

WA Community Legal Education Resources Audit

WA Collaborative Services Planning Group CLE Working Group

April 2016



**A collaborative project between
Aboriginal Legal Services WA
Legal Aid WA
WA Community Legal Centres**

WA Family Violence Prevention Legal Services

Acknowledgements

The WA CLE Working Group wishes to thank all the agencies that gave of their time and energy to source the information required for this audit and log the activities. A 100% response rate is a great result and reflects on the commitment of agencies to community legal education and collaboration.

Special thanks to Legal Aid WA for maintaining close contact with agencies over the survey period, responding to requests for assistance and diligently sending agencies summary copies of their logged responses.

Acronyms commonly used

ALSWA	Aboriginal Legal Service of WA
CLCs	Community Legal Centres
CLE	Community Legal Education
FVPLS	Family Violence Prevention Legal Services
LAWA	Legal Aid WA

Please contact Legal Aid WA on (08) 9261 6500 to obtain a copy of this Report (document reference 976407.)

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Summary

The legal assistance sector is working together to coordinate CLE services in WA.

In 2015, the WA Collaborative Services Planning Group established a Community Legal Education (CLE) Working Group to facilitate the coordination of CLE activities in Western Australia. One of the first projects of the CLE Working Group has been to undertake an audit of CLE resources held by legal assistance agencies (Legal Aid WA, Aboriginal Legal Services WA, WA Family Violence Prevention Legal Services and WA Community Legal Centres). The audit was undertaken through a survey of agencies from December 2015 to January 2016. Legal Aid WA (LAWA) coordinated the survey on behalf of the CLE Working Group.

A 100% response rate was achieved, resulting in a total of 993 individual CLE resources being recorded from 32 agencies. The strong response rate reflects the importance that agencies place on CLE and their commitment to promoting collaboration.

Findings of the audit show that almost a third of resources covered one area of law (32%), 25% covered two areas of law, 19% covered three areas, 21% covered four areas and 4% covered more than four areas. The five areas of law most frequently cited against CLE resources were lawyers and the legal system, going to court, crime and offences, family law and relationships, and courts.

Overall, 38% of resources focused on one specific target group, 23% on two target groups, 14% on three and 24% on four. The general public was a target audience for 69% of all resources, followed by community workers (26%), Aboriginal and Torres Strait Islander people (18%), community organisations (17%) and people living in rural, regional or remote locations (13%).

The majority of resources are written - as pamphlets or information sheets (38%), or webpages (28%). PowerPoint presentations are the third most common resource (14%), followed by audio resources (12%), largely due to the high use of radio programs as a means of CLE for Aboriginal and Torres Strait Islander people.

Three quarters of the recorded resources (75%) are intended to have a state-wide application. Of the remaining resources, 13% target a regional location, 7% are local area specific and 5% have a national focus. At least one in seven CLE resources are targeting regional, remote and rural Western Australia (14%).

The most frequent way in which resources are used is online (69%), given directly to clients during interviews (32%) or used in talks and presentations (32%). Slightly over one in four resources are posted to people (27%) and 24% are used in training and education courses.

About one in two resources are from specialist agencies (either specialising in an area of law e.g. employment law, or specific target group e.g. Aboriginal women escaping family and domestic violence) and 27% have been developed by LAWA.

It is the intention of the CLE Working Group to use the audit findings to identify a 'road map' of future actions to improve collaboration and ensure that CLE services in WA are coordinated and directed where they are most needed. LAWA has compiled the audit results into a document that will be distributed to all participating agencies as a way of increasing information sharing and collaboration.

Background

In 2015, in response to the new National Partnership Agreement on Legal Assistance Services, a Collaborative Services Planning Group was established in WA. One of the requirements of this group is to consider the coordination of community legal education (CLE) in Western Australia at a state-wide level. A CLE Working Group was established as a sub-committee of the Collaborative Services Planning Group.

The CLE Working Group is made up of representatives from:

- Aboriginal Family Law Services WA
- Aboriginal Legal Service of WA
- Community Legal Centres Association WA
- Legal Aid WA
- Marninwarntikura Women's Resource Centre
- Relationships Australia WA (Djinda)
- Southern Aboriginal Corporation FVPLS

The first project of the CLE Working Group has been to provide guidance and oversight:

- into the conduct of a state-wide audit of CLE materials (Stage 1); and
- using the audit findings, to identify a 'road map' of future actions to improve collaboration and ensure that CLE services in WA are coordinated and directed where they are most needed (Stage 2).

As agreed by the CLE Working Group, the audit was confined to CLE resources and did not include CLE activities, except in relation to how CLE resources listed in the audit are used.

Objectives

The objectives of the CLE Resources Audit were to identify:

- which agencies have developed CLE resources
- CLE areas of law
- CLE target audiences
- types of CLE resources and how they are used
- target locations
- how the resource was developed, especially in relation to collaboration
- level of evaluation undertaken

The audit was conducted using a survey tool. A 100% response rate to the survey was received, resulting in a total of 1002 individual CLE resources being recorded from 32 agencies (Appendix 1). After data cleaning to remove duplications, a final total of 993 resources have been analysed¹.

This report provides a summary of the findings from the CLE audit survey. As a WA first in developing and administering a tool for collecting CLE resources on such a large scale, reflections on the process and lessons learnt are included in this report to help inform and benefit future initiatives. Legal Aid WA has compiled the resource data set into an Excel file (with the option of a printed copy) that will be distributed to all participating legal assistance agencies.

¹ Three resources were developed as a collaboration between LAWA and Geraldton Resource Centre but are listed by each agency in the dataset: GRC002, GRC003, GRC004, LAWA141, LAWA191, LAWA204. This represents a double count.

Methodology

The audit of CLE resources utilised a survey tool (Appendix 2) that was administered through SurveyMonkey.

