

referral

We can help people going to court

Spring 2014



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Board president

In the last three months I have had the pleasure of meeting with Networkers and our stakeholders in Brisbane, Cairns and Townsville. Court Network hosted stakeholder meetings in each of these locations.

These meetings provide the opportunity for Court Network to meet with members of the judiciary and other service providers to discuss the work we undertake together within courts. An important feature of these meetings is a presentation by a local Networker providing a brief vignette of their work.

It has been extremely pleasing to hear first hand the level of support for our work and to discuss the ways we can and do work together with other court support services. I look forward to continuing this dialogue in future stakeholder meetings.

Whilst in Brisbane I had the opportunity, along with our Executive Director and State Manager, to meet with His Honour Tim Carmody, the newly appointed Chief Justice of the Supreme Court of Queensland. His Honour expressed strong support for the work of Court Network across Queensland courts and we are grateful to him for this.

In early September I attended the graduation of our newest Networkers who had completed training in Cairns. The event also provided the opportunity to recognise existing Networkers who had reached volunteering milestones. We were privileged to have Justice Henry speak at the event and to have Magistrates Spencer and Pearson, Councillor Pyne and the Amaroo Justice Group in attendance. The Amaroo justice group comprises of Aboriginal and Torres Strait Islander elders and community leaders from Cairns and the surrounding region, who are integral to the Indigenous Justice Program operating in the Cairns courts.

Finally I would like to thank the members of the courts administration who took time from their busy schedules to meet with me during my visits to Queensland.

Garry Roach
Board President

FRONT COVER
Volunteer Tofi
Brisbane Networker

Executive director



These past months have gone by in the blink of an eye with spring already well underway. I have had occasion to be in Queensland for some important events during this time, so I will start my report to you by reflecting on these highlights.

Most recently, I joined Board President - Garry Roach, Queensland State Manager - Nicole Little, and Cairns Program Manager - Evonne Kennedy, in Cairns for the graduation and recognition ceremony. Three Networkers were acknowledged for having reached the two year mark in volunteering for Court Network, before we applauded five trainees for having officially made it into the Court Network fold. It was also a treat to have Vice President - Julie Steel, attend and acknowledge the efforts of court staff and other community stakeholders in our training program. Even more humbling, was to have amongst us the Elders and leaders of the Amaroo Justice Group who are central to the running of the Indigenous Justice Group in Cairns. They came in a sea of red shirts, with great humour and compelling stories about the success of the programs, with Indigenous young people in particular.

We were honoured to have Justice Henry address us as the guest speaker at the event. He was both knowledgeable and passionate about the contribution he sees Court Network make to helping people better access justice. He was also acutely aware of how frightening and incomprehensible the environment of the courts can seem to many court users, and how effectively Networkers help to demystify what's about to happen through appropriately sourcing them with *legal information* as distinct from *legal advice*. (My thanks to new graduate Frank in sourcing me with his notes from Justice Henry's inspiring presentation. They were as good as any stenographer I've ever seen!)

The second annual Stakeholders Meeting was held in Brisbane last month with more than 20 representatives from across courts, the judiciary/magistracy, legal profession and community organisations in attendance. Similar meetings were also held in Townsville and Cairns in June. These meetings are proving unique opportunities to come together and share information about current issues that impact on court users and court services, and to think creatively about how we can more effectively address the barriers to justice that we know still exist for many people.

These experiences were personified by Networker representatives at each of the three Stakeholder meetings, who recounted occasions on which they had supported people in highly complex circumstances. Cheryl's story from Townsville has remained with me still - supporting a mother who was terrified about the outcome of a court hearing for her son, who suffered from serious mental health issues. What followed was a tragic set of circumstances which I won't reiterate here, other than to say Cheryl's intervention and judgement that day, due to her experience as a Networker, resulted in the son getting the immediate attention he needed, and a mother properly informed and less anxious about the process that would follow for him.

