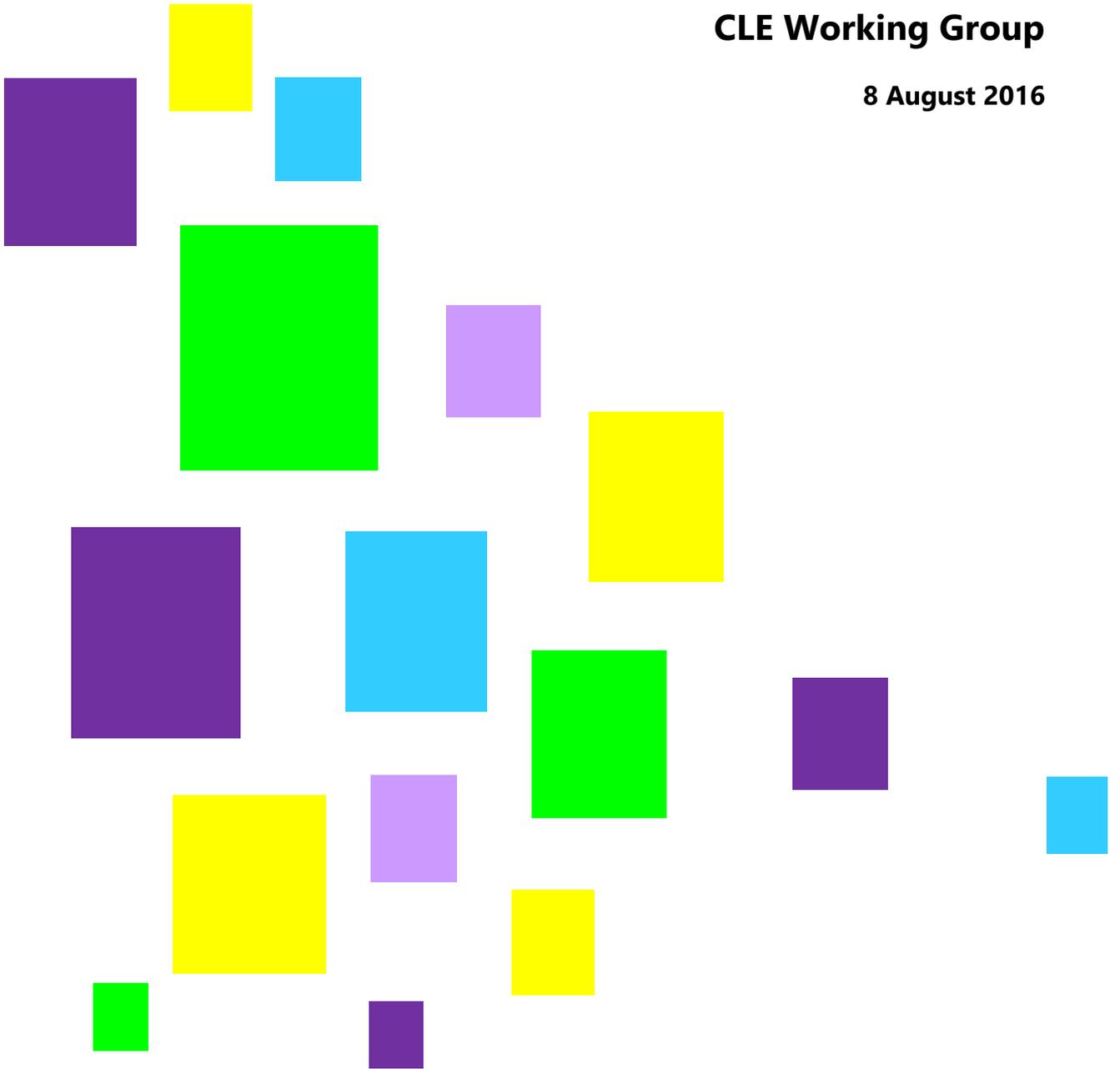


CLE Road Map Workshop

WA Collaborative Service Planning Group

CLE Working Group

8 August 2016



A collaborative project between:

Aboriginal Family Law Services

Aboriginal Legal Service of WA

Legal Aid WA

WA Community Legal Centres

WA Family Violence Prevention Legal Services

Please contact Legal Aid WA on (08) 9261 6500 to obtain a copy of this Report.
(Document reference DMS 1038481)

Contents

About the CLE Working Group.....	1
Workshop participants and facilitator	2
Workshop format	3
Collaboration ideas.....	4
Examples of current collaboration in CLE.....	5
Conclusion.....	6
Workshop evaluation.....	7

This page left blank.