Survey development and administration

LAWA was the lead agency in administering the survey, assisting respondents, following up response rates, cleaning data and organising the results for presentation in a resource document. Kalico Consulting assisted with the development of the survey tool, provided advice on data cleaning, and undertook the analysis and reporting of findings.

CLE resources and counting rules were defined as per the National Legal Assistance Data Standards Manual. Commonwealth clarification was sought on how to count webpages. It was determined that, for the purposes of this audit, individual webpages that meet the data standards manual definition of a CLE resource should be counted as one resource.

Question response choices in areas of law and target audiences were adapted from the National Association of CLC's Community Legal Education and Reform (CLEAR) database. In most questions, agencies were able to select more than one response choice, in recognition that a resource may cover multiple areas of law and/or target multiple audiences.

Before being finalised and approved by the CLE Working Group, the survey underwent a limited piloting phase.

The original survey period was from early December 2015 to mid-January 2016. This timeframe overlapped with Christmas/New Year, when many agencies are closed or operating with reduced staffing levels. The survey period was extended due to the Christmas period and the need to give agencies time to respond to the Commonwealth's clarification on how to count webpages. This afforded many agencies the opportunity to fully embrace the survey. LAWA undertook extensive follow-up with agencies in January 2016 to achieve a 100% response rate.

Quality assurance

LAWA sent each participating agency a PDF of their completed surveys to enable them to check their responses and have their own record of logged resources. In this process, LAWA and the agency could check for missing resources or incorrect entries. If an original response was altered, a new PDF of the complete responses was sent to the agency. This ensured that all agencies were satisfied with the data they entered into the audit.

After closure of the survey, LAWA undertook a number of 'data cleaning' functions, including checking for:

- duplicated entries
- single entries that might, in the view of LAWA, be treated as multiple entries or multiple entries that should be treated as one
- resource titles that were unclear
- apparent differences in definitional assumptions e.g. regional vs. sub-regional target locations.

Assumptions LAWA made when cleaning the survey were:

- *Survey Q 10*: "produced" means first produced.
- *Survey Q11*: means the date the resource was last updated.

- *Newsletters*: Count as one CLE resource for centres creating and sending out a newsletter.
- *Auto letters (online forms)*: Not counted as a CLE resource as they do not provide any legal information.
- *Radio programs with individual podcasts*: Count as individual CLE resources for each podcast.

Where data cleaning resulted in a query, the responding agency was contacted for clarification. LAWA only edited an entry on behalf of an agency where there was permission to do so from that agency. A new PDF record was sent to the respondent if this occurred.

In areas of law, restraining orders and criminal injuries compensation were extracted from the category of 'other' and listed independently, due to the high number of responses in these two areas.

LAWA edited the names of agencies where there were errors or inconsistencies in how the names were recorded, so that resources could be grouped together by agency name. All resources were allocated a unique identification label that was linked to the name of the agency.

Once the data set was finalised, it was reformatted for the purpose of analysis and printing. In doing this, all data totals and sub-totals were checked by LAWA and cross checked by the consultant to test for accuracy before proceeding to analysis and reporting.

Analysis

The data was analysed to show frequencies and proportionality. Limited cross tabulations have been undertaken to highlight some key findings in the areas of law, target group and type of resource.

Analysing the data for potential areas of duplication was difficult without reviewing the actual resource. Many resources identified in the survey have the same name, but this does not mean that they are duplicates. Resources with similar law area content are often customised for a special target group or location. Whilst the survey results allowed for some exploration of duplication in terms of areas of law and target groups etc., it is only through a physical examination of the resource that real duplication can be determined. A physical review of resources was outside the parameters of this audit. For this reason, the report results in relation to duplication should be seen to provide an indicative sense of *potential* duplication only and should not be interpreted to definitively show an actual duplication of resources.

Limitations and considerations

In order to minimise the need for manual data entry and manipulation, the survey was designed in a way that each resource was entered as a separate survey response (i.e. the survey was looped for each item). The disadvantage of this method was that it required a higher level of time for respondents to enter data - especially where there were numerous resources to be recorded. Another challenge was that it created some confusion for those entering data as to whether a resource had already been submitted and prevented users from reviewing each item before submitting. Initial concerns about how to complete the survey were allayed over time with comprehensive one-on-one assistance from LAWA on how to enter the resources into SurveyMonkey. Once agencies started, many commented that it was actually easier than they originally thought.

The law types listed in the survey (based loosely on the CLEAR database) have not always worked well in the WA context. For example 'restraining orders' and 'criminal injuries compensation' were common themes in the 'other' category and were extracted as separate areas of law from the data at the point of analysis.

In some cases the resource's listed name is too generic to properly describe its purpose (e.g. 'pamphlet' or 'website'). The use of a generic name was also not altered in this phase of the project unless requested by the respondent in the quality assurance phase.

Working with agencies during the collection phase and analysing data post collection indicated that there was some confusion of certain terms and definitions. For example, one agency asked whether the question around evaluation referred to the resource being checked for accuracy before completion or evaluated by a target audience after use. LAWA clarified meanings when asked and checked some responses with agencies as part of the data cleaning phase. It is not known to what extent mixed assumptions have fully influenced results, but where identified in analysis they are noted in this report.

There is at least some level of undercount in total resources. This is because some agencies detailed each resource distributed through webpages and some agencies did not, choosing to list their website on the whole as one resource. It is also likely that there is an under or over count in areas where specific knowledge of the resource's history and/or application was required. Staff members entering the resource data may not always have had the information needed to accurately respond to some questions e.g. how the resource was historically developed (collaboration).

When reviewing individual responses, LAWA noted that it appeared a small number of the resources submitted by agencies did not accurately fit within the NPA data standards definitions of CLE resources. For example some materials appear on the surface to have a more marketing than educative focus. However, the audit left it up to individual agencies to decide whether a resource fits within the definition. The CLE Working Group agreed that these resources should be included in the final data set and be flagged to indicate that there was some concern as to whether they fell within the NPA data standards definition.

