



**Community
Legal Centres
Queensland**

Learning and development project

2017-2018

Community Legal Centres Queensland Inc.

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About Community Legal Centres Queensland Inc.

All Australians understand and value the idea of a “fair go” – that we will be treated equally and fairly regardless of the circumstances we face. This extends to our legal systems, and community legal centres play a vital role in making Australia a safer and fairer place to live, by ensuring that everyone has access to justice.

Community legal centres are independent, community-run organisations that provide legal help to anyone who asks. There are more than thirty of these organisations across Queensland providing legal advice and ongoing representation and support.

Community Legal Centres Queensland is the peak body for Queensland’s community legal centres, and we work with those centres towards a fair and just Queensland.

We help community legal centres so they can provide effective, high quality services to their communities.

We help the network of community legal centres keep informed, united and relevant.

We help disadvantaged and vulnerable people in the community to understand their legal and human rights, access legal help, and be heard and respected.

www.communitylegalqld.org.au

Learning and development project 2017-2018

QLAF Collaborative Service Planning project initiatives 2017-2019

Working group / Legal assistance forum: Community Legal Education Legal Assistance Forum (CLELAF)

Project & timeframe: Community Legal Centres Queensland Learning and development project – 12 months: 2017-2018

Progress against deliverables

1. Secure training opportunities based on identified need

Online training: Webinars

A total of 38 training opportunities were provided by Community Legal Centres Queensland (CLCQ) via webinar from 1 July 2017 to 30 June 2018, an average of just over 3 webinars per month and 87 registrations per webinar. These webinars were leveraged against both this project funding together with CLCQ core funding and grant funding from the Foundation for Rural and Regional Renewal.

The subject matter of each webinar was selected based on formal requests for feedback provided by community legal centre workers through online surveying, and through informal discussions with CLC and CLELAF members. CLCQ also provided targeted webinars based on trends collected from the National Accreditation Scheme, including governance, risk management and employment practices.

The training webinars each run for 1 hour, thereby meeting the Queensland Law Society's continuing professional development (CPD) requirements for legal practitioners, including substantive law and each of the mandatory areas (professional skills, practical legal ethics, and practice management and business skills).

This training was also made more broadly available to other professionals including managers, community workers, volunteers and students, with approximately 37% of attendees from the greater Brisbane area, 31% from rural, regional and remote areas, and 28% from interstate.

Webinar feedback collected via survey to attendees showed 90%+ satisfaction levels regarding quality of content and speakers, level of engagement by speakers and application of content to helping clients in the future.

Details are outlined in the table below:

Webinar title	Suggested CPD area	Training date
Amendments to victims of crime assistance in Queensland	Substantive law	July 2017
Domestic and family violence leave	Professional skills / Practice management & business skills	July 2017
Risk management & CLC practice changes	Practice management & business skills	July 2017
Lawyer-client communication	Professional skills	July 2017
Safety planning around technology	Substantive law / Practice management & business skills	August 2017
Conflict of interest	Practical legal ethics	August 2017

Death and superannuation	Substantive law	September 2017
Helping clients with EPAs	Substantive law / Professional skills	September 2017
Compelling narratives for consumer advocates, CLCs & financial counsellors	Professional skills	September 2017
Changes to SPER	Substantive law / Professional skills	October 2017
When violence affects your tenancy	Substantive law	October 2017
Customer Relationship Management Systems (CRMs: WTF?)	Practice management & business skills	October 2017
Referring electoral office constituents to CLCs	Professional skills / Practice management & business skills	November 2017
Social security overpayments and debt recovery	Substantive law	November 2017
Suitability matters before and after admission in Queensland	Practical legal ethics / Professional skills	November 2017
Credit and debt issues arising from the end of the mining boom	Substantive law	November 2017
Financial agreements	Substantive law	November 2017
Working with media	Professional skills / Practice management & business skills	December 2017
Strategies to recruit and retain volunteers in your CLC	Professional skills / Practice management & business skills	January 2018
Recent amendments to DV legislation and the role of the QPS High Risk Teams	Substantive law	February 2018
Governance and community legal centres	Practice management & business skills	February 2018
Paperless legal clinic - learnings from South West Brisbane CLC	Practice management & business skills	February 2018
Lessons from the 2017 legal discipline cases	Practical legal ethics	March 2018
Supporting victims through police referrals	Substantive law / Professional skills	April 2018
Social security debt recovery: Recent developments (Part 2)	Substantive law	April 2018
Running an external review of a Qld Government RTI decision	Substantive law	April 2018
Domestic violence and trauma informed practice	Professional skills	April 2018
The implications of <i>Brisbane Youth Service Inc v Beven</i> for CLCs	Practice management & business skills	April 2018
National legislative changes to payday lending and predatory leases	Substantive law	May 2018
Managing financial difficulty and debt: A financial counselling perspective	Substantive law / Professional skills	May 2018
The RTA's role in managing disputes and ensuring compliance in the rental sector	Substantive law	May 2018
Dealing with sexual harassment complaints in the workplace	Practice management & business skills	May 2018

