BLURRED BORDERS

Queensland

Legal Aid QUEENSLAND

Acknowledgement of Country

Introductions

- Your presenters today
- Poll: What's your role?

Session overview

- What is BBQ
- BBQ journey so far….
- What's in the Kit
- How can I use it?
- Lessons learnt

What is Blurred Borders Qld?

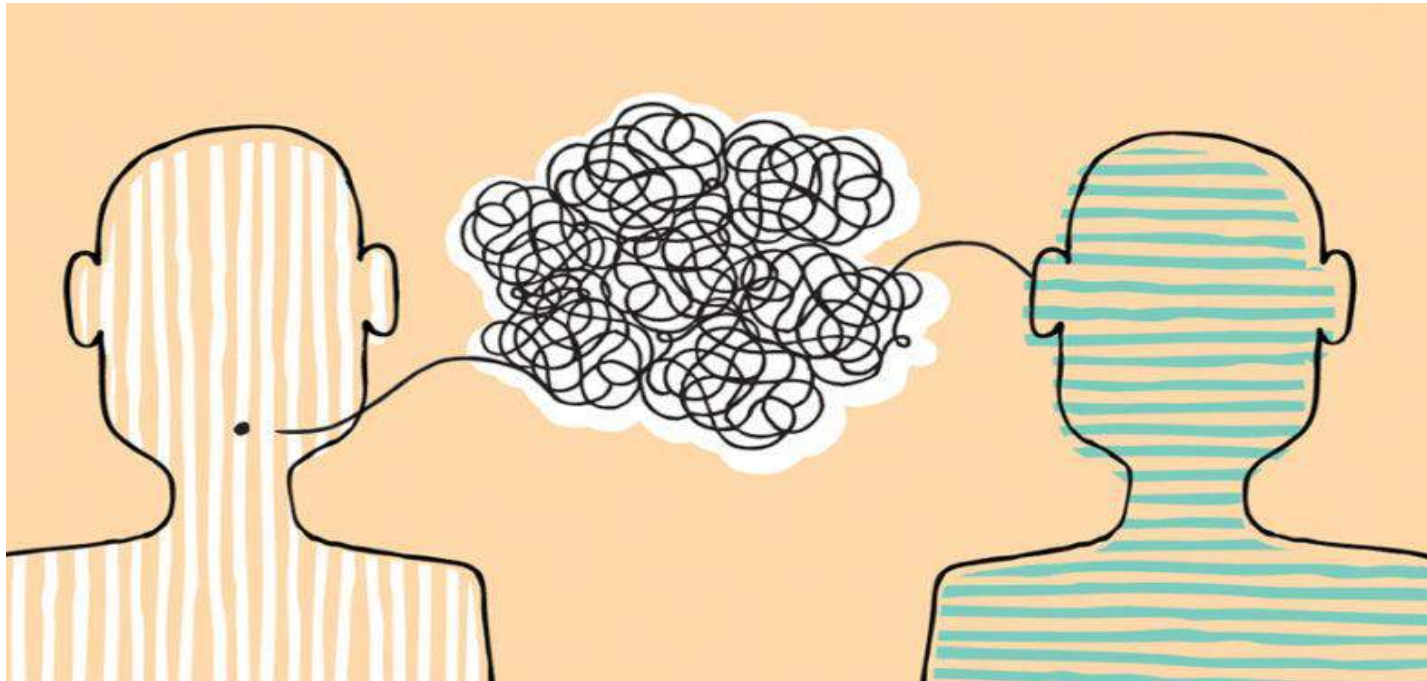Legal communication tools to help service providers that use:

- images
- plain language
- story telling

Tools cover:

- bail and criminal process including youth justice stories
- family violence responses