The audit used SurveyMonkey and Excel for collection and analysis. A limitation of this method was that the resulting Excel spreadsheets needed a significant level of manual reworking to produce a document that could be printed as a resource for sharing the data set. This was time consuming and does not provide for an easily searchable database that can be held online and easily accessed.

Findings

Areas of law

As a CLE resource often covers more than one area of law, the category choices provided to respondents were not exclusive. The audit survey asked agencies to select up to four areas of law that the CLE resource applies to. Almost a third of resources covered one area of law only (32%), 25% covered two areas of law, 19% covered three areas, 21% covered four areas and 4% covered more than four areas of law.

Table 1: Areas of law covered by CLE resources

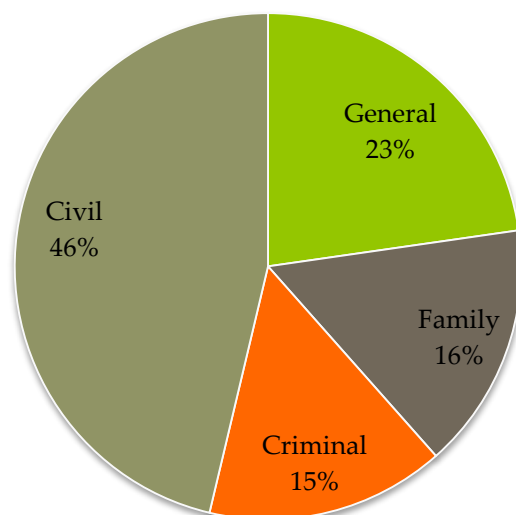
Category	Areas of law	Frequency	% of all resources
General	Lawyers and the legal system	193	19%
General	Going to court	184	19%
Crime	Crime and offences	172	17%
Family	Family law and relationships	168	17%
General	Courts	140	14%
Family	Family or domestic violence	132	13%
Civil	Government	103	10%
Civil	Environment	101	10%
Civil	Debt and credit	100	10%
Civil	Tenancy, housing and land	96	10%
Civil	Consumers	91	9%
Civil	Discrimination and human rights	82	8%
Civil	Cars and driving	77	8%
Crime	Police powers	74	7%
Crime	Arrest, bail and going to court	72	7%
Civil	Work and employment	63	6%
Family	Child protection	58	6%
Civil	Wills, estates and planning ahead	56	6%
Civil	Accidents, compensation & insurance	49	5%
Civil	Restraining Orders	42	4%
Civil	Health and mental health	38	4%
Civil	Immigration and refugees	35	4%
Civil	Older persons law and elder abuse	33	3%
Crime	Prisoners	29	3%
Civil	Media and internet law	23	2%
Civil	Criminal injuries compensation	21	2%
Civil	Neighbours	17	2%
Civil	Liquor licensing	12	1%
Civil	Pensions and allowances	8	1%
Civil	Business	3	0.3%
Civil	Copyright and intellectual property	3	0.3%
Civil	Taxation and superannuation	0	0.0%
	Other	179	18%

Total responses=993. Rounded to nearest whole number unless under 1. % total is higher than 100 because some resources are across more than one category.

Table 1 shows that the five areas of law most frequently cited against CLE resources were lawyers and the legal system, going to court, crime and offences, family law and relationships, and courts. Taxation, copyright and business were the least cited areas.

Examining the areas of law in relation to four broad categories - general, civil, family and criminal - Chart 1 shows that most responses related to civil law areas (46%). In this analysis restraining orders is counted as a civil matter, although it is noted that such a definition is possibly debatable.

Chart 1: Broad categories of law across all category responses



Almost one in five responses included 'other' as a category. An examination of areas listed under 'other' can indicate new or emerging areas of law or, a difference in conceptual definitions of a law area, or a limitation in the survey tool. Table 2 shows that the most common category under 'other' related to Aboriginal Justice in general (e.g. Stolen Generations, Closing the Gap, Constitutional Recognition and community closures). Social media within the 'other' category illustrates an emerging area of law. Guardianship and administration illustrate what was possibly an area of definitional ambiguity and/or survey tool limitation. For example, some agencies listed resources relating to powers of attorney/guardianship under 'wills, estates and planning ahead', whilst others listed the resource under 'other' and some put the resource in both categories. Whilst this difference may be linked to the same area of law but different target groups, examination of the data shows that this was not always the case.

Table 2: Areas of law listed under 'other'

Areas of law	Frequency	% of 'other'	% of all resources
Aboriginal justice	46	26%	5%
Legal rights and responsibilities	28	16%	3%
Agency information	25	14%	3%
Various areas - mixed	12	7%	1%
Social media	11	6%	1%
Guardianship and administration	9	5%	1%
Mediation and ADR	7	4%	1%
Citizenship	4	2%	0.4%
Drugs	3	2%	0.3%
Other	32	18%	3%
TOTAL	177	100%	18%

Appendix 3 shows the key areas of law cross tabulated by their top two other areas of law. For example, 39% of resources related to 'cars and driving' are linked to 'crime and offences' and 30% are linked to 'arrest, bail and going to court'.

Target audience

As with areas of law, resources may be developed for more than one target audience, and agencies were invited to choose up to four categories. Overall, 38% of resources focused on one specific target group, 23% on two target groups, 14% on three and 24% on four. Only 2% of resources focused on more than four target groups.

Table 3 shows that the general public was at least one of the target audiences for 69% of all resources, followed by community workers (26%) and Aboriginal and Torres Strait Islander people (18%). Gay, Lesbian, Bisexual, Transgender & Intersex people, and People with a substance abuse problem, are least represented in CLE target audiences.

