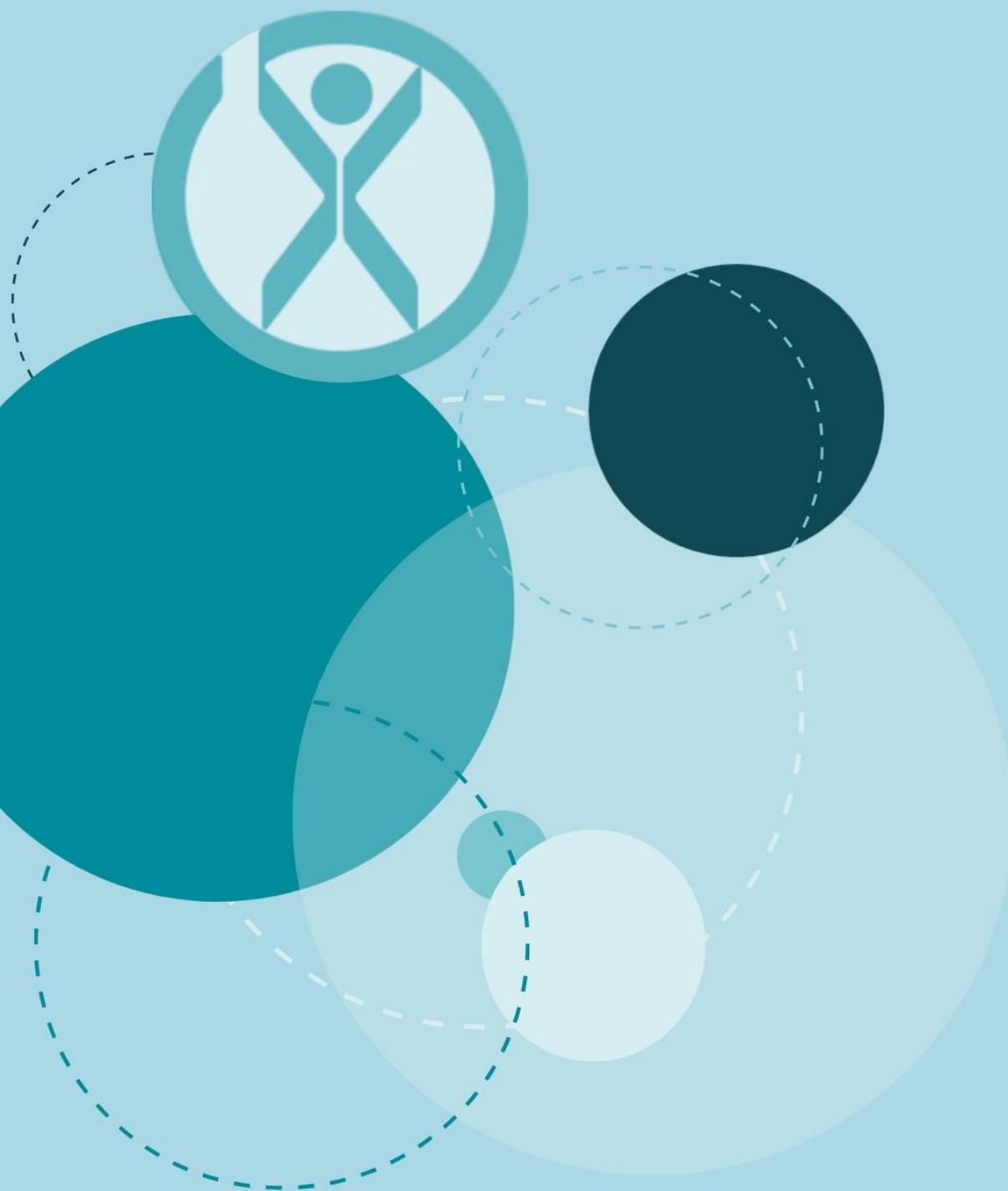


Victoria Legal Aid: Information services literature scan



This report is published by the Law and Justice Foundation of New South Wales, an independent, not-for-profit organisation that seeks to advance the fairness and equity of the justice system, and to improve access to justice, especially for socially and economically disadvantaged people.

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Background

The Law and Justice Foundation of NSW (the Foundation) has partnered with Victoria Legal Aid (VLA) to undertake a program of work which will assist VLA in the efficient and effective use of information service resources. VLA will use the findings to understand more about client capability and where legal information sits within their services. This understanding will help make decisions about what type of services are provided to which clients and when. This literature scan informs this work.

VLA information services context

VLA delivers large volumes of information services – the lowest intensity form of service – through many channels. These are primarily:

- Legal Help telephone service: approx. 190k per year, 130k answered
- Duty lawyer services
- Website: approx. 2 million sessions a year
- Community legal education (CLE) workshops: approx. 300 sessions to 13,000+ participants a year
- Print publications: average 243,000 annually over previous five years
- Library, Legal Aid reception and other distribution of legal education publications
- A new online tool developed which will provide no-reply legal information and referral emails directly to clients.

However, there is little information on how effective information services are, for which clients, and in what circumstances. Following the Access to Justice Review¹, VLA has moved into having a major role in the provision of legal information in Victoria and will now have a potentially wider audience beyond assisting the most vulnerable. The challenge here lies in managing the potential demand and diverting those who are more capable at helping themselves to online legal information resources. To support the efficient and effective use of these resources, further information is required on:

- What distinguishes information services from other types of service and what is their intended role within VLA
- The clients of VLA information services, including who is defined as a client, what services are used by what types of clients, for what types of problems, in what circumstances?
- How legal information is used in practice and the extent to which it is used, for instance, alongside more intensive forms of service
- The relative current and potential effectiveness of selected alternative methods of communicating legal information (selected from: face-to-face, telephone, video, hardcopy, apps, website, email, chatbots, new technologies)
- Best practice in assessing capability in the context of providing information services
- The relationship between capability and the effectiveness of information services.

¹ Department of Justice and Regulation (2016).

Through the provision of information and research, this literature scan assists in informing and building the evidence base on the efficiency and effectiveness of information services.

Purpose and methodology

The purpose of this literature scan was to locate and summarise the available research evidence on information services, to inform VLA on the efficient and effective use of information service resources. This was a scan of the literature, not an exhaustive review. Therefore, the methods used for this literature scan reflect the investigative nature of the exercise.

The Foundation developed a research protocol which defined the parameters of the scan, and set out the inclusion criteria and the search strategy. A broad inclusive approach was taken as this was an exploratory scan of the available literature. The inclusion criteria comprised academic and grey literature studies **published between 2013 and 2018**, with a focus on legal information services in Australia and internationally. The literature was sourced by:

- searching academic databases
- searching key websites, including over 30 Legal Aid Commissions and legal education organisations
- Google-searching
- identifying relevant material in the reference lists of other reports or articles using the snowballing method.

Additionally, VLA alerted the Foundation to a number of recent reports on community legal education and VLA information programs.

Table A2 (Appendix) shows the search terms which were used for the literature scan when searching academic databases, key websites and Google-searching. Using the snowballing method, relevant material was identified from the reference lists of other reports or articles and included as part of the literature scan.

A total of 69 pieces of literature are included in this literature scan, Table 2 provides details and summaries of this literature in chronological order from 2018–2013. Six pieces of this literature have been summarised in greater detail and appear in chronological order from 2018–2013 on pages 10–14. These six reports were assessed as being of particular interest to the purpose of this literature scan.

Through the scan for legal information literature, a small number (8) of health-related literature resulted, Table A1 (Appendix) provides details and summaries of this health-related literature.

In addition to the literature scan, the Foundation conducted a jurisdictional environmental scan (pages 5–7) reviewing the legal information channels used by 34 legal service organisations in Australia, New Zealand and Canada. This scan provides understanding and situated context for the delivery of legal information services.

Three key themes emerged from the scan of literature: effectiveness, barriers, and innovation and technology which are outlined on page 8 of this report.

Jurisdictional environmental scan

As part of the literature scan on information services, the Foundation examined 34 selected legal service organisations in Australia (jurisdictions other than Victoria), New Zealand and Canada to determine the current channels used for the provision of legal information. The organisations include Legal Aid Commissions, community organisations and public legal education organisations. The review identified seven broad channels through which legal information can be provided (Table 1).

The most common channel for the provision of legal information is written, with 30 of the 34 (88%) organisations providing some form of written legal information for the public and/or clients. This channel contains resources including (but not limited to) factsheets, publications and webpages. The second most common channel of legal information is through a phone line service. Of the 34 organisations reviewed, 16 provided a phone line service to provide legal information (47%).

An interesting finding out of this review is that of the 34 organisations reviewed, the majority (62%) provided legal information through more than one channel. That is, these organisations do not rely on a single channel to provide legal information. Of the organisations reviewed in Australia, all provided legal information through more than one channel. The most common combination, unsurprisingly, was through both written and phone line.

The least common method across the organisations reviewed was the use of apps and the use of audio, with only 2 of the 34 organisations utilising these channels.

Of note, the use of web-chat was found to be provided by 5 out of the 34 organisations reviewed. The organisations which utilise web-chat do so in combination with at least one other channel of legal information. With developments in technology, this channel of legal information may increase.

This review provides a level of insight into the ways in which other organisations deliver legal information to both clients and the general public. This information has been gathered from information available online and should therefore only be viewed as a snapshot as at June 2018. This information provides understanding and situated context against which organisations in Victoria, such as Victoria Legal Aid, could compare themselves against.

Table 1: Overview of legal information channels, selected organisations in Australia, New Zealand and Canada

Jurisdiction	Web-chat	Phone line	Written*	App	Videos	Audio	Face-to-face
Australia: jurisdictions other than Victoria							
Legal Aid NSW							
LawAccess NSW							
Find Legal Answers (NSW)							
Aboriginal Legal Service NSW/ACT							
Legal Aid Northern Territory							
Legal Aid Queensland							
Legal Aid Tasmania							
Legal Services Commission of South Australia							
Legal Aid Western Australia							
Legal Aid ACT							
New Zealand							
Community Law Centres							
Citizens Advice Bureau							
YouthLaw Aotearoa							
Canada							
Legal Line (Federal)							
Legal Aid British Columbia							
People's Law School							
Centre for the Public Legal Education of Alberta							
Pro Bono Ontario							
Legal Aid Saskatchewan							

VLA information services: literature scan

Jurisdiction	Web-chat	Phone line	Written*	App	Videos	Audio	Face-to-face
Public Legal Education Association of Saskatchewan							
Pro Bono Law Saskatchewan							
Community Legal Education Association (CLEA) Manitoba							
Legal Help Centre (LHC) Manitoba							
Legal Aid Ontario							
Community Legal Education Ontario							
Steps to Justice Ontario							
Legal Aid Quebec							
Éducaloi Quebec							
Public Legal Education and Information Service of New Brunswick							
Community Legal Information Association of Prince Edward Island							
Legal Aid Nova Scotia							
Legal Info Nova Scotia							
Public Legal Information Association of Newfoundland and Labrador							
Yukon Public Legal Education Association							

Note: Information has been sourced from publicly available information online as at July 2018.

* Written includes factsheets, publications, webpages and emails. SMS services may be used, but this was not clear from a scan of the available information.