There have been important developments with our program innovations. The Victim Support Unit in both Brisbane and Ipswich are generating an increased numbers of referrals as the ODPP, QPS and relevant community agencies work with us to explore how we

can more systematically connect victims, other vulnerable witnesses and their families to the VSU as early as possible in their pathway through the criminal justice process. Behind the scenes, the Reference Group continues to work on the Units' foundations to ensure all of the necessary systems and processes that will support the Unit's services into the future are both effective and sound. To this end, we commissioned an independent consultant to develop Standards of Practice to support the delivery of VSU services by both Managers and VSU volunteers. These Standards were developed with reference to international and national frameworks for good practice in victim support, and after a review of the standards being used or adopted by other community organisations in their work with victims of crime.

In Victoria, the pilot project that focuses on the increased support needs of unrepresented litigants (ULs) finally got underway in the Melbourne registries of the Family Law Courts on early September. The project, funded by the Legal Services Board, is supported by a team of 15 experienced Networkers who have been through three modules of specially designed training to equip them to support unrepresented litigants involved in their final hearings where child contact arrangements are in contest. There is a user-friendly guidebook that accompanies the elevated service provided by Networkers that functions as a workbook for ULs so that they can understand more about the court process, definitions of various procedures, and record relevant dates in relation to court orders or next steps they may need to take. The other key component of the pilot model is that Networkers will be endeavouring to support ULs for the duration of their hearings, and offering continuity through being available for two consecutive days of service support. There will be some important learning's in the early stages of implementation that will be captured through evaluation, and presented at the Melbourne conference as part of understanding the impact the project is having on the experiences of court users who are unrepresented and identified as particularly vulnerable in appearing before the court without adequate support.

Speaking of which, we are edging closer to the end of year events that take place across Court Network in recognition of the work done and

activities achieved throughout the year. The Melbourne Conference will focus on working with families this year. This is a client group that makes up close to 20% of the people we assist each year, often in highly traumatic circumstances. The Conference will this year be held at Etihad Stadium in Melbourne's docklands precinct on Thursday 20 November. The Annual General Meeting will follow the Conference at 2.00 pm that same day with the main order of business being the election of Board Members. Members have just received letters in the mail outlining the relevant vacancies, and calling for nominations. We are most fortunate to have Julie Steel standing for re-election, having served three years on the Board.

Finally, I want to update you on our continued efforts to seek funds that would support a re-establishment of our services in the Brisbane Commonwealth Law Courts. Most of you will be aware that operations ceased on 27 June after the Commonwealth Attorney-General declined to fund the continuation of the service. The Family Law Section of the Law Council of Australia were also unable to assist in terms of providing interim funds. However, they, along with The Family Law Practitioners Association, the judiciary, and other key stakeholders (LAQ and Caxton Legal Service) have offered their support in our continued representations to the Commonwealth Government that Court Network be considered integral to the legal service framework that is currently under their review. In the meantime, I want to acknowledge the resilience of those Networkers from the CLC team who have opted to transfer into state courts and continue their Networking with court users in this context. No doubt this is partly to do with how difficult it is to say 'no' to Teresa Snow, who has been tireless in her efforts to support her team throughout these past months. But I am also aware of how gritty and determined many in the team have been to shifting their attentions to the needs of people in jurisdictions that are entirely new to them. This is a really impressive group of people.

Til next issue everyone. And thanks for turning on the sunshine for me over these past few visits. Its been beautiful one day....and Melbourne the next...

Melanie Heenan
Executive Director

Patrons

The Hon. Diana Bryant AO
Chief Justice of the Family Court of Australia

The Hon. Marilyn Warren AC
Chief Justice of the Supreme Court of Victoria

Her Honour Chief Judge Patricia M Wolfe
Chief Judge of the District Court of
Queensland

Board members

Garry Roach | President
Director & Principal Consultant
Garry Roach & Co

Julie Steel | Vice President
Executive Director
Supreme, District and Land Courts Service

David Spiegel | Treasurer
Chartered Accountant

Rosemary Syme | Secretary
County Court Networker

Deputy Chief Magistrate Felicity Broughton
Magistrates' Court of Victoria

Senior Sergeant Anne Rudd
Prosecutions Division Victoria Police

Rudy Monteleone
Director Victorian Multicultural Commission

Win Swanton
Mildura Court Networker

Jennifer Evans
Ringwood Court Networker

Patricia Byrne
Brisbane Victim Support Unit Networker

Garry Betts
Chief Executive Officer
Synergy Information Systems

Landmark review of volunteering

Volunteering Tasmania is set to lead the nation in a landmark review to redefine what it means to be a volunteer in today's modern and fast-paced society.

