

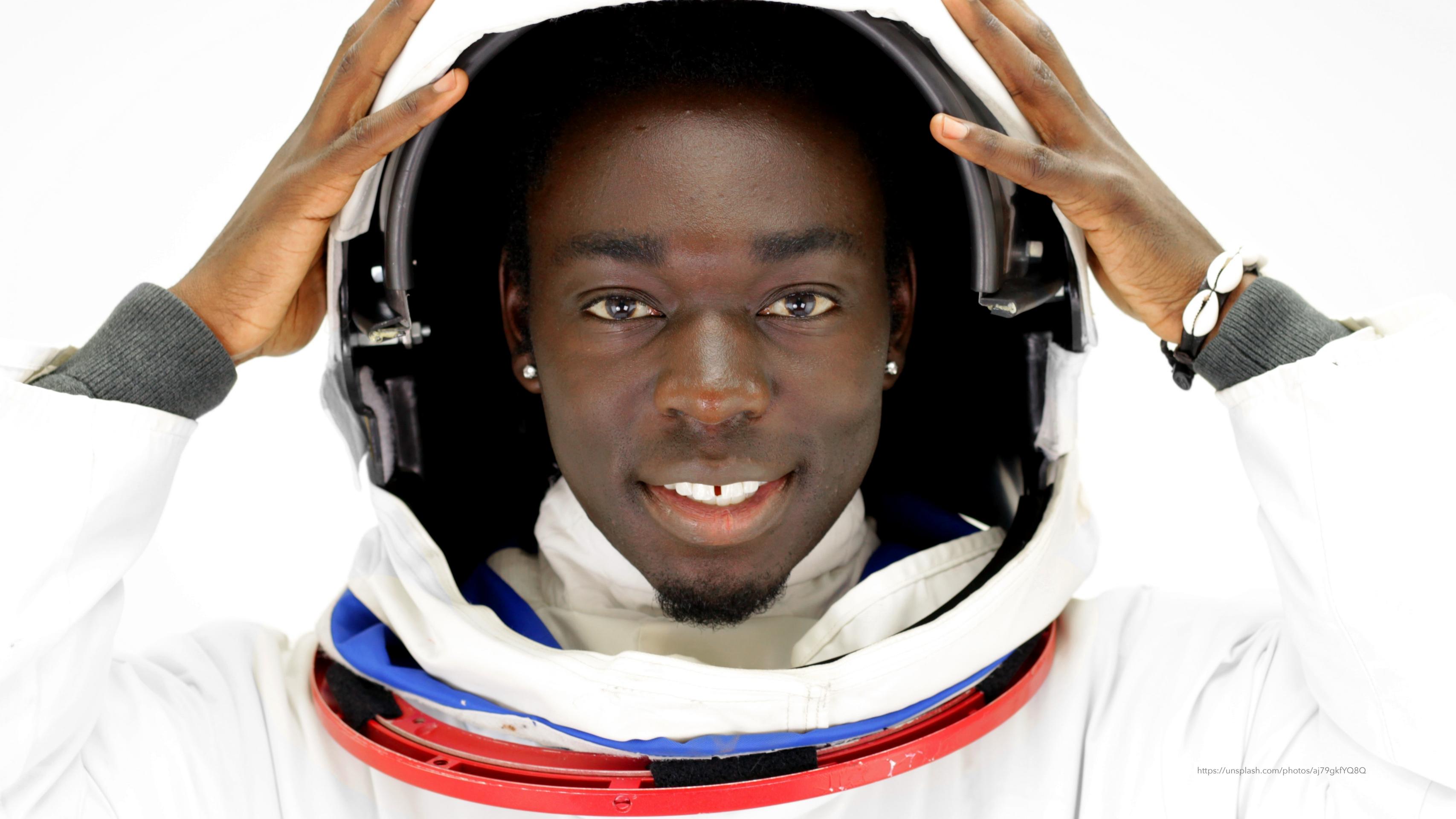


the good, the bad and the ugly of remote working

