

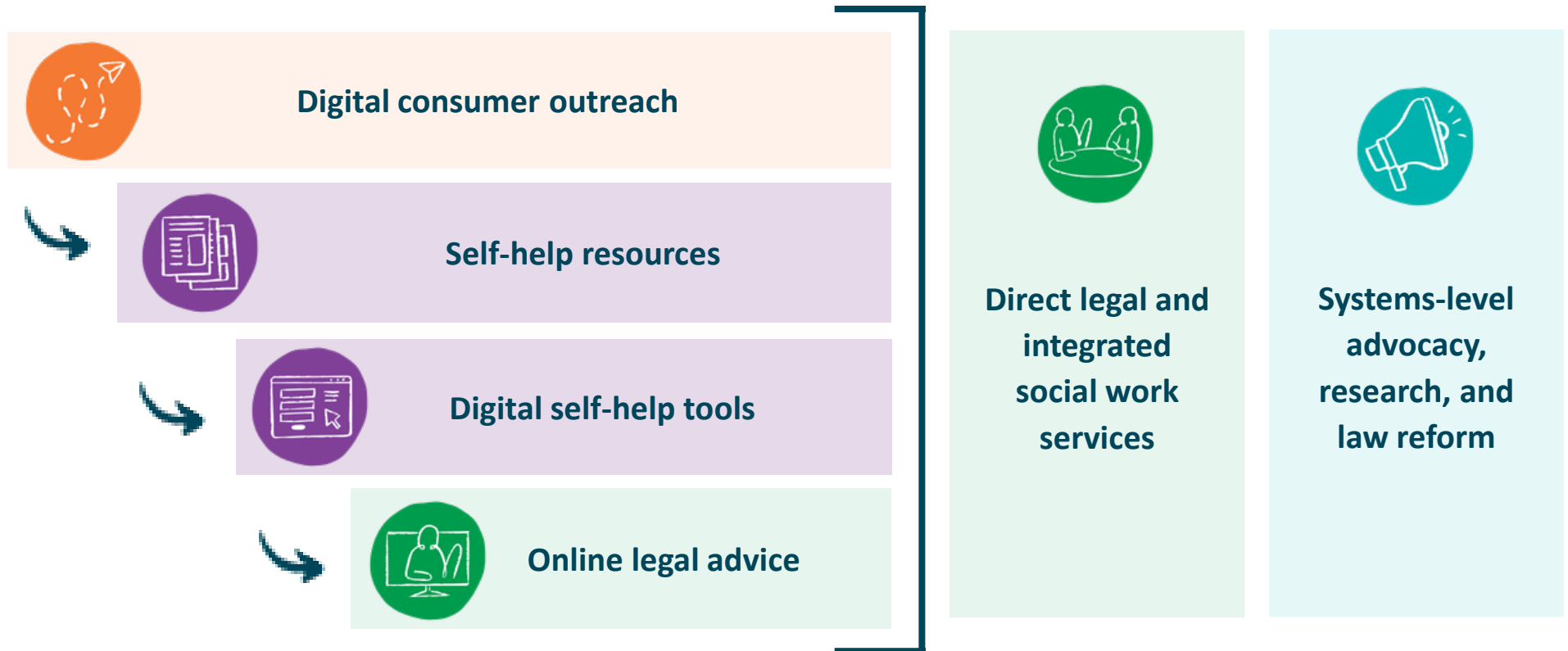
Creating conditions for confidence

New research from Justice Connect

Melanie Saunders



Justice Connect achieves impact at scale through digital channels



Evaluating resource effectiveness and testing new interventions

64 survey
and simulation
participants

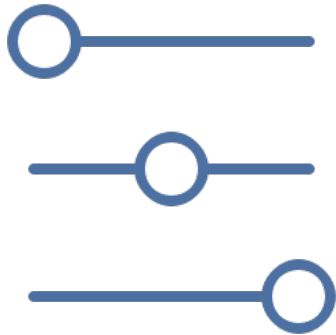
9 interviews

51 proto-
type testers

135 surveys
with resource
providers

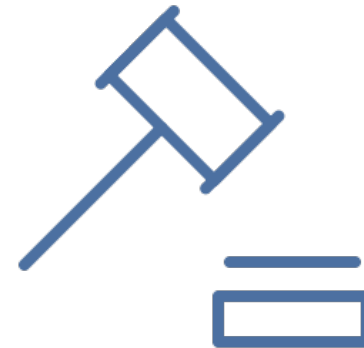
1. Do resources work to address unmet need?
2. What makes them effective?
3. How can we measure impact?
4. How do we improve resource effectiveness in a funding constrained environment?

Useability metrics, longitudinal surveys and attribution of outcomes



Useability metrics

- Resource is easy to read
- Resource is easy to navigate
- Resource is easy to understand



Outcomes achieved

- Satisfactory legal outcome reached
- Individual wellbeing improved
- Legal capability strengthened

When legal information is easier to engage with, users are more likely to interpret it correctly.

Resources that score well according to usability metrics better support users to complete simulated legal problem-solving activities.



I know I have rights

Comprehension

Confidence

Action-readiness

Confidence is key. Users need to feel capable to apply what they've learned.

Even when users demonstrated understanding, low confidence prevented them from achieving real or simulated outcomes. Comprehension must be paired with confidence.



I think I can enforce them



Action-readiness doesn't happen by accident. We must intentionally design for it.

The biggest factor influencing if users are ready to act is the resource itself, not a users' life experiences. **This makes confidence an essential design objective.**

The resource empowered me to take control



So what?



Measurement

- Confidence can be measured at point of use
- It provides an early indicator of future outcomes



Design

- Small changes significantly improve outcomes
- Confidence can be intentionally designed for



Impact

- Low-dosage interventions build capability and address legal need

Published soon...

melanie.saunders@justiceconnect.org.au

