

Networking for Court Support

Collaboration, Confidence, Court Support and Case Notes

Forum Feedback Report

17 July 2012
Citigate Sebel, Sydney

Event Summary

The Networking for Court Support: Collaboration, Confidence, Court Support and Case Notes Project 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 an overview of the court system and networking opportunities across the drug and alcohol and justice sectors. A panel including representatives from the Intellectual Disability Rights Service, Justice Health Connections Program, the Compulsory Drug Treatment Correctional Centre, Legal Aid NSW Drug Court Solicitor and the Drug Court (Parramatta) 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 Community Education and Engagement Grants Program and the NADA Practice Enhancement Program.

Number attended: 42

Number of feedback forms received: 29

Participant demographics based on feedback submitted:

Participants at the event included 17 people from drug and alcohol non government organisations and 8 people from other non government organisations. Representatives from Justice Health, Drug Court and drug and alcohol government services also attended.

Participants at the event included 6 in management roles, 23 in direct client services / client support and 3 individuals who identified their role as other including advocacy, education and outreach.

Event Feedback

Knowledge, confidence and capacity

Before the event, **34%** of participants rated their knowledge of the topic area as good or very good. Following the event, **83%** of participants rated their knowledge of the topic area as good or very good.

86% of participants reported that the event improved their awareness of how to support clients to navigate the court system.

90% of participants reported that the event improved their capacity to support clients in navigating the court system.

86% of participants reported that the event improved their confidence in navigating the court system.

Resources and further information

97 % of participants reported that the event improved their knowledge about where further information on navigating the court system is available.

83% of participants thought they would definitely use the information and resources provided during the event in the future. **17%** 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.

93% 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.

93% of participants reported that based on their presentations the presenters were very or somewhat engaging.

Overall value of the event

97% 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

- Case notes information / session /resources/ new approaches for writing x 20
“Fresh ideas for policies around preparation of case notes and their content to ensure consistency and quality”.
- Court report information x 9 including what solicitors want in a report /what information should be provided.
- Resources / to take home x 5.
- Overview of the justice system and diversionary programs x 7.
- What bonds can be served and convictions.
- Character reference – exactly what it is.
- Supporting clients at court, bail, sentencing and CREDIT / MERIT information x 2.
- Range of experience and expertise from presenters and attendees.
- More understanding of terminology like summary offences and indictable offences.
- More understanding of the hierarchy of courts.
- Expanded knowledge of subject matter.
- Networking x 3.
- Protocols.
- Limitations and information on sentencing from the local court.
- Greater understanding of people’s rights in relation to the police within the court system.
- Information on criminal law and civil law and hierarchy of courts hearing criminal matters in NSW.

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*)

- List of attendees and their program (*to be forwarded after the event*).
- Would really like the case notes book sent to Guthrie House that would be really beneficial. Thank you! (*All NADA members will receive a free copy of the Take Note! case notes resource in the next month. Non members can purchase the resource directly from Turning Point Alcohol and Drug Centre using the catalogue order form in the conference bag*).
- Make a court report template/example would be useful (*NADA are considering this for future updates to the No Bars website ww.nobars.org.au. Participants will be notified of the updates to the website*).
- No, the folder and the pamphlets provided are excellent.
- More youth focused information would be useful to me, and how youth workers can advocate for youth on the spot after they have committed a crime.
- Resources – step by step guides (*NADA are considering this for future updates to the No Bars website ww.nobars.org.au participants will be notified of the updates to the website*).
- (More) scenarios. (Feedback will be provided to presenters).
- Case note information. (*All NADA members will receive a free copy of the Take Note! Case notes resource in the next month. Non members can purchase the resource directly from Turning Point Alcohol and Drug Centre using the catalogue order form in your conference bag*).
- No / NA x 6

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

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

- Excellent presenters x 2. “All the speakers today were excellent. Very clear and great knowledge”
- Please don’t assume for morning and afternoon tea that everyone has a sweet tooth (*These events are provided free of charge and catering is limited to budget options*).
- Great resources.
- Exploring case notes in more detail.
- Have the panel earlier in the day. The representatives had good / provided good information though it was harder to focus at the end of the day. (*The final July forum has been restructured to allow for additional break time before the panel.*)
- Good presenters, knowledgeable and interesting.
- Well organised.
- Nice lunch etc.
- I think the panel discussion went off track.
- Actually do group task writing up case notes at each table. (*This feedback will be provided to the presenter for future forum presentations.*)
- More real life examples. (*This feedback will be provided to the presenters for future forum presentations.*)
- Great day / excellent / very good x 3.
- Nil / NA / No x 4.
- To talk slower at times would be helpful. (*This feedback will be provided to the presenter for future forum presentations.*)
- 2 days.
- Presenters to skip some information as pace was slow in some presentations and this is where engagement is lost.
- Went over time a little bit and the first part was a bit repetitive. (*This feedback will be provided to presenters for future forum presentations.*)
- Really beneficial training. Thank you very much.
- I think gambling can be addressed also.

- Very informative / useful.
- Thanks for a good day.

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 be direct quotes.

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