Table 4 shows a breakdown of 'other'. The majority of these sub-groups are made up of a large, mixed category used by the Environmental Defenders Office to describe their primary target audience.

Cross tabulating areas of law with target audience can indicate how CLE resources are tailored to match priority groups with their responding priority legal needs. Appendix 4 shows areas of law against target audiences, where the target audience is equal to or greater than 10%. For example, CLE resources covering 'family law and relationships' (n=168), are largely targeted at Aboriginal and Torres Strait Islander people (17%), community workers (26%), the general public (73%), parents (32%), people experiencing family and domestic violence (13%), regional, rural and remote people (13%), and women (10%).

Table 3: CLE target audiences

Target audience	Frequency	% of all resources
General public	687	69%
Community workers (includes paralegals / advocates)	256	26%
Aboriginal / Torres Strait Islander people	174	18%
Community organisation	169	17%
Rural, Regional or Remote people	126	13%
Parents	115	12%
Children and young people	103	10%
Consumers	63	6%
People from culturally or linguistically diverse backgrounds	63	6%
Lawyers	61	6%
People experiencing family or domestic violence	54	5%
Employees	45	5%
Older persons	45	5%
New Arrivals and/or Refugees	42	4%
Women	39	4%
Educational institution	27	3%
People experiencing a mental illness	18	2%
People with a disability	17	2%
Men	13	1%
Homeless people	11	1%
Prisoners	10	1%
Volunteers	9	1%
Federal government	8	1%
State government	8	1%
Natural disaster victims	7	1%
Health service	6	1%
Local government	5	1%
Gay, Lesbian, Bisexual, Transgender & Intersex people	3	0.3%
People with a substance abuse problem	3	0.3%
Other	119	12%

Total responses=993. Rounded to nearest whole number unless under 1.
% total is higher than 100 because some resources are across more than one category.

Table 4: Target audiences listed under 'other'

Target audience	Frequency	% of 'other'	% of all resources
Conservation Groups, Consultants, Media, Aboriginal Communities, Local and State Government, Lawyers, Community Workers and Volunteers	97	82%	10%
Parties to a matter	8	7%	1%
Family, friends, guardians	3	3%	0.3%
Other	11	9%	1%
TOTAL	119	100%	12%

Type of resource

The audit survey asked agencies to describe the type of resource they were logging. A resource could be across more than one category, for example, a self-help kit may also include a video or be linked to a website.

Table 5 shows that the majority of resources are written - as pamphlets or information sheets (38%) or webpages (28%). PowerPoint presentations are the third most common resource (14%), with analysis against how resources are used (Q8) showing that they are largely used in talks, workshops, training courses or speeches (listed under 'other' in Q8). Table 6 lists those resource types recorded as 'other'.

Audio represents 12% of all CLE resources, largely due to the high use of radio programs as a means of CLE by ALSWA, which make up 79% of all audio resources and almost 10% of all total resources.

Table 5: Types of CLE resources

Type of resource	Frequency	% of all resources
Publication - pamphlet or info sheet	381	38%
Website	282	28%
PowerPoint presentation	141	14%
Audio	120	12%
Publication - manual or booklet	88	9%
Video - DVD or online	46	5%
Training or education course	41	4%
Self-help kit	39	4%
Online interactive resource	18	2%
Poster	10	1%
Game or activity - not online	6	1%
Social media or App	2	0.2%
Drama or theatre	1	0.1%
Other	85	9%

Total responses=993. Rounded to nearest whole number unless under 1. % total is higher than 100 because some resources are across more than one category.

Table 6: Types of CLE resources listed as 'other'

Type of resource	Frequency	% of 'other'	% of all resources
Article, book or other type of publication	30	35%	3%
Written speech	23	27%	2%
CD-ROM	12	14%	1%
Media - radio or paper	3	4%	0%
Newsletter/bulletin	3	4%	0%
Information session	2	2%	0%
Other	12	14%	1%
TOTAL	85	100%	9%

Appendix 5 provides a cross tabulation of target audiences by types of resources used to present the areas of law. For example, Appendix 5 shows that audio is a popular type of resource when targeting Aboriginal and Torres Strait Islander people and consumers (ALSWA frequently utilises audio podcasts), whilst 41% of resources targeting newly arrived people and/or refugees are PowerPoint presentations (which are linked with face-to-face workshops or talks).

Target locations

Three quarters of the recorded resources (75%) are intended to have a state-wide application. Of the remaining resources, 13% target a regional location, 7% are local area specific and 5% have a national focus.

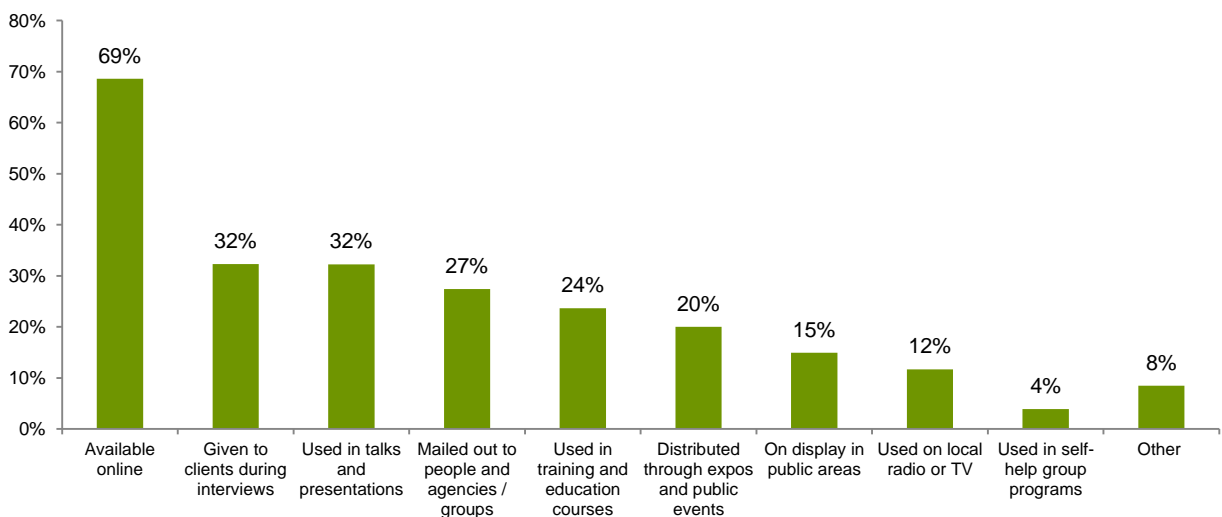
Within specific local areas, the Perth Metropolitan Area (PMA), or sub-regions of the PMA, was most cited as a target location (6% of all resources), followed by specific regional or remote localities, such as the West Kimberley (1% of all resources). Altogether, at least one in seven CLE resources are targeting regional, remote and rural Western Australia (14%). This figure correlates with regional, rural or remote people making up 13% of the target audience for CLE resources.

