

NBN Project  
Geraldton  
Western Australia



Geraldton  
Resource CENTRE



NALC 2014 LEGAL AID  
WESTERN AUSTRALIA

# Key objectives

## *vision*

To harness the NBN to create collaborative and innovative ways to provide legal assistance to disadvantaged and vulnerable people and professional support for legal staff in Geraldton and the wider Midwest and Gascoyne region.

## *outputs*

- Video conferencing options for the provision of legal advice
- Online community legal education
- Online professional development and support for workers



# scope

## *video conferencing*

Three video conferencing units available for use by clients and workers.

## *online modules*

### *workers*

Five free online modules that can be accessed for by CLC lawyers, staff and volunteers.

## *online modules*

### *clients*

Two free online modules for the general public.



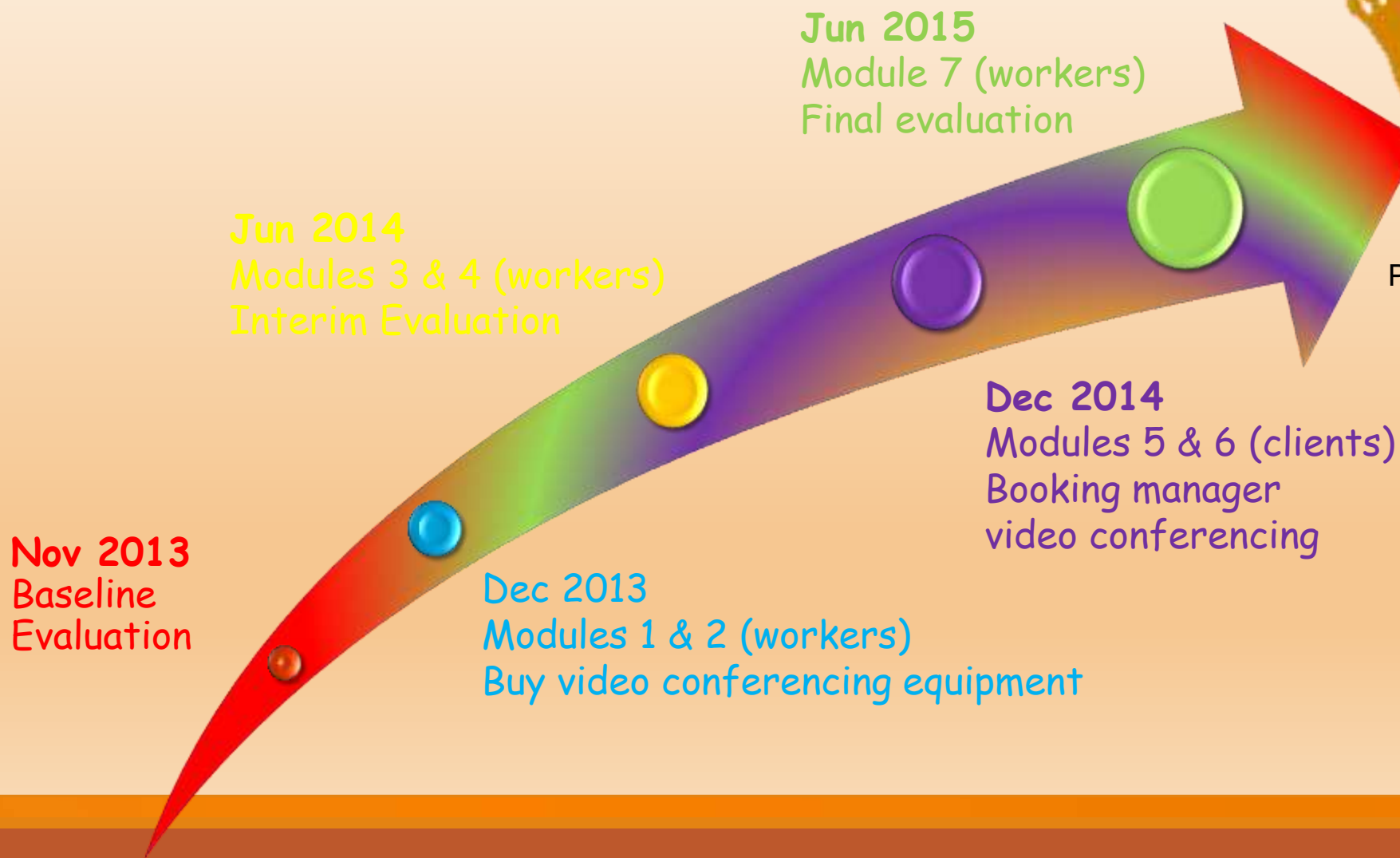
# Collaborative model

- Partners
  - Geraldton Resource Centre (CLC)
  - Legal Aid WA (Geraldton & Perth)
- Content identification
  - Geraldton Resource Centre
  - Legal Aid Geraldton
- Content development
  - Spearheaded by Legal Aid Perth
  - QA'd by regional partners





