

## Appendix 8 Report on multicultural and disability-related matters

The reporting below follows requirements under the Multicultural NSW Multicultural Policies and Services Program (MPSP) Multicultural Framework and the NSW Family and Community Services Disability Inclusion Action Plan Guidelines.

The Legal Aid NSW Diversity and Inclusion Plan 2020–2021 is an inclusive plan that has two main objectives of achieving a diverse and inclusive workforce and providing services that recognise and respond to the legal and support needs of diverse clients. Our diverse clients cover a broad range of groups including people with disability, people from culturally diverse communities, people from rural and regional areas and people from LGBTQIA+ communities.

Focus area	Key outcome areas	What we achieved
<b>Service delivery</b>	Mainstream services deliver for everyone	9.5% of our case grant and in-house duty services were provided to clients born in non-English speaking countries.  We spent \$1,539,634 (excl GST) on interpreting and translation services.
	Targeted programs fill the gaps	Legal Aid NSW provides a number of targeted programs working with clients from diverse communities, including: <ul style="list-style-type: none"> <li>• our Refugee Service provided legal education and assistance to clients on refugee or humanitarian visas, and</li> <li>• our Immigration Service provided advice to clients on immigration issues, including bringing family members to Australia and the process of seeking asylum for those fleeing persecution.</li> </ul>
<b>Planning</b>	Strong plans to deliver services	In 2019–2020 we undertook a comprehensive review of barriers in access to justice for culturally and linguistically diverse groups. This year we have been delivering the recommendations under the report, including: <ul style="list-style-type: none"> <li>• sourcing new providers of interpreting and translating services</li> <li>• improving training on working with interpreters and translators for lawyers, and</li> <li>• adding information on accessing interpreters and translators at court on our website.</li> </ul>
<b>Leadership</b>	Demonstrated leadership in culturally inclusive practices	The Legal Aid NSW Equity and Diversity Committee is chaired by the CEO. This year we sought to revitalise the committee by developing refreshed Terms of Reference which focus on building stronger leadership and pathways across the agency through the development of a Diversity, Equity and Inclusion Allies and Champions Network led by the committee.
<b>Engagement</b>	Understanding the needs of people from diverse backgrounds	The 2021 Client Satisfaction Survey included 342 clients who do not speak English at home (23% of respondents).

## Disability

These achievements are reported against the key outcome areas of the NSW Family and Community Services Disability Inclusion Action Planning Guidelines.

<b>Key outcome area</b>	<b>What we achieved</b>
<b>Liveable communities</b>	<p>Your Story Disability Legal Support offers free, independent information and legal advice to support people to share their story with the Disability Royal Commission. The service is delivered by community-controlled Aboriginal and Torres Strait Islander legal services and legal aid commissions, including Legal Aid NSW, in each state and territory. In the 2020–2021 financial year, Your Story lawyers provided 3,189 legal services to people with disability, their families and their supporters. This included legal advice services, support with private sessions and preparing submissions, and connecting clients with counselling, advocacy and other legal support, and represented an increase of 124 percent on legal services provided in 2019–2020.</p> <p>The information line run by Your Story Disability Legal Support received 2,598 calls, email and website inquiries in 2020–2021, compared to 1,502 in the previous financial year.</p>
<b>Employment</b>	<p>Legal Aid NSW has met the NSW Premier's Priority target of 5.6% of government sector roles held by people with a disability. We have set ourselves a stretch target of 8% by 2023 which we are on track to meet. The percentage of staff with disability is 6.8%.</p>
<b>Systems and processes</b>	<p>Supported by the Australian Network on Disability, we reviewed and revamped our staff disability network. The new network is made up of two interconnected but discrete forums, the peer-to-peer forum and the consultative forum. Through this approach, the network aims to provide a confidential peer community alongside expert advice and advocacy across the organisation.</p> <p>In November 2020, Your Story Disability Legal Support established a prison phone line to receive calls from people with disability in youth detention centres and prisons. Between 30 November 2020 and 30 June 2021, 676 calls were received from people in prison.</p>
<b>Community attitudes and behaviours</b>	<p>We delivered community legal education on topics including:</p> <ul style="list-style-type: none"><li>• the National Disability Insurance Scheme</li><li>• the Disability Service Pension</li><li>• fetal alcohol spectrum disorder</li><li>• My Health Record, and</li><li>• elder abuse.</li></ul> <p>Your Story Disability Legal Support delivered legal education events all over the country. They were flexible and creative in continuing to educate people about their service and the Disability Royal Commission, overcoming the challenges of the pandemic to deliver a 740% increase in events in 2020–2021.</p> <p>We celebrated the International Day of People with Disability in December 2020.</p>