

newsletter **COURT NETWORK**

Support, information and referral service for court users

SPRING/SUMMER 2011 NEWSLETTER: ISSUE 6

State Manager Update

It has been a year of solidifying our Queensland programs and exploration as to potential growth which is sustainable and consistent with Court Network's philosophy. Three graduations were held acknowledging the completion of 4 weeks training, 2 weeks orientation and 3 months probation for over 60 volunteers across the State. The Queensland service now has over 115 volunteers and 6 part-time staff across Brisbane, Cairns and Townsville. Proudly the Court Network service has been able to assist over 101,000 court users since its commencement in Brisbane in December 2006.

Court Network's collaboration with the Nous Group resulted in the delivery of an exciting Strategic Plan 2011-13 which will ensure the organisation realises its vision with a focus on enhancing court user experience, strengthening and supporting our volunteer network, extending our influence through partnership and by way of sustainable reputation and excellence.

Our collaboration continued with the Nous Group through a State-wide consultation which looked at Court Network's current data collection and reporting approaches. Whilst the value of what we do is generally understood and acknowledged, we operate in a tight and increasingly competitive funding environment. It is important that we continue to demonstrate the value of our service to our funders and stakeholders.

In November 2011 I was extremely honoured to present at the Victorian State Conference on Queensland service delivery and proud to do so accompanied by 7 staff and volunteer representatives from Brisbane, Cairns and Townsville. It was a momentous occasion. I am extremely pleased to advise, at the AGM which followed the Conference, Julie Steel's (Executive Director Supreme, District and Land Courts) co-opted position was secured as was the appointment of Brisbane Networker, David Munro onto the Court Network Board.

I wish to acknowledge and thank the tireless work performed by the entire Queensland team of volunteers and staff over the past 12 months. This year we farewelled Brisbane Program Manager Tui Anderson who went off to trek Nepal. We look forward to welcoming Tui's replacement, Tim Kenman in February 2012. I also wish to thank Court Network Board President His Honour Philip Cummins for his support and presence in Queensland over the past 12 months.

We continue to explore the gaps areas of support within each Court and in 2012 we will be introducing Court Network Annual Stakeholder Information Sessions to increase the feedback mechanisms for stakeholders State-wide.

Next year will also see the official celebration of 5 years of Court Network service in Queensland. 'Save the date' cards will be forwarded in January.

In review what we are certain we know works is the support our Networkers provide through information, support and referral to Court users, our Networker training program, orientation and mentorship process, Networkers accessing appropriately qualified Program Managers for their debriefing, support, information and continuing education and the strong networks in communities and State-wide.

What we will continue to review and strengthen is the mechanisms by which we go about our roles within the Courts. Ensuring we have sustainable and diversified funding, enhancing online capabilities and the pathways to and from Government and non-government agencies for court users.

Thank you for your continued support of the Court Network service. I wish you and your families all the very best for this festive season and a safe and prosperous New Year.

Nicole Little



Graduation Cairns

The Cairns Graduation Ceremony was held on the 31st August at The Sebel Hotel.

Board President Philip Cummins flew up from Melbourne to present the Graduands with their certificates and brand new identification badges. During the ceremony we took the opportunity to recognise Networkers for their continued support and dedication to the service. Networkers who have been volunteering for 12 months were presented with a Certificate of Appreciation.

It was a lovely afternoon made even nicer with a surprise guest, Chief Justice de Jersey. The afternoon was also attended by stakeholders who were involved in training, Tanya and Nicole.

Congratulations to all of our wonderful Networkers!



2011 Trainees Graduated to Networkers
Margaret, Linda, Maree, Kim, Cal, Nikita, Louise
with Board President Philip Cummins



12 months of service Networkers
Retiring Justice Stanley Jones with Networkers Susan, Phil, Dianne, Ann
and Board President Philip Cummins

Launch at the Supreme and District Courts

The launch of Court Network in the Supreme and District Courts was held at Government House in 2008.

Photograph: Patty, Nicole, Caroline, Baz, Susan



Court Network has sadly lost one of our Networkers.



Betty started volunteering in 2008 at the Supreme and District Courts. She will be missed.