Key themes from the literature

Three broad themes emerged through the scan of literature on information services. These themes are outlined below and are useful in understanding the wider context in which information services are situated.

Effectiveness

- For certain client groups, legal information services and strategies may be **more effective when used in combination with other services and strategies**. The literature showed that, when used alongside other strategies, such as advice, legal information services and strategies had greater value for clients, especially for those with lower capability in targeting their specific needs and raising awareness of possible solutions (for example).
- **One-size does not fit all** with different modes of delivery suitable for different clients. For example, the literature showed that face-to-face services can be more effective for low capability clients compared to online services, with online services having greater utility with higher capability clients. Ensuring a range of modes are available avoids any unintended exclusion.
- The **value of legal information services and strategies** can be found in their ability to be wide-ranging, to effectively assist those who are capable of utilising self-help and to assist others who are less capable in combination with other strategies.
- Though limited compared to other sectors (such as health), the **evidence base is growing** for legal information services and strategies. Continued evaluation will add to this evidence base and assist in informing future services.

Barriers

- Client capability is a challenge for service providers in delivering legal information services and strategies. The literature shows that those with **lower capability are less likely to use self-help** resources to resolve their problems, but are more reliant on not-for-profit legal services. Therefore, there is opportunity for providers to engage with lower capability clients, through community engagement for example, and use legal information services and strategies in combination with other strategies to assist.
- Ensuring legal information is accessible and useful for all clients, but especially those experiencing barriers such as **language, literacy, disability, distance, skill level and confidence** is a continued challenge for service providers.
- Another challenge highlighted in the literature was the **transformation of information** received through legal information services and strategies **into action** for clients. Clients may require greater assistance from services to ensure meaningful use and application of legal information.
- A further challenge highlighted in the literature was the **potential for the duplication** of information across agencies and organisations, which can result in confusion for the client. Greater **emphasis on collaboration between organisations** was highlighted as a potential solution to overcome this challenge.

Innovation and technology

- There is a strong focus in the literature on the use of **online delivery** of legal information services and strategies. A large proportion of the literature in this scan focuses on the digital delivery of services.
- The literature outlines the **hype around innovations in technology** (such as Artificial Intelligence and Chatbots). Though there is potential for the use of these in the sector, they should be approached with caution as they may not be sufficiently flexible for client and organisational needs at this early stage of innovation. More material on the impact and use of technological innovations may become available with future uptake.
- With the increasing interest in the digital delivery of legal information, there is also a growing focus on **digital capability, the growing digital divide or gap and the limitations of technology** for more vulnerable clients. This is in reference to both access to and comprehension of digital services. Again, ensuring that a diverse range of modes are available, is identified as important in avoiding any unintended exclusion.
- **As technology changes, so do populations.** As younger, more digitally capable populations age, the uptake and effectiveness of online legal information services and strategies may increase. Considerations of the changing nature of technology and populations should not distract from the need for tailored information strategies for different audiences.
- There are various **technical considerations which can improve the utility and effectiveness** of online legal information services and strategies. These include (but are not limited to), search engine optimisation, user experience and interface design, the ability for interaction and customisation by users, official markers to determine a level of authority and clear jurisdictional distinctions.

Detailed summary of selected literature

Uptake of legal self-help resources: what works, for whom, what and to what end? HM McDonald, S Forell & Z Wei, Forthcoming, Justice issues paper 57, Law and Justice Foundation of NSW, Sydney.

This forthcoming paper reports new analysis of the national dataset of the Legal Australia-Wide (LAW) Survey examining Australians' use of legal self-help resources. It includes previously unreported measures of the helpfulness and impact of self-help resources. The findings empirically demonstrate the link between the use and helpfulness of self-help resources and the resolution and outcomes of legal problems.

Key findings

- Rather than replace more intensive legal assistance, self-help resources may be more effective when designed to complement other legal assistance services, and when deployed in integrated service models.
- In response to legal problems, people most commonly take self-help action without the benefit of any self-help resources or formal advice (24% of legal problems). Self-help resources were used for only 20% of legal problems, and when they were used, were only self-assessed as helpful for 60% of those problems.
- While users are more likely to turn to self-help resources for more severe problems, they typically find self-help resources less helpful for these problems.
- Self-help resources are used at a similar rate to which people take no action. When used, self-help resources are most commonly used in conjunction with formal advisers (64% of legal problems where self-help resources used).
- Those who use self-help resources are more likely to seek help from formal advisers and take other forms of action.
- Use and helpfulness of self-help resources varies significantly by legal problem and demographic characteristics.
- Helpfulness of self-help resources positively benefits legal problem finalisation, outcome satisfaction and favourability.
- Helpful LSHR make a positive difference to the resolution and outcomes of legal problems.

Recommendation

This paper builds on existing knowledge on legal information strategies and provides specific insight into LAW Survey respondents use of self-help resources. Overall findings point to the usefulness of self-help resources when used alongside other legal assistance services in integrated service models and the impact it can have on the resolution and outcomes of legal problems.

Digital delivery of legal services to people on low incomes: Annual report on developments 2017-18 R Smith, 2018, The Legal Education Foundation

<https://www.thelegaleducationfoundation.org/wp-content/uploads/2018/06/Digital-Technology-Spring-2018.pdf>

This report examines recent developments in the digital delivery of legal services. In particular, it considers the interactive potential of the internet and two projects which make innovative use of the potential digitisation linked to conventional services. The report also discusses hype and claims surrounding artificial intelligence, chatbots and hackathons and their applicability for the access to justice sector. The report covers the following topics: online information, advice and referral; interactive provision; virtual legal practice; crowdfunding; online dispute resolution; online education and training; and innovative reporting. The report provides four main conclusions and recommendations around the need for more evaluation, research, international benchmarking and leadership; more thinking about sustainability; more approaches to counter the digital divide and more monitoring.

Key findings

- *Online developments (online information, advice and referral)*: Many jurisdictions have websites which provide some combination of information, assistance and referral. Six jurisdictions and examples are discussed and outlined. The Illinois Legal Aid Online website is one example, which provides legal information, assistance with document self-assembly and a referral tool but it puts most emphasis on its role as a connector between people and resources. Additionally, the rise in mobile phone usage is discussed, specifically in relation to the usefulness of SMS technology.
- *Interactive provision*: Examples of innovations in assisted document self-assembly, guided pathways, legal health check-ups and chatbots are outlined.
 - Document self-assembly: users valued remaining anonymous when using this kind of service.
 - Guided pathways: an interesting interactive development in guided pathway interactive provision is the Solution Explorer developed by British Columbia's Civil Resolution Tribunal which recently added a small claims jurisdiction to its initial coverage of 'strata disputes'.
 - Legal health check-ups: Halton Community Legal Services in Ontario is one example from the report that has an online legal health check tool. Since it was published in 2014, 2,898 surveys have been completed, 1,089 requests for legal advice have been submitted and 1,017 requests for legal information have been submitted.
 - Chatbots: there is considerable interest and potential in chatbots but there are limited successful examples. For example, Nadia in Australia was put on hold because the government was reluctant to move forward and because the technology was too slow and lacking in power. Most chatbots do not actually rely on any sophisticated AI but on more mundane guided pathways with a verbal front end.
- *Virtual legal practice*: Take-up of virtual law firms is outlined in the US and England and Wales. In the US take-up has been low with 5% of practices in 2016 labelled as virtual.

- *Online dispute resolution:* Two forms of ODR relevant to those on low incomes are discussed: those that are integrated within a system and those that are closely allied but not integrated. The Innovations in ODR relating to these two forms are outlined such as The Rechtwijzer which is an example of a not-integrated ODR innovation which failed due to issues such as under-marketing and under-resourcing. One example of an integrated ODR innovation is the British Columbia's Civil Resolution Tribunal (CRT) which is proving to be successful as it continues to expand its jurisdiction. Success is outlined as being dependent on careful design, development and testing of the triage process in ODR innovations.
- *Online education, training and support:* Examples of innovations in online education, training and support from multiple jurisdictions including the US, Canada and the UK are discussed. One example from Canada is the Families Change program delivered by the Justice Education Society in British Columbia which is world-leading delivery of online public legal education and shows how online provision can deliver education at the point it is needed.
- *Innovative reporting:* Providing ways for users to report issues through technology such as apps and websites is discussed in this section, with particular reference to two projects Just Fix and Callisto which encourage users to structure information on their situation. These projects show the innovative potential for apps or websites that facilitate self-reporting and can assist at a systemic level.

Recommendation

The material covered in this report provides information and context on the current trends and innovations in the delivery of legal services through a range of technologies. In particular, the conclusions and considerations in the report may be useful for informing the planning and delivery of effective legal information services. These conclusions are the need for evaluation, research, international benchmarking and leadership; the need for sustainability; addressing the question of the digital divide; and the need for monitoring.

Building an understanding of legal capability: An online scan of legal capability research: Final report Community Legal Education Ontario (CLEO) 2016, CLEO, Toronto, http://www.plelearningexchange.ca/wp-content/uploads/2016/09/online-scan-legal-capability.September-2016.final_.pdf

This report is the result of an online scan of existing literature describing "legal capability". It canvasses developments in legal capability theory in the United Kingdom and Australia and reviews developments in thinking about legal literacy and, more recently, legal capability, in Canada. The information in this report served as background for developing a working legal capability "matrix" or framework for Ontario, published as a companion to this report (see details for this in Table 2).

Key findings

- Legal capability relates to the functional ability of people to understand when they have a legal problem, access legal information, and take appropriate steps or actions to resolve the legal problem. The concept of legal capability is rooted in the “capabilities” approach developed by economist Amartya Sen in the broader areas of human development and welfare, and built upon by Bryan Maddox and Martha Nussbaum.
- The UK organisation Law for Life (formerly PLENET) spearheaded attempts to define legal capability, describing legal capability as drawing on three areas of ability: knowledge, skills, and psychological readiness or competence. This informs the matrix produced by Law for Life (and is outlined in this report on page 5).
- Evolution of legal capability models in the UK for both adults and young people are outlined, with particular focus on the internet and the experience of the digital divide for disadvantaged groups.
- Developments in Australia around legal capability and disadvantage are outlined, with particular reference to the work of the Foundation and the Productivity Commission and the impact that certain types of disadvantage can have on a person not being able to deal with legal problems effectively. A diagram on page 11 of the report provides a sample table of challenges and opportunities in developing personal capabilities and depicts the effect of disadvantage, including the ability to cope with legal problems.
- In Canada, some of the recent literature on access to justice has started to reference the need to build people’s legal capability – or the knowledge, skills, and personal characteristics and circumstances needed to deal with legal problems on one’s own.

Recommendation

This report collates and reports on literature from Australia, the UK and Canada on legal capability. The information in this report provides global context for further understanding the concept of legal capability and the impact this understanding can have on the delivery of legal information services.

The user experience of the internet as a legal help service: Defining standards for the next generation of user-friendly online legal services M Hagan, 2016, Virginia Journal of Law & Technology, vol. 20, no. 2, pp. 394-465.