About the CLE Working Group

In 2015, the WA Collaborative Services Planning Group established a Community Legal Education (CLE) Working Group to facilitate the co-ordination of CLE activities in Western Australia. The CLE Working Group consists of representatives from:

- Aboriginal Family Law Service
- Aboriginal Legal Service of WA
- Community Legal Centres Assoc (WA) Inc
- Employment Law Centre of WA
- Legal Aid WA
- Marninwarntikura Women's Resource Centre
- Northern Suburbs Community Legal Centre Inc
- Relationships Australia (Djinda)
- Southern Aboriginal Corporation FVPLS

The first project of the CLE Working Group was to:

- a) Conduct a state-wide audit of CLE Resources (Stage 1 - complete)

The state-wide audit of CLE resources created by legal assistance services across Western Australia has been completed. With a 100% response rate, 32 agencies submitted 993 CLE resources. The WA Community Legal Education Resources Audit Report and spreadsheet analyses and documents the breadth and nature of these resources.

- b) Hold a CLE Road Map Workshop (Stage 2)

The aim of the workshop was to further the work from Stage 1 by looking at ideas for CLE into the future, including the use of technology, strategic frameworks and enhancing collaboration within the sector. It was an opportunity for legal assistance services to come together and start building a CLE Road Map for WA.

Workshop participants and facilitator

The workshop took place on 8 August 2016 at Legal Aid WA in Perth. It was facilitated by Christina Kadmos from Kalico Consulting. People in the legal assistance sector interested in the creation and delivery of CLE were invited to the workshop. There was a good turnout with 28 people attending from the following agencies:

- Aboriginal Legal Service of WA
- Albany Community Legal Centre
- Bunbury Community Legal Centre
- Citizens Advice Bureau of WA (Inc)
- Community Legal Centres Assoc. (WA) Inc
- Consumer Credit Legal Service WA (Inc)
- Employment Law Centre of WA
- Geraldton Resource Centre
- Gosnells Community Legal Centre
- Law Access
- Legal Aid WA
- Northern Suburbs Community Legal Centre Inc
- Pilbara Community Legal Service
- Relationships Australia (Djinda)
- SCALES
- Street Law Centre WA Inc
- Sussex Street Community Legal Service
- Tenancy WA
- The Humanitarian Group
- Women's Law Centre of WA
- Women's Resource and Engagement Network (WREN)

Regional representatives attended from Albany, Bunbury, Geraldton and South Hedland.

The Aboriginal Family Law Services representative was a last minute apology due to operational requirements. A number of other agencies also expressed interest in attending but were unable commit to the date.

All lawyers who attended received continuing professional development points.

Workshop format

The facilitator provided an overview of the CLE Working Group's progress so far, including the CLE Resources Audit and Report.

Five 15-minute lightning talks were presented by the following agencies to show case specific CLE projects or resources:

- Consumer Credit Legal Service WA demonstrated their recently launched website, with a variety of technological capabilities for clients;
- Northern Suburbs CLC and SCALES presented on the current collaboration for people experiencing elder abuse north and south of the river, and also the NSCLC and Legal Aid health justice partnership (WREN);
- Employment Law Centre of WA demonstrated its website and online self-help Infoguide;
- Geraldton Resource Centre spoke about the Community Online Resource Essentials self-help guides and their use in the centre by paralegal staff; and
- Legal Aid WA spoke about the NSW Law and Justice Foundation's strategic framework for CLE.

The presenters then took part in a panel discussion about "CLE – technology, strategic frameworks and beyond" which also included input from workshop participants.



Collaboration ideas

The group workshopped ideas for collaborating in CLE.

COLLABORATING IN CLE – ROAD MAP WORKSHOP

COMMUNICATE BETTER WITHIN THE SECTOR

- Consider which platform is best for sharing CLE information across the sector eg DropIn, Bulletin Board, newsletter.
- Facebook CLE page (eg Victoria Legal Aid).
- Combined CLE Calendar.

BUILD CLE CAPACITY

- Provide more professional development for CLE workers (Legal Aid WA to host first session).
- Set up a mentor program/lawyer list so RRR workers can access experienced CLE lawyers.
- Share training venues to reduce costs.

SHARE CLE RESOURCES

- Create a master resource list to support CLE workers – where to find a mentor, pro bono help, common use agreements etc.
- Investigate creating intelligent links across websites to assist a person from the problem up.
- Explore the best ways to share CLE resources (eg use CLEAR database, other databases).