Frédéric Harper

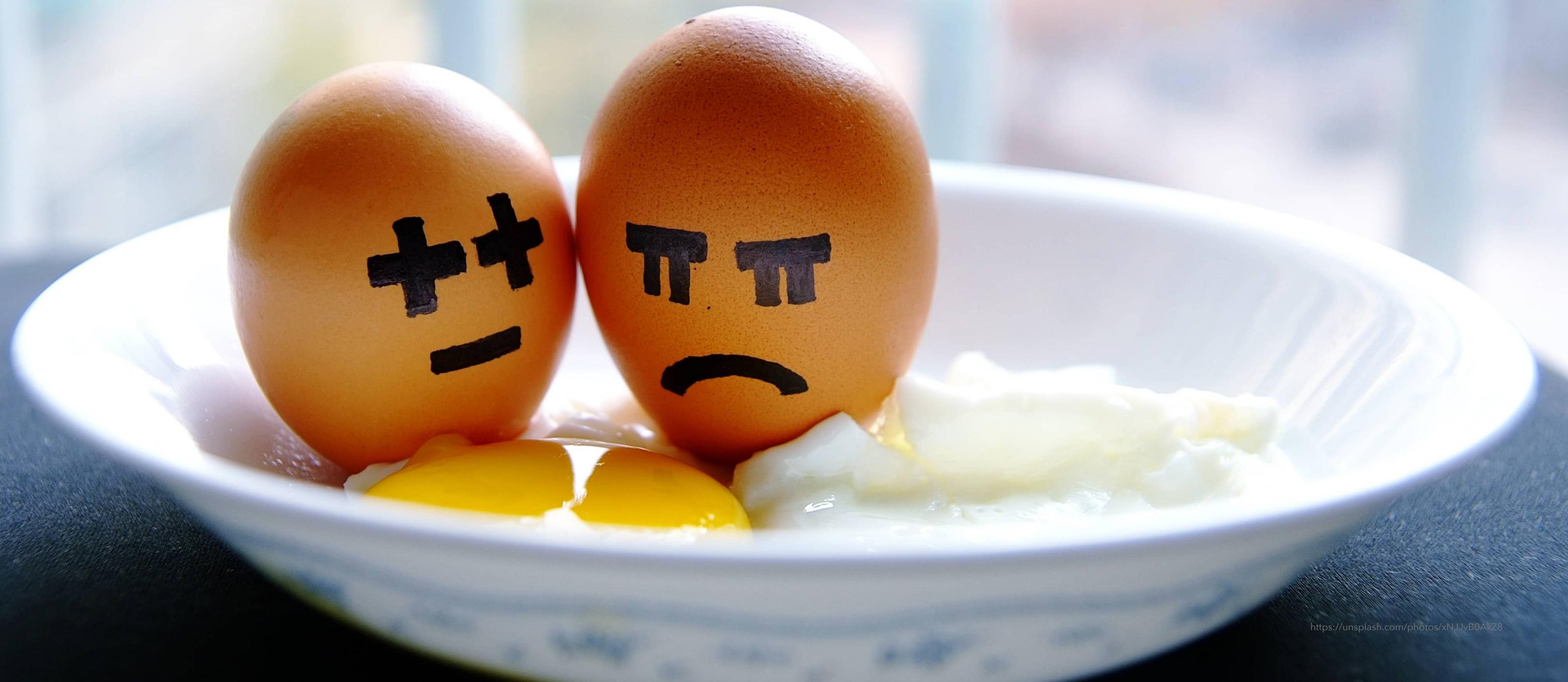
Senior Developer Advocate - DigitalOcean