How resources are used

Chart 2 illustrates that the most frequent way resources are used is by being available online (69%), followed by being given directly to clients during interviews (32%) or at the front office (2% listed under 'other'). Use of resources in talks and presentations is also high (32%), corresponding to the significant number of resources that are PowerPoint presentations. Just over one in four resources are posted to people and just under one in five are used in training and education courses.

An analysis of the 'other' category reveals that 1% of resources are made available through libraries, 1% through books or articles and 4% are not in current use.

Chart 2: How resources are used



How resources are developed

Most CLE resources (86%) are developed by the agency themselves (Table 7). This is linked to the fact that at least 52% of resources are from specialist agencies (either specialising in an area of law e.g. employment law, or specific target group e.g. Aboriginal women escaping family and domestic violence) and 27% from LAWA. The figure of 52% from specialist services is probably a slight undercount, because it does not include resources developed by specialist programs in generic agencies (e.g. elder abuse and disability discrimination).

Table 7: How resources are developed

Method of development	Frequency	% of all resources
We created the CLE Resource ourselves	850	86%
We developed the CLE Resource in partnership or collaboration	89	9%
We paid someone to create it, purchased it or purchased a licence to use	30	3%
We significantly amended another agency's CLE resource	20	2%
Don't know	26	3%

Total responses=993. Rounded to nearest whole number unless under 1. % total is higher than 100 because some resources are across more than one category.

Collaboration partners

Just under one in ten resources (9%) have been developed in collaboration with others. The main collaboration partners listed have been grouped into the following themes:

- Another legal assistance provider and/or the court system (4% of all resources and 39% of all partnerships)
- A consortium of multiple partners (2% of all resources and 27% of all partnerships)
- Govt. authorities and others (2% of all resources and 21% of all partnerships)
- Law firms or academics (1% of all resources and 12% of all partnerships)

The collaboration figures are likely to be an under count. This is because the staff member entering the resource data may not know enough about the historical development of the resource. For example, sometimes resources are developed by a group but branded in a way that does not easily show the background collaboration.

Collaboration and duplication

It is the intention of the CLE Working Group that the audit of CLE resources will assist with coordination of CLE and resource sharing at a state level. One element of determining strategies for future coordination is to focus on collaboration and reduce unnecessary duplication.

It is not possible in this audit to fully assess what, if any, duplication exists between the resources listed in the audit without a physical review of the resources. Resources that may appear to be similar when looking solely at titles or areas of law, can turn out to be quite different due to customisation for specific target groups and local communities. It was outside the scope of this audit to review actual resources and fully assess duplication.

What the audit can highlight are areas of law where further collaboration may be possible and beneficial. For example areas where a number of agencies have produced resources in the same broad area of law. However, although the title of these resources may look similar at first glance,

they may in reality be quite different in terms of target audience, type of resource or locational focus.

Table 8 shows common areas of law where there are written resources and provides an indication of where future collaborations may be beneficial because there is a sub-group of agencies, which excludes specialist centres, which have similar resources, though the resources possibly differ around target groups and locational focus.

The methodology behind Table 8 was to:

- include written resources only
- exclude written resources intended for exclusive use in talks, presentations or workshops
- exclude resources targeting a specialised audience (e.g. young people, Aboriginal people or homeless people)
- exclude resources produced by specialist centres.

Table 8: Common areas of law for written resources

Area of Law	Number of agencies, excluding specialist centres
Family or domestic violence	9
Tenancy, housing and land	7
Family law and relationships	7
Neighbours	7
Wills, estates and planning ahead	6
Going to court	6
Accidents, compensation & insurance	6
Consumers	5
Restraining Orders	5
Criminal Injuries Compensation	5
Older persons law and elder abuse	5
Child protection	4
Crime and offences	4
Cars and driving	4
Debt and credit	4

Search criteria was to exclude clear areas of: specialist services, PPPs used for face-to-face presentations, agency websites, radio, newsletters, unique items (e.g. wallet cards), resources customised from an existing resource, resources targeting specialist target audiences.

Currency and evaluation

Table 9 provides information on the year the resource was developed, its currency and whether or not it has been evaluated.

Table 8: Currency and evaluation

Year developed		Currency		Evaluation	
In what year was the resource produced?		Is the resource up to date?		Has the resource been evaluated?	
2015	24%	Yes	88%	Yes	17%
2014	8%	No	8%	No	67%
Pre 2014	66%	Don't know	4%	Don't know	16%
Don't know	2%				

One third of resources (32%) have been developed in the past two years and 88% are up to date.

Just under one in five (17%) have been evaluated.