Volunteering Australia CEO Brett Williamson said National Volunteer Week turned 25 this year, celebrating the power of volunteering.

"It is a landmark year, so we are taking landmark action, kicking off a national review to update our definition of volunteering," Mr Williamson said.

Volunteering Tasmania CEO Adrienne Picone said Volunteering Tasmania was very excited to be taking the lead on the nationwide review.

"We look forward to working with all of the state and territory peak bodies to produce a modern and comprehensive definition of what it means to be a volunteer in Australia in 2014 and beyond," Ms Picone said.

"In 2012, Volunteering Tasmania challenged Australia's long held assumptions of what constitutes a volunteering act for the first time in Australia's history."

"Following this state-based review, we released a set of principles that redefined what it meant to be a volunteer in Tasmania, incorporating activities where there is a financial benefit to the volunteering act such as the reimbursement of expenses incurred or a tangible reward such as a movie ticket or an enabling amount of money such as a living allowance."

"The new principles also included volunteering that occurs in both a formal and informal setting –not necessarily defined by organisational settings."

Volunteering Australia has recognised the importance of this work undertaken by Volunteering Tasmania in 2012, appointing Volunteering Tasmania to lead the review of the out-dated national definition.

The national review is expected to be completed by December 2014.



Queensland

As the team will attest to in the pages that follow the past few months have been busy. Stakeholder engagement events have been held in Brisbane, Cairns and Townsville providing opportunity to gauge the impact of the service in these three regions.

These sessions allow greater collaboration with services and departments on responsive pathways to support court users. It also provides opportunity to look to at future trends and developments. The input of stakeholders is highly valued at these events.

The graduation ceremony held in Cairns on September 3rd, was well attended by the numerous services who have contributed to the Networker training program. I would also like extend my sincere thanks to Cr. Rob Pyne for making time in his very busy morning schedule to demonstrate his support. Melanie recounts on page three the successful event.

In its endeavour to continue to align with best practice Court Network recognises the valuable contribution of its stakeholders to this process. An example of this is the 'brains trust' which is the VSU Reference Group. As Adrienne details on page ten the Reference Group has contributed greatly to the establishment of standards of practice and other supporting documents. These documents provide benchmarks of best practice when working with victims of crime.

Other important work underway as Court Network continues to align with best practice and support its volunteer workforce is the establishment of a Working Group to examine researched benchmarks set by the National Standards for Volunteer organisations and of other volunteer services. The Working Group has been tasked with the development of a capability framework and system of appraisal which could be introduced across our volunteer workforce. The focus is on engaging

Networkers in conversation about continuous improvements in practice, and being able to self-appraise in relation to where their support or development needs lie with respect to maintaining quality service provision.

In September I attended Protect All Children Today's (PACT) Annual General Meeting. PACT provide critical support to children and young person's giving evidence. The two services have a strong collaborative partnership. The Key Speaker for the event was Queensland Anti-Discrimination Commissioner Kevin Cocks AM. Who spoke to the value of the work "serving...as a bridge between individuals and the fundamental support to which they are entitled". He stressed the need to continue to look for opportunities to ensure the voices of the vulnerable are heard and to do so must be an absolute fundamental rather than an add-on or luxury item.

Moving now to the Commonwealth Law Courts (CLC) it was the end of era as we farewelled James Cotta (Regional Registry Manager) as he headed into retirement on August 29th. Justice Kent and Judge Baumann humorously and eloquently pieced together James' long and distinguished career of over 34 years in the CLC. As many would be aware James was integral in the establishment of the Court Network service in Brisbane Commonwealth Law Courts in 2006.

Board President Garry Roach, Melanie Heenan and I met with Chief Justice Tim Carmody and Julie Steel in September to discuss the service currently

operating in Queensland and the ways in which the service can better advise and support the judiciary.

