



Client Engagement Handbook

Tasmania
Legal Aid



Am I ready to engage with TLA?

We are grateful you are willing to share your experiences and feedback with us. We know that doing so might be challenging if those experiences have been hard. We want to make sure that this process is comfortable for you.

To help you prepare, below are some reflection questions you can consider to help you make an informed choice about what you share, how you share, and what you want to achieve by sharing with us. You do not need to share your reflections or answers with us, but we are happy to go through this with you or discuss certain parts if it would help.

? Readiness

- What do I want to achieve by sharing my experiences?
- What part of the process am I not sure of or uncomfortable with (if any)?
- Am I able to say in my own words what I have agreed to do?

? Boundaries

- What parts of my experiences do I want to share? What things don't I want to share?
- What words will I say to let others know that I don't want to answer a question?
- If I'm feeling uncomfortable, how can I let the facilitator know?

? Support

- Am I likely to have big emotions when sharing my experiences? Do I feel comfortable doing so? (You are more than welcome to have emotions – it's a natural part of the story telling process).
- If I share something difficult as part of my experiences, will I need support during or afterwards? What will this look like?

- How do I feel my physical, social, cultural, or emotional safety and wellbeing are being supported in this process? Is there anything I can ask TLA to do to support me?
- If I feel uncomfortable or something unexpected happens when I am sharing my experiences that distresses or upsets me, how will I communicate that to TLA? What steps will I need to take to feel supported? (For example, stopping the interview, taking a break, going outside, etc.)

? Other people

- Are there people in my life that I am likely to talk about? Will they be identifiable by the information I share? Do I need to discuss this with them? How am I considering those people's right to privacy?
- How will people in my life feel about and react to my decision to share my experiences with TLA? How might their reaction impact me? Are there any risks I should consider?

Being a client advisor

Why become a client advisor?

By sharing your experiences and feedback you will help us better understand what is important to our clients and people with legal needs. We will use your information to improve our services and get better outcomes and experiences for our clients.

What types of things do client advisors do?

We invite client advisors to do a range of different activities from time to time. You are free to decide which of these you want to do.



Focus groups

These are a discussion with a small group of people (usually 4-8) that runs for around 2 hours. A group leader asks questions about client's experiences of TLA's services. Each person in the group is given a chance to share personal stories and ideas about the topic being discussed. The group leader makes sure that everyone can speak. We will take notes of the discussion.



One-on-one chats

Sometimes it's helpful to talk to our client advisor one-on-one. Sessions can go for up to an hour and can be done over the phone, in person, or via video conference. The interviewer will ask specific questions to try and better understand your experience.

When we do these sessions, we are talking to several people about the same thing. No one person's view is more important than another's.



Testing

Sometimes we need feedback on a survey, or ask people to read over something and give us feedback about this. It is not about testing you, but about understanding whether the survey or the instructions made sense to you. Testing might take place in a room and as part of a group – for example, giving feedback on a poster or a brochure. Sometimes testing might be done through an online survey.

Will the information I share be kept private?

Your personal details will be kept private and confidential. Details such as your name, address and legal issues are not needed for this purpose. You may choose to share these details in a focus group discussion, but we will not collect that information or use it in any reports or other documents. If you participate in an interview or do some testing, your personal details will be kept private and confidential.

If we would like to use your experiences as an anonymous case study, we will ask your permission. If you are happy for us to use your experiences in this way, we will work with you to make sure there will be nothing included that could identify you. To ensure the privacy and safety of all members of the focus group, we ask that all discussions in a group are kept confidential. Please do not discuss with anyone outside of the focus group. Any reports or summaries of activities that client advisors are a part of will not have any details that could identify you.

Payment

All client advisors are paid \$60 per hour for their time sharing their experiences and ideas with us. We will pay you for travel and preparation time and we will discuss this with you for each time you are part of an activity. We will also pay parking costs if you need this.

We pay by electronic funds transfer (EFT) into your bank account. We pay within 7 days of receiving your bank details. We can also pay by a gift card and we can post this to you or have a card to give you on the day.

Payments made to client advisors are tax exempt. That is, we do not need your tax file number and we do not need to take out any tax before we pay you. There is no superannuation paid.

TLA cannot advise you about any potential impact of this payment if you receive Centrelink payments, or if the payment will impact your personal tax obligations. If you have any questions about this, you should ask Centrelink or the Australian Taxation Officer (ATO).

You may also get free tax advice at the Tax Clinic (Hobart and Launceston):

- Email: Tax.Clinic@utas.edu.au
- Phone +61 3 6226 6118
Mobile +61 473 884 674
- Web: www.utas.edu.au/community-and-partners/community-programs/tax-clinic



Where to find free support

- **Beyond Blue** (www.beyondblue.org.au) – Mental health information and support. Call **1300 224 636** to speak to a counsellor.
- **A Tasmanian Lifeline** (www.atasmanianlifeline.com.au) – Crisis support and suicide prevention services for anyone experiencing emotional distress. Call **1800 98 44 34** (8am–8pm every day).
- **Access Mental Health** (www.health.tas.gov.au/health-topics/mental-health/tasmanias-mental-health-system/access-mental-health-helpline/) – 24/7 mental health support, triage, counselling, and referral phone line delivered by the Department of Health to support access to the Tasmanian mental health system. Call **1800 332 388**.
- **Kids Helpline** (www.kidshelpline.com.au) – Confidential 24/7 online and phone counselling service for young people aged 5 to 25 years. Call **1800 55 1800**.
- **Parentline Tasmania** (www.health.tas.gov.au/health-topics/childrens-health/child-health-and-parenting-service-chaps/parent-line/) – 24-hour information and support for parents. Call **1300 808 178**.
- **MensLine Australia** www.mensline.org.au – Call **1300 78 99 78**.
- **Carers Australia** (www.carersaustralia.com.au/) – Short-term counselling and emotional and psychological support services for carers and their families. Call **1800 242 636**.
- **Relationships Australia Tasmania** (www.tas.relationships.org.au/services/counselling/) – Support and counselling for a wide range of issues. Call **1300 364 277**.
- **Sexual Assault Support Line** (www.sass.org.au) – 24/7 Tasmanian state-wide. Call **1800 697 877**.
- **National Sexual Assault, Family & Domestic Violence Counselling Line** (www.1800respect.org.au) – 24/7 support for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault. Call **1800 737 732**.
- **Family Violence Counselling and Support Service** (www.health.tas.gov.au/health-topics/family-violence/family-violence-counselling-and-support-service-fvcss/) – Professional and specialised services to assist children, young people and adults affected by family violence. Call **1800 608 122**, (Weekdays: 9am – midnight, weekends & public holidays: 4pm – midnight).
- **Working It Out** (www.workingitout.org.au) – Support for LGBTQIA+ Tasmanians.
- **QLife line** ([www.qlife.org.au/](http://www qlife.org.au/)) – Support for LGBTQIA+ people. Call **1800 184 527**.
- **Suicide Call Back Service** (www.suicidecallbackservice.org.au) – 24/7 phone and online counselling for people impacted by suicide. Call **1300 659 467**.
- **13YARN** (www.13yarn.org.au) – 24/7 national crisis support line for Aboriginal and Torres Strait Islander people. Call **13 92 76**.
- **Find Help Tas** (www.findhelptas.org.au) – Online directory with over 900 services that support the health and wellbeing of Tasmanians.

Will being an advisor affect my ability to use TLA's services?

Nothing you say about your experiences – good or bad – will make any difference to your use of our services. Hearing about your experiences is the only way we can find out what is important to our clients and what you need. We are very grateful to you for helping us do better.