



# PACIFIC JUDICIAL STRENGTHENING INITIATIVE

## PROJECT COMPLETION REPORT

### PJSI REMOTE DELIVERY WEBINARS COMPLETION REPORT

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**FEDERAL COURT  
OF AUSTRALIA**



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## Introduction

Since November 2018, PJSI has delivered 17 regional webinars across 5 thematic areas<sup>1</sup> to 365 (166 female, 45%) participants from 13 PICs<sup>2</sup>. A full breakdown of the individual regional webinars can be found in **Annex A**.

Across all **regional webinars** delivered, participants rated their overall satisfaction at **81%**. Where survey data was collected, the average rating of satisfaction with each element of PJSI webinars is as follows:

- Confidence using Zoom/WebEx: **74%**
- Presentation, participation and effectiveness of the facilitators: **79%**
- Relevance and usefulness of the materials: **97%**
- Practicality and usefulness of the information provided: **77%**
- Workshop aims clear and achieved: **78%**

Across all PJSI **non-remote** activities, participants rated their overall satisfaction at **90%**. Where survey data was collected, the average rating of satisfaction with each element of PJSI activities are as follows:

- Presentation, participation and effectiveness of the facilitators: **92%** (increase by 13%)
- Relevance and usefulness of the materials: **92%** (decrease by 5%)
- Practicality and usefulness of the information provided: **92%** (increase by 15%)
- Workshop aims clear and achieved: **82%** (increase by 4%)

Comparative to the delivery of PJSI activities remotely, the delivery of face-to-face activities has largely received an increase of between 4-15% satisfaction by participants. Overall participants rated their satisfaction 9% higher on face-to-face than remote activities.

## SUMMARY OF PJSI REGIONAL WEBINARS

### Remote Delivery Webinars (November 2018-February 2020)

PJSI began exploring ways to use remote learning technology to advance court education and training in 2015. In November 2017, the Initiative engaged Mr. Joseph Sawyer, from the National Judicial College to manage the remote delivery of activities. The purpose of this engagement was to support the devolution of responsibility for conducting training to local and regional trainers by developing and implementing remote and/or blended delivery strategies and resources to support the implementation of PJSI training and other development support. Prior to the COVID-19 Re-design in March 2020, PJSI conducted three webinars across three themes: the *Gender and Family Violence Webinar* (November, 2018 - Substantive Justice), the *Court Data Management Follow-Up Webinar* (November, 2019 - Procedural Justice) and the *Lay Judicial Officer Engagement Webinar* (February, 2020 - Judicial Leadership / Professionalisation).

The first regional remote delivery project, the ***Gender and Family Violence Webinar***, was delivered in November 2018 via WebEx software. It aimed to promote and explain how the PJSI *Gender and Family Violence Toolkit* could be used by Pacific Island Courts and to trial and evaluate

<sup>1</sup> Leadership, Access to Justice, Professionalization, Substantive Justice, and Procedural Justice

<sup>2</sup> Solomon Islands, RMI, Cook Islands, PNG, Nauru, Tonga, Tokelau, FSM, Fiji, Palau, Samoa, Vanuatu, Kiribati

live webinar technology to geographically dispersed courts. The webinar was successfully delivered to 13 participants (6 female, 46%) from five<sup>3</sup> Pacific Island Countries. Significant time and effort was required to prepare for the activity and a number of participants experienced difficulties connecting to audio or the webinar altogether due to poor internet connection, including a facilitator, PJSI Adviser Mr. Tevita Seruilumi, who connected via phone/audio only.

Participants rated their **overall satisfaction** across all aspects of the first PJSI webinar at **68%**. They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **63%**
- Relevance and usefulness of the webinar: **70%**
- Presentation, participation and effectiveness of the facilitators: **74%**
- Ease of ability to connect to the webinar: **53%**
- Confidence using the WebEx interactive tools: **74%**

The second regional webinar (**Court Data Management Follow-Up**) was a success, with all faculty, participants and PJSI staff able to connect and communicate effectively. 31 participants (19 female, 61%) from 10<sup>4</sup> Pacific Island countries attended. This exceeded initial expectations as many participants attended from conference rooms.

Participants rated their **overall satisfaction** across all aspects of this webinar at **75%**, and **58.33%** participants rated themselves as 'Quite' or 'Extremely' confident using the WebEx interactive tools. They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **79.17%**
- Relevance and usefulness of the webinar: **83.33%**
- Presentation, participation and effectiveness of the facilitators: **83.33%**
- Ease of ability to connect to the webinar: **62.50%**

It is notable that all but one data category saw a significant increase from the previous webinar. This indicates that, although participants were not as confident using the WebEx platform, PJSI advisers and facilitators were more effective at designing and delivering webinar content. However, this may have been impacted by the fact that this webinar was a follow-up to an in-person activity conducted a year prior.

The third regional webinar (**Lay Judicial Officers Webinar**) was delivered to 22 participants (54.5% female) from 9 Pacific Island Countries. Rather than functioning as a training and capacity-building exercise, this webinar served as a consultation with Lay Judicial Officers across the region. It aimed to understand the challenges currently faced by Lay Judicial Officers across the region and sought feedback to be presented at the following PJSI Initiative Executive (IEC) Meeting.

Participants rated their **overall satisfaction** across all aspects of the workshop at **85.71%**, with **all** participants reporting they were 'Quite' or 'Extremely' satisfied with the webinar. They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **80.95%**
- Relevance and usefulness of the webinar: **75.00%**

<sup>3</sup> FSM, Kiribati, RMI, PNG and Palau.

