

# Legal Services Commission (LSC)

## Disability Access and Inclusion Plan 2020-2024

### Statement from Leadership Group (Executive)

The Legal Services Commission seeks to give all South Australians equal access to justice through the legal system by providing legal information, legal advice and legal education to all. To those most in need, legal representation is also provided.

The Legal Services Commission is committed to:

- providing facilities and processes that are socially inclusive; and
- growing a more diverse workforce including recruitment and retention of employees living with a disability.

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### Contact Details

This Disability Access and Inclusion Plan (DAIP) is available on the **Legal Services Commission [website](#)**. If you require a copy in an alternative format, (such as Easy Read, large font, electronic format (disk or emailed), audio or Braille), please contact us on 1300 366 424 or leave your written request through our [Feedback Form](#)

## **About Legal Services Commission (LSC) of South Australia**

The Legal Services Commission (the Commission) is an independent statutory authority. It is established by the *Legal Services Commission Act 1977* (the Act) to provide legal assistance to people throughout the State.

It seeks to give all South Australians equal access to justice through the legal system, providing free legal information, legal advice and legal education to all. To those most in need, legal representation is also provided. The Commission is funded by both the South Australian government and the Commonwealth government and has the powers, functions and duties prescribed or imposed on it by the Act.

### **Staff profile**

The number of staff identifying as having a disability as of 30<sup>th</sup> June 2020 is one.

The LSC aims to be a workplace that values the individual and group differences in its workforce. The LSC will have clear strategic deliverables aligned to both the LSC Strategic Plan and the LSC Human Resource Strategy and these will be monitored by the Commissioners and the LSC Leadership Group (Executive).

### **Strategic Context**

The development of the LSC Disability Access and Inclusion Plan (DAIP) has been guided by the principles set out in the *National Disability Strategy 2010–2020* and the *United Nations Convention on the Rights of Persons with Disabilities*.

### **Our vision**

To provide quality, independent legal assistance to South Australians.

The LSC Disability Access and Inclusion Plan (DAIP) furthers our vision and meets the changing needs of the community.

## Actions

The **Legal Services Commission** Disability Access and Inclusion Plan is structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2023.

### 1: Inclusive communities for all

**Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected. We also want to ensure that people living with disability are supported to advocate for their own rights.**

Priority 1: Involvement in the community

Priority 2: Improving community understanding and awareness

Priority 3: Promoting the rights of people living with disability

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1 Establish community consultation and engagement practices with internal and external stakeholders that are accessible to people with disability</b>	1, 4	Access Services (CLE, Media & Comms) Program Management Office	By June 2021	People with disability are included in major consultations or stakeholder engagement activities
<b>2 Increase community legal education programs to people with disability on their legal rights and how to access LSC services.</b>	2	Access Services (CLE)	Annual Community Legal Education (CLE) program includes this	CLE annual program Data on the number of community education sessions, resources developed for people with disability and attendees of programs is captured

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>3 Celebrate and promote awareness of International Day of People with Disability (3 December)</b>	3	Access Services (CLE, Media & Comms)	December each year	Report on activity to the LSC Commissioners and in funding reporting

## 2: Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision-making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community consultation and engagement activities.

Priority 4: Participation in decision-making

Priority 5: Leadership and raising profile

Priority 6: Engagement and consultation

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1 Establish community consultation and engagement practices with internal and external stakeholders that are accessible to people with disability</b>	4	Access Services (CLE, Media & Comms)  Program Management Office	By June 2021	New organisational and individual stakeholders are identified and regularly engaged  Increased engagement and input from people with disability in new LSC initiatives
<b>2 The LSC ensures opportunities for professional development in disability awareness are available to all staff</b>	5	Senior Managers Group	By December 2021	Performance Development discussions indicate interest

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
The LSC ensures pathways into leadership roles exist for staff with disability who wish to pursue their advancement		Human Resources		Workforce statistics
3 Where consultations are undertaken by LSC, representatives from disability support groups will be specifically invited	6	All areas undertaking consultations	As required	Terms of Reference