Reflections on the experience

Reflections from LAWA

As the agency responsible for administering the survey, LAWA's reflections of the process were as follows:

- **Improved knowledge of own resources:** The CLE survey triggered a comprehensive agency wide review of all of LAWA CLE resources, which updated LAWA's collective knowledge of its own in-house resources.
- **Re-kindled working relationships and collaboration with other agencies:** The establishment of the CLE Working Group and LAWA's role as lead agency in conducting the survey has, at a grass roots level, re-kindled connections with CLE workers in the legal assistance sector e.g. LAWA presenting CLE resource information to CLC lawyers at a quarterly CLCAWA meeting. The re-kindling of CLE relationships has also led to improved information and resource sharing.
- **Highly resource intensive:** There has been a considerable investment in time and resources by LAWA to facilitate the survey process. Including:
 - Comprehensive assistance and follow up with survey completion.
 - Undertaking a rigorous QA process that involved PDFing and sending back survey information to respondents.
 - Extensive cleansing of a large amount of data.

The 100% survey response rate and response quality can significantly be attributed to having a designated person available to assist agencies with questions around completing the survey and dealing with follow up issues.

Reflections from participating agencies

Anecdotal feedback from participating agencies has included:

- The process has led to a better two-way dialogue about useful CLE resources between LAWA, CLCAWA and individual CLC's.
- The PDF of the survey responses provided a beneficial summary, with a number of agencies commenting that it has become a useful list of their CLE resources for reporting and other purposes. For example, wanting to place the document in the organisation's library as a reference document.
- Capacity to participate in the survey was a significant issue for some agencies. The survey required a considerable commitment of time not only to enter the data, but to also source all the relevant CLE resources and related information.

How the audit will be used

The final audit data set has been broken down into sub-headings (e.g. by target audience, area of law and geographical location) and will be provided to participating agencies as an Excel file, with the option of a hard copy.

In its current format (Excel based), the audit data set is limited in its ability to be searched and updated. The CLE Working Group is exploring options for converting the data into a format that is more accessible to agencies; can be easily searchable by key word; and can be updated by agencies themselves.

Agencies will be able to use the data set to identify where future collaborations may be possible, where resources may be shared, or where partnered community legal education may be possible.

At a system planning level, the audit will assist the CLE Working Group to identify priorities for improved collaboration, such as:

- gaps (e.g. areas of law, type of resource, target group or locational focus)
- areas for targeting future coordination
- emerging new areas (e.g. social media)
- areas for targeting capacity building
- areas for innovation in resource type and delivery.

In moving forward, the audit results will inform Stage 2, which will engage participating agencies in building a 'road map' of future actions to improve collaboration and ensure that CLE services in WA are coordinated and directed where they are most needed.

Appendix 1: Participating agencies

Albany Community Legal Centre
Aboriginal Family Law Services WA
Aboriginal Legal Service of WA
Bunbury Community Legal Centre
Citizens Advice Bureau
Community Legal Centres Association WA
Consumer Credit Legal Service WA
Environmental Defender's Office WA
Employment Law Centre WA
Fremantle Community Legal Centre
Goldfields Community Legal Centre
Gosnells Community Legal Centre
Geraldton Resource Centre
Kimberley Community Legal Service
Legal Aid WA
Mental Health Law Centre
Midland Information Debt and Legal Advocacy Service
Marninwarntikura Women's Resource Centre
Northern Suburbs Community Legal Centre
Peel Community Legal Service
Pilbara Community Legal Service
Relationships Australia WA (Djinda)
Southern Aboriginal Corporation FVPLS
SCALES
Street Law Centre WA
Sussex Street Community Legal Service
The Humanitarian Group
Tenancy WA
Wheatbelt Community Legal Centre
Women's Law Centre
Welfare Rights & Advocacy Service
Youth Legal Service

Appendix 2: Audit survey

Why are we conducting this survey?

To develop an overall snapshot of Community Legal Education (CLE) Resources in WA.

The survey results will be distributed to all participating agencies.

The survey closes on 18 January 2016.

If you have any questions, please contact Naomi Brown, Legal Aid WA on 9261 6500 or naomi.brown@legalaid.wa.gov.au.

Thank you for your participation.

How to complete the survey

The survey has been set up in a loop. There are 12 questions "per loop" to answer for each individual CLE Resource that you have created or adapted. When you press 'Save' at the end of question 12, the survey automatically loops back to question 1 so that you can begin answering the same questions in relation to your next CLE Resource. For example, if you have three CLE Resources, you will go through the set of 12 questions three times. Once you have entered information for each individual CLE Resource, close the web browser to exit the survey.

The survey closes on 18 January 2016.

Listing your CLE Resources

The National Legal Assistance Data Standards Manual defines CLE Resources as follows:

CLE Resources involve the development or substantial amendment of publications and resources that provide:

- information about the law and legal system
- information about legal and support services
- guidance for identifying, preventing or dealing with particular legal problems.

Examples of CLE Resources include:

- booklets
- pamphlets
- self-help kits
- legal information websites
- development of CLE Activities (for example, modules, workshops or presentations).