It is amazing to think we are heading into the final quarter of the year. Time certainly does fly. I look forward to working with you as we reflect on our work over these past 8 months and our considerations of how we move forward into the future.

Thank you for your ongoing support.

Nicole Little
State Manager

Foundations unite to eradicate community violence

Pro Bono Australia 24 June 2014

<http://www.probonoaustralia.com.au/>

A new coalition of nine foundations from across Australia have joined together to tackle violence in the community.

Organisations forming the Stop the Punch collective represent six states, some founded by the family and friends of community violence victims.

They include: Step Back. THINK. (Victoria), Sammy D Foundation (South Australia), The Injury Control Council of WA (Western Australia), IF Foundation (Western Australia), Stop. One Punch Can Kill (Victoria), Enough is Enough (New South Wales), Wake Up (New South Wales), Ameer Meredith (who lost her partner to assault, Northern Territory), and Rebekah Stokes (an assault victim, Queensland).

The collective plans to develop a charter and establish a website in the coming weeks.

“Until now, a number of organisations across the country have been working independently towards the same goals. We have joined forces at a national level so we can have greater impact and achieve long-term change,” Brett Duncanson, Chairperson of the Sammy D Foundation, said.

“Stop the Punch aims to eliminate community violence by leading a major cultural shift through education, awareness-raising, advocacy and research.”

“Every week we continue to see people killed or seriously injured due to random acts of senseless violence and this carnage has to stop.”

Hugh van Cuylenburg, CEO of member organisation Step Back. THINK., said influencing and connecting with young people would be crucial to the collective’s success.

“We believe that by educating the current generation of young people and disrupting early patterns of anti-social behaviour, we can eliminate this issue from our community,” he said.

“A number of the member organisations have been working independently on education programs for schools which we hope can be consolidated and rolled-out nationally.”

The group will push for government and corporate funding to roll-out their action plan which includes:

Education: introducing evidence-based anti-violence programs into schools nationally;

Raising awareness: sending a strong, clear message that community violence is unacceptable in our society;

Advocacy: championing the anti-violence message to key stakeholders;

Research: ensuring all activities and programs are informed by up-to-date evidence.

About 95 people have been killed in ‘one-punch assaults’ since 2000 and others have been killed or seriously injured in acts of broader community violence and drug and alcohol-fuelled assaults.

Cairns graduation

The Cairns Graduation was held on 3 September 2014 and was attended by Garry Roach - Board President, Dr Melanie Heenan - Executive Director, Nicole Little - State Manager, Evonne Kennedy - Program Manager with special guests the Amaroo Justice Group, Justice Henry, Julie Steel - Board Vice President and Michael Bice - Queensland Court Services.



Networkers Brenda, Frank, Susan, Julie, Gale, Leigh, Sharron, Gayle with Justice Henry



Graduating class of 2014: Frank, Julie, Gale, Brenda, Leigh with Evonne Kennedy (Cairns Program Manager)



Networkers Leigh, Julie and Gale with five members of the Amaroo Justice Group and Evonne Kennedy (Cairns Program Manager)



Networkers Gale, Julie, Leigh and Gayle with Garry Roach (Board President)



2 year Recognition for Networkers Sharron, Susan and Gayle



Melanie, Garry and Evonne with Cairns Councillor Rob Pyne



Victim support unit

The Victim Support Unit (VSU) has been busy over the past few months with a number of new and exciting initiatives that includes the recruitment and training of 18 new volunteers who have begun their orientation in both the Brisbane and Ipswich Courts.

A further exciting development is the recruitment of David Munro to the role of the VSU Ipswich coordinator position where David will be providing 10 hours a week of much needed support, stakeholder liaison and coordination to the Ipswich team. I would like to take this opportunity to welcome all of our new volunteers for their commitment and enthusiasm in taking on this challenging role and look forward to working together as a team to establish and develop this new and much needed role in the Brisbane and Ipswich courts.