<sup>4</sup> Cook Islands, FSM, Kiribati, Nauru, Palau, PNG, Tonga, Samoa, RMI, Vanuatu.

- Presentation, participation and effectiveness of the facilitators: **75.00%**
- Ease of ability to connect to the webinar: **79.17%**
- Overall satisfaction with the workshop: **85.71%**

Of all participants, **87.5%** rated themselves 'Quite or 'Extremely' confident in using the WebEx interactive tools (e.g. the pointer and polling tool) following the webinar. The **overall confidence** rating provided by participants was **79.17%**.

These initial webinars marked the establishment of a procedure for producing and facilitating webinars, including:

- Running test sessions weeks prior to the scheduled webinar;
- Educating faculty on the tools available to them to create active engagement; and
- The testing of current protocol with the PICs that had not participated in the November, 2019 webinar.

### COVID-19 Re-design Webinars (March 2020 – March 2021)

In March 2020, at the request of the Initiative Executive Committee (IEC), PJSI's activities were reviewed and re-designed in response to the COVID-19 pandemic. The Initiative realigned the allocation of resources to best fit the existing and new priorities of the Courts and the citizens they serve; namely, to build state resilience to deliver essential services and the mandate of courts to protect the rights of the needy and most vulnerable. As PJSI was entering its final year, the Initiative refined the activity plan to reschedule and bring forward existing activities, reengineer other existing activities, and introduce new activities to address COVID-specific priorities. This refinement focused, in part, on the delivery of relevant webinars.

Between March 2020 and April 2021, PJSI conducted **14 webinars for 6 projects across 4 themes** - Judicial Leadership, Access to Justice, Substantive Justice and Procedural Justice. The regional webinar topics included:

1. Facilitating Partner Court engagement with NJC Global Lessons Learned from Around the World About Managing Courts in a Pandemic (COVID-19 Series)
2. COVID: Pacific Issues, Challenges and Local Solutions; Experience-sharing Webinar (COVID-19 Series)
3. Opening the Courts Safely (COVID-19 Series)
4. 5<sup>th</sup> Chief Justices' Leadership Forum
5. The Pacific Courts and the COVID-19 Pandemic (COVID-19 Series)
6. Remote Court Proceedings
7. Sustainable Development Goals and the Courts 1 (SDG Series)
8. Sustainable Development Goals and the Courts 2 (SDG Series)
9. Sustainable Development Goals and the Courts 3 (SDG Series)
10. Remote Court Proceedings Toolkit Launch
11. Court Trend Report
12. Human Rights Checklist
13. Most Significant Change
14. 7<sup>th</sup> Chief Justices' Leadership Forum

## REMOTE WEBINAR DELIVERY ASSESSMENT

During the COVID-19 redesign period, Zoom became the majorly preferred software for delivering remote activities. The COVID-19 Webinar Series, however, was delivered via WebEx. This first and final webinars of the series saw a marked increase of **33.92%** in the participants' ease in connecting to the webinar and participant's overall satisfaction rose from an average of **77.28%** to **100%** of participants reporting themselves as 'quite' or 'extremely' satisfied. Although the survey data from this series was positive, PJSI moved all webinar activities to be conducted via Zoom, due to the uptake of Zoom across the Pacific region and the ease in which to connect (ie. No software was required to be downloaded) .

The first webinar conducted via Zoom, the **Remote Court Proceedings Webinar** in August, 2020, proved that participants were more comfortable using with the Zoom platform. **All** participants had previously participated in an online/remote workshop or training and **85.72%** reported that it was 'very easy' to connect to zoom. Furthermore, **all** participants rated that the remote learning approach was 'quite' or 'extremely effective'.

As all PJSI activities were to be conducted via Zoom, increased ease and comfort using the software was expected due to repeated interaction with the platform. This is reflected in the **Court Trend Report Webinar** (February, 2021) survey data – the most recent activity with approved and collated survey data – where respondents rated the ease of connecting to zoom and overall satisfaction with all aspects of the webinar at **91%**. Additionally, **91%** of participants rated their confidence in using the Zoom interactive tools (the chat, hand raising and poll tool) as 'Quite' or 'Extremely' confident.

At present, it is recommended that preparations for a PJSI-led webinar commence *at least* 1-1.5 months prior to the webinar date. The procedure for facilitating Zoom webinars are as follows:

- Confirming of technology requirements with Advisers;
- Development of a briefing note and runsheet;
- Call for nominations;
- Correspondence with participants and software testing;
- Post-surveys and polling;
- Provided materials;
- Delivery of webinar;
- Webinar recording; and
- Wrap up.

### Results

A full breakdown of webinar information and data can be found in **Annex B**.

The efficacy of using remote learning software (i.e. WebEx or Zoom) has become increasingly apparent during the COVID-19 pandemic. While there has been a learning curve due to the abruptness of moving all activities online, PJSI was in a comparatively good position as the Initiative had explored and practiced the delivery of remote activities prior to the pandemic.

PJSI has since streamlined internal procedures for conducting webinars remotely and the Initiative has been able to connect meaningfully with its stakeholders throughout the entire pandemic. In some cases, PJSI has been able to reach more people than a face-to-face approach would allow; webinars are cost effective and can fit in to the schedule of participants that may not be able to travel. With the recording of webinars, PJSI has been able to distribute video content to PICs that may have been unable to connect to webinars due to unstable internet connection or unavailability. This supports ongoing learning opportunities and contributes to the sustainability of PJSI activities, as partner courts can refer back to discussions or utilize these recordings to engage other Judicial and Court Officers with PJSI after the webinar has concluded.