This article presents empirical research about how the internet is currently failing laypeople who are searching online for legal help to their life problems and what a future agenda of user-centred standards and practices for better legal help on the internet could be. It first examines the existing literature about how the internet can best be used as legal resource and the status quo of legal help sites. Then it surveys and examines negative consumer reports and reviews of legal help websites. Finally, it presents the first study of how laypeople search for resources to resolve a legal issue, how they scout and assess legal help services online, and their feedback on which existing legal help sites they consider to be the most usable, the most trustworthy, and the most valuable.

Key findings

- The internet and google are important tools as a first step.
- The internet is used for legal orientation and strategy.
- Top hits on internet searches have inordinate influence.
- The ideal legal help site is official, free, comprehensive, modern and conversational.
- The public want official markers to know information is authoritative.
- The public often don't consider jurisdiction.
- Paywalls, advertisements and even the suspicion of hidden fees discourage use of a resource.
- Takeaways for online legal service providers:
 - user experience and interface design are important investments
 - information architectures and styles must fit users' mental models
 - tools should be interactive and customisable
 - coordination of information and action options to minimise work for the users.

Recommendation

This paper is a useful resource to inform online delivery of legal information as it summarises the literature on how the public seek legal information and provides insights about what user-friendly online legal services should and should not do. The key findings from the study in this paper provide a shortlist of design principles and possible interfaces that should make for better online legal help and can be used as best practice.

Public legal education and information in Ontario communities: Formats and delivery channels CLEO Centre for Research and Innovation, 2013, Community Legal Education Ontario, Toronto, <http://www.lawfoundation.on.ca/wp-content/uploads/PLEI-Formats-and-delivery-channels-in-Ontario.pdf>

This paper looks at effective formats and delivery channels for reaching low income and disadvantaged communities in Ontario with information about their legal rights. This paper reports the findings of a literature review and a survey of frontline workers to provide a qualitative exploration of contextualised effectiveness.

Key findings

- PLEI needs to be delivered in various ways and through more than one delivery channel to reach target audiences.
- Many people continue to face significant barriers to accessing legal information, including language, literacy, disability, distance, and skill level or confidence.
- The importance of support from a community worker or trusted intermediary to help people, particularly those who face one or more barriers, find and understand legal information.
- The critical role outreach plays in PLEI delivery.

Recommendation

This is a useful resource that reports on findings relevant to assessing the effectiveness of different delivery channels for legal education and information. Findings relating to specific formats and channels (print, online, and barriers to these) would be particularly useful for informing the planning and delivery of effective legal information services.

The complexities of legal self-help J Giddings, M Lawler & M Robertson, 2013, in J Robins (ed.), *Waking up to PLE: public legal education, access to justice and closing the justice gap*, Solicitors Journal, Justice Gap Series, Wilmington, London, pp. 50-3.

This article is about the complexities of legal self-help including the challenges of supporting and enabling people to complete legal work for themselves. The research focused on listening to self-helpers explain their experiences of handling their own legal work in a range of contexts. The findings indicate that self-help legal resources in some circumstances are a valuable source of information and guidance for those engaged in seeking resolution of their own law-related problems. The article reports the experiences of self-helpers, sources of challenge and the importance of support. The research uncovered three key variables that impact on the utility of legal self-help products: the context in which legal self-help takes place, the complexity of the relevant law and legal process and the personal characteristics of the self-helper.

Key findings

- The study highlighted a potential disconnect between the objectives of self-helpers in seeking to handle their own legal work (for a specific legal problem) and the objectives of some producers in developing materials designed to foster and enable self-help (on legal issues more broadly).
- Three key variables impact on the utility of legal self-help products:
 - The context in which the legal self-help takes place
 - The complexity of the relevant law and legal process
 - The personal characteristics of the self-helper
- Challenges for legal self-help include:
 - The difficulty in identifying, analysing and addressing legal issues
 - The tension between the accessibility of information and the relevance of the information
 - Without adequate support, self-helpers may not have issues adequately addressed
- Self-helpers found it useful to have access to advice in addition to an online resource provided to support their efforts.
- By questioning assumptions around the use of legal self-help, providers can foster and support legal self-help in a useful way.
- The utility of self-help products for users is heavily dependent upon a clear and close alignment between what the user hopes to achieve (for example, for their specific

problem) and the purpose of the provider in developing the product (for example, on broader legal issues).

Recommendation

The research and findings from this article provides suggestions on how organisations can most effectively support the use of self-help by clients. The questioning of assumptions can assist in informing and shaping legal information resources. These assumptions include, whether a self-help resource can stand alone, whether self-helpers will be supported by other agencies in the process, what self-helpers need to know to handle their own work, what self-helpers already know about the legal issues they face, whether legal training enhances the ability to convey law-related information to people who do not have legal training, and that some self-help is better than nothing.

The literature

Table 2: All justice related literature identified from scan, sorted by year from most recent to least recent (N=69).

Details	Summary
<p>Justice on the line? A comparison of telephone and face-to-face advice in social welfare legal aid M Burton, 2018, <i>Journal of Social Welfare and Family Law</i>, pp. 1-21.</p>	<p>This paper investigates the impact on legal advice of the major shift to telephone-only services in social welfare legal aid in the UK, which took place in April 2013. This paper reports on findings from an empirical study comparing telephone and face-to-face advice and reveals that face-to-face contact has considerable advantages in the advice interview as it can benefit from features including the stronger emotional connection between lawyer and client, non-verbal communication, more expansive conversation and the greater ability to consult and confer over documents. Telephone-only advice may be suitable for some more capable clients and uncomplicated matters, but this qualitative research shows that vulnerable clients are more likely to be adversely affected by the potential disadvantages of telephone-only contact.</p>
<p>Does community legal education work? Educating English language students about consumer contracts M Ferrari & J Baglin, Forthcoming, <i>Journal of Law and Social Policy</i>.</p>	<p>In response to the need to build an evidence base around the impact and effectiveness of Community Legal Education (CLE), this paper presents the findings of a study that investigated the impact of a CLE program for improving English language students' knowledge and attitudes of the legal issues associated with buying a car. The results demonstrate that the CLE was effective in influencing the self-reported attitudes of participants, and show a measurable difference in participants' understanding of the legal issues associated with buying a car. The findings demonstrate how CLE can change participants' attitudes and knowledge of the law.</p>
<p>Does community legal education work? Researching the impact of the learning the law education kit for young people with a mild intellectual disability A Hose, M Ferrari & J Baglin 2018, <i>Community Legal Education Program, Victoria Legal Aid, Melbourne</i>.</p>	<p>This study focuses on the Fines module of the <i>Learning the law</i> online teacher's CLE kit produced by VLA's CLE program for high school teachers of students with a mild intellectual disability. This module addresses public transport infringements and contains clear messages to help young people understand their legal rights and responsibilities when travelling on public transport in Victoria. The findings from this study demonstrated a statistically significant improvement in young people's knowledge and understanding of laws about public transport and fines occurred through the <i>Learning the law</i> CLE program.</p>
<p>Uptake of legal self-help resources: what works, for whom, what and to what end? HM McDonald, S Forell & Z Wei, Forthcoming, <i>Justice issues paper 57, Law and Justice Foundation of NSW, Sydney</i>. <i>This paper is included in the detailed summary section.</i></p>	<p>This forthcoming paper reports new analysis of the national dataset of the Legal Australia-Wide (LAW) Survey examining Australians' use of legal self-help resources. It includes previously unreported measures of self-help resource helpfulness and impact. Overall findings point to the usefulness of self-help resources when used alongside other legal assistance services in integrated service models. The findings also empirically demonstrate the link between the use and helpfulness of self-help resources and the resolution and outcomes of legal problems.</p>
<p>The digital divide: Access to digital technology for people in custody Office of the Inspector of Custodial Services, 2018 http://www.parliament.wa.gov.au/publications/tables/papers.nsf/displaypaper/4011229a1570883ecf20ff564825826b002a011d/\$file/1229.pdf</p>	<p>This report examines the access to technology for people in custody in Western Australia. It is noted that access to digital technology is vital for people in custody to connecting with legal services, and access to legal information to prepare for court appearances. The report states that compared to other states and territories, Western Australian custodial centres have poor access to computers and in-cell devices. This is reducing prisoners access to legal services and information, and often they do not see electronic evidence or material until they reach court. Some recommendations are presented in the report which aim to increase the digital literacy and digital access of people in custody.</p>

Details	Summary
<p>Design for justice: How design and technology can help to deliver better justice Portable, 2018, https://s3-ap-southeast-2.amazonaws.com/portable.com.au/report-files/final+justice-report.pdf</p>	<p>The Design for Justice project is a commitment to strive for change by using design and technology to make the legal system more accessible and efficient to all Australians. This report details principles that can be applied across the legal sector, in workplaces or formal legal settings, which can begin to promote this change. Some of these principles include building user-centred systems, making legal information easy to access and understand, and making data transparent and accessible. The report also includes 'tips and talking' guidelines on how individuals and institutions can make an impact and strategies to engage others about using technology to improve our legal system.</p>
<p>Digital delivery of legal services to people on low incomes: Annual report on developments 2017-18 R Smith, 2018, The Legal Education Foundation https://www.thelegaeducationfoundation.org/wp-content/uploads/2018/06/Digital-Technology-Spring-2018.pdf <i>This paper is included in the detailed summary section.</i></p>	<p>This report examines recent developments in digital delivery of legal services. In particular, it considers the interactive capacity of the internet and two projects which make innovative use of the potential digitisation linked to conventional services. The report also discusses hype and claims surrounding artificial intelligence, chatbots and hackathons and their applicability for the A2J sector. The report covers the following topics: online information, advice and referral; interactive provision; virtual legal practice; crowdfunding; online dispute resolution; online education and training; and innovative reporting. The report provides four main conclusions and recommendations around the need for more evaluation, research, international benchmarking and leadership; more thinking about sustainability; more approaches to counter the digital divide and more monitoring.</p>
<p>Your day in court: Evaluation outcomes Victoria Legal Aid, 2018, Community Legal Education (CLE) program, Victoria Legal Aid, Melbourne.</p>	<p>This report provides the outcomes of an evaluation into the VLA CLE publication <i>Your day in court (YDIC)</i>, including face-to-face interviews, surveys and anecdotal evidence about the usage, relevance and currency of this booklet at Victoria Legal Aid (VLA). This evaluation also considers the complementary subset of summary crime fact sheets for duty lawyers, available as PDFs on VLA's website. Recommendations from this evaluation include YDIC to continue to be produced as a stand-alone publication, with consideration of better distribution methods to ensure wider accessibility for people who would benefit from this resource; the YDIC booklet should undergo a legal review and major update to ensure that the content is current and accessible; the 30 VLA summary crime fact sheets should continue to be produced as distinct, complementary items to YDIC; the summary crime fact sheets be reviewed on an ongoing basis by the CLE program to ensure the content is relevant, up-to-date and the language is easily understood; and that the CLE program work with the Case Helper program team to ensure that relevant CLE content is accessible once the app is live.</p>
<p>The "right paper": Developing legal literacy in a legal self-help clinic A Bertenthal, 2017, <i>Law & Social Inquiry</i>, vol. 42, no. 4, pp. 963-89.</p>	<p>Through ethnographic research and analysis of meetings between unrepresented litigants and attorneys offering advice in a legal self-help clinic, this article expands the empirical investigation of access to justice to consider what legal self-help looks like in actual practice. In this article, the author follows the concept of the "right paper" to analyse the process through which legal self-help litigants develop legal literacy, including the role of lawyers in helping them to do so. The article observes that litigants often still require further assistance from a lawyer to fully comprehend the process. The article concludes by discussing what such practices reveal about recent efforts to open up access to justice and also about the dynamics through which people come to think about law and, especially, how to use it.</p>