Volunteer Training

There was an overwhelming response to the number of potential volunteers who participated in the information and selection days held in Brisbane and Ipswich in May. As a result of the selection process 20 new volunteers were offered training places with the VSU and 18 were eagerly accepted. The training was run throughout July and provided 8 days of intensive training including an introduction to Court Network and the court system in Queensland, communication strategies and understanding the impacts of interpersonal violence on victims. I was very pleased to be able to work with Lynne Carroll once again who came from Canberra to assist with 6 days of training in the victim focused sessions. Lynne's extensive knowledge and experience which she shares with the volunteers provides quality education to all participants. The trainee volunteers have now successfully completed their initial training and

are in the orientation stage of training in the Brisbane and Ipswich Courts until the end of October. The new team will be a very welcome addition to the 7 current volunteers who have provided significant support and many hours across both Brisbane and Ipswich to this point.

Ipswich VSU team

The Ipswich VSU team of 5 volunteers has found its feet and is now well established within the court precinct. Along with the appointment of David, office space has been allocated with the Victim Liaison Coordinator (Victim Assist Queensland) and, together with the Victim Liaison Officer (Office of the Director of Public Prosecutions (DPP)), a strong interagency collaboration model has developed. The Ipswich VSU volunteers have found their feet and are providing regular support to victims and witnesses. I would particularly like to welcome David to the Court Network team as he has a lengthy background as both a Court Networker in Brisbane and VSU volunteer within the Ipswich Court. David brings a wealth of knowledge, experience and enthusiasm to the position and together we aim to establish the VSU firmly in the relevant courts.

Service Development

The VSU Reference Group has continued to meet and provide well founded guidance and support to our management team. Recent developments include the preparation of key strategic

documents such as the Model of Service Delivery, Referral Pathways Chart and, importantly, VSU Practice Standards. It is expected that these will be finalised and disseminated by the end of the current year. These are important documents in that they provide guidance and parameters for service delivery at the highest possible standards.

The VSU has now been operational for almost 12 months and is gaining ground each week. From September last year to the end of August this year 178 victims and witnesses of interpersonal violence have been provided with one on one support with many of them making contact prior to their court appearance. Time spent with victims and witnesses has required a few hours such as in a sentencing to many days of ongoing support in complex and distressing cases. A large number of referrals have still to go to court due to the long lead up time before presenting at court. Referrals have come from a range of

government and non- government services and a number of people have self-referred from information provided by the DPP. An interesting trend is the number of people seeking support for matters that relate to charges of historical child sexual abuse including institutional abuse which involve high levels of distress, anxiety and depression. It is anticipated that the need for support in these matters will increase significantly as a result of the various Commissions of Inquiry being held.

Anecdotal information received from those accessing VSU support and stakeholders referring victims has been overwhelmingly positive. Building on such a positive start I anticipate the next 12 months will see the VSU grow and develop into the service envisioned by Court Network.

Adrienne Irvine
VSU Manager



2014 VSU Trainees sitting (left - right) Leanne, Kathy, Janet, Lynne Carroll (trainer), Jane, Tricia
Back Row (left - right) Rose Ann, Susan, Lyn, Carla, Lisa, Lisette, David Munro (Ipswich VSU Coordinator),
Karen, Robert, Adrienne Irvine (VSU Program Manager). Absent: Bob and Judy



Across the board

With each Newsletter issue we will feature one of our Board members so that you can learn a little bit more about them. In this issue we chat to Senior Sergeant Anne Rudd.

Current role: Senior Sergeant, Prosecutions Division, Victoria Police. Appointed to the Board at the 2013AGM.

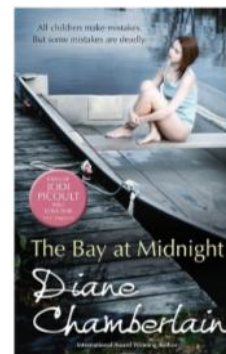
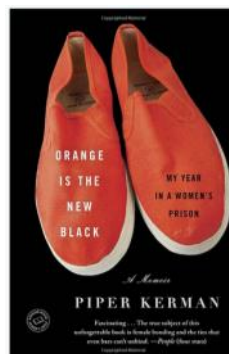
What was your first impression of Court Network?