## Recommendations for future remote delivery

Unstable internet connection can be disruptive at times and some Partner Courts experience ongoing and significant technical challenges. PJSI encourages all participants to join the webinar *at least* 30 minutes earlier than the start time in order to manage any technological challenges. Any participant that hasn't attended a PJSI remote activity is also encouraged to schedule a Zoom session to test their equipment and connectivity. While a lack of bandwidth is not easily remedied, familiarizing participants with the Zoom software helps to lessen the impact of connectivity issues as they are better equipped to deal with such disruptions as they happen. Many Courts, however, now have a staff member/IT personnel with the skills to set up the Zoom connection in-country and resolve most technical difficulties.

To increase engagement, PJSI recommends minimizing formal 'presentations' to maximize the opportunity for Partner Courts to ask questions and discuss their experiences. Webinars are a cost effective alternative to face-to-face activities, however, they cannot guarantee the same level of participation and engagement from participants. It is important for advisers to encourage contributions to improve the experience of the webinar – for both the adviser and the participants. As such, it is recommended to provide discussion topics to participants well in advance of the webinar; this allows for the adviser to solicit for 'up front' questions and prepare responses and back up questions in the case that participant contribution is minimal.

### Additional recommendations are as follows:

- Continue to offer regularly scheduled webinars. Monthly webinars would benefit all learners because they will create positive habits for lifelong learning. We recommend the webinars occur on the same day and time each of those months.
- Create a certification program to encourage participation in all sessions within a program area. Receiving a credential for participation will encourage learners to participate more fully and provide a morale boost. If needed, examinations can be used to assess knowledge retention.
- Consider offering webinar series such as gender violence, basic court administration, effective customer service, and effective communication skills, among others.
- Use pre- and post-course assignments (email-based) to help in providing more opportunities for application of the materials to their own jobs.
- For change to occur, advisors should be used in the majority of the courses (especially for mid- to lower-level court professionals) to provide content, along with discussions about implementing changes.

- Build a culture of online learning by involving learners from all levels of the justice system. While focusing on judicial leaders earns remote learning credibility, the ultimate goal should be to educate all justice system professionals, especially mid- to lower-level court professionals with internet access.
- Encourage the future use of PJSI tool kits, which provide an excellent foundation for the webinars.
- Have model courts within the Pacific Island community lead some of the presentations to encourage a diversity of presenters.

## Conclusion and a cautionary note

From November 2018-April 2021 PJSI delivered 17 webinars to 365 participants. In March 2020, at the request of the IEC, PJSI re-designed in response to the COVID-19 pandemic and moved all activities online. In the earlier webinars, participant's confidence using remote learning platforms was relatively low. However, after repeated use, webinar participants and Courts became more familiar with the software and comfortable navigating any issues that arose. Although the remote learning approach does produce challenges, these can be mitigated by following the streamlined internal procedures developed. Overall, remote webinars have proved to be a successful method for engaging stakeholders across the Pacific, especially during a global pandemic.

Additionally, remotely delivery has also been cheaper because the substantial transport and accommodation costs associated with face to face programming across the Pacific are substantial. This in turn has enhanced PJSI's operational productivity, however, potentially limited the 'depth' activity outcomes.

But major unresolved concerns do however remain about the educational-developmental effectiveness of remote delivery as the mainstay of service delivery. While it has been our experience over these webinars that remote delivery has shown itself to be *more effective than initially expected*, it is certainly not a complete substitute for face-to-face delivery. The dimension of human contact and interaction remains a valuable and indeed the essential ingredient in any change management delivery strategy. As at the time of this report, the major unresolved question remains: 'when' to substitute remote delivery, and 'when' to preserve face-to-face programming.

In conclusion, it is strongly recommended that future delivery strategies preserve a major space for face-to-face delivery - yet to be defined - and resist what may become an unrelenting financial temptation to preference the lower costs and apparent efficiencies of remote delivery over the concern to ensure educational and developmental effectiveness of face to face programming.

**ANNEX A: REGIONAL REMOTE WEBINARS DELIVERED**

Activity	Location	Timing (TBC)	Project
<b>2018</b>			
Webinar #1 (with NJC): Gender and Family Violence Webinar	Remote	1 Nov, 2018	GFV
<b>2019</b>			
Webinar #2 (with NJC): Regional Court Data Management Follow-up Webinar	Remote	28 Nov, 2019	Efficiency
<b>2020</b>			
Webinar #3 (with NJC): Lay Judicial Officer Engagement Webinar	Remote	27 Feb, 2020	Regional Leadership
Webinar #4: Facilitating Partner Court engagement with NJC Global Lessons Learned from Around the World About Managing Courts in a Pandemic	Remote	24 Apr, 2020	Regional Leadership
Webinar #5 (with NJC): COVID: Pacific Issues, Challenges and Local Solutions; Experience-sharing Webinar	Remote	28 May, 2020	Regional Leadership
Webinar #6 (with NJC): Opening the Courts Safely	Remote	23 Jun, 2020	Regional Leadership
Webinar #7 (with NJC): Remote 5 <sup>th</sup> Chief Justices' Leadership Forum	Remote	16 Jul, 2020	Regional Leadership
Webinar #8 (with NJC): The Pacific Courts and the COVID-19 Pandemic	Remote	6 Aug, 2020	Regional Leadership/A2J
Webinar #9: Remote Court Proceedings	Remote	20 Aug, 2020	Efficiency
Webinar #10: Sustainable Development Goals and the Courts 1	Remote	10 Sep, 2020	SDGs
Webinar #11: Sustainable Development Goals and the Courts 2	Remote	8 Oct, 2020	SDGs
Webinar #12: Sustainable Development Goals and the Courts 3	Remote	5 Nov, 2020	SDGs
Webinar #13 (with NJC): Remote Court Proceedings Webinar Launch	Remote	3 Dec, 2020	Efficiency
<b>2021</b>			
Webinar #14: 2021 Court Reporting Webinar	Remote	4 Feb, 2021	Accountability
Webinar #15: Human Rights Checklist Webinar	Remote	18 Feb, 2021	Human Rights
Webinar #16: Most Significant Change Webinar	Remote	11 Mar, 2021	Accountability

