

Law Access
Cultural and Linguistic
Diversity Strategy
2023 - 2024



Acknowledgement of Country

Law Access acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

Message From Our CEO



It is often said that the true measure of the morality of a society is found in how it treats the most vulnerable.

Law Access's pro bono referral service provides a last option for Western Australians who cannot access legal assistance from another service.

Of the applicants to Law Access in FY2023, 10% were from culturally and linguistically diverse backgrounds (CALD) and 7% identified as First Nations.

It is imperative that our services are accessible to any who struggle with English, with service engagement, or any other disadvantage in accessing justice.

It is also important that the ultimate service provided is appropriate and relevant to the individual and is delivered in a culturally sensitive manner.

To move Law Access towards reconciliation and to ensure that the unique needs of First Nations people are considered in our work and in the delivery of pro bono legal services, we have developed a First Nations Action Plan.

This CALD Strategy is a plan for development of cultural awareness, sensitivity and competence in service provision (and access to justice) for all people.

We hope to work through this Strategy to the benefit of all our Stakeholders including applicants to our service, pro bono lawyers who take our referrals, Law Access staff and volunteers, and other legal assistance service providers.

Alana Dowley
Chief Executive Officer

About Law Access

Our vision is equal access to justice for all Western Australians.

Law Access is a not-for-profit organisation that facilitates the giving of pro bono (free or low fee) legal assistance by the Western Australian legal profession to those who cannot afford a lawyer.

We are a service of last resort for those who cannot get legal assistance from legal aid, a community legal centre or other legal services.

Law Access receives applications from individuals in genuine need of legal assistance, often through warm referrals from the legal assistance sector.

Our Commitment

Why Law Access Values Providing an Accessible and Supportive Service to CALD Communities

Law Access recognizes the diverse and rich cultures and experiences of the people it supports and strives to provide a safe service that recognizes this diversity and implements measures to place all applicants on an equal footing.

People from a CALD background continue to face barriers in the legal system due to language difficulties, unfamiliarity with the legal system and processes, and general lack of awareness of services available to them.

Law Access is committed to improving access to justice for people from culturally diverse backgrounds to address the challenges that CALD peoples face when navigating the legal system in Australia.

Improving access to justice for CALD applicants not only benefits the applicant themselves, but also streamlines legal processes and ensures resources are used appropriately and as efficiently as possible.



Goals & Actions

Law Access aims to be supportive and aware of the culturally and linguistically diverse communities our organisation interacts with.

Our goals and actions reflect this commitment towards cultural diversity and inclusion:

1. Engage with communities.
2. Enhance cultural competency within Law Access and pro bono lawyers.
3. Make information about Law Access accessible.
4. Review actions and the CALD strategy periodically.

Our Implementation Matrix is set out on Page 5.

Review Process: Accountability

Law Access plans to progress and report on actions in the Implementation Matrix.

Law Access commits to:

- Review actions and the CALD strategy periodically.
- Allocate budget and/or training resources to implementation.
- Engage staff and CALD stakeholders in the implementation of the CALD strategy and in the review process.
- Report and publish annually on the progress of implementation of action items in the CALD Strategy Plan.



Implementation Matrix

	Deliverable	Timeline	Responsibility
1	Value diversity in recruitment.	Immediate	CEO / PL
2	Explore the opportunity for Law Access to join the National Anti-Racism Partnership: Racism, it stops with me	Immediate	CEO
3	Identify CALD organisations within our sphere of influence that we can bring along on our competence journey and collaborate with in service delivery.	2023	CEO
4	Engage with CALD communities through CALD organisations and promote broader awareness and engagement (including significant cultural dates).	2023/2024	PL/Staff
5	Conduct a review of cultural learning needs within our organisation, including pro bono lawyers.	2023	CEO/PL
6	Identify, develop and promote a tiered learning and training model for our staff and pro bono lawyers to increase cultural competency progressively.	2023/2024	CEO/PL
7	Increase awareness and knowledge of cultural competence across staff and stakeholders through CALD resources in the Law Access portal	2023/2024	CEO
8	Ensure that information on Law Access' website is in plain English and provide translations of informational videos for applicants into other languages	2023/2024	CEO
9	Maintain access to the TIS (interpreter service) for CALD applicants engaging with staff and pro bono lawyers	2023/2024	CEO/PL
10	Ensure that Law Access' client surveys are sensitive to the needs of CALD clients	2024	CEO
11	Communicate our commitment to CALD initiatives to all staff and pro bono lawyers	2023/2024	CEO/PL
12	Identify areas of unmet legal need for CALD people for future service initiatives	2024	CEO/PL

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