Reproductive coercion and domestic violence	Substantive law	May 2018
Pitfalls and challenges with self-made wills	Substantive law / Professional skills	June 2018
Getting on the NDIS grid	Professional skills	June 2018
Leveraging low and no cost tech tools to boost CLC effectiveness	Practice management & business skills	June 2018
Changes to welfare fraud prosecution	Substantive law	June 2018
Technology, ethics and the law	Practice management & business skills / Practical legal ethics	June 2018

Face-to-face training:

Training / conference topic & location	Suggested CPD area	Training date
Leadership Forum – Townsville	Professional skills Practical legal ethics Practice management & business skills	19 & 20 October 2017
Domestic Violence Community Lawyering Forum – Brisbane	Substantive law Professional skills	24 October 2017
Community Legal Educators Masterclass – Brisbane	Professional skills Practical legal ethics Practice management & business skills	6 & 7 March 2018
CLCQ State Conference – Brisbane	Substantive law Professional skills Practical legal ethics Practice management & business skills	8 & 9 March 2018
Fragmented Families Domestic Violence Training – Gold Coast	Substantive law Professional skills Practice management & business skills	Rescheduled from November 2017 to July 2018

2. Develop cross-sector training partnerships

In order to deliver the training opportunities noted above, CLCQ established and cultivated partnerships with a broad range of cross-sector organisations throughout Australia, including community legal centres and other community bodies, universities and educational providers, government agencies, commercial law firms, and private organisations. This process involved CLCQ:

- approaching a range of organisations to partner with to deliver the training based on the expertise of the organisation / individual
- providing coaching support to develop appropriate training materials based on method of delivery (face-to-face, online webinar)
- providing technology support and 'train the trainer' training (where appropriate)
- taking registrations, distributing materials to participants, and facilitating and recording the webinar (where training was delivered online)
- providing follow-up including evaluation reports and feedback to the partner organisation following the training.

A majority of partners listed in the table below provided their time and expertise on a pro-bono basis, which increased accessibility to our members and helped ensure the sustainability of the project. Going forward, we will continue to partner with these organisations and others, however developing and maintaining these relationships is not resource neutral. But for this funding project, our sector may not have been exposed to these relationships and expertise from partners; it is therefore essential that resources be made available to continue this work.

Partner category	Partner name
Community legal centres / Community organisations & Networks	<p>Tenants Queensland Townsville Community Legal Centre Consumer Credit Legal Service Western Australia WESNET Aged and Disability Advocacy Australia (ADA Australia) Consumer Action Law Centre Volunteering Queensland Women's Legal Service South West Brisbane Community Legal Centre Children by Choice Domestic Violence Court Assistance Network (DVCAN) Domestic Violence Action Centre Brisbane Domestic Violence Service Refugee and Immigration Legal Service Townsville Community Legal Service Brisbane North Community Legal Service ATSILS Youth Advocacy Centre QIFVLS WEstjustice LawRight Environmental Defenders Office Qld Bayside Community Legal Service National Association of Community Legal Centres Knowmore Legal Service Mackay Regional Community Legal Centre Suncoast Community Legal Service Pine Rivers Community Legal Service</p>
Universities / educational providers	<p>University of Queensland – TC Beirne School of Law & UQ Pro Bono Centre Australian National University University of New South Wales The College of Law TAFE Queensland Monash University University of Melbourne</p>
Government agencies	<p>State Penalties Enforcement Registry (SPER) Queensland Police Service Victim Assist Queensland Office of the Information Commissioner Residential Tenancies Authority Department of Justice and Attorney-General (Queensland Courts) Australian Law Reform Commission Commonwealth Attorney-General's Department</p>

	Department of Child Safety, Youth and Women
Commercial law firms	MurphySchmidt Ashurst New Way Lawyers Holding Redlich Minter Ellison Private barristers
Other partners:	The Services Union Principle Co Legal Aid Queensland Various Members of Parliament NT Legal Aid Commission Legal Aid Western Australia Social Change Projects (and CLCQ Conference) Health Justice Australia The Legal Forecast Divvito Shirley Duckett, Social Worker Lawcadia The Legal Forecast ASG Group IT Services Dawn Aboriginal Consultancy Services

3. Leverage fee-based training at a discount rate

Leveraging externally provided fee-based training was less of a priority due to the extensive number of webinars and face to face training opportunities CLCQ provided and facilitated. However, CLCQ met with the Queensland Law Society, College of Law, Lawyers Weekly and LegalWise with the aim of negotiating discounted training and professional development opportunities at a discounted rate. Discussions with Queensland Law Society and College of Law are still underway, and it is hoped these discounts will be made available to our members during the 2018-2019 financial year.

