

Court Network Newsletter

August 2008

Executive Director's Report

I hope this Newsletter finds you well and enjoying your contribution as a Networker.

The Business Plan for the 2008/2009 year was adopted by the Board at its last meeting. The plan outlines several new initiatives: a pilot of the referral project at the Melbourne Magistrates' and County Courts in Victoria and the Brisbane Higher Courts in Queensland; a 10% reduction in resource usage in response to climate change; new strategies for engaging volunteers from diverse backgrounds; cultural renewal to foster better teamwork and trust across the organisation and a pilot of the service at the Brisbane Magistrates' court.

Achieving results against the plan has started well with a \$97,000 grant just announced by the Legal Services Commission for the referral project.

Thank you for your contribution to Court Network. The difference you make each day you attend and deliver the service is a day where the courts and people who use them are the better for you being there.

Nic Bolto
Executive Director

Let's Drink to Court Network

The Melbourne Magistrates' coffee cart has been in successful operation for the past year. Situated on the ground floor, its customers range from Magistrates' and court staff to friends and family of those attending court.

Barista Leonie Patti has been managing the cart for more than a year.



Above: Leonie Patti serves up coffee.



Welcome to the team, Emma!

I would like to welcome Emma Stevens as Court Network's County Court and Melbourne Magistrates Team Leader. Emma has spent the last 15 months working with the Court Integrated Support Program (CISP) located at the Melbourne Magistrates Court. She will begin on 8 September.

Many of you are aware that Court Network will implement its referral project, now titled, Assisted Community Engagement Program (A-CEP) in September this year.

Networkers will be invited to attend training sessions within the month. Sessions will focus on making referrals, communication and working with other community service organisations.

The referral project has been endorsed by Court Network's Executive and Board of Management and it is hoped that Melb Mag, County and Dandenong Mag Networkers will be able to attend the sessions. The program includes a number of changes to practice. Following training, Networkers will be issued with lanyards and identified as an Assisted Community Engagement Program Networker (ACEP Volunteer) in order to reflect the change to their practice.

In order to best support the ACEP Program, Court Network will employ a Team Leader who will oversee implementation. The Team Leader will be available for secondary consultations, provide assistance with engaging court users and making referrals. The position will be divided between the Melbourne Magistrates' and County Court and where possible, outreach to Dandenong Magistrates'. The Team Leader will not take over the role already held by Program Managers and general lines of communication will remain the same. More details will be provided to Networkers closer to the implementation date.

Pauline McNeil
Senior Program Manager

Continuing Education Update

The Continuing Education sessions have been well attended this year. The 2009 calendar will be put together shortly and we invite Networkers to contribute their thoughts and ideas. Please contact Rob on 9603 7416 or you can pass your ideas onto your Program Manager!

Court Network August 2008 Newsletter Page 2

More volunteers for Court Network

Court Network is embarking on another round of Training for 2008.

On 9 September, Court Network will begin training prospective volunteers to fill a number of existing vacancies in the Metropolitan courts. After a rigorous selection process, including group activities followed by individual interviews, trainees will receive 6 days of training over 3 weeks followed by induction by their Program Manager.

The training will consist of orientation to Court Network and the courts, information on the issues impacting on court attendees and two days of competency/skills based training. Trainees will then be matched with an experienced Networker (mentor) at the court they will be assigned to in order to obtain "on the job" training.

Program Managers will be contacting prospective mentors in the coming weeks.

Thank you to all those who responded to Nic Bolto's Memo regarding training feedback. Please note, there is still time to contact me if you haven't already replied.

A summary of the feedback received will be compiled and distributed to Networkers. The feedback will assist us in the compilation of the 2009 training package.

Krishna Jones
Training Manager



From Trainee to Graduate... President Gillian Harris (far left) with some former trainees at their Graduation Ceremony at Karsten's on CQ, Queen Street.



Diary Reminder...

A reminder that the date for the 2008 State Conference is Thursday 6 November followed by the 2008 AGM on Tuesday 18 November. See you there!

Update from the Sunshine State

The Brisbane Supreme & District Court's official launch (and combined Graduation ceremony) was held at Government House in May. Governor Quentin Bryce (former Governor and now Governor-General, pictured below with Networkers) presided over the ceremony. President Gillian Harris attended, along with many other distinguished guests, volunteers and staff.



Queensland is holding an Information & Selection session for the position of the Blue Jacket Volunteer at the Brisbane Supreme Court information kiosk. The team is very excited to be recruiting for this new role.

We are also looking to employ a part time administration assistant to assist with the ever increasing demand in the Brisbane office. The role of phone volunteer (around 4+ Networker volunteers will job-share the role) will only require a commitment of one day per month. This should be finalised by September.

Queensland recently held a Graduation ceremony at the Stamford Hotel. Nic Bolto, Justice Barry (Family Court Judge), Andrew Kennedy (Senior Registrar at the Supreme & District Courts Brisbane) were all present. The most recent group of trainees came through celebrating all the way! 19 Networkers graduated and we are happy to report a large attendance of Graduated Networkers, staff and our key stakeholders at the event.

There are now 37 Networkers in Queensland. We will soon be looking for a further 10 Blue Jacketeers and we plan to commence a pilot program in the Brisbane Magistrates' Court later this year that will result in an additional 20 volunteers being selected and trained. While it is a very busy time for us up in the "sunny state", thanks to a fantastic team of volunteers and staff our job is so much easier.

Nicole Little
State Manager - Queensland