

Improving online legal information

VLAF Online Legal Information Guidelines

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What I am going to talk about

- Victorian Legal Assistance Forum (VLAFF)
Online Legal Information Guidelines
- How they came to be developed
- What they are and how you can use them
- Some reflections

Creation of the guidelines

- Very much a joint project under the umbrella of VLAF working group
 - Victoria Law Foundation (Chair)
 - Federation of Community Legal Centres (Vic)
 - Fitzroy Legal Service
 - Department of Justice (Vic)
 - Victoria Legal Aid
 - Law Institute of Victoria
 - Law Library of Victoria



How the project began

- Dec 2012 – Victorian Attorney-General organises forum to discuss how to improve online communication
- 2013 - VLAF approached and asked to assist
- 2013 - Working group established
- Consultation with stakeholders
- April 2014 – Guidelines finalised

What we wanted to achieve

- Our aims:
 - Create guidelines
 - Create resources
 - Promote them

The guidelines

- Practical - suitable all organisations
- Resources available to support their implementation
- New websites and existing websites
- 12 guidelines in total
- Why should you use them?

Guideline 1

**Conduct research before
undertaking a new project**

Guideline 2

**Online legal information should
be audience-focussed**

Guideline 3

**Websites and other digital formats
must meet appropriate usability
and accessibility guidelines**

Guideline 4

Ensure that information is accurate

Guideline 5

**The currency of the information
should be
clearly noted**

Guideline 6

Maintain your material

Guideline 7

The jurisdiction of the legal information should be clear

Guideline 8

Link to other relevant resources

Guideline 9

Provide access to a legal glossary

Guideline 10

Use standard terms where possible

Guideline 11

Websites that contain community legal information should include information on how to obtain further advice and support

Guideline 12

**Raise awareness of new online legal
information resources**

Some reflections

Thanks

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