I first became involved with Court Network in my role as a prosecutor in the Magistrates' Court and Children's Court in Melbourne. I was incredibly impressed by the level of support provided by Networkers to victims and other witnesses who had experienced significant trauma. I have seen first-hand how the patience, empathy and compassion that is demonstrated by Networkers positively impacts not only on the person they are providing assistance to, but also for the family and friends who may be at court with them. Not everyone is aware that Court Network's Board is also made up of volunteers. Board Members and Networkers share this relationship to the organisation in common.

Why did you choose to volunteer your time for Court Network and not seek a Board position with another not-for-profit? I was delighted to be nominated for the Board and was grateful for the opportunity to further my involvement with Court Network. I firmly believe that the service provided by Networkers is essential to improving the experience of the justice system for those who are going to court and knowing the value of Court Network, I wanted to contribute to the organisation by serving on the Board.

What's the one thing you would like Networkers to know about the work of Court Network's Board?

That the Board places great value on the service provided by Networkers and understands the very challenging environment they are often exposed to.



It's often said that staff/volunteers do the operational work of organisations, and that Boards manage the governance side of things.

What do you think is one of the most important elements of good governance? I believe that effective, ethical and inclusive decision-making is one of the most important elements of good governance.

If you had to change one thing about Court Network, what would it be? I would like to see more funding available for Court Network to provide essential support services in more courts throughout Australia.

Changing the pace entirely now, a lot of Networkers in this organisation are avid readers. They love a good book recommendation. **What's the best book you've read over the past 12 months?** Being in the final year of my law degree, in the last 12 months, most of my time has been spent pouring over law books! In between semesters, I love nothing more than to escape with a great book. Most recently I have finished reading *Orange is the New Black: My Year in a Women's Prison* which is a true story by Piper Kerman. I found her experiences quite fascinating and enjoyed the book immensely. Being a big fan of Jodi Picoult and having read all of her books I was thrilled to discover a new author, Diane Chamberlain, who has a similar style of writing. The most recent book of hers I read was *The Bay at Midnight* which had a number of twists and turns that kept me reading late into the night!

VSU Ipswich

David Munro commenced volunteering with Court Network in 2011. He was then voted to the Board at the AGM later that year. In 2013 he was part of the first team of volunteers in the Victim Support Unit program. Now in 2014 David takes on the VSU Coordinator role based in Ipswich.



With degrees in Arts and Law, David started his working life in the Prosecutions Section of the Solicitor-General's Office in the Department of the Attorney General and Justice (now called the Office of the Director of Public Prosecutions) firstly instructing Crown Prosecutors in court and then as a junior prosecutor. He then entered the world of business and commerce. In a career in the business world of nearly 30 years, David held various senior executive positions of a major Australian publicly listed company, including Secretary and General Counsel (he held this role for 17years). He was also a director of the company's local and overseas wholly owned subsidiaries and a Director of a Canadian publicly listed mining company in which the company held a significant interest.

David then became a corporate governance consultant providing company secretarial and corporate governance advice to several corporate and research organisations. He returned to university part-time and was awarded a Doctor in Counselling from Bond University. David joined Court Network as a volunteer in 2011 and in 2013 was keen to be among the initial volunteers in the Victim Support Unit and then in the extension of the victim support services to the Ipswich courthouse. David's

challenge now is to translate the volunteer experiences and background career experiences and training to the Victim Support Unit Coordinator role in Ipswich. In addition to his Court Network role, David is an online and telephone crisis supporter.

The Victim Support Unit at the Ipswich Courthouse, 43 Ellenborough Street, Ipswich is located on level 3 in an area shared with Victim Assist Queensland (VAQ). As the referral pathway of for the Victim Support Unit in Ipswich is through the VAQ, the location of the unit with VAQ facilitates collaboration between Toni Russo the Ipswich Victim Coordination Officer and David and the Ipswich volunteers.



Ipswich Court Complex

beyondblue new app



A new mobile app launched by beyondblue will make it easier for young people to have important conversations with friends who they are concerned may be experiencing depression or anxiety.

The free app, lets young people choose options to construct a unique, step-by-step plan for approaching a friend they are worried about.

The app provides a range of things young people can say to their friend, and where and when they can say it, along with tips from other young people who've reached out to a friend.