Details	Summary
<p>Access to justice: The readability of legal services corporation legal aid internet services DD Dyson & K Schellenberg, 2017, Journal of Poverty, vol. 21, no. 2, pp. 142-65.</p>	<p>Existing legal aid websites exceed the US Federal standards readability guidelines and the guidelines for the reading ability of most Americans. Legal Services Corporation (LSC) supported the development of online legal content to mitigate access barriers to civil legal aid. A Flesch-Kincaid readability analyses of 407 text passages in LSC-sponsored websites, showed that websites that claim to follow federal readability standards are easier to read than websites that do not make this claim. Despite exceeding the standards required, the websites are still beyond the comprehension of many poor Americans with limited education and literacy skills. In general, these findings underscore a need to develop appropriate readability levels in legal aid websites to improve access for vulnerable populations.</p>
<p>Community legal education and information: Model priorities and principles S Forell & HM McDonald, 2017, Justice issues paper 25, Law and Justice Foundation NSW, Sydney http://www.lawfoundation.net.au/ljf/app/&id=3ECC7E8223A9903A8525816900125DCA</p>	<p>The research evidence on legal need, and on effective service delivery to address that need, provides clear direction for planning effective community legal education and information (CLEI). This paper summarises that evidence and describes the service context for CLEI. It then provides practical guidelines for both education and information strategies including identifying the purpose of CLEI, as well as model priorities and principles that can be adapted by organisations or jurisdictions to best suit their context. The model priorities include that CLEI support broader priorities, links with other strategies, avoids duplication and that it be the most appropriate and cost-effective way to address the issue. The model principles include that CLEI: is targeted and client-centred, appropriate to the target audience, has a clear and realistic purpose, is timely and accessible, is joined-up, meets an unmet need, and is planned, tested, monitored and evaluated.</p>
<p>'Better justice?' Or 'shambolic justice?': Governments' use of information technology for access to law and justice, and the impact on regional and rural legal practitioners C Hart, 2017, International Journal of Rural Law and Policy, no. 1, http://www5.austlii.edu.au/au/journals/IntJIRuralLawP/2017/2.html</p>	<p>This research paper investigates how government use of information technology may impact access to law and justice by legal practitioners working in regional and remote Queensland. Data was collected through interviews with three different groups: regional and remotely located legal practitioners, members of the judiciary, and policy makers from metropolitan areas. Legal practitioners highlighted several benefits resulting from government's use of information technology, including ease of access to information online, reduced travelling and improved efficiencies for legal practice. However, some disadvantages were also raised, such as increased costs, strict requirements for lodging electronically, the de-humanising impact on the client-legal practitioner relationship, and the potential for access barriers by those who have reduced means. Recommendations are made which aim to address some of these issues and improve access to justice through technology.</p>
<p>Legal information innovation in Saskatchewan A Kilpatrick, 2017, Partnership: the Canadian Journal of Library and Information Practice and Research, vol. 12, no. 1, pp. 1-7.</p>	<p>This article is adapted from presentations given at the 2017 Canadian Association of Law Libraries Conference and the 2017 Saskatchewan Library Association Conference. Access to legal information enables people to identify the full range of legal options available to them. In some cases, access to legal information allows people to resolve legal problems outside the court system altogether. The Law Society of Saskatchewan Library has been exploring the role libraries can play in improving access to legal information. Over the past three years, they have participated in a number of legal information initiatives with justice, community, and library stakeholders. This article explains these initiatives and what has been learned (such as the importance of different delivery formats) about promoting access to legal information in a library setting.</p>

Details	Summary
<p>In summary: Evaluation of the appropriateness and sustainability of Victoria Legal Aid's summary crime program 2017, HM McDonald, A Wilson, Z Wei, SA Randell & S Forell, Law and Justice Foundation of NSW, Sydney http://www.lawfoundation.net.au/ljf/site/articleIDs/DDB073C376E44CBB8525813A002DD260/\$file/In_summary_VLA_SCP_web.pdf</p>	<p>This report evaluates whether, following changes to the program in 2012–2013, Victoria Legal Aid's Summary Crime Program is appropriate to client need and capability and whether it is sustainable. The evaluation focuses on changes in the way that clients are selected for or 'triaged' to different levels of assistance, based on their legal problem and their capability. In regard to legal information, the evaluation found that there had been a large increase in the number of 'legal information only' and 'legal advice and information only' services for matters of all severity which suggests that there is likely to have been a large increase in the number of defendants having to either self-represent or seek private legal representation. The report provides a recommendation (recommendation 12) that VLA should determine its role in providing enhanced legal information for summary crime.</p>
<p>Legal information acquisition by the public: The role of personal and environmental factors S O'Hare & S Erdelez, 2017, Proceedings of the Association for Information Science and Technology, vol. 54, no. 1, pp. 298-307.</p>	<p>This paper reports a portion of the results of a 2016 mixed methods study on the acquisition of legal information by members of the public. This study examined the relationship of personal, contextual, affective and environmental factors with frequency of legal information acquisition. In one phase of the study, an online survey was administered to 385 adults without formal legal training. Reported frequency of legal information searching and incidental encountering (IE) of legal information were assessed for significant relationships with personal characteristics (age, income and previous experience with the legal system) and environmental factors (exposure to multiple information sources and multiple mass media sources. This study also found that both legal consciousness and legal access is explicitly tied to information acquisition practices.</p>
<p>Digital delivery of legal services to people on low incomes R Smith, 2017, The Legal Education Foundation http://www.thelegaleducationfoundation.org/wp-content/uploads/2018/01/Digital-Technology-Winter-2017.pdf</p>	<p>This report examines recent developments in digital delivery of legal services in the UK and Europe. It considers reasons for the failure of The Rechtwijzer and the Online Court Programme in England and Wales. One of the reasons provided for the failure of The Rechtwijzer 2.0 is given as its inability to obtain more than around 1% of the users going through the system in a context where the project was under pressure not only to balance its books but develop a significant revenue stream for two of the members of the supporting consortium. Another area discussed is the digital delivery of legal services for people on low incomes. Several case studies which target this area of need are explored, including the online small claims court in Canada and the Australian chatbot 'Nadia' which was developed to answer questions on the National Disability Insurance Scheme (NDIS). The report poses question about what the future role of technology will be in providing access to justice for disadvantaged people.</p>
<p>Building an understanding of legal capability: An online scan of legal capability research: Final report Community Legal Education Ontario (CLEO), 2016, CLEO, Toronto, http://www.plelearningexchange.ca/wp-content/uploads/2016/09/online-scan-legal-capability.September-2016.final_.pdf <i>This paper is included in the detailed summary section.</i></p>	<p>This report is the result of an online scan of existing literature describing "legal capability". It canvasses developments in legal capability theory in the United Kingdom and Australia and reviews developments in thinking about legal literacy and, more recently, legal capability, in Canada. The information in this report served as background for developing a working legal capability "matrix" or framework for Ontario, published as a companion to this report (see below).</p>

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<p>A framework for Ontario: Introducing a working legal capability matrix: Final report Community Legal Education Ontario (CLEO), 2016, http://www.plelearningexchange.ca/wp-content/uploads/2016/09/working-legal-capability-matrix.September-2016.final_.pdf</p>	<p>This working framework was prepared by Community Legal Education Ontario (CLEO) as part of its wider research exploring how legal capability content might best be incorporated into community-based life skills training programs. It was informed in part by an online scan of research on legal capability which is published as a companion to this report.</p>
<p>Online and in the know? Public legal education, young people and the internet C Denvir, 2016, Computers & Education, vol. 92-93, pp. 204-20</p>	<p>This article explores how young people in England use the internet when faced with a hypothetical civil justice problem relating to housing or employment law. This article draws on data which was collected from 208 young people aged 15-26 who participated in an online survey/experiment. Findings were reported on the search behaviour of participants, the website use of participants and the knowledge of rights by participants. This experimental study has some limitations including that the participants were recruited through university so they may have a higher capability level compared to the general population, and the legal problem faced was hypothetical so the action of an individual may vary if the problem was real. Findings of interest included participants were reliant on search engines and spent a relatively short amount of time searching, many participants failed to recognise the jurisdictional relevance of websites and were unable to distinguish between authoritative sources, overall participants did improve their knowledge scores following use of the internet but challenges can arise when issues of legal capability and technical capability collide.</p>
<p>Moving beyond checkmate: A case study of California's and Utah's innovative responses to increasing numbers of self-represented parties J Garcia & B McKay, 2016, Brigham Young University Prelaw Review, vol. 30, no. 1, p. 5.</p>	<p>This paper contextualises the self-represented parties experience from the perspective of financial disclosure. The authors use two hypotheticals to illustrate problems self-represented parties may face navigating the legal system, while also considering the overall effect on courts. Two solutions are then considered as case studies: California's Family Law Facilitator judicial position and Utah's online self-help Centre. The paper concludes by offering states three strategies to customise the models to their own needs which are to create standing committees from a diverse cross-section of the legal community and general public to address self-represented party issues, to hire self-help attorneys who are well-versed in family law, and to pilot a hybrid program.</p>
<p>Executive summary of the resource guide on serving self-represented litigants remotely J Greacen, 2016, Self-Represented Litigation Network https://www.srln.org/system/files/attachments/Remote%20Guide%20Executive%20Summary%208-16-16_0.pdf</p>	<p>This Executive Summary provides a summary of the full Resource Guide on Serving Self-Represented Litigants Remotely (see below).</p>
<p>Serving self-represented litigants remotely: A resource guide J Greacen, 2016, Self-Represented Litigation Network https://www.srln.org/system/files/attachments/Remote%20Guide%20Final%208-16-16_0.pdf</p>	<p>The purpose of this Resource Guide is to provide information on technology and business process options for courts and other entities interested in providing services to self-represented litigants using electronic means in lieu of, or in addition to, face-to-face alternatives such as walk-in services, workshops, and clinics. The Guide is the result of contributions from eight sites – state level programs in Alaska, Idaho, Maryland, Minnesota, Montana, and Utah and county level programs in Butte, Lake and Tehama and Orange Counties in California. Idaho and Montana were chosen as well for programmatic efforts of their legal services programs, Idaho Legal Aid Services and Montana Legal Services Association. The report provides 11 key findings and recommendations based on content covering remote services delivery options, the value proposition for remote services</p>

