

## Appendix 9 Report on multicultural and disability-related matters

The report 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 2018–2019 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 women, young people, older people, people with disability, people from culturally diverse communities, people from rural and regional areas and people from LGBTIQ communities.

| Focus Area              | Key outcome areas  | What we achieved  |
|-------------------------|--|---|
| <b>Service Delivery</b> | Mainstream services deliver for everyone   | <p>12.1% of our case grant and in-house duty services were provided to clients born in non-English speaking countries.</p> <hr/> <p>We delivered 2,722 community legal education sessions to clients across NSW. 864 (31.7%) were presented to multicultural audiences.</p> <hr/> <p>We spent \$828,309 on interpreting and translation services.</p> <hr/> <p>Our key information brochure, <i>How Legal Aid NSW can help you</i>, is available in 22 languages.</p>   |
|                         | Targeted programs fill the gaps  | <p>We delivered community legal education for interpreters to develop their skills for court interpreting. Workshops were provided for:</p> <ul style="list-style-type: none"> <li>• refugees, asylum seekers and newly arrived migrants</li> <li>• older people, and</li> <li>• young people.</li> </ul>   |
|                         | People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions | <p>We participated in community events and festivals such as Refugee Week, where we provided information and raised awareness of our services.</p> <hr/> <p>We delivered community legal education at:</p> <ul style="list-style-type: none"> <li>• Settlement Services International Orientation training sessions</li> <li>• Let's Talk: Australian law for new arrivals workshops, and</li> <li>• Your Rights at Work: employment law for new arrivals sessions.</li> </ul> <hr/> <p>We delivered community legal education that targeted areas in regional NSW where refugee clients had settled.</p> |
| <b>Planning</b>         | Strong plans to deliver services   | <p>Our Domestic and Family Violence Strategy 2019–2020 includes measures targeted to migrant communities.</p>   |
|                         | Evidence-driven planning   | <p>The Executive receives quarterly progress reports on the Diversity and Inclusion Plan 2018–2019.</p>   |
| <b>Leadership</b>       | Demonstrated leadership in culturally inclusive practices  | <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 members of the committee.</p>   |
|                         |  | <p>The Director of Policy, Planning and Programs oversees equity and diversity in the organisation.</p>   |
|                         |  | <p>We celebrated Harmony Day, International Day Against Homophobia, Biphobia, Interphobia and Transphobia (IDAHOBIT) with internal staff events.</p> <hr/> <p>We acknowledge days of cultural significance internally, such as Chinese New Year, Ramadan and World Refugee Day.</p>   |

| Focus area        | Key outcome areas  | What we achieved  |
|-------------------|--|---|
| <b>Engagement</b> | Collaboration with diverse communities                     | The Legal Aid NSW Refugee Service employs a community engagement officer to support refugee clients and manage stakeholder relationships with community organisations.  |
|                   | Understanding the needs of people from diverse backgrounds | We achieved outcomes under the Diversity and Inclusion Plan 2018–2019 including: <ul style="list-style-type: none"> <li>• access to justice for diverse groups through legal services, and</li> <li>• increasing the proportion of casework services that clients reported met their personal and cultural (as recorded in our 2019 client satisfaction survey).</li> </ul> |

## Disability

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

| Key outcome areas                         | What we achieved   |
|---|--|
| <b>Liveable communities</b>               | Our Disability Network is a peer support group for Legal Aid NSW staff that allows for dialogue and exploration of issues in a safe environment. It is a consultative forum to provide a disability perspective on policies and practices in the organisation. Our CEO is the Disability Champion and Chair of the Equity and Diversity Committee. |
| <b>Employment</b>                         | In December 2018, we conducted a staff disability survey.  |
|   | We provided workplace adjustment and disability-confident training for managers through our membership with the Australian Network on Disability (AND), covering disability awareness and inclusive management capabilities.   |
|   | We updated our internal workplace adjustments guidelines.  |
|   | We participated in the AND Stepping Into Internship program to improve accessibility to jobs for law students with disability.   |
| <b>Systems and processes</b>              | We developed a Conference Checklist to ensure Legal Aid NSW conferences are accessible to all staff, irrespective of ability.  |
| <b>Community attitudes and behaviours</b> | We celebrated International Day of People with Disability in December 2018.  |
|   | We delivered community legal education on topics including: <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>   |

## Other actions

These achievements are performance highlights that are not covered in the Legal Aid NSW Strategic Plan 2018–2023 outcomes or actions.

| Focus area                           | What we achieved   |
|--------------------------------------|--|
| <b>Women in the legal profession</b> | Legal Aid NSW has adopted the Law Council of Australia's Equitable Briefing Policy, aimed at briefing women in at least 30% of all matters and paying 30% of the value of all brief fees to women by 2020. In 2018–19, the number of files with female barristers was 36%. |
|                                      | Legal Aid NSW is a member of the Law Society of NSW's Charter for the Advancement of Women in the Legal Profession, which commits us to introducing initiatives that promote and support women in the legal profession.  |
|                                      | The Crime Women's Mentoring Program ran over the first half of 2019. This involved Legal Aid NSW criminal lawyers being matched with barristers, who support and encourage solicitors' career progression through a mutually beneficial mentoring relationship.            |