

Networking for Court Support

Collaboration, Confidence, Court Support and Case Notes

Forum Feedback Report

4 July 2012

Noah's on the Beach, Newcastle, NSW

Event Summary

Networking for Court Support: Collaboration, Confidence, Court Support and Case Notes aims to increase the skills, knowledge, capacity and confidence of drug and alcohol staff in the NSW non government sector to better support clients in navigating the NSW court system.

The project is a partnership project between the Network of alcohol and Drug Agencies (NADA), Legal Aid NSW and Turning Point Alcohol and Drug Centre, Victoria. The forums will provide practical guidance on writing case notes and court reports as well as providing an overview of the court system and providing networking opportunities across the drug and alcohol and justice sectors. A panel including representatives from local services The Glen, Drug and Alcohol Residential Rehabilitation Service, the Intellectual Disability Rights Service, Justice Health Connections Program, Magistrates Early Referral into Treatment Program, Legal Aid NSW and the Drug Court (Toronto) provided an opportunity for an open question and answer session on the day.

The project is jointly funded by the Foundation for Alcohol Research and Education (FARE) Community Education and Engagement Grants Program and the NADA Practice Enhancement Program (PEP).

Number attended: 38

Number of feedback forms received: 26

Participant demographics based on feedback submitted:

Participants at the event included 7 people from drug and alcohol non government organisations and 10 people from other non government organisations. Representatives from Justice Health, Hunter New England Local Health District, Drug Court and drug and alcohol government services also attended.

Participants at the event included 1 in an administration role, 3 in management roles, 22 in direct client services / client support.

Event feedback

Knowledge, confidence and capacity

Before the event, **54 %** of participants rated their knowledge of the topic area as good or very good whilst following the event, **100%** of participants rated their knowledge of the topic area as good or very good.

88% of participants reported that the event improved their awareness of how to support clients to navigate the court system.

88% of participants reported that the event improved their capacity to support clients in navigating the court system.

81% of participants reported that the event improved their confidence in navigating the court system.

Resources and further information

85% of participants reported that the event improved their knowledge about where further information on navigating the court system is available.

88% of participants thought they would definitely use the information and resources provided during the event in the future, **12%** of participants thought they would possibly use the information and resources in the future.

Improvements in work practice

92 % of participants reported that it was very or somewhat likely that the event would lead to some improvement in their work or their approach to their work.

69% of participants reported that it was very or somewhat likely that the event would lead to some improvement in the work of their organisation.

Feedback on the presenters

100% of participants reported that based on their presentations the presenters were very or somewhat knowledgeable on the topic areas.

95% of participants reported that based on their presentations the presenters were very or somewhat engaging.

Overall value of the event

92 % of participants reported that the event was very or somewhat worthwhile overall.

Participants listed that the most useful things that they got out of the event wereⁱ

- Information on the legal system and diversionary programs x 11
- Case notes for drug and alcohol services /writing case notes x 14
- Information and value of court support letters / character references/court reports x 4
- Understanding roles of relevant services (x4) including understanding the need to research rehabs – right needs for clients
- Resources
- Building confidence and capacity
- Able to help clients access courts and pay of fines
- Very informative, great venue
- Panel – increased awareness of services and what they do
- Anecdotes re: actual cases
- To be professional at all times. Ask if not sure, be prepared with all information required
- Different speakers
- Opportunity to ask questions

Additional activities, resources, or information participants indicated they would like / find useful as a follow-up to the event *(Note some brief responses to suggestions / queries in italics)*

- All information needs to be accessed online. Thanks *(information will be uploaded to the NADA website by the end of July 2012, all participants will be notified via email when complete).*
- No - the gift bags with all the different pamphlets was fantastic

- At question time, I like the idea of services coming on site to have in house information sessions e.g. drug court. *(participants are encouraged to liaise with contacts from the day)*

Other comments (including suggestions for improvement and any follow-up suggestions)

ⁱⁱ*(Note some brief responses to suggestions / queries in italics)*

- DVD
- Found it really interesting – no need to change anything (x 5)
- More use of the microphone *(participants at following events will be encouraged to use the microphones)*
- Great day / excellent day
- Handouts provided at beginning *(handouts will be provided at the beginning of the day at future events)*
- Perhaps a practice writing session using a case study *(this is under consideration for future events)*
- Probably less likely to be useful for people whose jobs have a lot of involvement with courts but as a beginner info session it would have been great
- Furthermore in-depth days added
- Perhaps an introduction of people in attendance (name and what service they are from)
- Thank you for a pleasant and informative networking day
- A good program
- Maybe have a guideline that while speakers is talking for them to respect of others don't chatter or giggle very distracting *(presenters will be briefed on this at the beginning of future events)*
- Well organised training
- Knowledgeable presenters
- Great resources

For more information contact Ciara@nada.org.au

NB: Please note all percentages have been rounded up/down to the nearest whole number.

ⁱ These points have been summarised and may not direct quotes.

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