Referral Profile



New Way Lawyers (NWL) is a not for profit law firm that is not motivated by profit or financial gain.

NWL provides professional and affordable services in Family and Estate Law.

As there is no financial benefit for individuals that serve on the board of directors this enables New Way Lawyers to provide affordable services with their fees charged to simply cover costs.

Their Values

- ◆ *Equality* We will provide services to all individuals regardless of gender, age, race, religion, sexual orientation and disability.
- ◆ *Respect* We will treat all individuals with respect and dignity.
- ◆ *Compassion* We will act with empathy and sensitivity.
- ◆ *Integrity* We will act honestly and ethically in all matters.
- ◆ *Empowerment* We will enable people to care for themselves and others.

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Graduation Townsville

The year finished with the Graduation Ceremony in Townsville on Tuesday, 8th November at the Holiday Inn.

Nicole flew up to celebrate with the Graduands, Networkers and Program Manager, Sarah.

Part of the ceremony included recognising Networkers for their continued support and dedication to the service. Networkers who have been volunteering for 12 months were presented with a Certificate of Appreciation.

It was a lovely afternoon attended by stakeholders who were involved in training. We do enjoy our graduation ceremonies!



Sarah Parker (Townsville Program Manager), Michael Bice (Regional Director North Qld, JAG), Nicole Little (State Manager)



2011 Trainees Graduated to Networkers

Michael Bice (JAG) and Sarah (far right) with Graduating Networkers: Merryl, Allan, Toulla, Jennifer, Madeleine, Diane, Cheryl, Syliva, Jeni



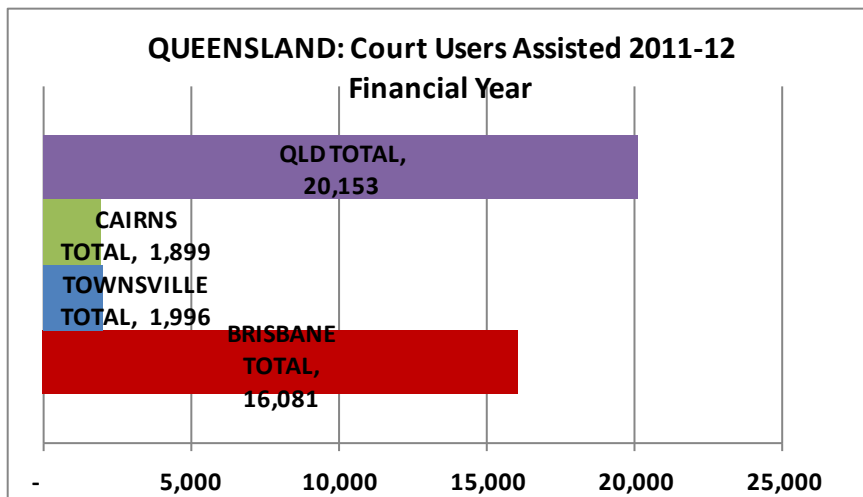
12 months of service Networkers

Sarah with Toniey, Prashant, Neville, Lex, Jeanette and Magistrate Mack

Qld Court Users Assisted

Some interesting statistics as at October 2011:

- ◆ We have assisted **20,153** court users this financial year (2011-12).
- ◆ We assisted **40,118** court users last financial year (2010-11).
- ◆ We have assisted **101,960** court users since the service commenced in 2006.



Brisbane: Commonwealth Law Court, Magistrates Court, Supreme and District Courts, QCAT, Information Kiosk

Cairns: Supreme and District Courts, Magistrates Court

Townsville: Supreme and District Courts, Magistrates Court

Contacts Qld Program Managers

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Book a Referral

Do you have a client going to court who would like assistance? Court Network can take referrals through our website www.courtnetwork.com.au or telephone 3227 7625.

Brochures

Would you like copies of the Court Network brochure? Contact the Brisbane office at brisbane@courtnetwork.com.au or telephone 3227 7625 and will be more than happy to send them to you.



Court Network

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**The Brisbane office will close
Friday, 23rd December and
re-open Monday, 9th January.**