Details	Summary
<p>The user experience of the internet as a legal help service: Defining standards for the next generation of user-friendly online legal services M Hagan, 2016, Virginia Journal of Law & Technology, vol. 20, no. 2, pp. 394-465.</p> <p><i>This paper is included in the detailed summary section.</i></p>	<p>delivery, limitations on the use of remote services, evidence of efficacy, review of the literature on legal services hotlines, summaries of the 8 study site programs, business process issues and planning for remote services delivery.</p> <p>This article presents empirical research about how the internet is currently failing laypeople who are searching online for legal help for their life problems and what a future agenda of user-centred standards and practices for better legal help on the internet might look like. It first examines the existing literature about how the internet can best be used as a legal resource and the status quo of legal help sites. Then it surveys and examines negative consumer reports and reviews of legal help websites. Finally, it presents the first study of how laypeople search for resources to resolve a legal issue, how they scout and assess legal help services online, and their feedback on which existing legal help sites they consider to be the most usable, the most trustworthy, and the most valuable. The key findings from the study in this paper provide a shortlist of design principles and possible interfaces that should make for better online legal help and can be used as best practice.</p>
<p>The future of dispute resolution: Online ADR and online courts M Legg, 2016, Australasian Dispute Resolution Journal, vol. 27, p. 277.</p>	<p>Advances in technology have seen increased interest in online dispute resolution (ODR) which holds the promise of significantly improving access to justice for many people, including disadvantaged groups. The aim of this article is to provide an introduction to ODR with a focus on design considerations: convenience, expertise, impartiality, fairness and cost. This article draws a distinction between online alternative dispute resolution (OADR) and online courts. While OADR has enormous freedom in relation to design, online courts are constrained by institutional norms and legal requirements derived from the nature of the judicial function. However, both are able to benefit from a clear understanding of the ramifications of the design considerations for effective dispute resolution platforms.</p>
<p>Empowerment, technology, and family law S MacLennan, 2016, in K Benyekhlef, J Bailey, J Burkell & F Gélinas (eds), Eaccess to justice, University of Ottawa Press, Canada, pp. 197-210.</p>	<p>This chapter provides us with a detailed analysis of the implementation, in British Columbia, of online legal information. The author notes that the Legal Services Society of British Columbia introduced online self-help guides in direct response to a reduction in family law service provision to low income clients. The author provides us with insight, based on experience, on the complexity of even apparently “simple” systems, discussing the importance of content, accessibility, and design (including “gamification” of system and content, and guided pathways as a design principle) in ensuring that the online information system is useful and used. The chapter also emphasises the importance of collaboration, networking, evaluation, and integration with existing systems in the development and implementation of online information systems.</p>
<p>Can technology bridge the justice gap? MA Moss, 2016, Florida Bar Journal, vol. 90, no. 1, p. 83+.</p>	<p>This paper outlines the different uses of technology by agencies and institutions across the United States. Topics covered in this paper include the legal needs of low and middle income persons, self-represented litigants, use of technology and access to the internet by low income Americans and technology in the National Legal Aid/pro bono community. The paper concludes with recommendations for a co-operative approach to service delivery using technology.</p>

Details	Summary
<p>Technology-enabled legal service delivery for older adults: What can law learn from telehealth? Findings from an international review of literature NM Ries, B Johnston & S McCarthy, 2016, Elder Law Review, vol. 10.</p>	<p>The aim of this paper is to identify lessons from telehealth that can inform the development of 'telelaw', technology-enabled access to legal assistance. The paper focuses particularly on the use of technology to help surmount the barriers for older people. The paper also discusses the legal needs of older adults, presents research findings on the uptake of and satisfaction with telehealth services, and identifies key lessons that can be applied to inform the design, delivery and evaluation of telelaw services. Findings include an willingness by older adults to engage with technology-enabled services that meet their needs, barriers are more likely to arise from a lack of awareness of the experience of legal problems and willingness to deal with these, and factors likely to increase the uptake and accessibility of telelaw services include convenient access, measures to protect privacy and confidentiality, and reliable and user-friendly technology.</p>
<p>Roles beyond lawyers: Summary, recommendations and research report of an evaluation of the New York City court navigators program and its three pilot projects RL Sandefur & TM Clarke, 2016, American Bar Association and National Center for State Courts https://ssrn.com/abstract=2949038</p>	<p>This report presents the findings of an independent evaluation of the New York City Court Navigators program and its three pilot projects. The three Navigator pilot projects differ in important respects, but all involve the same core objectives: providing to unrepresented litigants the services of information, moral support, and accompaniment to negotiations with the other side's attorneys and into courtrooms. The evaluation uncovered evidence that assistance from appropriately trained and supervised individuals without formal legal training is associated with changes in a range of outcomes, including both legal and real-life outcomes.</p>
<p>Chat trick: Legal aid agencies are using web-chat to answer queries JR Tashea, 2016, ABA Journal, vol. 102, no. 7, p. 31.</p>	<p>This article covers the introduction of web-chat services by the Legal Services Commission of South Australia and internationally by Pro Bono Net in the US. This article provides descriptive information only.</p>
<p>Case study of the below the belt 'phone app: Learning from projects that don't meet expectations Victoria Legal Aid, 2016, Melbourne, http://apo.org.au/files/Resource/vla_casestudybelowthebelt_aug_2016.pdf</p>	<p>Below the Belt, an interactive mobile phone application, offering targeted, relevant and free legal information to young people on legal issues that affected them, was launched in November 2013 but within six months the install rates were low and the uninstall rates were high. After evaluating the take-up of the app, CLE decided to formally discontinue it in November 2015. This case study documents key learnings from the Below the Belt project, such as determining the value proposition for the client, consideration of marketing strategies, and outsourcing specialist technical expertise. The learnings from the project will assist agencies considering developing technological solutions to legal problems.</p>
<p>Online legal advice and conflict support: A Dutch experience EA Bickel, MAJ van Dijk & E Giebels, 2015, in New approaches to legal services, International Legal Aid Group Conference, Edinburgh, Scotland, 10-12 June, pp. 57 / 98-154.</p>	<p>This report presents the first results of an evaluation of the Dutch website Rechtwijzer.nl. The evaluation looked at the conflicts and conflict processes of parties (both sides) who did and did not use Rechtwijzer. A longitudinal approach was used, which enabled an examination of the developments of legal conflicts as well as short and long-term effects of Rechtwijzer.nl. Results showed that parties brought very complex conflicts, involving relatively high stakes, which were characterised by high levels of conflict stress and escalation. Parties gave an overall positive evaluation of the website. No clear evidence for an effect of Rechtwijzer on escalation of stress in the short term was found, and although the research did not see a difference in self-efficacy scores before and after the use of Rechtwijzer, users did report that they felt more able to solve issues related to their divorce after using Rechtwijzer. These results suggest a short-term effect of Rechtwijzer on self-efficacy.</p>

Details	Summary
<p>Canadian Bar Association legal health check user survey results J-P Boyd & A Wright, 2015, Canadian Research Institute for Law and Family, http://www.crilf.ca/Documents/CBA%20LHC%20Survey%20Results%20-%20May%202015.pdf</p>	<p>The Canadian Bar Association (CBA) Alberta conducted a public review of Legal Health Checks (LHCs) prepared by the Canadian Bar Association and the CBA Alberta on Law Day 2015. One hundred and one participants completed the survey. Most respondents liked the design of the LHCs and commented favourably on their layout, use of checklists and short sentences. Most respondents said that the LHCs provided neither too much nor too little information. Most said that the LHCs improved their understanding of the law and that they were likely to use the information found in the LHC.</p>
<p>Don't smoke, don't be poor, read before signing: Linking health literacy and legal capability CLEO Centre for Research & Innovation, 2015, Community Legal Education Ontario, Toronto, http://www.plelearningexchange.ca/wp-content/uploads/2015/04/FINAL-April-7-Health-Paper_final.pdf</p>	<p>For this project, Community Legal Education Ontario conducted a review of literature about health literacy and health information practices. The report provides an overview of community health information and promotion practices in Ontario. It identifies promising practices and ideas from the health sector, draw parallels to similar work by public legal education and information (PLE) providers in Ontario, and identifies some opportunities and strategies for building upon or adapting learnings from the health sector into PLE thinking and practices.</p>
<p>Public legal education and information in Ontario: Learning from a snapshot Community Legal Education Ontario, 2015, Toronto, http://www.plelearningexchange.ca/wp-content/uploads/2016/05/PLE-in-Ontario-Learning-from-a-Snapshot_Final.pdf</p>	<p>This mapping report provides an overview of PLEI resources available in Ontario, through the lens of topic and subtopic, as well as audience, format, language, intended use, and information provider. A key goal of this project was to identify opportunities for improved collaboration and coordination among PLEI providers in the province. The central theme that emerged from the research was the existence of a large number of PLEI resources, on a wide range of topics, for a diversity of audiences, and intended for a variety of uses and therefore the key recommendation was the need for increased coordination among PLEI producers and providers.</p>
<p>E-learning opportunities and challenges for legal education in rural Victoria M Dracup & R Coverdale, 2015, Alternative Law Journal, vol. 40, no. 2, pp. 127-31.</p>	<p>In the context of increased options for low-cost educational delivery through various e-learning tools to rural, regional and remote communities, this article provides an overview of a systematic approach to this. This includes having a more considered understanding of the target group and their needs and responding with appropriate methods which are based on clear intended learning outcomes. The article notes guidelines offered by the Centre for Rural Regional Law and Justice which draw on fundamental educational principles and examination of the available e-learning tools. The article states that by not responding to current opportunities and limitations of e-learning opportunities risks exclusion of RRR groups.</p>
<p>Queensland community legal centres' use of information technology to deliver access to justice J Farrell & E Phillips, 2015, Legal Information Management, vol. 15, no. 2, pp. 131-6.</p>	<p>This article considers the use and efficacy of different types of information technology within the community legal sector, discussing the findings of recent empirical research on this issue in the context of the relevant research literature. The article then explores issues associated with the use of information technology in the provision of legal information and advice, including the limitations associated with this technology in the context of the delivery of legal assistance to vulnerable clients.</p>