@fharper





WELCOME



THE GOOD















<https://unsplash.com/photos/b34E1vh1tYU>



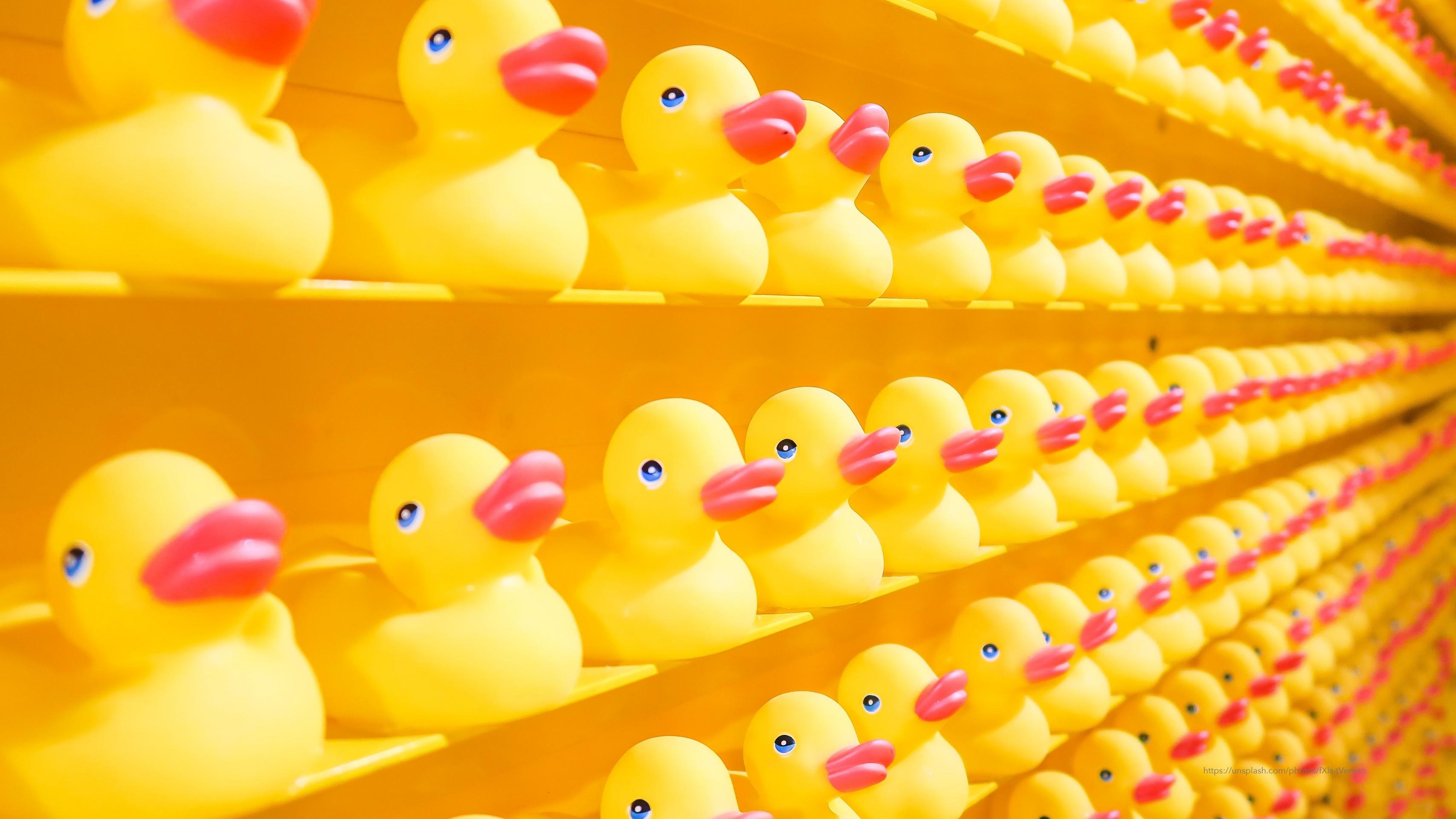


THE BAD





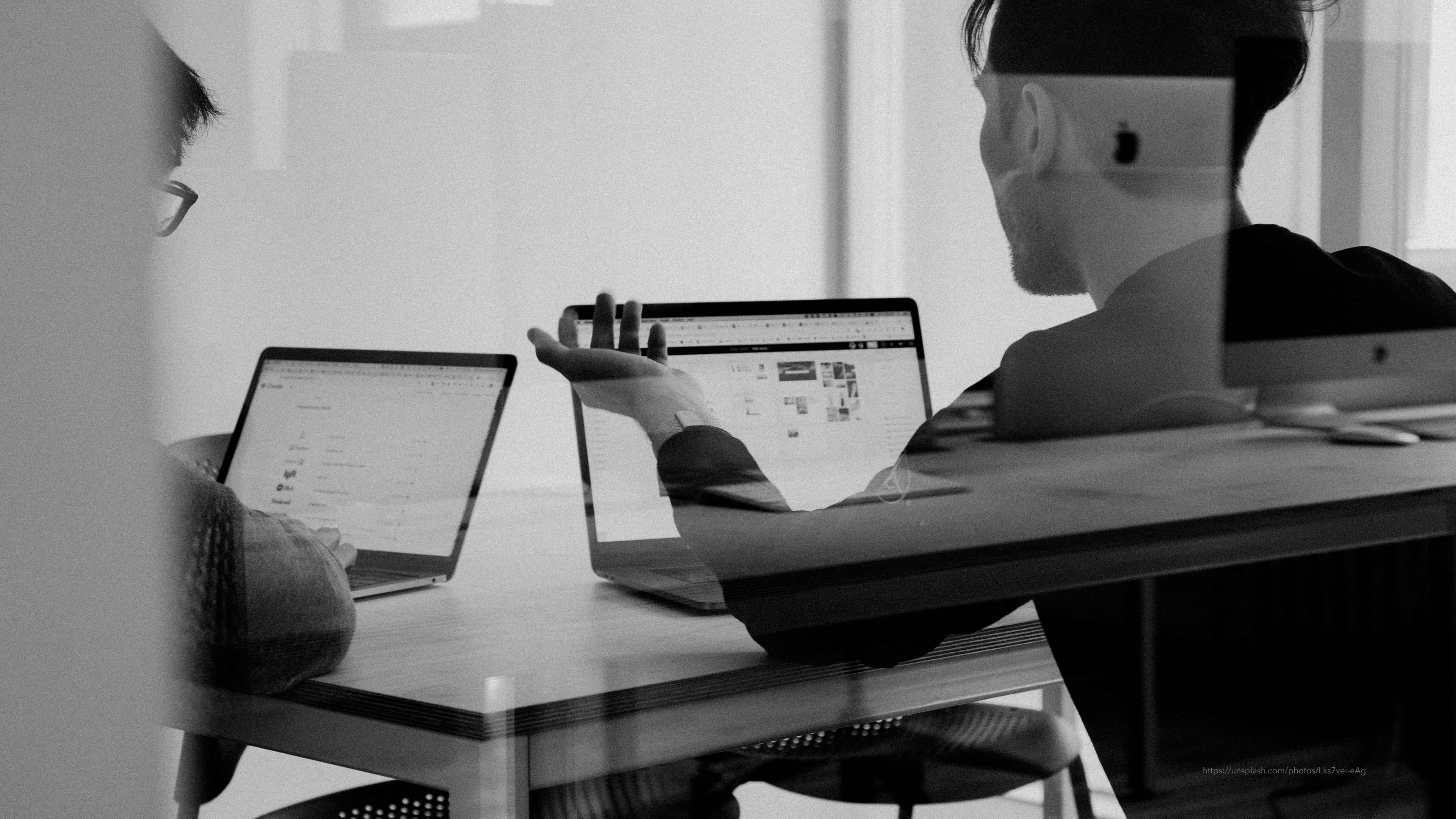




Y

PROOF







THE UGLY







Franz

Edit View

Threads

Time to Hack

• pankaj

Go Jump to...

All Threads



connects

100%

100%





SÍDNEY



LONDRES



MONTERREY



VANCOUVER



NEW YORK

where to start.
prof. help
what
no one.
very little.

answers

in the
to date.

decide

sability

ries;
ever
can get
ugh to big
e various

Brendon

VARIED →
All In crises or Vulnerable

"I don't know what to do"
"I don't want to deal with
Your problem this"
Friends & family.
Often previous lawyer/moved with legal system.
No one can help

Distressed sometimes irrational

Getting the right help, quickly.
Avoiding prison. Getting access to their children.

Knowledge of who does what.
Criteria for eligibility clear & understandable.

How would you describe your clients?
people seeking free legal assistance or advice.

What are they thinking and feeling?
they need or want support or knowledge
they may feel the system is unfair.
Often they have tried to seek aid and assistance elsewhere
variety of clients

- High levels of stress and anxiety.

What are their main concerns?
They want help or assistance with resolving their legal problem.

Community Legal Centre (CLC)
+ Referral Empathy map.

Mel

Disadvantaged
Marginalised
Traumatised

What are they thinking and feeling?
That the system is against them
They are feeling powerless & that no-one cares about them either seen or spoken to?
Sorry we can't help you, they have been hearing that no-one can help them either seen or spoken to?
Have you called? You can represent yourself
You have to help me
They are upset & emotionally drained.

What are their main concerns?