**PJSI: Remote Delivery Webinar Completion Report**

Activity	Location	Timing (TBC)	Project
Webinar #17: Remote 7 <sup>th</sup> Chief Justices' Leadership Forum	Remote	21 Apr, 2021	Regional Leadership

## ANNEX B: WEBINAR BREAKDOWN

### GFV Webinar

The aim of the webinar was:

- to trial and evaluate live webinar technology to geographically dispersed courts throughout the Pacific
- to promote and explain how the PJSI Gender and Family Violence Toolkit can be used by Pacific Island courts.

The webinar was successfully delivered live on 1 November 2018 to thirteen participants from five Pacific Island countries but significant preparations were required and a number of difficulties (discussed below) were experienced.

#### Webinar Statistics

13 participants (6 female, 46%) from 5 PICs attended, although 20 individuals expressed interest in attending.

Participants rated their **overall satisfaction** across all aspects of the first PJSI webinar at **68%**. They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **63%**
- Relevance and usefulness of the webinar: **70%**
- Presentation, participation and effectiveness of the facilitators: **74%**
- Ease of ability to connect to the webinar: **53%**
- Confidence using the WebEx interactive tools: **74%**

### Court Data Management Follow-up Webinar

This webinar was a follow-up to a face-to-face Court Data Management Workshop held in Vanuatu in October, 2019.

The webinar would serve several purposes. PJSI faculty could access progress and implementation of court performance standards presented during the Vanuatu workshop, and PJSI could begin to develop a culture of online learning by using the face-to-face workshop as a launching point for with a follow-up webinar. In addition, PJSI would test the level of engagement and technological success of using a web conferencing platform with 10 Pacific Island Counties.

#### Webinar Statistics

31 participants (19 female, 61%) from 10<sup>5</sup> Pacific Island countries attended. This exceeded initial expectations as many participants attended from conference rooms.

Participants rated their **overall satisfaction** across all aspects of this webinar at **75%**, and **58.33%** participants rated themselves as 'Quite' or 'Extremely' confident using the WebEx interactive tools. They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **79.17%**

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<sup>5</sup> Cook Islands, FSM, Kiribati, Nauru, Palau, PNG, Tonga, Samoa, RMI, Vanuatu.

- Relevance and usefulness of the webinar: **83.33%**
- Presentation, participation and effectiveness of the facilitators: **83.33%**
- Ease of ability to connect to the webinar: **62.50%**

## Lay Judicial Officers Webinar

The aim of this webinar was to understand the challenges currently faced by Lay Judicial Officers across the region and seek feedback to be presented by a representative at the next PJSI Initiative Executive (IEC) Meeting. Rather than the training and capacity-building function of PJSI's regular activities, this webinar served a consultative process with Lay Judicial Officers across the region.

In preparation for the *Lay Judicial Officers Webinar*, three focus questions were identified:

1. What are some of the challenges you face in your day-to-day role as a Lay Judicial Officer?
2. Do you feel confident in your role as a lay judicial officer?
3. What assistance or strategies do you think will support progress and further your skills as a lay judicial officer?

These questions formed the basis of discussion during the webinar.

## Webinar Statistics

22 participants (12 female, 54.5%) from 9 PICs attended the webinar.

Participants rated their **overall satisfaction** across all aspects of the workshop at **85.71%**, with **all** participants reporting they were 'Quite' or 'Extremely' satisfied with the webinar. They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **80.95%**
- Relevance and usefulness of the webinar: **75.00%**
- Presentation, participation and effectiveness of the facilitators: **75.00%**
- Ease of ability to connect to the webinar: **79.17%**
- Overall satisfaction with the workshop: **85.71%**

Of all participants, **87.5%** rated themselves 'Quite' or 'Extremely' confident in using the WebEx interactive tools (e.g. the pointer and polling tool) following the webinar. The **overall confidence** rating provided by participants was **79.17%**.

## COVID-19 Webinar Series

The PJSI COVID-19 Webinar series includes:

1. Facilitating Partner Court engagement with National Judicial College **Global Lessons Learned from Around the World About Managing Courts in a Pandemic Webinar (24 April)**
2. **COVID: Pacific Issues, Challenges and Local Solutions; Experience-Sharing Webinar (28 May)**

### 3. *Opening the Court Safely during COVID-19 (23 June)*

### 4. *The Pacific Courts and the COVID-19 Pandemic (6 August)*

Across the three PJSI hosted COVID-19 webinars, 70 (24 female, 34.3%) attendees participated from 12 PICs: Solomon Islands, Kiribati, Republic of the Marshall Islands, Nauru, Vanuatu, Samoa, Papua New Guinea, Tonga, Federated States of Micronesia, Tuvalu, Cook Islands and Palau.

