



National Legal Aid

National Legal Aid Best Practice Standards

Publications

Principle

Any materials for clients or other stakeholders that further an understanding of or access to legal problem resolution.

National Legal Aid – Best Practice Standards Publications

Element	Includes	Best Practice Standard
Any materials	<ul style="list-style-type: none"> • Pamphlets. • Booklets. • Manuals. • Self help kits. • Web materials. • Pocket cards. • Posters • Audio and audio-visual materials etc. 	<ul style="list-style-type: none"> • The medium used should be selected for its effectiveness in reaching the maximum relevant target population. • Where legal terminology is needed, explanation of terms and phrases should be included. • Proper use should be made of spacing (including “white space” etc), layout and other factors to ensure the materials are “user friendly”. • Specific media should be considered where relevant populations have specific needs (eg audio tapes for target populations with large sight or reading disabilities etc). • Materials should be prepared in plain English form at a reading level commensurate with the anticipated reading skills of the target population. • Where possible, translated materials should be available for significant or targeted communities.
For clients or other stakeholders	<ul style="list-style-type: none"> • Any group or individuals identified as having a likely interest in the publication. 	<ul style="list-style-type: none"> • No publication work should be undertaken without sufficient examination of the targeted groups or individuals. • This examination should include consultation with those groups concerning need, format, content, distribution, evaluation etc. • Processes should exist for the publication to be evaluated against the identified needs of these groups and the LAC on a regular basis, and in any event, no less than each time legal updates are undertaken or major reprints / overhauls are commenced.

National Legal Aid – Best Practice Standards Publications

Element	Includes	Best Practice Standard
<p>That further an understanding of a legal issue</p>	<ul style="list-style-type: none"> • Information about the law or a particular aspect of the law. • Information about preventative strategies and/or early intervention processes. • Information about legal processes. • Information about legal or evidentiary requirements. • Information about court processes and expectations. 	<ul style="list-style-type: none"> • Content: <ul style="list-style-type: none"> - Must be clear, concise and precise (not over-detailed for audience) - Must be clear and accessible to the target audience - Include information about how to access resources such as police statements, obtain expert evidence etc - Include jurisdictional limitations - Include relevant time limitations - Include information about how to access further resources if relevant - Cover information about costs and other or other issues - Provide warnings about other party costs where appropriate - Detail court or other expenses and included details about how to apply for reductions or waivers - (With their permission) include community or government support services details - Indicate whether a grant of aid or further LAC services may be available and how to access these

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Element	Includes	Best Practice Standard
And further access to a legal problem resolution	<ul style="list-style-type: none">• Information about court or tribunal processes.• Information about alternative dispute resolution options.• Information about other options including, where relevant, counselling etc.	<ul style="list-style-type: none">• Information must include:<ul style="list-style-type: none">- Advantages and disadvantages associated with various options- Identification of possible costs- (Where appropriate) culturally relevant information