

## 2006 National Conference Session 32

### We learnt the hard way: producing CLE materials

#### *Making of Getting off the Referral Roundabout*

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#### **Background to the project**

Kingsford Legal Centre received a grant from the Law and Justice Foundation of NSW to produce a video on the issues to consider when making a referral to a legal service. As the name of the DVD suggests, the aim of the project was to facilitate good referrals so clients are not sent from service to service seeking assistance.

The content of the DVD is based on the referral competencies developed by the NSW Legal Referral Forum. These competencies can be found at the Law and Justice Foundation website at: [www.lawfoundation.net.au](http://www.lawfoundation.net.au)

Getting off the Referral Roundabout is a training kit which includes the DVD and a workbook that can be downloaded off the Kingsford Legal Centre website

#### **Project Plan**

- Formation of an advisory group

The advisory group consisted of representatives of a range of service providers, the NSW Legal Aid Commission of NSW, the Law and Justice Foundation of NSW and LawAccess. The advisory group developed the scenarios and script for the DVD and the content of the workbook. The group also provided advice regarding the distribution and promotion of the DVD.

- Meetings with the film maker

The advisory group met several times with the film maker who made recommendations regarding the filming and who to use in the films.

- Organised sites and participants

KLC negotiated with local services for venues for the filming of the scenarios and to encourage their staff to participate.

- Trailed the DVD at State Conference

The DVD was shown at the NSW State Conference where the embarrassing omission was highlighted – there were no captions.

- Finishing the DVD

The final edit, captions, menu and acknowledgements were added to the DVD. While the film maker did the editing and slides, KLC was fortunate to receive the assistance from a UNSW staff member who organised the captions and the additional bits such as the menu and the acknowledgments. KLC is also fortunate to have access to a publications worker who did the artwork and layout for the DVD, the DVD cover and the workbook. Quotes were then sought for the copying of the DVD.

- **Workbook**

The advisory group spent a great deal of time discussing the content of the workbook. After many drafts the decision was made for the workbook to include a series of exercises which would assist people in the implementation of the referral competencies. The workbook was trialled at a staff meeting at a local neighbourhood centre. This was useful as it raised some issues regarding the wording of some of the exercises.

### **Advisory group**

The advisory group was extremely useful and provided a great deal of assistance and support to KLC. The group met regularly to develop the format of the DVD, the script and the workbook.

### **Workbook**

Workbook took ages partly because we changed the format and the content several times. For example it went from a book of information which started to duplicate what is already available, to a workbook of exercises to implement the competencies in the DVD.

The main target we had in mind were the many volunteers in community organisations who may not necessarily have any welfare type training or experience and organisation that doesn't have \$\$ or time to spend on training. So the idea is someone could sit at a computer, watch the video and work their way through the workbook. In doing the exercises they may also learn about their own organisation.

The generic nature of the content of the work book also enables the DVD and workbook to be used for a range of services that make referrals to any organisation not just legal services.

### **Filming**

I knew nothing about filming – I hadn't even held a video camera. So I didn't know what I didn't know. We needed to know how the filming was going to be eg sort of camera used, microphones etc. We also didn't accommodate the clothing issue very well. We needed dark tops to try and hide the clip on microphones. I think the same denim coat appears in several scenes.

We also needed heaps of people. I asked around – friends, staff etc and we had a few volunteers and a few friends of staff who act in amateur theatre and as extras came forward. At first many people said no to being in the film, in the end when we were filming at KLC I just pushed students and staff into roles and they all really enjoyed it. The filmmaker said this would happen. Except for the main character – the Vietnamese woman, all the rest was role played. The presenter read off an auto cue.

### **The final DVD**

UNSW staff assisted with fixing the sound and bits and pieces, adding the index etc, organised the captions – I wish I had known about him in the beginning – very useful information and expertise and was able to explain the process etc. KLC has a publications worker who designed the cover, the sticker on the DVD and did the layout for the workbook. UNSW staff put the workbook on KLC website

### **Additional Costs not identified in original budget**

KLC has to meet several extra costs that were not identified in the original application. These included the hire of the auto cue, the actor and to have the DVD captioned. However the Law and Justice Foundation provided an addition small grant that covered these costs and the cost of launching the DVD.

## **Distribution**

Originally the advisory group was going to assist with strategies for distribution but in the end the Law and Justice Foundation organised the distribution of the DVD through a company. KLC distributing copies to all CLC s in Australia and others required of by the funding body (LAC, L&J Foundation)

## **What Would I do differently next time?**

- Try and feel more confident in taking more control in the directing of the filming
- watched all of the filming
- learn more about film making process – eg what sort of cameras, microphones, film etc and not relying totally on the film makers expertise
- kept the length of the DVD to the 20 minutes
- participated/watched the editing process