### 3: Accessible communities

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

Priority 7: Universal Design across South Australia

Priority 8: Accessible and available information

Priority 9: Access to services

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1 The LSC workplace and offices are accessible to staff and visitors, according to the principles of universal design with particular attention paid to physical, social and cultural accessibility and inclusion</b>	7	Facilities Management Community Legal Education Human Resources	December 2021	Disability access improvements achieved as part of office fitouts taking place in 2020-21
<b>2 Ensure individual staff needs for workplace modifications are undertaken</b>	7	Facilities Management Human Resources Managers	Annual program Adhoc	Reviewed as part of WHS self assessment program  Raised by individuals as part of incident and hazard reporting  Reasonable adjustment requests and access to workplace modifications are actioned in a timely way to facilitate the

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
				ease of process for employees with disability.
<b>3 Review disability access and signage across the LSC workplace and offices</b>	7, 8	Facilities Management Human Resources	June 2021	Disability access improvements achieved as part of office fitouts taking place in 2020-21 and signage part of this
<b>4 LSC websites, complaint forms, promotional material, fact sheets, general correspondence and other information are accessible to persons with a disability according to the principles of universal design.</b>	7, 8, 9	Access Services (CLE, Media & Comms)	June 2021	Materials are reviewed for accessibility against universal design principles  Future materials are designed from outset to be accessible according to universal design principles

## 4: Learning and employment

**Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. It is our aim that people living with disability have access to inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.**

Priority 10: Better supports within educational and training settings

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

Priority 12: Improved access to employment opportunities and better support within workplaces

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1 Ensure disability awareness is included in the staff induction process and throughout employment with the LSC</b>	10	Human Resources	June 2021	Staff induction module which includes certificate of completion  Management and staff are provided with professional development required for supporting inclusive workplaces
<b>2 Ensure people with disability are priority placed into the Summer Clerkship and PLT programs to provide access to education and employment</b>	10, 11, 12	Access Services (CLE) Human Resources	June 2021	Programs advertised in additional forums accessed by people with disability  Allocate a minimum of one placement per program for people with a disability



Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>3 Provide disability legal training to LSC staff. Extend this training to Community Legal Centre staff, where appropriate</b>	11	Access Services (CLE)	January 2021	MCPD records Training program objectives and content
<b>4 The LSC promotes a diverse workforce and seeks to attract, recruit, support and retain people with disability</b>	12	Human Resources Senior Managers Group	June 2021	LSC Strategic Plan HR Strategy Statistics on workforce demographics Inclusive statements in all job advertisements and job and person specifications Vacancies and recruitment processes are managed and conducted to maximise accessibility and inclusion
<b>5 Support flexible work arrangements (FWA) for people with disability and allow for accessible workplaces</b>	12	Human Resources Senior Managers Group	June 2021 June 2021	Statistics on workforce undertaking FWA

# Disability access and inclusion plan development

## Consultation

Consultation was undertaken through release of the Draft Disability Access and Inclusion Plan on the LSC and 'YourSay' websites. This final document has taken feedback received into consideration.

## Relationship to other policies, strategies, frameworks

The LSC DAIP will align with internal policies and procedures and the LSC Strategic Plan. This process will include a review of LSC existing policies, procedures and planning mechanisms to ensure that alignment to this DAIP is consistent.

## Examples of previous achievements

LSC has incorporated disability justice initiatives across our community education programs and activities. Important examples of this include our Auslan videos and Braille legal education resources, the early incorporation of Read Speaker text to speech technology across our websites, training for key staff in digital accessibility, library of Easy Read English publications, our ongoing face to face community legal education initiatives and training for people with disability, family carers and disability support workers.

LSC participates in key disability justice advisory committees. Staff and practitioners have also received training in disability awareness and in working with people with complex communication needs.

## Implementation process

The DAIP will be implemented by:

- the LSC Leadership Group
- publication on the LSC website and LSC intranet.
- review of LSC policies, procedures, practices to ensure the needs of people living with disability have been addressed.
- positive promotion of the LSC's DAIP, with a focus on raising awareness and changing misconceptions.

## Glossary and Definitions

**LSC Leadership Team (Executive)**: The Leadership team is responsible for the day-to-day leadership of the Legal Services Commission (LSC) to ensure that strategic, financial and operational decisions are made in the best interests of the LSC.

**LSC Employees**: All employees within the LSC.

**Program Management Office**: Program Management Office oversees and manages large scale projects across the LSC.

**Facilities**: Facilities Management.

**Access Services**: Access Services Division.

**Community Legal Education (CLE)**: CLE team who provide legal education across the community.

**Media & Comms**: Media and Communications team.

**Strategic Plan**: The strategic vision and plan for the LSC.