

**Factors to consider when establishing a video-link outreach
for legal service provision**

Planning – questions to consider		
-	Is this technology appropriate for the clients being targeted?	<input type="checkbox"/>
-	How will we alert the clients we want to reach to this service?	<input type="checkbox"/>
-	What concerns might clients have in using this technology?	<input type="checkbox"/>
-	How will we address these concerns?	<input type="checkbox"/>
Tasks		
1.	Agreement with host agency	
1.1	Do they have bandwidth capacity to host the clinic?	<input type="checkbox"/>
1.2	Do they have a quiet, confidential space for the clinic?	<input type="checkbox"/>
1.3	Will the service provide a staff member who can assist the client?	<input type="checkbox"/>
1.4	Does the service have its own computer and speakers?	<input type="checkbox"/>
1.5	Can the clinic run at a time convenient for both partners?	<input type="checkbox"/>
1.6	Does the service have other programs which complement the advice clinic?	<input type="checkbox"/>
1.7	Will the service promote the advice clinic to relevant clients?	<input type="checkbox"/>
1.8	Have both services' timeframes and time pressures been recognised in the work involved in establishing and implementing the clinic?	<input type="checkbox"/>
1.9	Have booking in procedures been discussed, agreed and documented?	<input type="checkbox"/>
1.10	Does the service need any other technology or resources to be able to run the clinic (Headsets? Video camera?)	<input type="checkbox"/>
2.	Training with legal service staff	
2.1	Are screenshot style login instructions available to be kept by the legal service?	<input type="checkbox"/>
2.2	Have legal staff had training in understanding the human factors of the technology and the importance of assisting clients with the technology itself?	<input type="checkbox"/>
2.3	Have legal staff prepared information (in plain language) to be read to the client, to help manage expectations? This should include checking the client's understanding before the session begins.	<input type="checkbox"/>
2.4	Have legal staff had general training in the full extent of capability of the technology?	<input type="checkbox"/>

	2.5 Have legal staff had training in technological troubleshooting – screensaver, software programs that override camera or microphone?	<input type="checkbox"/>
3.	Training session with host agency staff	
	3.1 Are screenshot style login instructions available to be kept by the host service?	<input type="checkbox"/>
	3.2 Have host centre staff had training in technological troubleshooting – screensaver, software programs that override camera or microphone?	<input type="checkbox"/>
	3.3 Have host centre staff had training in the human factors for clients successfully using the technology?	<input type="checkbox"/>
	3.4 Has the procedure for booking in clients and recording their details been agreed between the two services?	<input type="checkbox"/>

This checklist was developed by Melanie Kallmier, Legal Services Coordinator/Solicitor at the Mid North Coast Community Legal Centre, as part of her evaluation of the Reach Out project. You can read the final report on that project here:
[http://www.lawfoundation.net.au/ljf/site/templates/Grants_Reports/\\$file/ReachOut_final_report.pdf](http://www.lawfoundation.net.au/ljf/site/templates/Grants_Reports/$file/ReachOut_final_report.pdf)

Further information on planning legal outreach can be found in the Law and Justice Foundation’s Updating Justice, no. 45, Planning legal outreach:
[http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/\\$file/UJ_45_Planning_legal_outreach_FINAL.pdf](http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/$file/UJ_45_Planning_legal_outreach_FINAL.pdf)

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