



# Outreach Best Practices

## About this resource

The Outreach Best Practices Project is delivered by LawRight on behalf of the Queensland Legal Assistance Forum.

These Outreach Best Practices were developed in consultation with 18 legal assistance services, and reflect Queensland practices.

They are to be used in conjunction with the project's Consultation and Research Reports.

### Contact

[admin@lawright.org.au](mailto:admin@lawright.org.au)

## What is outreach?

Outreach legal services are defined as services which make a proactive attempt to reach clients, rather than waiting for clients to come to them.

Outreach delivers assistance outside of a provider's primary office, enhances the accessibility of their service to the target client group; and collaborates with non-legal health, housing and social support services.

## Why do outreach?

- Provide access for vulnerable clients
- Tailor legal service to a chosen demographic
- Be where your clients are
- Fill an unmet legal need
- Intervene before a legal problem escalates
- Intervene before a personal problem escalates
- Meet the needs of remote communities

## How to do outreach

- Understand the importance of collaboration
- Value multi-disciplinary, holistic support
- Create referral pathways to and from the partner agency
- Train the partner agency
- Integrate with partner agencies
- Think about technology
- Pro bono outreach

## The Outreach Lawyer

- Understand relevant areas of law.
- Understand multiple and compounding disadvantage
- Understand your clients' capability
- Communicate legal concepts carefully
- Be culturally sensitive
- Be trauma-informed
- Reflect on your practice