Users are also able to review how their planned conversation went, set reminders to follow up with their friend, and access ideas about what to do next, particularly if things didn't go well.

beyondblue acting CEO Dr Brian Graetz said young people often avoid asking friends if they are going through a difficult time because they're afraid they'll say the wrong thing or make the situation worse.

"The Check-in app is designed to take the fear out of talking to a friend about why they seem down or stressed, or have stopped doing things that they usually enjoy," he said.

"Research shows that one in four young people aged 16 to 24 will experience a mental illness, but only a quarter of those will seek support from a health professional. This is extremely worrying, as suicide is the biggest killer of young Australians, and each year accounts for the deaths of more young people than car accidents."

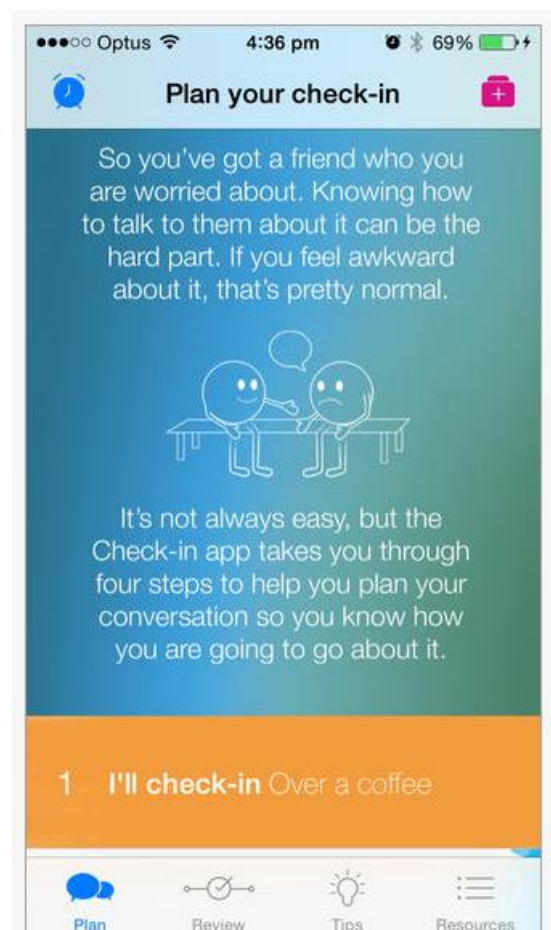
"While there is no substitute for professional help, checking on a friend can be a powerful step towards them seeking the support they need."

The Check-in app was developed after beyondblue won the 2013 Vodafone Foundation App Aid competition after receiving more than 700 crowd-

funded donations. beyondblue raised more than \$16,500 on the crowd funding website Pozible, which was matched by a donation of \$10,000 from the Vodafone Foundation and a bonus \$25,000 for winning the competition by having the most supporters.

The app can be download from the Apple App Store or Google Play.

<http://www.youthbeyondblue.com/home>



Since 2006 Queensland has assisted

239,116
court users

The numbers for July to August 2014

103

volunteers in
Queensland

8,710

assisted in
Queensland

88%

of contact between
court users
1-10minutes

29

external referrals
received

7,454

assisted
In Brisbane

51%

assisted were
Female

64%

assisted were
unrepresented

546

assisted in
Cairns

38%

assisted were
Defendants

28%

assisted were
directional

555

assisted
in Townsville

37%

assisted were
Criminal

Networker events



Brisbane Magistrate Court Volunteer Recognition Morning Tea

Front Row (left - right) Janice, Kathy, Patricia, Margaret Liz, Trish
Back Row (left - right) Alan, Patricia, Suzi, Barbara, Margaret, Janet, Frank, Teresa Snow
(Brisbane Program Manager)



Networker Graduation Class for 2014

Brenda, Leigh, Gale, Frank, Julie



Court Network

Court Network Inc
QEII Courts of Law Complex
415 George Street
Brisbane Qld 4000

www.courtnetwork.com.au

QUEENSLAND

T 1800 267 671

T 07 3227 7625

E queensland@courtnetwork.com.au

ABN 85 517 169 601 ARBN 122 324 805

2014 Townsville Trainees

Egberto, Kim, Melina, Philip