Details	Summary
<p>Beyond great expectations: Designing relevant, realistic and effective community legal education and information S Forell, 2015, in <i>New approaches to legal services, International Legal Aid Group Conference, Edinburgh, Scotland, 10-12 June</i>, pp. 233-48.</p>	<p>This paper looks beyond the great expectations of community legal education and information (CLEI) as an empowerment tool and a prevention strategy. Great expectations come with two risks: the political temptation to rely on relatively simple (and 'inexpensive') strategies to improve access to justice (without taking account of the fuller range of barriers to people successfully resolving their legal issues); and that less consideration is given to exactly how different CLEI strategies engage with the needs and capabilities of users to address and resolve legal problems (and the limits of these). Limits are outlined, and the need to think specifically and more modestly about what a CLEI strategy may actually provide, to whom and to what end is argued. The considerations in identifying the purpose of CLEI strategies are formulated as a framework which can be used to identify different types of CLEI by user, purpose and timing, and to support the design, planning and evaluation of CLEI.</p>
<p>Community legal education and information at Legal Aid NSW: Activities, costs and a framework for planning S Forell & HM McDonald, 2015, Updating justice, no. 49, Law and Justice Foundation of NSW, Sydney http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/\$file/UJ_49_CLEI_FINAL.pdf.</p>	<p>This is a review of Legal Aid NSW's CLEI activities and a discussion of strategic directions, relevant to Legal Aid NSW and CLEI practitioners more broadly. The review included a desktop audit of face-to-face community legal education (CLE), the distribution of hardcopy resources, and the use of the Legal Aid NSW website and online resources during the 12 months to 30 September 2014. The insights here are drawn from the review findings, supported by other Law and Justice Foundation research and relevant literature.</p>
<p>Beyond great expectations: Modest, meaningful and measurable community legal education and information S Forell & HM McDonald, 2015, Justice issues paper 21, Law and Justice Foundation of NSW, Sydney http://www.lawfoundation.net.au/ljf/site/articleIDs/D1D67F87F681ECBACA257F0F0021C08A/\$file/JI_21_Beyond_great_expectations.pdf</p>	<p>This paper seeks to identify, what different CLEI strategies may actually provide: to whom, when and to what end. It provides a model for identifying different types of CLEI - by user, timing and purpose. The model can support the design, planning and evaluation of CLEI within organisations, and in collaborative planning across the legal assistance sector. It can help link CLEI to other legal assistance strategies. The model applies equally to face-to-face education sessions, hardcopy resources and online innovations.</p>
<p>Helping those who help themselves: Evaluating QPILCH's self-representation service J Giddings, B McKimmie, C Banks & T Butler, 2015, Journal of Judicial Administration, vol. 24, no. 3.</p>	<p>This article reports on an evaluation of the Self-Representation Service (SRS) provided by the Queensland Public Interest Law Clearing House (QPILCH). The evaluation was commenced in 2012 and continued until early 2014. It involved surveys of judges, their associates and registry staff from the Queensland Supreme Court, Court of Appeal, District Court and the Queensland Civil and Administrative Tribunal. The evaluation team also surveyed users of the SRS, paying particular attention to their experiences of the service from a stress and coping perspective. The article explains the nature and purposes of the evaluation project and considers the contexts within which self-represented litigants seek to conduct their own legal work. It then reports on and analyses the data collected as part of the evaluation and details recommendations, such as publicising the SRS for example, in relation to the promotion and operation of the SRS as well as for the conduct of future research.</p>

Details	Summary
<p>"It's not just all about the technology": Understanding the role of state-wide legal information websites in expanding access to justice in the United States U Gorham-Oscilowski, 2015, University of Maryland, College Park, via ProQuest Central; ProQuest Dissertations & Theses Global.</p>	<p>This study uses the perceptions and experiences of individuals involved in developing, implementing and maintaining statewide legal information websites (the "Information Providers") as the primary lens through which to explore how these websites facilitate self-help users' access to vital legal information. Data collection involved: a pilot case study, an online survey, and interviews. Themes related to infrastructure, design and implementation strategies, and operational practices emerged and evolved throughout these data collection efforts. The prevailing lack of connection between Information Providers and their users is perhaps the most significant current challenge. This lack of connection impedes efforts to conduct meaningful program evaluations, thus calling into question the ability of Information Providers to demonstrate the effectiveness of their websites. This study concludes with a proposed framework for user-centred program evaluation that leverages existing collaborative relationships to provide Information Providers with the information they need provide effective assistance to self-help users.</p>
<p>How people solve legal problems: level of disadvantage and legal capability HM McDonald & Z Wei, 2015, Justice issues paper 23, Law and Justice Foundation of NSW, Sydney http://www.lawfoundation.net.au/ljf/app/&id=4752B67A5D6A030FCA257F6A0004C3C5</p>	<p>This paper provides new evidence from the Legal Australia-Wide (LAW) Survey which demonstrates the lower legal capability of people who experience multiple disadvantage. The authors found that the most disadvantaged respondents from the LAW Survey were found to be significantly less likely to take action in response to their legal problems. Additionally, when they did take action, they were significantly less likely to use self-help resources, and significantly more likely to use not-for-profit legal services, than those less disadvantaged. Further, despite their greater use of not-for-profit legal services, the most disadvantaged group had significantly lower awareness of such services.</p>
<p>Delivering cost effective legal services and information in challenging economic times New York State Courts Access to Justice Program, 2015, http://www.nycourts.gov/ip/nya2j/pdfs/NYA2J_2015report.pdf</p>	<p>This report provides a brief overview of Access to Justice programs and resources of the New York State Courts Access to Justice Program and describes the cost-effective methods they utilise for the delivery of legal services and legal information. The report contains examples of the Programs achievements in 2015, including: Volunteer Lawyer For the Day Consumer Debt Program serving 20,000 litigants; new Best Practice Guide for Court Help Centers; new statewide Child Name Change DIY Form program; assistance of over 200,000 litigants by Court Help Centers; improvements to the CourtHelp website; the Law a la Carte limited scope conference; our Advocate Family Offense Petition Program Legal Tech Award; and more.</p>
<p>How people understand and interact with the law P Pleasence, NJ Balmer & C Denvir, 2015, PPSR, Cambridge, England http://www.thelegaleducationfoundation.org/wp-content/uploads/2015/12/HPUIL_report.pdf</p>	<p>The past 25 years have seen the conduct of at least 28 large-scale national surveys of the public's experience of civil (or predominantly civil) legal problems. They suggest that awareness of law and legal services, characterisation of problems, confidence in being able to resolve problems and social norms play a critical role in determining problem resolution strategies. Using data from the English and Welsh Civil and Social Justice Panel Survey (CSJPS), this report further explores the public's understanding of law and legal services, other elements of legal capability, expectations of legal assistance and how these all relate to the experience of legal problems.</p>
<p>Legal health check online portal for community workers: Project report Queensland Public Interest Law Clearing House Incorporated (QPILCH), 2015, Brisbane http://www.qpilch.org.au/_dbase_upl/FINAL_NACLC_Project_Report_with_cover_page.pdf</p>	<p>This project undertakes a preliminary review of the existing literature and practice in relation to legal health checks and related legal screening tools in Australia and internationally; sets out the process undertaken by QPILCH to develop and test the new Legal Health Check resources, and discusses opportunities for the effective use of the new website and resources. The report recommends that further resources are allocated to respond to and foster a community of practice around the Legal Health Check as a collaborative resource for legal and non-legal organisations.</p>

Details	Summary
<p>Justice and technological innovation T Sourdin, 2015, Journal of Judicial Administration, vol. 25, no. 2, pp. 96-105.</p>	<p>Over the past two decades, many technological advances have been directed at supporting the way in which work is carried out in the legal system. Some more recent innovations have also focused on technologies that can replace a range of activities previously undertaken by humans. While these technologies are reshaping the justice system, it is suggested that the impact will be both more profound and pronounced in the near future, as so called "disruptive" technologies are introduced which will change not only how lawyers do business, and how judges "judge", but will also affect the way that people in dispute engage with the justice system. This paper discusses three main ways in which technology is reshaping the justice system: supportive technology; replacement technology; and disruptive technology. The discussion in this paper surrounding supportive technologies discusses innovations relevant to the delivery of legal information, including websites and apps. This paper covers both domestic and international justice technology innovations.</p>
<p>Legal needs, legal capability and the role of public legal education L Wintersteiger, 2015, Law for Life, London http://www.lawforlife.org.uk/wp-content/uploads/Legal-needs-Legal-capability-and-the-role-of-Public-Legal-Education.pdf</p>	<p>This report analyses the findings of the 2010 and 2012 UK Civil and Social Justice Panel Survey alongside some of the underlying policy contexts for public legal education and information (PLEI) developments. It considers the analysis of the survey data alongside a wider literature review of associated public legal education and information program research, policy contexts and impact studies. The research indicates that: people with a low level of capability are more likely to experience a legal problem, fail to handle it effectively alone and are less proficient at being able to find appropriate advice and access legal services on or offline; legal capability comprises of a range of personal subjective elements including awareness of and framing of legal issues, personal empowerment and confidence, which in turn is shaped by the wider structural effects of power relations within society, and specific legal knowledge-relating rights and obligations. The author further argues that traditional legal and advice services fail to reach the vast majority of people who have legal problems, and that justice policies have failed to grapple with the underlying drivers of legal needs. The report highlights the importance of a renewed focus for PLE interventions directed towards legal capability outcomes.</p>
<p>Youthlaw 'reach out and connect' project 2014-15 Youthlaw: Young People's Legal Rights Centre Inc., 2015, Melbourne http://youthlaw.asn.au/wp-content/uploads/2015/08/ROC-Report-FINALJuly-20151.pdf</p>	<p>This action research and evaluation project assessed Youthlaw's legal education methods and resources for young people. Feedback was obtained on how to deliver and develop more effective legal education and resources. The resources included short animated clips on authorities and the law, a mobile friendly website for smartphone use called StreetSmart, and fact sheets. Over forty legal education sessions were conducted with a diverse range of young people across Victoria with a particular focus on vulnerable and disadvantaged young people. Recommendations are made for promoting the service, the scope of the resources and the mix of online, telephone, group and individual delivery of information.</p>
<p>The Self-help Center Census: a national survey ABA Standing Committee on the Delivery of Legal Services, 2014, American Bar Association, Chicago, ILL http://www.americanbar.org/content/dam/aba/administrative/delivery_legal_services/ls_del_self_help_center_census.authcheckdam.pdf</p>	<p>This report provides the results of an online survey of approximately 500 court-based self-help centres around the United States of America, of whom 222 responded. The survey found most self-help centres provide some type of in-person services, hard copy support and web-based information. The report concludes that self-help centres are reaching their target customer base, being those of limited resources. Most respondents reported being able to assist most of their customers, but a subset of their customers' legal needs was too complicated and/or their case types were not served by the centre. The report concludes that more work needs to be done to efficiently identify those who would most benefit from self-help assistance and those who are in need of other services.</p>

Details	Summary
<p>Embracing disruption: How technological change in the delivery of legal services can improve access to justice RH Brescia, W McCarthy, A McDonald, K Potts & C Rivals, 2014, Albany Law Review, vol. 78, no. 2, 2014 Winter, p. 587-621.</p>	<p>Disruption of the legal services industry has the potential for bringing real benefits to low- and moderate-income consumers of legal services. This article aims to identify ways that disruption can occur in the provision of legal services to improve access to justice, particularly for low- and moderate-income individuals and families. While many recent entrants into the market for legal services risk running afoul of charges of unauthorized practice of law, those who are providing free services through the internet appear to be acting in compliance with lawyer rules of professional responsibility. This article reviews both the for-profit and non-profit models of technology-enabled legal assistance and assess the extent to which each may comply, or not comply, with unauthorized practice of law requirements. It also reviews current efforts of non-profits to deliver technology-enabled services, and describes one initiative in detail that involved the creation of a web-based application to assist homeowners facing foreclosure in New York State.</p>
<p>Public legal education and information formats and delivery channels P Byrne, 2014, Legal Services Society/Legal Research Fund, Law Foundation of British Columbia http://legalaid.bc.ca/assets/aboutUs/reports/PLEI/pleiFormatsAndDeliveryChannelsJuly2014.pdf</p>	<p>The purpose of this paper is to provide a general overview of this literature and its key findings that PLEI organisations and other sector participants can use as they plan, develop and implement their resource offerings. It is not meant to be an exhaustive or definitive analysis, but a synopsis of selected research findings relating to the development and delivery of PLEI resources. This paper provides findings on the best practices in the development and delivery of PLEI from a review of resources and delivery channels in British Columbia (BC). The report findings cover diversity, audience, channels, barriers and guidelines, and although focused on BC, the findings (such as ensuring a diversity of formats and delivery channels) can be applied more broadly outside of this context.</p>
<p>Public legal education and information resources in BC: Update 2014 P Byrne, 2014, Legal Services Society/Legal Research Fund, Law Foundation of BC http://legalaid.bc.ca/assets/aboutUs/reports/PLEI/pleiResourcesInBCUpdate2014.pdf</p>	<p>This paper provides a general overview of the public legal education and information (PLEI) resources on civil law topics included on www.clicklaw.bc.ca at the time of publication to identify and analyse gaps and overlaps. Results indicated that there have been no major developments in legal needs between 2009 and 2014, with one exception: the growing numbers of self-represented litigants. In addition, there is increased awareness that middle income earners are now included with low income earners in the cohort of users of PLEI. A number of gaps and overlaps identified in 2009 still exist, as well as a small amount of repetition of information. The accuracy of the resources and the ease of the individual in identifying resources that meet his/her needs and working with them is equally important. The report concludes that more must be done by PLEI providers to address these concerns.</p>
<p>Portal or pot hole? Exploring how older people use the 'information superhighway' for advice relating to problems with a legal dimension C Denvir, NJ Balmer & P Pleasence, 2014, Ageing and Society, vol. 34, no. 4, pp. 670-99.</p>	<p>This article explores the potential of the internet as an advice and legal information resource for older people aged 60 years and over, as well as the associated limitations and barriers. Findings from this study show that people aged over 60 show the least amount of use of the internet for legal problems but also had the lowest level of internet access at home. Results also showed that over the past decade, there was an increase in the use of the internet for advice seeking for people aged over 60, but this was a lower rate compared to other age groups and there are differences in the use of the internet by this group highlighting a need for a diversity of formats. There was a general finding from this study that as younger populations with greater technical capabilities age, it is expected that the use of the internet for advice seeking and information for problems will increase which has implications for the planning and delivery of legal services.</p>