# timeline



# baseline evaluation

## clients

- 73% are currently using the internet
  - 90% access it at least several times a week
  - 70% access it from a smart phone
- 64% are willing or keen to use video conferencing

## workers

- 90% use online resources at work
- 71% use video conferencing for professional support or client services
- 95% are keen or willing to increase their use of online resources or video conferencing

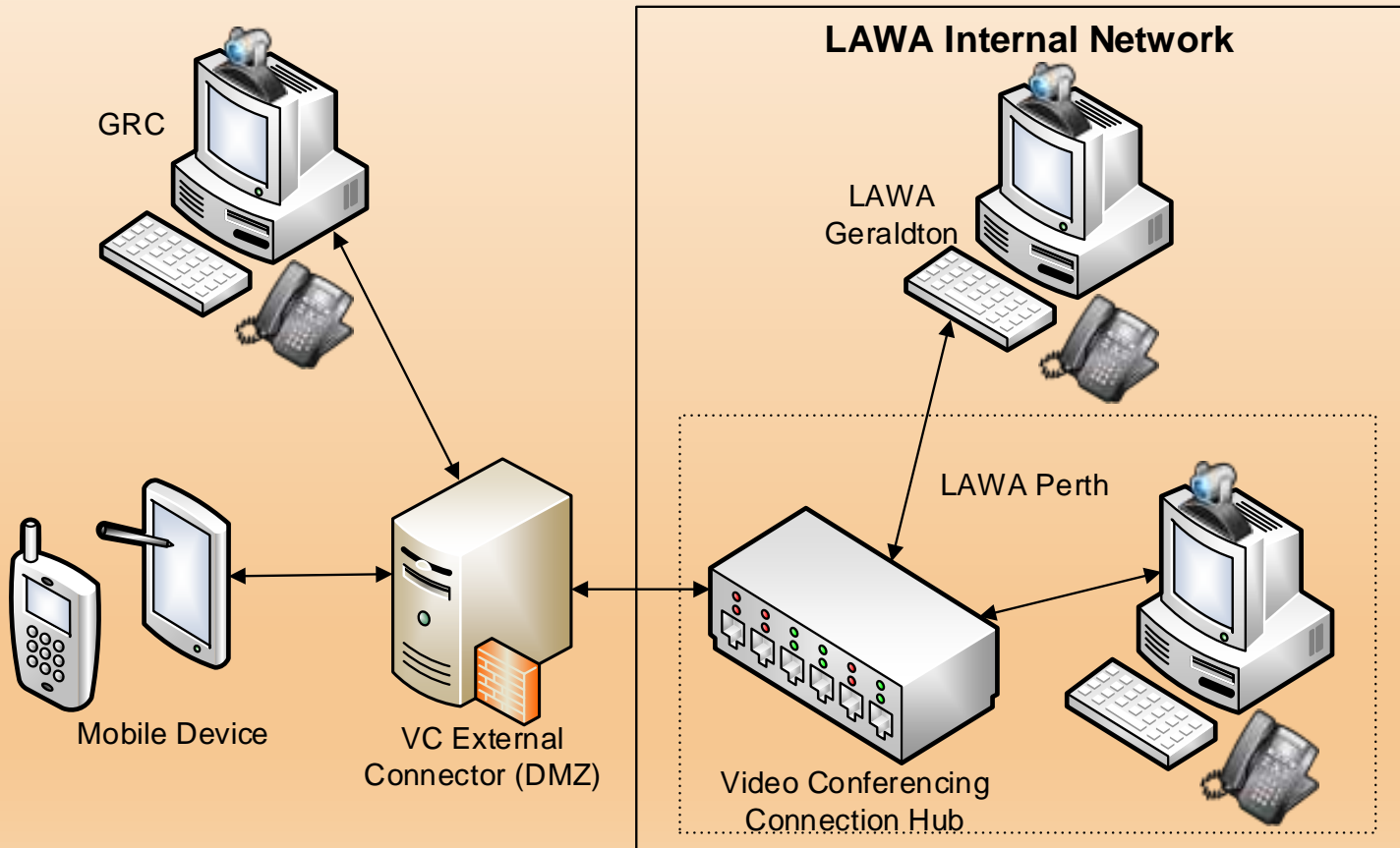
# interim evaluation

## worker modules

Feedback from the online modules indicates:

- The modules are easy to access
- Access speeds are good
- The content is useful and pitched at the right level
- The modules are about the right length