They need a lawyer to help them with seeing their kids, staying out of jail, securing housing

Is there a way Justice Connect could help?
Online portal where CLCs have more say in who takes on the matter.

Ashwinny Federation

General public using the referral line for free member CLCs x 46 Stakeholders:
→ government & state
→ other community organisations (non legal)
→ Non govt bodies (govt & nongovt)

What are they thinking and feeling?
→ concerned, clarity.
→ don't support, information, advice, feedback.
What have they been hearing?
→ underfunded sector
→ that we can provide assistance/support/help (public)
Who have they seen?
→ knowledge/information varies depending on client/stakeholder

How would you describe your clients?
vulnerable + disadvantaged
CALD.
stressed.
Capacity to follow referrals alone is low.
asylum seekers/refugees.
unable to understand systems including Justice system.

What are they thinking and feeling?
→ how can I get timely right help to solve my problem without it impacting my life so much
What have they been hearing?
→ everything through interpreters
→ formal language
Who have they seen?
→ case workers/social workers
→ multiple services for help
→ no understanding of legal system
Glossary
- glossary

TIPS & TRICKS



























so...

THIS IS
THE SIGN
YOU'VE BEEN
LOOKING FOR







From the authors of the *New York Times* bestseller *Rework*



resources

slides

<https://github.com/fharper/mytalks>

video

<https://www.youtube.com/user/fredericharper>

remote: office not required

<https://basecamp.com/books/remote>

A black and white photograph of a man with a shaved head and a full, well-groomed beard. He is wearing dark-rimmed glasses and a dark zip-up hoodie over a light-colored t-shirt. He is smiling warmly at the camera. The background is a plain, light-colored wall.

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