Details	Summary
<p>Community information portals: Content and design issues for information access P Hider, LM Given & P Scifleet, 2014, Library Hi Tech, vol. 32, no. 3, pp. 435-49.</p>	<p>The purpose of this paper is to report on the findings of an audit of library community information (CI) web portals to provide an overview of how CI is being organised and presented on the web by aggregating services, and how CI is being shaped and shared in community networks. It also investigates the role that public libraries play in online CI provision. The research finds that the challenge facing portals is not a lack of information, it is the need to improve the mediation between the services and people using the portals. While public libraries remain integral to the provision of CI in their geographical area, they now form part of a larger online network for CI provision, involving a wide range of organisations. The paper discusses the ways CI web portals contribute to the provision of information about community services and identifies areas where improvements are needed. In particular, it discusses how these sites function as part of larger CI networks and where more innovative, and more standardised, design could lead to greater levels of engagement and utility.</p>
<p>Do rich and poor behave similarly in seeking legal advice? Lessons from Taiwan in comparative perspective K-C Huang, C-C Lin & K-P Chen, 2014, Law & Society Review, vol. 48, no. 1, pp. 193-223.</p>	<p>Using the newly collected data from the 2011 Taiwan Survey, this article examines Taiwanese people's advice-seeking behaviour in general and explores the effect of income in particular. This article finds that income had a significantly positive correlation with the likelihood of obtaining legal advice, but it has no impact on obtaining non-legal advice. By contrast, education had little bearing on the decision to obtain legal advice, but it had a positive influence on seeking non-legal advice. This article argues that although the gravity of problem was more influential than income on obtaining legal advice, the effect of income should not be easily dismissed. Moreover, the contrasting effect of education on obtaining non-legal advice strongly suggests that its use was determined by people's knowledge of its existence and capability of accessing such service. To improve the disadvantaged's access to justice, care should be taken not only to increase publicly funded legal advice services but also to enhance the public's awareness of their availability.</p>
<p>Legal capability and inaction for legal problems: Knowledge, stress and cost HM McDonald & J People, 2014, Updating justice, no. 41, Law and Justice Foundation of NSW, Sydney http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/\$file/UJ_41_Legal_capability_and_inaction_for_legal_problems_FINAL.pdf</p>	<p>This paper examines three reasons provided by respondents for taking no action in response to legal problems that are indicative of deficiencies in legal capability. The findings suggest that particular types of people are more likely to be constrained from taking action for particular reasons and for particular types of legal problems. The findings of this paper indicate that when respondents fail to take action for substantial legal problems they are significantly more likely to do so for each of the three reasons for inaction examined. This suggests that deficiencies in legal capability may manifest a 'paralysing' effect for more substantial legal problems. The findings provide further support for a 'holistic' approach to justice and a mixed-mode suite of legal assistance services to further access to justice across the community.</p>
<p>Limits of legal information strategies: When knowing what to do is not enough HM McDonald, S Forell & J People, 2014, Updating justice, no. 44, Law and Justice Foundation of NSW, Sydney http://www.lawfoundation.net.au/ljf/site/templates/UpdatingJustice/\$file/UJ_44_Limits_of_legal_information_strategies_FINAL.pdf</p>	<p>Further analyses of the LAW Survey demonstrate that 'not knowing what to do' about a legal problem was rarely the only reason respondents cited for doing nothing to try to resolve a legal problem and was more commonly reported in combination with several other reasons for inaction. Indeed, two distinct clusters of reasons for inaction were observed: one, including 'not knowing what to do', pointing to 'constrained' inaction and the other pointing to 'informed' or appropriately decided inaction. Findings from this paper highlight that for legal information (and education) strategies to be effective, and to encourage action in response to legal issues for the target audience, strategies need to be tailored to be appropriate. This builds on existing knowledge in the sector, in shaping the potential impact of legal information services.</p>

Details	Summary
<p>Geographical barriers to education law advice: Access, communications and public legal services in England and Wales A Patel, NJ Balmer & M Smith, 2014, The Geographical Journal, vol. 180, no. 3, pp. 211-23.</p>	<p>Using administrative records collected by the Legal Services Commission on the use of education law advice services, this paper considers the extent to which telephone services overcome barriers caused by distance from advice sources, as well as their ability to deliver comparable service and achieve similar outcomes to face-to-face services. Clear evidence emerged that as distance increased between service users and their closest provider, so did the likelihood of using telephone advice. However, when looking at the nature of the service received and the outcome achieved for clients, there were notable differences, with face-to-face service users far more likely to achieve tangible outcomes. Few telephone cases moved beyond the initial stages of advice. Telephone services did mediate the impact of distance, although there were concerns over the comparability of the service delivered by the two modes. Despite this, the paper highlights the importance of going beyond simply measuring access in terms of utilisation alone, by also measuring it in terms of the outcomes achieved.</p>
<p>Queensland community legal centres' use of technology: Literature review and discussion paper Queensland Association of Independent Legal Services, 2014, Brisbane https://law.uq.edu.au/files/1260/Qld-CLCs-and-technology-August-2014.pdf</p>	<p>This report undertaken by Allens for the Queensland Association of Independent Legal Services summaries the key concepts, themes and opinions presented to Allens in relation to the use of ICT by Queensland CLCs, with a focus on the core technologies of telephony, video conferencing and the internet. Each section of the report concludes with high level observations based on the key concepts identified in the literature.</p>
<p>Access to justice: A roadmap for reform DL Rhode, 2014, Fordham Urban Law Journal, vol. 41, no. 4, p. 1227-57.</p>	<p>According to this article, over four-fifths of the poor's legal needs and two-to-three-fifths of the legal needs of middle income Americans remain unmet. This article analyses the causes of the justice gap and identifies the most promising responses. Part I explores barriers in the justice system, including financial, structural, doctrinal and political obstacles to greater access to legal services. Part II looks at strategies for reform, such as self-help and non-lawyer service providers, broader rights to counsel in civil cases, more pro bono assistance, unbundled services and innovative delivery structures, additional research concerning access to justice, and more attention to these issues in law schools.</p>
<p>Self-advocates in civil legal disputes: How personal and other factors influence the handling of their cases M Robertson & J Giddings, 2014, Melbourne University Law Review, vol. 38, pp. 119-281.</p>	<p>This article examines how some self-advocates handle their own civil legal disputes in circumstances where legal representation is not available. A combination of influences helps explain why some users of a specialised dispute resolution process were more likely to be effective and successful in their self-advocacy endeavours. Most importantly, the more effective users displayed positive attitudes, motivation and self-belief. They also demonstrated abilities in organisation, research and preparation. These attributes appeared to position them strongly to engage with and effectively manage the legal matters at hand. By contrast, other users in the same study were negatively disposed towards the challenges they faced. They lacked confidence and avoided seeking advice, conducting research, or preparing for their hearing.</p>
<p>Access to justice literature review: Party litigants, and the support available to them Scottish Civil Justice Council, 2014, Edinburgh http://www.scottishciviljusticecouncil.gov.uk/docs/libraries/provider4/scjc-publications/literature-review-on-party-litigants-and-the-support-available-to-them.pdf?sfvrsn=2</p>	<p>This paper focuses on the literature about public legal education, self-help services and advice and representation services in Scotland. Topics covered include legal capability of party litigants, self-help available to party litigants, advice and support services available to party litigants, provisions and rules around lay representation by party litigants and case management. Judicial case management is discussed given that the role of the judge is particularly relevant in helping to address the difficulties faced by party litigants. Although situated in the Scottish context, this is a useful resource as the report seeks to gain a better understanding of the problems faced by party litigants, along with the support and advice which is available to them.</p>