1. Name of your agency (acronyms are fine)

2. Contact person Email Address

3. Name of the CLE Resource

4. What area(s) of law does the CLE Resource cover? *Select up to 4 predominant areas that apply*

- Accidents, compensation & insurance
- Arrest, bail and going to court
- Business
- Cars and driving
- Child protection
- Consumers
- Copyright and intellectual property
- Courts
- Crime and offences
- Debt and credit
- Discrimination and human rights
- Environment
- Family law and relationships
- Family or domestic violence
- Going to court (including tribunals, commissions etc.)
- Government
- Health
- Immigration and refugees
- Lawyers and the legal system
- Liquor licensing
- Media and internet law
- Neighbours
- Older persons law
- Pensions and allowances
- Police powers
- Prisoners
- Taxation and superannuation
- Tenancy, housing and land
- Wills, estates and planning ahead
- Work and employment
- Other (please specify)

5. Who is the main target audience for the CLE Resource? *Select up to 4 of the predominant audiences.*

- Aboriginal / Torres Strait Islander people
- Children and young people
- Community organisation
- Community workers (includes paralegals / advocates)
- Consumers
- Educational institution
- Employees
- Federal government
- Gay, Lesbian, Bisexual, Transgender & Intersex people
- General public
- Health service
- Homeless people
- Lawyers
- Local government
- Men
- Natural disaster victims
- New Arrivals and/or Refugees
- Older persons

- Parents
- People experiencing a mental illness
- People experiencing family or domestic violence
- People from culturally or linguistically diverse backgrounds
- People with a disability
- People with a substance abuse problem
- Prisoners
- Rural, Regional or Remote people
- State government
- Volunteers
- Women
- Other (please specify)

6. What type of CLE Resource is it? *Select all that apply.*

- Audio
- Drama or theatre
- Game or activity - not online
- Online interactive resource
- Poster
- PowerPoint presentation
- Publication - manual or booklet
- Publication - pamphlet or info sheet
- Self-help kit
- Social media or App
- Training or education course
- Video - DVD or online
- Website
- Other (please specify)

7. Which best describes the geographic location that the CLE Resource is targeting?

- National
- State-wide
- Regionally specific e.g. Great Southern, Wheatbelt, Pilbara, Kimberley, Gascoyne, Goldfields
- Local area specific (please specify)

8. How does your agency use the CLE Resource? *Select all that apply.*

- Available online
- Distributed through expos and public events
- Given to clients during interviews
- Mailed out to people and agencies / groups
- On display in public areas
- Used in self-help group programs
- Used in talks and presentations
- Used in training and education courses
- Used on local radio or TV
- Other (please specify)

9. How was the CLE Resource developed?

- We created this CLE Resource ourselves
- We paid someone to create it, purchased it outright or purchased a licence to use it
- We significantly amended another agency's CLE Resource, e.g. customised it, translated it

- Don't know
- We developed the CLE Resource in partnership or collaboration with others (please specify)

10. In what year was the CLE Resource produced?

- 2015
- 2014
- Pre 2014
- Don't know

11. Is the CLE Resource up to date?

- Yes
- No
- Don't know

12. Has the CLE Resource been evaluated?

- Yes
- No
- Don't know

Appendix 3: Areas of law by areas of law

Only areas of law with a resource frequency of 30 or more were analysed.

Areas of law with a frequency more than 30	Frequency of resources	Top two linked areas of law with 10% or more
Accidents, compensation & insurance	49	Cars and driving (39%) Crime and offences (31%)
Arrest, bail and going to court	72	Crime and offences (72%) Going to court (46%)
Cars and driving	77	Crime and offences (39%) Arrest, bail and going to court (30%)
Child protection	58	Family law and relationships (47%) Family or domestic violence (31%)
Consumers	91	Debt and credit (70%) Cars and driving (26%)
Courts	140	Lawyers and the legal system (81%) Government (68%)
Crime and offences	172	Arrest, bail and going to court (30%) Going to court (28%)
Debt and credit	100	Consumers (64%) Cars and driving (28%)
Discrimination and human rights	82	Crime and offences (20%) Family or domestic violence (20%)
Environment	101	Courts (95%) Government (96%)
Family law and relationships	168	Going to court (38%) Family or domestic violence (37%)
Family or domestic violence	132	Family law and relationships (47%) Restraining orders (27%)
Going to court	184	Family law and relationships (34%) Crime and offences (26%)
Government	103	Lawyers and the legal system (94%) Environment (94%)
Health	38	Wills, estates and planning ahead (33%) Crime and offences (29%)
Immigration and refugees	35	Family or domestic violence (14%)
Lawyers and the legal system	193	Courts (59%) Environment (50%), Government (50%)
Older persons law	33	Wills, estates and planning ahead (61%) Family or domestic violence (23%)
Police powers	74	Crime and offences (61%) Arrest, bail and going to court (43%)
Restraining orders	42	Family or domestic violence (83%) Going to court (62%)
Tenancy, housing and land	96	Family or domestic violence (17%) Debt and credit (11%)
Wills, estates and planning ahead	56	Older persons law (34%) Family law and relationships (16%)
Work and employment	63	Lawyers and the legal system (30%) Going to court (29%)

Three resources were developed as a collaboration between LAWA and Geraldton Resource Centre but are listed by each agency in the dataset: GRCo02, GRCo03, GRCo04, LAWA141, LAWA191, LAWA204. This represents a double count.

Appendix 4: Areas of law by target audience

Only areas of law with a resource frequency of 30 or more were analysed for cross tabulation.

Areas of law with a frequency more than 30	Frequency of resources	Target groups with 10% or more
Accidents, compensation & insurance	49	General public (61%) Community workers (20%) ATSI (16%) Women (14%) Children & YP (12%) Community org. (10%) CaLD (10%)
Arrest, bail and going to court	72	General public (69%) Community workers (26%) Children & YP (18%) Community org. (11%) Parents (11%) ATSI (10%)
Cars and driving	77	General public (77%) Community workers (35%) Consumers (25%) CaLD (18%) New arrivals/refugees (10%)
Child protection	58	General public (50%) Community workers (47%) Parents (38%) Children & YP (26%) ATSI (22%) Women (12%)
Consumers	91	General public (75%) Community workers (59%) Consumers (55%) ATSI (13%) CaLD (11%) Children & YP (10%) Parents (10%)
Courts	140	General public (84%) Community workers (37%) Children & YP (36%) Parents (19%) ATSI (15%)
Crime and offences	172	General public (69%) Children & YP (30%) Community workers (30%) Parents (15%) ATSI (12%)
Debt and credit	100	General public (84%) Community workers (49%) Consumers (45%)
Discrimination and human rights	82	ATSI (67%) General public (57%) Community workers (21%) Community org. (13%) People with disability (11%) Employees (10%)
Environment	101	General public (100%) Community org. (93%) RRR (92%)

