

Connecting you to support

What is it? Bail based program



Pre-sentencing

Individual Support

Wellbeing focused



getting treatment for health issues



addressing problematic substance use

What is Court Link?

Court Link connects you to care and support services that provide housing, employment, management of drug and alcohol dependence, health and other social needs.



Finding Secure Housing



establishing community links

How can Court Link help you?

A dedicated support officer will help you in identifying your needs, connecting you to the services you need and support you through the process.

How can I access it?

Ask your lawyer, register online

Search "Court Link", or give us a call.

Court Link
Helping you make positive changes

Further information



www.courts.qld.gov.au/courtlink



Email courtlink@justice.qld.gov.au



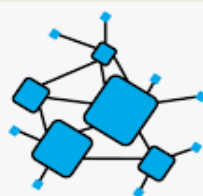
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Case Study

Peter had a history of eight years of substance abuse, experienced a relationship breakdown with his family, and had never been employed.*

After completing a Court Link 12-week program, Peter gained meaningful employment, obtained a trade licence, taken up a sport and is rebuilding his relationship with his family

Your Goals



connect



SUPPORT

Actor	Maslow's hierarchy of needs/ Specific Needs	Preferences	Impact	Nudge to encourage referrals	Response
the Defendant	Physiological need (inc. Health, Food, Water, Sleep, Clothes, Shelter) - The Foundational Layer; then Safety, Belonging and Esteem	Survival	Crime Trade-off their family and rather be in jail because of embarrassment that he cannot provide for their family and remove themselves from the family (providing shelter for themselves) and allowing their family to move on become eligible to other support programs (i.e. single mother pension) that provide economic support to their family	Asymmetry of information on options, highlighting the value of Court Link Auto-generated SMS to defendant 2 days after released on bail – "Hi Paul, needing support? Click here for information on Court Link" Greater flexibility in support hours Teleconference facilities to compliment face to face to address geographical constraints Roaming offices target offender demographic (i.e. not the court house) KPI targets for Indigenous identified case workers to support job creation and additional funding opportunities	Increased promotional material of Court Link in environments that are safe to them and available not just in areas post being charged (e.g. back of public toilets, Laundromats, etc) and improved promotion of Court Link on the public website
Court Link Case worker	Esteem/Status Needs	Legitimise their cause	Need cases, but not too many that saturate their capacity as this would impact their own wellbeing and success.	Identifying efficiency opportunities that increase capacity – eReferrals, teleconference (reduced travel, flexibility, work from home)	Increased referral rating
Friends and family of the defendant	Physiological need - The Foundational Layer; then Safety, Belonging and Esteem	Survival	Would support if they knew how	Asymmetry of information on options, highlighting the value of Court Link	Increased promotional material of Court Link in environments that are safe to the offender and available not just in areas post being charged (e.g. back of public toilets, Laundromats, etc) and improved promotion of Court Link on the public website
Third party provider	Esteem/Status Needs	Legitimise their cause	More cases lead to more funding. However, quality of service or outcomes may not necessarily be considered because this may reduce margins and the demand outweighs the supply (i.e. limited choice for offender).	Collaborate with other Departments such as Queensland Health; Communities; Youth, Women and Children to require contracts to have Key Performance Indicators on outcomes and quality	Greater awareness of the services and increase in their course
Legal Aid	Esteem/Status Needs	Be able to practice law and have more cases	Prevention reduces the demand for their service. This reduces their ability to reduce the unit cost per case, as the Service Delivery Statement encourages more cases to achieve improved technical efficiency.	Add to SDS a diversion target and legislate the need for Legal Aid to promote the program when supporting a client on bail	As part of funding Legal Aid the agreement requires a Key Performance Metric that requires promotion of Court Link to clients, where this is included in the Department's own Service Delivery Statement
Police	Esteem/Status Needs	Charge people committing crime	Focus on charging people. Service Delivery Statement currently focuses on time to close cases (reducing small crime may result in performance targets being harder to achieve)	Add to SDS a diversion target the need for Police Officers to promote the program when releasing a person on bail	Changed performance targets and legislation to nudge greater referrals
Department of Public Prosecution (DPP)	Esteem/Status Needs	Win cases	If Court Link slows down convictions this would be a trade-off for the DPP to achieving their preference to close out convictions.	Add to the SDS a requirement for the DPP to question the Offender if they had been offered Court Link Services. If Court Link had not been provided, then this should be offered and the sentencing holdover.	Requiring DPP to consider whether prevention strategies have been put in place before a conviction to reduce Bob's likelihood of reoffending (i.e. addressing the cause of the problem and not just reacting to the symptom)