Aid CLE Manager - Lauren reported on the activities of the newly restructured Legal Education branch of 8 staff.

A focus since setting up the branch on October 2016 has been the development of a Community of Practice. An EOI was held for interested lawyers to be champions for best practice legal education. Seventeen – eighteen lawyers have been selected and are attending a 12 month training program training covering best practice areas including:

- Creating best practice powerpoint
- Co –design – human centred design
- Plain language
- Easy English
- Project management

- Project Evaluation

A capacity building package is being developed and is on the agenda for the CLEW network meeting at the NACLC conference in August.

A key outcome for the branch is the development of a strategic framework for Legal Aid's CLE

Jane Kenny, Law and Justice Foundation - Law and Justice Foundation

- Reshaping Justice: Client-centred service delivery, technology and innovation Research Symposium presented on 20 June 2017.
- Keynote speaker was Dame Hazel Genn DBE QC, who provided her reflections on the state of access to justice in the global context, and the impact of evidence base on civil justice reform.
- Other presentations covered evaluation, legal capability of clients, the use of data in client-centred service design, and case-studies from legal service work, sharing what worked (and what didn't work).

Jane provided copies of the Symposium program to everyone at the meeting

Ryan Byrne, Legal Aid L&D Ryan has been acting Manager of Organisation Development for past 3 months. It has been Business as Usual plus planning for the next year. Planning has focussed around 4 streams:

- Leadership and management
- Project/change/comms management
- Client services – aligning with new client service system
- Technical – systems and programs eg. AVL system to enable access to jails
- Case management system

An external company "Being Human" has developed an online change management course which is ready for rolling out

The course "Barriers to Mental Health" has been developed over the last two years and will be ready for Legal Aid to roll out soon.

Ryan showed the video produced, in house, of Brendan Thomas introducing himself on his first day in the role of CEO. This was an effective comms strategy which was well received.

Nick D'Cruz, Law Access Nick reported that Law Access has been through a period of reform and it is now Business as Usual. The focus is now on providing more frequent inductions for small groups, with a focus on back to basics for staff, and exposing staff (specifically team leaders) to direct experience of the legal assistance to help with appropriate legal referrals. The group discussed the use of case studies to assist staff to make appropriate referrals. The next big training issue is stress management – while personal time has been built into the working conditions, there is still a need for staff to get assistance in managing stress.

Laurel Draffen, CLCNSW Laurel reported that the CLCNSW recent May quarterlies continued to provide networking and professional development sessions for the CLC sector. The next Quarterlies are in first week of September. 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 May we had an information sharing session with Aboriginal Legal Services.

CLCNSW held Management Training Day for the sector on May 18th using an external consultant to provide a session on person centred supervision

An Aboriginal Family Law Legal Training Day is scheduled for September 7th, to be held at Gilbert and Tobin in Barangaroo.

The regional, rural and remote (RRR) roadshow was hosted by Mid North Coast CLC in Port Macquarie in late April.

Laurel has now conducted 24 Accreditation assessments with CLCs in NSW and there are now 19 centres who have achieved accreditation under the National Accreditation Scheme phase 2 in the last 18 months.

CLCNSW has a new comms officer who has been doing great work to assist community legal centres to build their profile

CLCNSW has moved offices and has rented office space from Welfare Rights Centre in Holt St Surry Hills – about 2 blocks from our previous location.

Next L&D meeting will be November 14th