Details	Summary
<p>Digital delivery of legal services to people on low incomes: Portals R Smith, 2014, Legal Education Foundation https://www.thelegaeducationfoundation.org/wp-content/uploads/2014/12/Digital-Delivery-Paper-4.pdf</p>	<p>This report is presented as a summary report and a series of 8 working papers. This report focuses on the use of websites or portals to deliver legal services to people on low incomes. The report focuses specifically on two English and Welsh websites and describes these. Conclusions from this report are that portals/websites have clear value but there could be improvements such as guided journeys and ensuring that duplication of legal information is kept to a minimum.</p>
<p>Face to face legal services and their alternatives: Global lessons from the digital revolution R Smith & A Paterson, 2014, Centre for Professional Legal Studies, University of Strathclyde, Glasgow.</p>	<p>This project drew on a global network of legal aid administrators, policymakers and researchers (the International Legal Aid Group) to identify the conditions for success of telephone hotlines and internet services. It concluded that websites, telephones, video communication and other means of digital communication can, if properly used, assist in maintaining access to justice in a time of austerity. The report emphasises the need to devise models of delivery that take account of the fact that not everyone can use websites and telephones.</p>
<p>The outcomes of community legal education: A systematic review A Wilczynski, M Karras & S Forell, 2014, Justice issues paper 18, Law and Justice Foundation of NSW, Sydney http://www.lawfoundation.net.au/ljf/site/articleIDs/18C587ECBD959D50CA257A91001F76F0/\$file/JI18_Outcomes_of_CLE_FINAL_web.pdf</p>	<p>This paper reports on a systematic review of research into the effectiveness of face-to-face community legal education (CLE). Due to the very limited availability of research into the effectiveness of CLE the paper also draws some comparative lessons from the literature on the effectiveness of health education. Only two CLE studies, both from North America, met the tight criteria for this review. These two studies provide evidence that CLE can change participants' behaviour in the short to medium term. The health education literature suggests that community education may be more effective in producing changes in knowledge and shorter-term, simpler changes in behaviour versus longer-term, more complex behaviours. The review also highlighted some of the factors which may influence the effectiveness of CLE. This paper highlights the challenge of assessing the effectiveness of initiatives, such as CLE, and the need to be realistic about what is useful, sensible and feasible in evaluating programs.</p>
<p>Public legal education and information in Ontario communities: Formats and delivery channels CLEO Centre for Research and Innovation, 2013, Community Legal Education Ontario, Toronto https://www.cleo.on.ca/en/whats-new/formats-and-delivery-channels-plei-ontario <i>This report is included in the detailed summary section.</i></p>	<p>This paper took a focused look at effective formats and delivery channels for reaching low income and disadvantaged communities in Ontario with information about their legal rights. In recent years, the internet and other technologies have significantly expanded the opportunities for reaching people with legal information. This study was conducted to assess the effectiveness of formats and delivery channels in this evolving context. Building on recent major civil legal needs studies, it aims to gather contextualised, qualitative information to deepen the knowledge base. Findings include the need for public legal education and information (PLEI) to be delivered in various ways and through more than one delivery channel to reach target audiences, significant barriers to accessing legal information are still experienced by many people, support from a community worker or trusted intermediary to help people is important to find and understand legal information, and outreach plays a critical role in the delivery of PLEI.</p>
<p>When legal rights are not a reality: Do individuals know their rights and how can we tell? C Denvir, NJ Balmer, & P Pleasence, 2013, Journal of Social Welfare and Family Law, vol. 35, no. 1, 139–160.</p>	<p>Public knowledge of rights has been the subject of a number of empirical enquiries over the last decade. This study uses an open-ended format to ask individuals with one or more civil or social justice problems to describe their rights/legal position. The authors find that while an open-ended question approach to exploring knowledge of rights yields insight not acquired by other formats, its utility is constrained by difficulty reconciling articulation and actual knowledge of rights. They discuss the implications of these findings as they relate to the development of future research in the field of family and social welfare law, Public Legal Education (PLE) and access to justice.</p>

Details	Summary
<p>The complexities of legal self-help J Giddings, M Lawler & M Robertson, 2013, in J Robins (ed.), Waking up to PLE: public legal education, access to justice and closing the justice gap, Solicitors Journal, Justice Gap Series, Wilmington, London, pp. 50-3.</p> <p><i>This article is included in the detailed summary section.</i></p>	<p>This article is about the complexities of legal self-help including the challenges of supporting and enabling people to complete legal work for themselves. It draws on research focused on listening to self-helpers explain their experiences of handling their own legal work in a range of contexts. The research indicates that self-help legal resources in some circumstances are a valuable source of information and guidance for those engaged in seeking resolution of their own law-related problems. The article covers the experiences of self-helpers, sources of challenge and the importance of support. The research identified three key variables that impact on the utility of legal self-help products: the context in which legal self-help takes place, the complexity of the relevant law and legal process and the personal characteristics of the self-helper.</p>
<p>Increasing access to justice for all: The programs and community partnerships of the Adams-Pratt Oakland county law library and their impact on self-represented litigants in southeast Michigan LN Mancini, 2013, Journal of Law in Society, vol. 14, p. 65+.</p>	<p>This article examines how the Adams-Pratt Oakland County Law Library grappled with the challenges of serving self-represented litigants (SRLs) and how the Library established unique programs and partnerships within the legal community to assist them in a new way. As numbers of SRLs coming into the Library increased, the Library augmented its services to be more effective in serving this group. By partnering with legal aid and community organisations to create new clinic programs for providing legal assistance, all parties involved received benefit and new partnerships were created for more SRL service options. The efforts of the library to enhance its services for SRLs can be used as a service model for other libraries.</p>

Appendix

Table A1: Health-related information studies identified through literature scan for legal information, sorted by year from most recent to least recent (N=8)

Details	Summary
<p>Unguided mental health self-help apps: Reflections on challenges through a clinician's lens S Mehrotra, S Kumar, P Sudhir, GN Rao, J Thirthalli, & A Gandotra, 2017, Indian Journal of Psychological Medicine, vol. 39, no. 5, pp. 707-11.</p>	<p>The past decade has witnessed a boom in the availability of internet-based self-help apps in the field of mental health. Several apps have emerged that aim to provide information and strategies to empower individuals with self-help approaches to deal with issues and concerns related to mental health. A large number of these apps in developing countries are likely to be those which depend entirely on the users to - use the self-help program on their own. Only a few apps add a component of periodic professional contact/technical support through phone/email or other means to supplement the self-help strategies suggested in the app that the user is expected to utilise. The challenges highlighted in the paper regarding the use of self-help apps include choosing the right app, limited scope for contextualisation, and motivation management to awareness about when to step up to a higher intensity intervention. Recommendations relate to content and classification.</p>
<p>ibobbly mobile health intervention for suicide prevention in Australian Indigenous youth: A pilot randomised controlled trial J Tighe, F Shand, R Ridani, A Mackinnon, N De La Mata & H Christensen, 2017, BMJ Open, vol. 7, no. 1.</p>	<p>The pilot study aimed to evaluate the effectiveness of a self-help mobile app (ibobbly) targeting suicidal ideation, depression, psychological distress and impulsivity among Indigenous youth in remote Australia. Participants were Indigenous Australians aged 18–35 years. 61 participants were recruited and randomised to receive either an app (ibobbly) which delivered acceptance-based therapy over 6 weeks or were waitlisted for 6 weeks and then received the app for the following 6 weeks. Conclusions from the study state that apps for suicide prevention reduce distress and depression but do not show significant reductions on suicide ideation or impulsivity. The report concludes that a feasible and acceptable means of lowering symptoms for mental health disorders in remote communities is via appropriately designed self-help apps.</p>
<p>A self-help manual for problem gamblers: The impact of minimal therapist guidance on outcome, MD Campos, RJ Rosenthal, Q Chen, J Moghaddam, & TW Fong, 2016, International Journal of Mental Health and Addiction, vol. 14, no. 4, pp. 579-96.</p>	<p>This study tested the impact of minimal therapist guidance with a workbook designed to aid in reducing or stopping gambling. Randomly assigned participants recruited from the community who met at least 2 DSM-IV criteria for pathological gambling received a workbook completed with therapist guidance (WB+G) or a workbook (WB only). Both groups met with a research assistant to monitor chapter completion and for data collection at each study visit. The research examined the proportion of participants reporting any gambling, money spent gambling, and G-SAS scores during treatment, at the end of treatment, and at 1-year follow-up. Abstinence rates were higher among those in the WB+G condition, money spent gambling was lower during treatment for the WB only group, and both groups reported fewer G-SAS gambling symptoms at treatment completion and follow-up. The workbook with guidance increased abstinence from gambling while in treatment and at follow-up more than the workbook alone.</p>
<p>Optimising health literacy and access of service provision to community dwelling older people with diabetes receiving home nursing support D Goeman, S Conway, R Norman, J Morley, R Weerasuriya, RH Osborne & A Beauchamp, 2016, Journal of Diabetes Research, vol. 2016, p. 12.</p>	<p>The Optimising Health Literacy and Access (Ophelia) study engaged diverse organisations in the co-design of interventions involving the Health Literacy Questionnaire (HLQ) needs assessment, followed by development and evaluation of interventions addressing identified needs. This study reports the process and outcomes of one of the nine organisations, the Royal District Nursing Service (RDNS). Participants were home nursing clients with diabetes. The intervention included tailored diabetes self-management education according to preferred learning style, a standardised diabetes education tool, resources, and teach-back method. Findings included that a structured method that supports healthcare services to co-design interventions that respond to</p>

Details	Summary
<p>Evaluation of web-based consumer medication information: Content and usability of 4 Australian websites MZ Raban, A Tariq, L Richardson, M Byrne, M Robinson, L Li, JI Westbrook & MT Baysari, 2016, Interactive Journal of Medical Research, vol. 5, no. 3, p. e21.</p>	<p>the health literacy needs of their clients can lead to evidence-informed, sustainable practice changes that support clients to better understand effective diabetes self-management.</p> <p>The objective of this study was to evaluate the medication information content, based on consumer medication information needs, and usability of 4 Australian health websites: Better Health Channel, myDr, healthdirect, and NPS MedicineWise. Each website was assessed to determine whether it covered or partially covered information and advice about these medications. To assess website usability, 16 consumers participated in user-testing wherein they were required to locate 2 pieces of medication information on each website. Brief semi structured interviews were also conducted with participants to gauge their opinions of the websites. Of the 4 Australian health information websites tested, none provided consumers with comprehensive medication information on both prescription and non-prescription medications in a user-friendly way. Using data on consumer information needs and user-testing to guide medication information content and website design is a useful approach to inform consumer website development.</p>
<p>The digital health divide: evaluating online health information access and use among older adults AK Hall, JM Bernhardt, V Dodd, & MW Vollrath, 2015, Health Education & Behavior, vol. 42, no. 2, pp.202-209.</p>	<p>This study evaluated the potential digital health divide in relation to characteristic and belief differences between older adult users and non-users of online health information sources. A cross-sectional survey design was conducted using a random sample of older adults which found significant differences between users and non-users of online health information. Findings suggest strategies for reducing this divide and implications for health education programs to promote health information technology use among older adults.</p>
<p>Can your public library improve your health and well-being? An investigation of East Sussex library and information service A Ingham, 2014, Health Information & Libraries Journal, vol. 31, no. 2, pp. 156-60.</p>	<p>This article is only the second in the Dissertations into Practice series to highlight the role of public libraries in health information. It is the result of an investigation into the provision of health information in East Sussex Library and Information Service. At the time of the research, the service was experimenting with different ways of providing healthcare information at one of its main libraries, and they were interested in the impact of this. The findings from this study highlight the potential role that public libraries can play as providers of information to the public.</p>
<p>Learning on the margins of adult education: Self-help reading about health, relationships, and career success S McLean, 2014, Studies in the Education of Adults, vol. 46, no. 1, pp. 4-22.</p>	<p>Through presenting the results of qualitative interviews with readers of self-help books relating to health, relationships, and career success, this article enriches existing knowledge about the learning experiences of adults as they engage with popular culture. While self-help books cannot be interpreted as having a uniformly positive impact on individuals and society, they do constitute an important domain of adult learning, and they should be considered more carefully by scholars of adult education. This empirical article encourages critical reflection about the concepts of self-directed learning, transformative learning, and public pedagogy.</p>

Table A2: Search terms used when searching academic databases, key websites and Google-searching

Defined as research	Relating to a legal service activity	Client type	Channel
assess* (assessment, assessed)	legal information	capability	Telephone
effectiv* (effective, effectiveness)	information service	understanding	Online
evaluat* (evaluation, evaluated)	self-help	skill	Website
impact	justice information	disadvantage	Chat
outcome* (outcome, outcomes)	public legal information	access to technology	Web-chat
pilot* (pilot, piloted)	community legal		
program logic	legal advice		
review	legal aid		
study	legal assistance		
theory of change	legal centre* (centres)		
user-testing	legal center* (centers)		
what works	legal clinic		
	legal education		
	legal problem* (problems)		
	legal resource* (resources)		
	legal service* (services)		