**Quality and Satisfaction Assessment:** Participants rated their **overall satisfaction** across all aspects of the three webinars as an average of **77.28%**, with **100%** of participants of the final webinar reporting they were 'Quite' or 'Extremely' satisfied with the webinar. They rated their satisfaction with each element across the three webinars on average as follows:

- Achievement of the webinars aims and objectives: **79.69%**
- Relevance and usefulness of the webinar: **74.71%**
- Structure of the webinar enabling participation: **67.50%**
- Ease of ability to connect to the webinar: **70.93%**
- Overall satisfaction with the webinar **77.28%**

**Post-Workshop Self-Assessment:** By the conclusion of the third webinar, **70.00%** of participants rated themselves 'Quite or 'Extremely' confident in using the WebEx interactive tools following the webinar. The **overall confidence** rating provided by participants on average across the three webinars was **73.14%**.

Of note is a marked increase of **33.92%** in the participants' ease in connecting to the webinar between the first and final webinars.

### ***Global Lessons Learned from Around the World about Managing Courts in a Pandemic Webinar (24 April, 2020) – Not hosted by PJSI***

The PJSI facilitated Partner Court engagement with National Judicial College ***Global Lessons Learned from Around the World about Managing Courts in a Pandemic Webinar***. The webinar provided an opportunity for Pacific Courts to hear from Judges from Asia, Europe and the USA discuss how they are managing the COVID-19 pandemic crisis. The webinar recording was circulated, as timing of the webinar was not conducive for direct participation by Partner Court participants.

### ***COVID: Pacific Issues, Challenges and Local Solutions; Experience-Sharing Webinar (28 May, 2020)***

The PJSI hosted ***COVID: Pacific Issues, Challenges and Local Solutions; Experience-Sharing Webinar*** focused on discussing the challenges, experiences and responses to COVID-19 across the Pacific and between Partner Courts, and to identify lessons learnt from other jurisdictions.

The approach of the Australian Courts towards the COVID-19 pandemic was presented, identifying that no uniform approach existed. Most considerations were directed towards the application of natural justice and access to justice using the tools available to maintain physical distancing and adhere to public health considerations.

A presentation was made on the implementation of a pandemic Benchbook to maintain appropriate levels of justice, despite the impacts that a pandemic can cause. The Courts across the United States of America have developed a list of essential cases that must continue to be heard by either in-person appearances, or via video conferencing.

In addition to these presentations, partner courts were invited to consider and discuss the challenges caused to Courts by COVID-19 and strategies to improve access to justice.

### Webinar Statistics

21 (8 female, 38%) attendees participated in the webinar from 9 PICs: Solomon Islands, RMI, Nauru, Vanuatu, Samoa, PNG, Tonga, FSM and Tuvalu.

**Quality and Satisfaction Assessment:** Participants rated their *overall satisfaction* across all aspects of the workshop at **77.54%**, with **84.00%** of all participants reporting they were 'Quite' or 'Extremely' satisfied with the webinar.

They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **78.75%**
- Relevance and usefulness of the webinar: **80.80%**
- Presentation, participation and effectiveness of the facilitators: **75.82%**
- Ease of ability to connect to the webinar: **57.25%**
- Overall satisfaction with the workshop: **77.54%**

**Post-Workshop Self-Assessment:** Of all participants, **69.00%** rated themselves 'Quite or 'Extremely' confident in using the WebEx interactive tools following the webinar. The *overall confidence* rating provided by participants was **73.02%**. This reduced confidence rate in using the WebEx interactive tools and the low satisfaction rating for the ease of ability to connect to the webinar is to be expected, with 77.00% of participants not having attended a PJSI webinar before.

The post-webinar survey additionally requested suggestions for future webinar topics. Provided options include:

- Financial challenges: managing budgets when funds are diverted to COVID-19 expenses;
- Virtual court hearings, digitizing documents and eCourt matters;
- Resumption of court business post-lockdown;
- Access to justice for vulnerable people; and
- Future activities of PJSI, in particular, the availability of funding support for small projects.

### **Opening the Court Safely during COVID-19 (23 June, 2020)**

The PJSI hosted *Opening the Courts Safely during COVID-19 Webinar* allowed for experiences to be exchanged on how Courts across the Pacific are continuing to operate safely during COVID-19 and/or the measures being taken to safely re-open in a timely way.

The approach of the New Zealand Courts response to COVID-19 and safe reopening after lockdown was outlined in a Framework of Principles that is monitored by the Pandemic Advisory Group. The Framework informed how Courts prioritised caseloads and hearings during the pandemic, and how they will manage the safe reopening post-lockdown. Strategies to overcome challenges in resuming Court operations included: scheduling cases on an appointment basis; contracting security officers to monitor the entrances and exists to the Court; enforcing hygiene

and cleanliness protocols; and restricting public access to the Courts. Case backlog and time delays were discussed with key lessons outlined, including: encouraging a cautious approach, to ensure injustice is not created when addressing backlog; engaging support from external parties to assist in planning and implementing backlog reduction strategies; and enabling week-long judicial rosters, and rolling matters over to continue and complete them.

A key lesson from this crisis was that the Courts could use this change-environment in a positive way to develop innovative ways to promote improved access to the Courts despite the crisis.

Partner courts considered and discussed the challenges caused by COVID-19, and explored how to maintain Courts as an essential service during lockdown, and resuming jury hearings post-lockdown.

### Webinar Statistics

23 (10 female, 43.48%) attendees participated in the webinar from 10 PICs: RMI, Nauru, Solomon Islands, Vanuatu, Cook Islands, Samoa, PNG, Palau, Tonga, FSM.

