

## Appendix 9 *Legal Aid NSW Diversity Action Plan 2016–2017*

The *Diversity Action Plan 2016–2017* is an inclusive plan that targets a broad range of people including people from multicultural backgrounds, people with disability, younger people, older people, women, people of diverse genders, sexes and sexualities, and people living in rural and regional areas. The plan was developed against the four objectives of the Legal Aid NSW Plan.

Multicultural matters and disability-related matters are subject to mandatory reporting. The reporting below follows requirements under the Multicultural NSW Multicultural Policies and Services Program (MPSP) and the NSW Family and Community Services Disability Inclusion Action Plan Guidelines. Actions that are not from the *Diversity Action Plan 2016–2017* for multicultural and disability achievements are noted with an asterisk.

### Multicultural

These achievements are reported against the activity areas of the MPSP

Focus area	Key outcome areas	What we achieved
<b>1. Service delivery</b>		
	<i>Mainstream services deliver for everyone</i>	<p>11.9% of our case grant and in-house duty services were provided to clients born in non-English speaking countries.*</p> <p>We delivered 2,173 community legal education workshops to clients across NSW. 14.4% were presented to multicultural audiences.*</p> <p>We spent \$1,256,446 on interpreting and translation services.*</p> <p>Our key information brochure, '<i>How Legal Aid NSW can help you</i>', is available in 25 languages.*</p>
	<i>Targeted programs fill the gaps</i>	<p>We delivered community legal education for targeted groups. Workshops were provided for:</p> <ul style="list-style-type: none"> <li>migrant communities about obtaining Australian citizenship</li> <li>people who are irregular maritime arrivals subject to fast track processing about their visa options and processing information</li> <li>young people who are recent arrivals about criminal law.</li> </ul> <p>We expanded our community legal education program on domestic and family violence to better target asylum seekers, newly arrived migrants and to educate Settlement Services International staff.</p>
	<i>People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions</i>	<p>We produced:</p> <ul style="list-style-type: none"> <li>translations of our '<i>Get Street Smart</i>' brochure for young people in Arabic, Hazaragi and Dari/Farsi.</li> <li>a booklet <i>How can I bring my refugee family</i> in Arabic, Farsi/Dari and Assyrian.</li> <li>a booklet <i>Charmed and Dangerous</i> that outlines the cycle of abuse in domestic and family violence and how to break free of controlling, abusive or violent relationships, in Arabic, Dari/Farsi and simplified Chinese</li> </ul> <p>We redrafted 34 of our client letters into plainer language to improve our communication with people with limited English skills.</p> <p>We rewrote the 58 most commonly used refusal clauses in grants refusal letters.</p> <p>We participated in community events and festivals such as Africultures and the Assyrian Cultural Festival, where we provided information to raise awareness of our services*</p>
<b>2. Planning</b>		
	<i>Strong plans to deliver services</i>	<p>Our <i>Diversity Action Plan 2016–2017</i> delivered key initiatives for effective client service targeted to multicultural communities.</p> <p>Our <i>Domestic and Family Violence Strategy 2016-2018</i> includes measures targeted to migrant communities.*</p> <p>Through the Refugee Working Group we have planned and monitored our service response to the increased intake of refugees into NSW</p>
	<i>Evidence driven planning</i>	<p>We launched the Legal Aid NSW Refugee Service based on anticipated refugee arrivals and settlement patterns.*</p>
<b>3. Leadership</b>		
	<i>Demonstrated leadership in culturally inclusive practices</i>	<p>The Legal Aid NSW Equity and Diversity Committee is chaired by the CEO. The Deputy CEO and Director of People and Organisational Development are also members of the Committee.*</p> <p>Senior executives and diversity professionals participated in forums led by the Public Service Commission and Department of Premier and Cabinet to drive and embed diversity and inclusion in the NSW Public Service</p>

<i>Increased recognition of the value of cultural diversity</i>	All staff in our new Refugee Service are from culturally diverse backgrounds*
	We celebrate Harmony Day each year with an internal event and participation in a range of community events.*
	We publicised the 2016 Mapping Social Inclusion Report by the Scanlon Foundation

#### 4. Engagement

<i>Collaboration with diverse communities</i>	Legal Aid NSW lawyers provided free advice at ten Migrant Resource Centres under our continuing partnership with Settlement Services International (SSI).*
	A new resource providing information for people seeking to bring family members to Australia under humanitarian visas was user tested with migrant communities prior to publication.*
	A delegation from Legal Aid NSW, led by the Deputy CEO, addressed a meeting of the Justice Multicultural Advisory Council to seek input on our services to culturally diverse communities.*
<i>Understanding the needs of people from diverse backgrounds</i>	The composition of our workforce in our new Refugee Service in Western Sydney reflects community diversity.*
	The Community Engagement Officer at the Refugee Service was employed under the NSW Government's Refugee Employment Program.*

## Disability

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

Key outcome areas	What we achieved
<i>Liveable communities</i>	We reviewed amenities for clients with disability at all of our offices. Recommendations for improvements have been prioritised for implementation.
<i>Employment</i>	We launched and commenced implementing our <i>Workforce Strategy for the Recruitment, Employment and Retention of People with Disability 2016-2018</i> .
	We conducted a survey of staff with disability and used the results to identify areas for improvement.
	We provided paid internships for two students with disability.
<i>Systems and processes</i>	We created a version of our 'Police Powers' brochure as a four book series written in Easy English. This resource was user tested with the Intellectual Disability Rights Service prior to publication.
	We piloted the inclusion of disability status on our complaints form.
	We delivered training on how to assist clients involved with or potentially eligible for the National Disability Insurance Scheme.
<i>Community attitudes and behaviours</i>	128 staff and 12 private lawyers and other community partners completed our online disability awareness training module.
	Seven staff volunteered as mentors for students with disability.
	We captioned our crime prevention film <i>Burn</i> to improve accessibility and awareness for young people.
	We produced a brochure <i>Not happy with a NDIS decision?</i> that outlines the steps to challenge a National Disability Insurance Scheme decision.

## Other actions

These achievements are reported against Legal Aid NSW Plan objectives

Key outcome areas	What we achieved
<i>To promote access to justice through early intervention and prevention and better targeting of legal assistance to disadvantaged people</i>	We delivered community legal education to elderly clients about cyber safety
<i>To support and develop our people and improve our systems to meet organisational goals</i>	We established a mentoring program to assist female solicitors in the Criminal Law Division to increase their advocacy skills.
	We delivered training to staff on working with LGBTIQ communities.
<i>To build strong, effective service partnerships to respond to the legal and non-legal needs of our clients</i>	We collaborated with pro bono partners to provide community legal education and assistance with drafting wills, powers of attorney and enduring guardianships for targeted disadvantaged clients.