# video conferencing



*clients*

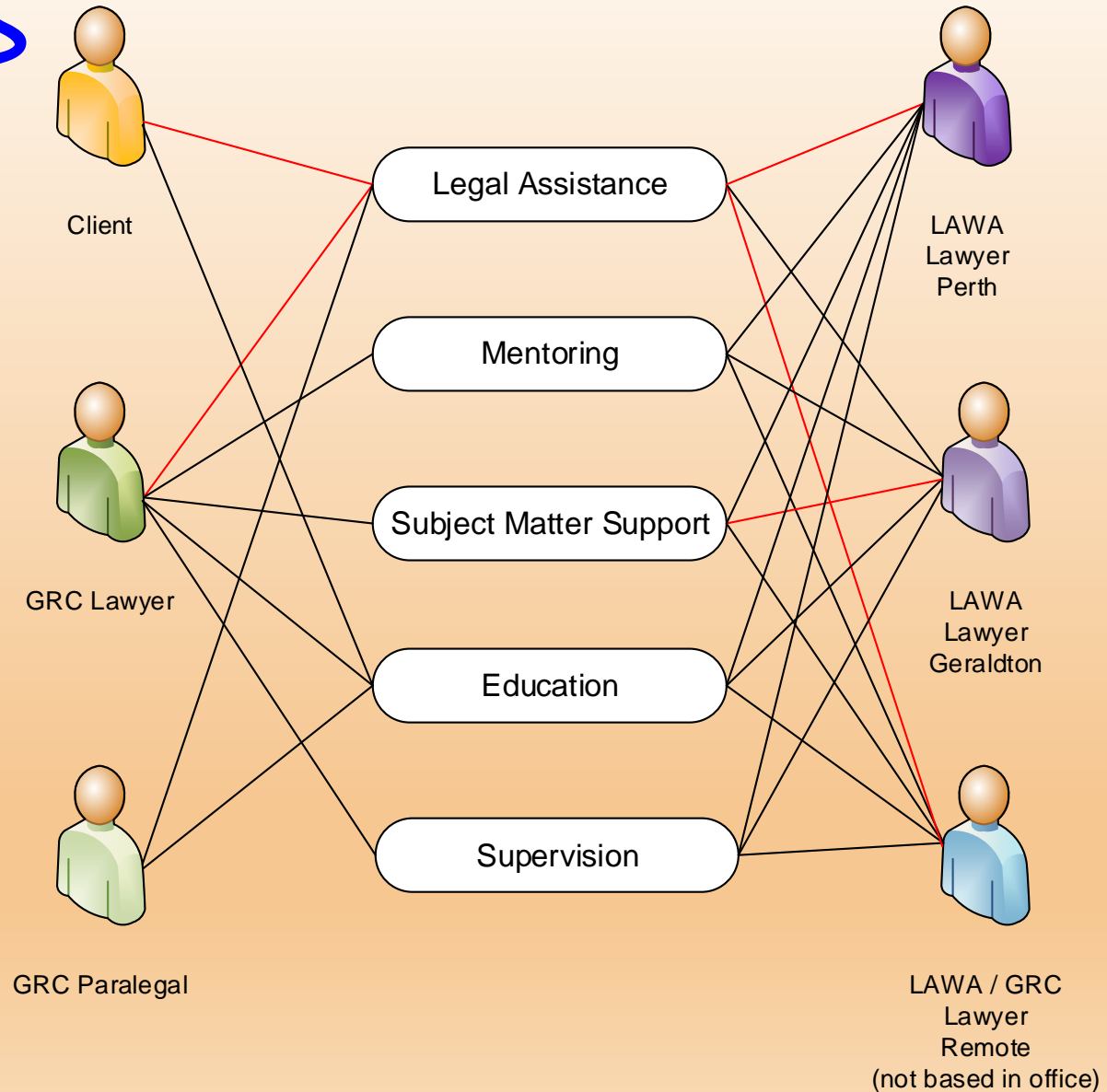
Come into GRC or  
LAWA Geraldton

*workers*

- Link to client via PC, laptop or other mobile device
- Can also link to other lawyers



# use cases



# content

## clients

- Recovery Orders
- How to represent yourself at a Magistrates Court Trial

[Link to online CLE](#)

## workers

- Recovery Orders
- Preparing an accused to self represent at a Magistrates Court Trial - Module 1 Before the trial
- Preparing an accused to self represent at a Magistrates Court Trial - Module 2 On the trial day
- Mortgage Stress Part 1
- Mortgage Stress Part 2 [Link to Train-N-Track](#)

# Key challenges

- Technical issues with video conferencing
- Content development
  - Scope creep
  - Conveying complex issues simply
  - Optimising material for the online environment
  - Resource intensive

# next steps

Implement video conferencing

Complete one further online module for workers

Polish and publish the two online client modules

*questions*