**Quality and Satisfaction Assessment:** Participants rated their **overall satisfaction** across all aspects of the webinar at **70.96%**, with **76.00%** of all participants reporting they were 'Quite' or 'Extremely' satisfied with the webinar. They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **75.00%**
- Relevance and usefulness of the webinar: **66.67%**
- Structure of the webinar enabling participation: **50.00%**
- Ease of ability to connect to the webinar: **78.88%**
- Overall satisfaction with the webinar: **70.96%**

**Post-Workshop Self-Assessment:** Of all participants, **76.00%** rated themselves 'Quite or 'Extremely' confident in using the WebEx interactive tools following the webinar. The **overall confidence** rating provided by participants was **76.03%**.

The post-webinar survey additionally requested suggestions for future webinar topics. Provided options include:

- Attitudes of court users towards technology;
- Examples of technologies used in the court room;
- Policies, rules and regulations for conducting remote court hearings and proceedings;
- Adjournments and case management during COVID-19;
- Cases of COVID-19 in the court itself; and
- The health and morale of Court personnel.

### ***The Pacific Courts and the COVID-19 Pandemic (6 August, 2020)***

The final webinar in PJSI's COVID-series was the ***Pacific Courts and the COVID-19 Pandemic - Question and Answer Webinar***, hosted on 6 August, 2020. The purpose of the webinar was to enable Partner Courts to discuss and exchange experiences, challenges and innovative solutions to promote effective court service delivery in the COVID-19 context, in particular with regards to enabling access to justice for the most vulnerable. The Honourable Justice Mortimer (Australia) spoke of the context of Victoria, and how this has impacted upon the Federal Court of Australia's

use of remote technologies, with particular emphasis being placed on the challenges of conducting Court remotely, and developing specific practice notes and materials.

Partner courts considered and discussed the adaptations made to their judicial role during the COVID-19 pandemic and the hardest aspect in continuing to perform their judicial roles effectively. The cancellation of hearings and, in some instances, entire branches of the Court itself, have caused concern for some jurisdictions, with others noting that budgetary impacts have caused the largest challenge.

### Webinar Statistics

26 attendees (6 female, 23.07%) participated from 10 PICs: RMI, Nauru, Solomon Islands, Vanuatu, Kiribati, Cook Islands, Samoa, Palau, Tonga and FSM.

**Quality and Satisfaction Assessment:** Participants rated their **overall satisfaction** across all aspects of the webinar at **83.33%**, with **all** participants reporting they were ‘Quite’ or ‘Extremely’ satisfied with the webinar. They rated their satisfaction with each element of the webinar as follows:

- Achievement of the webinars aims and objectives: **85.33%**
- Relevance and usefulness of the webinar: **76.67%**
- Structure of the webinar enabling participation: **76.67%**
- Ease of ability to connect to the webinar: **76.67%**
- Overall satisfaction with the webinar: **83.33%**

**Post-Workshop Self-Assessment:** Of all participants, **70.00%** rated themselves ‘Quite or ‘Extremely’ confident in using the WebEx interactive tools following the webinar. The **overall confidence** rating provided by participants was **70.37%**.

The post-webinar survey additionally requested suggestions for future webinar topics. Provided options include:

- Ensuring witness impartiality during virtual court and video conferencing;
- The use of Microsoft Teams within the Federal Court of Australia context;
- Admissibility of expert and scientific evidence via virtual technology;
- Budget, processes and procedures of the Courts; and
- Improving access to justice in the absence of full legal aid systems.

## Remote Court Proceedings Webinar (20 August, 2020)

### Webinar Statistics

28 attendees (13 female, 46%) participated from 13 PICs: Solomon Islands, RMI, Cook Islands, PNG, Nauru, Tonga, Tokelau, FSM, Fiji, Palau, Samoa, Vanuatu, Kiribati.

Responses from RCP Webinar Survey Poll

Response	Have you previously participated in an online/remote workshop or training?	How effective did you find the remote learning approach via Zoom?	How confident do you feel using the Zoom interactive tools (e.g. the chat, hand raising and poll tool)?	How easy was it for you to connect to Zoom?

1	Yes	Extremely effective	Extremely confident	Very easy
2	Yes	Extremely effective	Extremely confident	Very easy
3	Yes	Quite effective	Extremely confident	Very easy
4	Yes	Extremely effective	Quite confident	Very easy
5	Yes	Quite effective	Quite confident	Very easy
6	Yes	Quite effective	Extremely confident	Very easy
7	Yes	Quite effective	Some confident	Quite easy

**Quality and Satisfaction Assessment:** Participants rated their confidence using the Zoom interactive tools as **81%** and the effectiveness of the remote learning approach as **81%**.

### SDGs Webinar Series (September - November, 2020)

The Series follows the [SDG Issues Paper](#), prepared by PJSI in February 2020. Shared with the region's Chief Justices, the Paper suggests approaches Partner Courts may take to strengthen their capacity to address, implement, monitor and report against the SDGs.

The SDG Webinar Series was designed to bolster familiarity with the SDGs and their connection to Partner Court mandates, enabling Partner Courts to endorse their strategic importance, report on and strengthen judicial contributions to the SDGs.

The purpose of each webinar is to:

- Webinar 1** Bolster familiarity with the SDGs and discuss their relevance to Partner Court reform and development agendas.
- Webinar 2** Highlight the achievements, progress and challenges experienced by Partner Courts in implementing their reform agendas that contribute to the SDGs.
- Webinar 3** Identify and prioritise the SDGs most closely connected to Partner Courts' priority objectives and consider a feasible way forward to bolster connectivity with and contribution towards the SDGs.

Across the three webinars, 50 (22 female, 44%) participants attended from 7 PICs: Vanuatu, Cook Islands, FSM, Kiribati, Palau, PNG and RMI.

