

## 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.

As an organisation, we aim to have a diverse and inclusive workforce and provide 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
Service delivery	Mainstream services deliver for everyone	<p>8.9% of our case grant and in-house duty services were provided to clients born in non-English speaking countries. We spent \$1,634,496 (excl GST) on interpreting and translation services. 23.6% of our community legal education sessions were presented to multicultural audiences.</p> <p>Our panel member law practices speak 48 languages other than English. Our key information brochure, <i>How Legal Aid NSW can help you</i>, is available in 24 languages.</p>
	Targeted programs	<p>Legal Aid NSW provides a number of targeted programs working with clients from diverse communities:</p> <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>
Planning		<p>This year, the Legal Aid NSW Diversity, Equity and Inclusion Committee, chaired by the CEO, agreed to launch a comprehensive Diversity, Equity, and Inclusion Strategy in 2023 to align with the next Legal Aid NSW Strategic Plan.</p> <p>We will achieve this by:</p> <ul style="list-style-type: none"> <li>• Benchmarking our progress as an organisation with diversity, equity, and inclusion</li> <li>• Establishing strong networks of engaged staff, including the creation of the new CALD staff network and the new Diverse Sexualities and Gender staff network</li> <li>• Delivering on priority projects, such as the Anti-Racism and Anti-Discrimination Project, delivered as part of Project Respect.</li> </ul> <p>In 2021–2022 we have prioritised developing a robust evidence base and strong foundation to underpin the strategy.</p>
Leadership		<p>This year we introduced Project Respect. Project Respect is a broad program of work that aims to create a shared vision for the kind of Legal Aid NSW we all want to work at. Bringing together different voices, Project Respect will ensure our workplaces live up to our values of safety, belonging and respect.</p>
Engagement		<p>The Legal Aid NSW Refugee Service employs a community engagement officer to support refugee clients, manage stakeholder relationships with community organisations, and facilitate community legal education sessions for clients and service providers.</p>
Employment		<p>We developed the Hiring Managers Guide to Aboriginal and Torres Strait Islander targeted recruitment as a resource to guide managers through the key steps to running a culturally safe, successful targeted or identified recruitment.</p>

## 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>	Your Story Disability Legal Support gives free independent legal support to people thinking about sharing 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 in each state and territory, including Legal Aid NSW. In the 2021–2022 financial year, Your Story received 3,550 calls, emails and website enquiries from people with disability, their families, friends and supporters. Your Story lawyers provided 4,622 legal services, including legal advice, support with private sessions, preparing submissions and at public hearings, and connecting clients with counselling, advocacy and other legal support. In 2021–2022, free prison phone lines were established in all states and territories for people with disability in youth detention centres and prisons to be able to access free legal advice about taking part in the Disability Royal Commission.
<b>Employment</b>	Legal Aid NSW has met the NSW Premier's Priority target of 5.6% of government sector roles held by people with disability. An estimated 7.2% of our staff identify as people with acknowledged disability.
<b>Systems and processes</b>	We developed the Managers Guide to Inclusive Practice to support managers in recruiting, supporting, and developing staff with disability. It brings together the guidance and resources needed to create an inclusive environment that enables all staff to thrive. The guide works in conjunction with the Legal Aid NSW Mentally Healthy Workplace framework and resources.
<b>Community attitudes and behaviours</b>	<p>Your Story travelled extensively across Australia delivering legal education to communities from Bunbury (WA) to Barcaldine (Qld), Malmsbury (Vic) to Manyallaluk (NT), Port Macquarie (NSW) to Port Augusta (SA), Gawanggal (ACT) to Geeveston (Tas), and everywhere in between. Since it was established in September 2019, Your Story has delivered 801 legal education events to the community on topics such as NDIS and discrimination in education and employment, and has developed 171 accessible legal information resources including Easy Read guides and videos in Auslan.</p> <p>Legal Aid NSW celebrated International Day of People with Disability with an all-staff event on Friday 3 December 2021. The event was organised and led by our reinvigorated staff disAbility Network, who are helping drive inclusive practice in our organisation.</p>