Lawyers Weekly provided free entrance to CLC workers and volunteers to their 'Future Forum' Technology Conference in Brisbane on 17 October 2017. LegalWise continue to offer half price online seminars to CLC workers and volunteers in the practice areas of family law, criminal law, civil law and domestic violence. These training opportunities have been promoted to our members via CLCQ newsletters.

CLCQ has also sourced and promoted free online e-learning short courses via Future Learn (<https://www.futurelearn.com/>) developed by top universities such as QUT, Deakin, Monash, RMIT and UNSW Sydney to our membership base. Through creation of an account, members are able to undertake personal and professional development, and soft skills in areas including leadership and coaching, human resources, project management, data and social media analytics, ethics, education and cyber security.

4. Coordinate mini regional conferences

In the planning stages of this project, it became clear that CPD opportunities, particularly in substantive law, were best delivered online through webinars. CLCQ complemented this online training for workers based in regional areas by the face-to-face Leadership Forum in Townsville, held

in October 2017. Subsidies were provided to centres in regional areas to facilitate their attendance in Townsville, and at our State Conference and CLE Masterclass in Brisbane in March 2018.

For more information, refer to *Face-to-face training* in **1. Secure training opportunities based on identified need** above.

5. Develop sector specific training content

CLCQ has developed a range of sector specific content, particularly in the core areas of governance, leadership and evaluation – covering the core CPD requirements of professional skills, and practice management and business skills. Specifically, we have conducted interactive workshops with our members at sector conferences in Queensland and interstate, training sessions via webinar, and agency visits to inform our partner organisations of the work of community legal centres, as outlined in the table below.

We have also conducted consultations sessions regarding best practice work in domestic and family violence, and interpretation and application of the national data standards manual in a community legal centre setting. These consultations will continue into the new financial year and will inform future sector development and training work.

A sector induction recording has also been developed to assist staff and volunteers who are new to the community legal sector to understand the CLC environment, client and service priorities, and professional obligations. This recording will be uploaded to our website and distributed to CLCs throughout Queensland in the near future.

Training topic	Training location	Training date
Snakes and ladders of fundraising events: How can you be a winner	NACLC Conference, Canberra	August 2017
Leadership styles: Understanding how I lead others	Townsville, CLCQ Leadership Forum	October 2017
Working as a team: Understanding how others work	Townsville, CLCQ Leadership Forum	October 2017
Supporting and supervising: Understanding how to support others to work	Townsville, CLCQ Leadership Forum	October 2017
Governance and CLCs training	Online webinar	February 2018
CLE Evaluation interactive workshop	Brisbane CLE Masterclass Sydney Quarterlies	March 2018 May 2018
CLC Impact and evaluation interactive workshop	Brisbane CLCQ State Conference Sydney Quarterlies	March 2018 May 2018
Data standards manual consultation	Brisbane CLCQ State Conference	March 2018
Domestic and family violence best practice consultation	Brisbane CLCQ State Conference	March 2018
CLCQ information and referrals sessions – delivered to Queensland	Online Brisbane agency visits	November 2017 June 2018

Members of Parliament, QCAT, RACQ and Griffith University		
Sector Induction training	Online recording	To be finalised

6. Summary

CLCQ has built upon existing projects and networks and has applied the funding received from QLAF via the CLELAF Learning and Development Project to provide many and varied training opportunities to the community legal sector. All deliverables have been met utilising a team-based approach within our centre, leveraging funding from alternative sources including core funding, pro bono support, infrastructure and relationships, as well as volunteer support.

Our future training and development program will continue to include webinars, our annual state conference and leadership forum, as well as sector specific training and training based on the outcomes from our CLE training needs analysis, and other topical subject areas and emerging legal needs such as:

- Sector governance, leadership and advocacy
- Industrial obligations including staff and volunteers
- Working in partnership with other organisations
- Communicating and working with different clients eg Aboriginal and Torres Strait Islander Australians and LGBTI communities
- Human rights, discrimination and advocacy
- Family law, domestic violence and child safety
- Evidence and civil procedure
- Consumer issues, credit and debt and neighbourhood disputes
- Elder abuse
- Wills and estates
- Mental health, guardianship and administration
- Tenancy
- Minor criminal law
- Technology and innovation within the sector.