#### Quality and Satisfaction Assessment (mean across the series):

- Overall satisfaction: **83%**. 75% reported being '*extremely*' satisfied
- Structure of the webinar enabling participation: **80%**
- Ease of ability to connect to the webinar: **90%**
- Effectiveness of the remote learning approach: **80%**
- Confidence using the Zoom platform and tools: **75%**

Given the level of interest among Partner Courts to proceed towards these tangible outputs, and the unspent funds allocated to PJSI's SDG Project<sup>6</sup>, it is suggested that PJSI pilot the deployment

<sup>6</sup> Funds were allocated to involve other Technical Advisors in the Webinar Series. This was considered unnecessary.

of the Reporting Template. The quantum of unspent funds from this Project is sufficient to offer interested Partner Courts remote, technical guidance and support within PJSIs remaining operational time to complete the Reporting Template and include it in their next Court Annual Reports.

The results of the pilot along with the research and development beneath it, will enable PJSI to proffer for discussion, a policy-level approach to the SDGs to the region's Chief Justices at their final meeting in 2021. This will enable PJSI to achieve, and exceed, the outcomes it established for the SDG Project.

### **SDG Webinar #1 (10 September, 2020)**

The purpose of the webinar was to bolster familiarity with the Sustainable Development Goals (SDGs) and discuss their relevance to Partner Court reform and development agendas.

Ms. Burrows began by providing an overview of the 17 Sustainable Development Goals (SDGs), identifying their objectives and purpose. She went on to discuss six key SDGs most relevant to PJSI's Partner Courts' development agendas:

- SDG 5: Gender Equality;
- SDG 8: Decent Work & Economic Growth;
- SDG 10: Reduced Inequalities;
- SDG 14: Oceans;
- SDG 15: Land; and
- SDG 16: Peace & Justice.

Ms. Burrows then explored Voluntary National Review (VNRs) including; Pacific Island nations who have submitted VNRs, nations developing them, and VNRs which reference the work of the Courts.

The second half of the webinar consisted of discussion by PJSI's Partner Courts on:

- What SDG-related activities their court has implemented and plans to implement; and
- The value of the SDGs to the Partner Court's current and planned development activities.

### **Webinar Statistics**

21 (9 female, 42.85%) participants attended from 7 PICs: Vanuatu, Cook Islands, FSM, Kiribati, Palau, PNG and RMI.

**Quality and Satisfaction Assessment:** Participants rated their satisfaction with each element of the webinar as follows:

- Structure of the webinar enabling participation: **75.67%**
- Ease of ability to connect to the webinar: **85.00%**
- Effectiveness of the remote learning approach: **78.79%**

**Post-Workshop Self-Assessment:** Of all participants, **72.00%** rated themselves 'Quite or 'Extremely' confident in using the Zoom interactive tools following the webinar. The **overall confidence** rating provided by participants was **63.64%**.

Participants additionally rated their understanding of the SDGs and the purpose of the Voluntary National Reviews (VNRs). Participants rated their understanding as follows:

- Understanding of the connection between SDGs and Court's development agenda: **72.37%**
- Understanding of purpose and content of VNRs: **72.37%**

### **SDG Webinar #2 (8 October, 2020)**

Previously, our objectives for this workshop were to identify: which SDGs connect to priority court development objectives; and your achievements and challenges implementing and reporting on contributory reform agendas. However, we achieved this with your preparation and contributions to the first webinar. As such, we're able to move forward even further.

The twofold purpose of the webinar is to focus on SDG 16 – Peace, Justice & Strong Institutions, considering its sub-categories & progress indicators to:

1. Identify which indicators are relevant to you.
2. Which you can, or could with assistance, report on.

#### **Webinar Statistics**

19 (8 female, 42.1%) participants attended from 5 PICs: FSM, Kiribati, Palau, PNG and Vanuatu.

**Quality and Satisfaction Assessment:** Participants rated their satisfaction with each element of the webinar as follows:

- Structure of the webinar enabling participation: **74.00%**
- Ease of ability to connect to the webinar: **92.67%**
- Effectiveness of the remote learning approach: **85.33%**

**Post-Workshop Self-Assessment:** Of all participants, **66.00%** rated themselves 'Quite or 'Extremely' confident in using the Zoom interactive tools following the webinar. The **overall confidence** rating provided by participants was **62.96%**.

Participants additionally rated their understanding of the sub-categories of SDG 16 and their relevance to the Courts development and reform activities. Participants rated their understanding as follows:

- Understanding of the connection the sub-categories established for SDG 16: **89.00%**
- Understanding of the relevance of the SDG 16 indicators: **66.67%**

### **SDG Webinar #3 (5 November, 2020)**

The objective of this webinar was to identify and prioritise the SDGs most closely connected to Partner Courts' priority objectives and consider a feasible way forward to bolster connectivity with and contribution towards the SDGs.

#### **Webinar Statistics**

10 (5 female, 50%) participants attended from 5 PICs: FSM, Kiribati, Palau, PNG and Vanuatu.

**Quality and Satisfaction Assessment:** Participants rated their satisfaction with each element of the webinar as follows:

- Structure of the webinar enabling participation: **91.67%**
- Ease of ability to connect to the webinar: **91.67%**
- Effectiveness of the remote learning approach: **75.00%**

**Post-Workshop Self-Assessment:** Of all participants, **75.00%** rated themselves 'Quite or 'Extremely' confident in using the Zoom interactive tools following the webinar. The **overall confidence** rating provided by participants was **75.00%**.

## Remote Court Proceedings Toolkit Launch (03 December, 2020)

This activity was a part of a broader undertaking to develop a Toolkit on Remote Court Proceedings to assist courts. It aimed to provide an opportunity for Partner Courts to share experiences as they address the increased need for remote court proceedings in the midst of COVID-19 and to present the PJSI Toolkit on Remote Court Proceedings.