Areas of law with a frequency more than 30	Frequency of resources	Target groups with 10% or more
Family law and relationships	168	General public (73%) Parents (32%) Community workers (26%) ATSI (17%) People exp. FDV (13%) RRR people (13%) Women (10%)
Family or domestic violence	132	General public (50%) People exp. FDV (33%) ATSI (30%) Community workers (27%) Women (24%) Community org. (17%) Parents (14%) RRR people (12%) Children & YP (10%)
Going to court (including tribunals, commissions etc.)	184	General public (75%) Community workers (15%) Parents (11%)
Government	103	General public (98%) Community org. (94%) RRR people (90%)
Health	38	General public (45%) Community workers (24%) Children & YP (18%) Parents (13%) ATSI (11%)
Immigration and refugees	35	CaLD (66%) New arrivals/refugees (60%) Community workers (17%) General public (17%)
Lawyers and the legal system	193	General public (72%) Community org. (54%) RRR people (49%) Community workers (13%) Parents (10%)
Older persons law	33	Older persons (73%) General public (30%) ATSI (18%) Community workers (18%)
Police powers	74	General public (58%) Children & YP (38%) Community workers (35%) Parents (24%) ATSI (24%) Community org. (11%) CaLD (11%)
Restraining Orders	42	General public (60%) People exp. FDV (38%) Community workers (24%) Community org. (19%) ATSI (14%) Children & YP (12%) Women (10%)
Tenancy, housing and land	96	General public (72%) Community workers (53%) Lawyers (30%) Community org. (22%) ATSI (10%)
Wills, estates and planning ahead	56	General public (54%) Older persons (48%)

Areas of law with a frequency more than 30	Frequency of resources	Target groups with 10% or more
Work and employment	63	Employees (63%) General public (25%) ATSI (17%) Children & YP (10%)

Three resources were developed as a collaboration between LAWA and Geraldton Resource Centre but are listed by each agency in the dataset: GRC002, GRC003, GRC004, LAWA141, LAWA191, LAWA204. This represents a double count.

Appendix 5: Target audience by type of resource

Only target audiences with a resource frequency of 30 or more were analysed for cross tabulation.

	Audio	Drama or theatre	Game or activity - not online	Online interactive resource	Poster	PowerPoint presentation	Publication - manual or booklet	Publication - pamphlet or info sheet	Self-help kit	Social media or App	Training or education course	Video - DVD or online	Website	Other	TOTAL	Total number of resources
ATSI people	56.9%	0%	1.7%	0.0%	4.0%	12.1%	3.4%	22.4%	0.6%	0.6%	0.6%	4.6%	4.0%	6.3%	100%	174
Children and YP	1.0%	0%	2.9%	7.8%	1.0%	12.6%	11.7%	56.3%	0.0%	1.0%	8.7%	2.9%	42.7%	14.6%	100%	103
Community organisation	1.8%	0%	0.0%	0.6%	0.0%	24.3%	5.3%	46.2%	1.8%	0.0%	2.4%	1.8%	4.7%	20.1%	100%	169
Community workers	5.9%	0%	0.0%	5.1%	0.8%	12.5%	10.5%	59.4%	2.7%	0.0%	4.3%	6.6%	40.2%	2.3%	100%	256
Consumers	25.4%	0%	0.0%	4.8%	0.0%	9.5%	3.2%	55.6%	4.8%	0.0%	1.6%	22.2%	73.0%	3.2%	100%	63
Employees	0.0%	0%	2.2%	2.2%	0.0%	8.9%	24.4%	46.7%	20.0%	0.0%	13.3%	8.9%	6.7%	2.2%	100%	45
General public	17.0%	0%	0.1%	2.3%	0.4%	7.9%	4.2%	36.8%	3.2%	0.1%	1.0%	4.1%	35.8%	7.0%	100%	687
Lawyers	1.6%	0%	0.0%	0.0%	0.0%	26.2%	24.6%	49.2%	1.6%	0.0%	16.4%	0.0%	6.6%	9.8%	100%	61
New arrivals /refugees	4.8%	0%	0.0%	2.4%	0.0%	40.5%	4.8%	42.9%	0.0%	0.0%	4.8%	4.8%	9.5%	2.4%	100%	42
Older persons	11.1%	0%	0.0%	4.4%	2.2%	11.1%	8.9%	35.6%	4.4%	0.0%	4.4%	15.6%	20.0%	31.1%	100%	45
Parents	0.0%	0%	0.0%	0.9%	0.0%	6.1%	5.2%	71.3%	1.7%	0.0%	0.9%	2.6%	48.7%	9.6%	100%	115
People experiencing FDV	1.9%	0%	0.0%	0.0%	3.7%	25.9%	14.8%	48.1%	9.3%	1.9%	1.9%	9.3%	13.0%	9.3%	100%	54
CaLD backgrounds	4.8%	0%	0.0%	3.2%	3.2%	36.5%	1.6%	46.0%	1.6%	0.0%	0.0%	12.7%	12.7%	1.6%	100%	63
RRR people	3.2%	0%	0.0%	0.8%	0.0%	22.2%	1.6%	34.9%	0.8%	0.0%	1.6%	1.6%	16.7%	23.8%	100%	126
Women	0.0%	0%	0.0%	0.0%	2.6%	41.0%	17.9%	17.9%	10.3%	2.6%	2.6%	7.7%	28.2%	10.3%	100%	39

Three resources were developed as a collaboration between LAWA and Geraldton Resource Centre but are listed by each agency in the dataset: GRC002, GRC003, GRC004, LAWA141, LAWA191, LAWA204. This represents a double count.