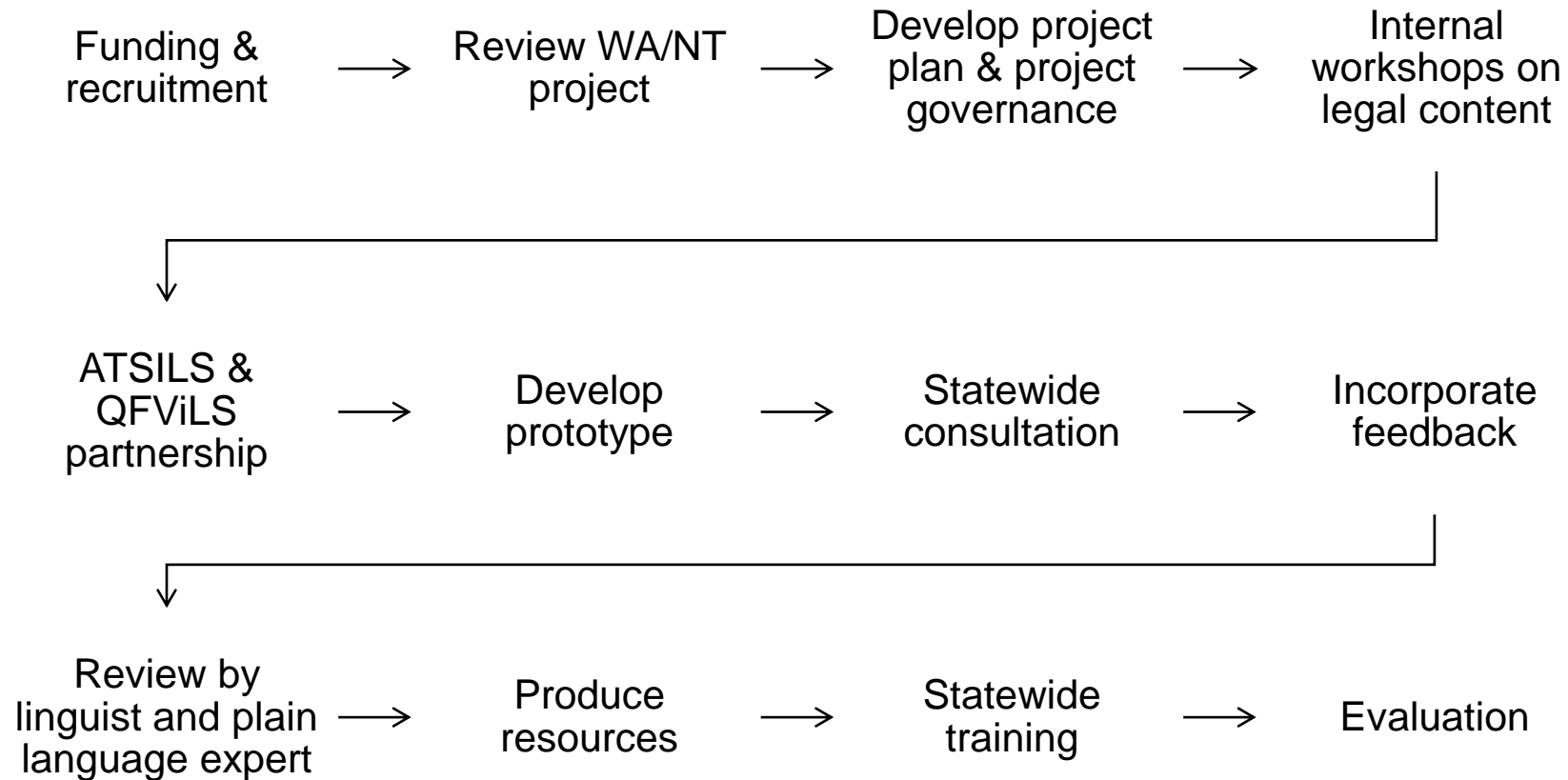# Breaking down barriers in legal communication

Project objectives

1. Develop a set of tools that help to communicate complex legal messages to Aboriginal and Torres Strait Islander peoples across Queensland and in cross-border regions to improve understanding about their legal rights and responsibilities – whether they are involved with the justice system already or vulnerable to entering the system.

2. Distribute the tools and deliver training about how to use them to frontline workers/justice sector agencies so that they can deliver services in a culturally safe, responsive, linguistically accessible, and legally accurate way.

Project – stage 1

Funding & recruitment → Review WA/NT project → Develop project plan & project governance → Internal workshops on legal content

ATSILS & QFViLS partnership → Develop prototype → Statewide consultation → Incorporate feedback

Review by linguist and plain language expert → Produce resources → Statewide training → Evaluation

Best practice guidelines

The materials are most effective when used by people who know the local context and apply these 3 principles:

1. Put people and communities first

2. Map out legal processes, stories and concepts

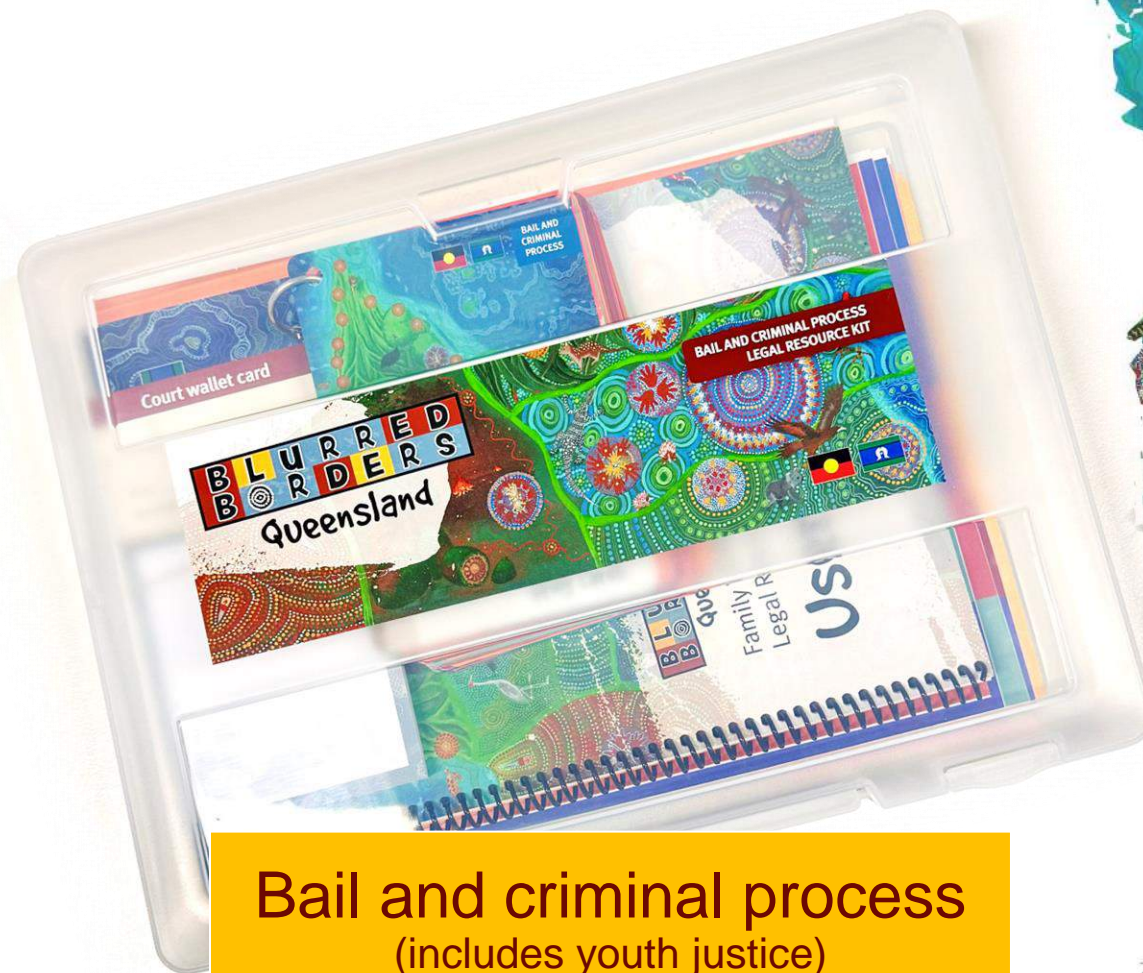3. Use the resource as a plain language communication tool

2 kits available

Family violence

Bail and criminal process
(includes youth justice)

What's in the kits?

User manuals

Process maps

Story cards

Wallet cards

Sticker sheets

Cards are used for storytelling

Card categories

Coding system

Codes show which kit and card category it belongs in.

CR – Criminal process
YCR – Youth criminal process
FV – Family violence
PE – People
PL – Places
CO – Conditions and orders
TD – Things you can do
TH – Things that might happen
D – Family violence definitions

Family

FVPE

Visual icon

Bright and logical colour where possible (eg police is blue).

Heading

Short but descriptive. Same on front and back of card.

Plain language

All text written in simple, plain language.

Colour Coding

Colour coded card categories on the back of each card to help find cards quickly.

Family

- Family is anyone you call family or a relation.
- Children and parents, grandparents, grandchildren, brothers, sisters, cousins, aunts and uncles.
- Step-family members, in-laws, foster parents and foster children.

People

Police

Police protection notice

Magistrates court

Magistrate

Prosecutor

Lawyer

Applicant

Respondent

Lawyer

Interpreter

Support person

Behaviour change program

Evidence

Affidavit

Witness

Undertaking

Domestic violence order (DVO)

Interim or final order

National orders

Evaluation phase

Outpost Consulting is undertaking a formal evaluation to:

- measure the effectiveness of the project in terms of meeting the project's objectives and benefits (quality of the resources' design, training effectiveness, usage, and short-term community impact)

- identify areas for improvement

- inform future iterations of the Blurred Borders Queensland resources.

The evaluation began in November 2023 and a final report will be provided in December 2024.

Project stage - 2 (BAU)

- Stage 2 will embed the project into LAQ's BAU work for the Comms & CLE team

- We will incorporate any feedback received during the training into our resources and do an additional print run

- We will deliver training to additional stakeholders who were not covered in round 1, including community justice groups in Cape York and the Torres Strait and preferred suppliers

- We will continue to engage with those who have already received training and provide further opportunities for learning and engagement.

Next steps

- Website
- Training
- Order more kits
- Help/support available
- LinkedIn community group
- CLE update
- Poll

Questions?

Thank you