PARTNER IN CLE

- Build better understanding and stronger relationships with current and future CLE partners.
- Hold regular joint planning to encourage collaboration and welcome new CLE workers to the sector.
- Use co-branding as a collaboration tool to better engage partners and the community.
- Choose the right legal and non-legal partners to help increase your skill set (eg technology).
- Bring back combined CLE regional road trips – reduces costs and provides integrated regional services.

Examples of current collaboration in CLE

During the workshop, the facilitator collected from the group the following examples of current collaborations in CLE:

- Northern Suburbs Community Legal Centre and Legal Aid WA partnership - WREN (Women's Resource and Engagement Network). Specialist DV legal unit and health justice partnership (link to health workers, includes provision of CLE).
- Northern Suburbs Community Legal Centre and Community Clients and various Community Agencies - CaLD: Motor Vehicle licensing DVD x2; Family and Domestic Violence & WA Police; Drug and Alcohol; FVL DVD x 2; Finance and Debt; Youtube Channel; Rental Ready Program; Tenancy; Older Peoples Rights Service Calendar.
- SCALES, Lucy Saw Women's Refuge, South Costal Women's Health Service - Two-Day Family Violence Conference. Hosted a conference for local Kwinana, Rockingham, Mandurah service providers. Ranging from Introduction, to DVD workshop with service information staff / expo and one-day conference.
- Relationships Australia and Women's Law Centre partnership – Djinda Services. Relationships Australia deliver non-legal support (counselling, outreach, referrals and other support). WLC provide legal support for those same clients. Specific target group. Aboriginal Reference Group in development of CLE resources.
- Northern Suburbs Community Legal Centre & SCALES - OPPEs Peer Education Project - Recruit seniors interested in working with their peers talking about elder abuse.
- SCALES and Rockingham Magistrates Court - Violence Restraining Order (VRO) Respondents Information Session. Held at court in the hour before a contested VRO is heard for the first time. Information on VRO form, options, breaching, court processes, civil /criminal law. Diffuses anger, aggression at and after court.
- LAWA and ALSWA collaborated to make a culturally accessible CLE R U Legal Sexting Resource for Indigenous students in the Kimberley. It features videos using Indigenous people and has been translated into Kimberley Kriol.

Conclusion

The workshop was well attended by a wide range of agencies within the community legal sector.

It show cased current innovations in CLE in Western Australia and encouraged participants to think about how technology can be used to create and deliver effective CLE.

Panel discussions identified key issues facing CLE workers in the community legal sector in Western Australia and generated lively and constructive discussion.

Participant's workshopped how collaboration in CLE could look in Western Australia and identified a number of ideas/actions that could be taken to:

- Facilitate better communication within the sector
- Build CLE capacity
- Share CLE Resources; and
- Partner other agencies in CLE

The CLE Working Group will use these ideas/actions to develop a plan to prioritise and implement collaboration in CLE in Western Australia with the assistance of the sector.

Workshop evaluation

Twenty people completed evaluation forms.

1. Overall how satisfied or dissatisfied were you with the workshop?

Very satisfied 9 (45%)	Satisfied 9 (45%)	Neither 1 (5%)	Dissatisfied	Very dissatisfied
---------------------------	----------------------	-------------------	--------------	-------------------

No response: 1 (5%)

2. How effective do you think the workshop was at establishing some concrete areas for future collaboration?

Very effective 5 (25%)	Effective 15 (75%)	Neither	Not effective	Very ineffective
---------------------------	-----------------------	---------	---------------	------------------

Feedback

Good introduction to CLE. Evaluation still needs more expansion/explanation - great to have a separate session! Positive start - the seeds have been planted. Do it again? - Yes please

I would be interested in participating in something like this again.

Re: satisfaction. Not sure that apart from the interesting info re what particular centres were doing, seemed to reflect a Legal Aid agenda re collaboration rather than for CLCs.

Re: effectiveness. Some specific ideas identified by the facilitator, but a bit sceptical re extent to which these will eventuate given experience with CLE Network trying to get participants to use DropIn.

Excellent, valuable information. Great networking opportunity. Thank you Christina! Well facilitated. Would appreciate another similar forum in the future. Thanks LAWA!

Further meetings/discussion would be useful.

The five presentations were really good and the panel following. The Road Map exercise more difficult but some progress toward concrete areas. Good to be there for an overall impression of the 'problem'/ challenge for the future.

Overall a very useful session. A few people went off topic but Christina was a great facilitator.

Excellent forum. Good scope of information and well structured.

Some small steps.

Needs to be ongoing communication strategy.