### Outputs:

- Additional materials and experiences to enhance the Draft RCP Toolkit; and
- The promotion of the Efficiency Component's next activity i.e. to support up to 3 partner courts to build their knowledge, skills and capacity to conduct RCP, through training on the RCP Toolkit and development of an RCP Action Plan.

### Outcomes: Expected outcomes are:

- Increased confidence to plan, use and conduct RCP;
- Continued protection of Judicial and Court Officers, court users and the public from Covid 19 as the greater use of RCP decreases the necessity of people to attend court in person;
- The continued provision of judicial services during the pandemic and beyond, avoiding a cessation of judicial services which would lead to significant backlogs;
- The long term use of RCP which should increase access to justice, decrease travel and operational costs and generally increase efficiency.

## Webinar Statistics

41 (22 female, 53.66%) participants attended from 8 PICs: RMI, Nauru, Vanuatu, Samoa, PNG, FSM and Palau.

**Quality and Satisfaction Assessment:** Participants' rated their **overall satisfaction** of the webinar at **86.67%**, demonstrating that participants were very satisfied with the webinar and discussion.

Participants' satisfaction with each element of the course was rated as follows:

- Structure of the webinar enabling participation: **86.67%**
- Ease of connection to Zoom: **100.00%**
- Effectiveness of the remote learning approach: **86.67%**
- Usefulness of the *Remote Court Proceedings Toolkit*: **96.67%**
- Overall satisfaction with the webinar: **86.67%**

Participants additionally rated their confidence in using the Zoom interactive tools (the chat, hand raising and poll tool) at **83.33%**.

## Court Trend Report Webinar (4 February, 2021)

The webinar reviewed the current status of Annual Reporting in PJSI jurisdictions over 2011-2019 and presented the draft 2020 PJSI Court Trend Report data on the 15 Cook Island indicators. Participants were invited to contribute new developments and insights from their jurisdictions.

### Objectives:

- Consolidate understanding of the cycle of internal review and analysis of data from case management system/ CTS and external Annual Reporting
- Review the current status of Annual Reporting in PJSI jurisdictions 2011-2019
- Present the draft 2020 PJSI Court Trend Report data on the 15 Cook Island indicators and discuss gaps
- Indicate why Sex and Age disaggregated data is important for the implementation of national strategies including Strategies focusing on Ending Violence Against Women and Girls
- Feedback from PJSI Courts of (i) recent important developments such as Tonga's Court Disability Policy and (ii) Court User Surveys completed in 2020 and any plans for 2021

### Webinar Statistics

44 (24 female, 55%) participants attended from 9 PICs: Cook Islands, FSM, Kiribati, RMI, PNG, Solomon Islands, Tonga, Tuvalu and Vanuatu (1 observer from NZ).

**Quality and Satisfaction Assessment:** Participants' rated their **overall satisfaction** of the webinar at **91%**, demonstrating that participants were very satisfied with the webinar and discussion. Participants' satisfaction with each element of the course was rated as follows:

- Structure of the webinar enabling participation: **88%**
- Ease of connection to Zoom: **91%**
- Effectiveness of the remote learning approach: **82%**

**91%** of participants rated their confidence in using the Zoom interactive tools (the chat, hand raising and poll tool) as 'Quite' or 'Extremely' confident.

## Human Rights Checklist Webinar (18 February, 2021)

The Pacific Judicial Strengthening Initiative (PJSI) developed six Human Rights Checklists to support coordinated 'best practice' actions to apply human rights in the daily practice of judges, magistrates and court staff. The full series of Human Rights Checklists include:

- Checklist 1: Minimising Pre-Trial Detention
- Checklist 2: When juveniles/children come to court
- Checklist 3: Judicial visits to places of detention
- Checklist 4: When victims of family or sexual violence come to court
- Checklist 5: When people with disabilities come to court
- Checklist 6: Creating welcoming, inclusive courts.

The online webinar aimed to:

- present the six *Human Rights Checklists*,
- induct participants on how and when best the Checklists may be used, and
- Address any questions on the application of human rights in courts.

### Webinar Statistics

24 (10 female, 42%) participants attended from 10 PICs: Cook Islands, Kiribati, Nauru, RMI, PNG, Palau, Solomon Islands, Tokelau, Tonga and Vanuatu.

**Quality and Satisfaction Assessment:** Participants' rated their *overall satisfaction* of the webinar at **71%**. Participants' satisfaction with each element of the course was rated as follows:

- Confidence using Zoom: **90%**
- Usefulness of the Human Rights Checklists: **81%**
- Effectiveness of the facilitators: **81%**

### Most Significant Change Webinar (11 March, 2021)

#### Aim:

- to assess the long-term benefits of PJSI and its predecessors,
- to invite participants to discuss the changes that have taken place in their respective Courts since the start of PJSI

Prior to the webinar, participants were asked to complete a survey detailing what they consider to be the changes to have resulted from PJDP/PJSI projects and the Most Significant Change over a number of years. Discussion during the webinar elaborated on this, where participants were asked:

- Think about the last 10 years. What has changed?
- What changes occurred as a result of PJSP/PJSI projects? Key ideas and key matters

### Webinar Statistics

19 (10 female, 53%) participants attended from 10 PICs: Cook Islands, Palau, Kiribati, RMI, Vanuatu, Nauru, FSM, PNG, Solomon Islands and Niue.

No Quality and Satisfaction Assessment conducted for this webinar.