



LEGAL AID
WESTERN AUSTRALIA

Disability Action Plan 2024





Acknowledgement of Country

Legal Aid WA acknowledges the First Nations people of the traditional lands and language groups throughout Western Australia and their continuing connection to country, water, and culture. We pay our respect to the past and present Elders of those lands and acknowledge their wisdom.



Legal Aid WA Disability Action Plan

Our Disability Access and Inclusion Plan ('DAIP') sets out our objectives for the next five years from December 2022 to November 2027.

Our DAIP acts as a framework for the implementation of strategies and initiatives to ensure people with disability are supported to have the same opportunities as others to access services, facilities, and information.

Our Disability Action Plan provides detailed activities and measurements for 2024 to track performance against the objectives and overarching strategies of the Disability Access and Inclusion Plan.

The Disability Action Plan ('DAP') is being monitored and updated every year by the Disability Services Coordinator ('Coordinator') and the Disability Action Plan Committee ('Committee') to make sure we are making progress against our Disability Access and Inclusion Plan.

Pillar 1. Participate and Contribute

Legal Aid WA recognises the importance of all community members actively participating, contributing, and making choices about how they live their lives.

Action	Deliverable	Timeline	Responsibility
Outcome 1. All community members can participate, contribute, and make choices about how they live their lives.			
1. Adopt a consultative process in service and program development to make sure services are accessible and meet the diverse needs of people with disability.	<ul style="list-style-type: none"> Develop an engagement policy for consultation with people with disability, their support networks, and disability organisations. 	Ongoing	Committee and Executive Management Team (EMT)
	<ul style="list-style-type: none"> Establish and maintain a community consultation panel of people with disability. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Consult with people with disability, their support networks, and disability organisations to ensure services are accessible and meet the diverse needs of people with disability. 	Ongoing	Coordinator

	<ul style="list-style-type: none"> • Include people with disability in the development, review, and evaluation of the DAP. 		
2. Develop standards for supporting the inclusion and participation of people with disability in Legal Aid WA events including community legal education.	<ul style="list-style-type: none"> • Consult with people with disability, their support networks, and disability organisations on how to support the inclusion and participation of people with disability in Legal Aid WA events including community legal education. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> • Obtain expert advice on supporting inclusion. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> • Develop standards to support inclusion based on consultation and expert advice. 	Ongoing	Committee and Early Intervention Services Division
	<ul style="list-style-type: none"> • Standards approved. 	Ongoing	EMT
	<ul style="list-style-type: none"> • Provide training on standards 	Ongoing	Early Intervention Services Division
	<ul style="list-style-type: none"> • Seek feedback on accessibility when providing audience with survey on an event such as community legal education. 	Ongoing	Early Intervention Services Division
3. Improve how we ask for and record information about people with disability so that we can improve data collection to assist in determining how best to	<ul style="list-style-type: none"> • Conduct review to determine what data should be collected concerning clients with disability and for what purpose. 	Ongoing	Committee
	<ul style="list-style-type: none"> • Obtain advice on National Data Standards on proposed categorisation. 	Ongoing	Committee

ensure our services are accessible.	<ul style="list-style-type: none"> • Submit proposal to EMT on improving data collection. 	Ongoing	Committee
	<ul style="list-style-type: none"> • Approve code table additions. 	Ongoing	EMT
	<ul style="list-style-type: none"> • Add categorisation to relevant code table and request reporting against categorisation. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> • Reports to be provided to Coordinator and Directors. 	Ongoing	Director Business Services Division
	<ul style="list-style-type: none"> • Reports used to assist in determining priorities for community legal education, training, and service improvement. 	Ongoing	EMT
	<ul style="list-style-type: none"> • Provide training to staff on identifying and correctly recording disability. 	Ongoing	Coordinator and program managers
4. Educate staff and service partners to improve understanding of different modes of communication and to support choice and decision making by people with disability including people with high and complex needs.	<ul style="list-style-type: none"> • Consult with people with disability, their support networks, and disability organisations on diverse communication needs. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> • Obtain expert advice on different modes of communication. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> • Develop standards on diverse methods of communication. 	Ongoing	Committee
	<ul style="list-style-type: none"> • Standards approved. 	Ongoing	EMT
	<ul style="list-style-type: none"> • Provide training on diverse modes of communication for 	Ongoing	Coordinator, Lawyers

	legal service providers including staff and panel practitioners		Engagement Network and Early Intervention Services Divisions.
	<ul style="list-style-type: none"> Review standards. 	Ongoing	Committee
Outcome 2. People with disability have the same opportunities as other people to participate in any public consultation by Legal Aid WA.			
1. Consult and seek expert advice to make sure public consultation is accessible to everyone in the community.	<ul style="list-style-type: none"> Consult with people with disability, their support networks, and disability organisations on ensuring any public consultation is accessible to everyone in the community. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Seek expert advice on ensuring any public consultation is accessible to everyone in the community. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Develop standards on ensuring any public consultation is accessible to everyone in the community. 	Ongoing	Committee
	<ul style="list-style-type: none"> Standards approved. 	Ongoing	EMT
	<ul style="list-style-type: none"> Provide training on standards. 	Ongoing	Coordinator
2. Review our public consultation process and identify improvements for future consultations.	<ul style="list-style-type: none"> Consult with people with disability, their support networks, and disability organisations to <i>review</i> our public consultation process on an ongoing basis. 	Ongoing	Coordinator

	<ul style="list-style-type: none"> Obtain expert advice to review our public consultation process. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Revise standards concerning public consultation. 	Ongoing	Committee
	<ul style="list-style-type: none"> Revised standards approved. 	Ongoing	EMT
	<ul style="list-style-type: none"> Provide training on standards. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Review standards. 	Ongoing	Committee
<p>Outcome 3. All community members are encouraged to pursue employment opportunities with us.</p>			
<p>1. Actively encourage people with disability to apply for positions at Legal Aid WA and aim to increase the percentage of people with disability employed by Legal Aid WA to 5% by the end of 2025 in accordance with the Public Sector Commission's <i>People with Disability: Action Plan to Improve WA Public Sector Employment Outcomes 2020 - 2025</i>.</p>	<ul style="list-style-type: none"> Undertake steps to encourage applications for positions from people with disability such as by providing job descriptions, forms, and background information in a range of accessible formats, flexible recruitment practices, and diverse images of the Legal Aid WA workforce on our website. Recognise the value of lived experience of disability for particular jobs. 	Ongoing	Manager, Human Resources
	<ul style="list-style-type: none"> When reviewing JDFs ensure that they accurately reflect job 	Ongoing	Directors and recruiting managers

	requirements, and any unintended barriers are removed.		
	<ul style="list-style-type: none"> Engage with disability employment agencies where appropriate. Identify external funding opportunities, resources and tools and promote these to recruiting managers. 	Ongoing	Manager Human Resources
	<ul style="list-style-type: none"> Celebrate and promote diversity in the workplace. 	Ongoing	EMT
	<ul style="list-style-type: none"> Ensure that the workplace is accessible, safe, and friendly to people with disability, that reasonable adjustments are made to promote inclusion, and that wellbeing initiatives are pursued to promote the wellbeing of staff with disability. 	Ongoing	Manager of Human Resources, Wellbeing and Work Health and Safety
	<ul style="list-style-type: none"> Review and develop policies in relation to staff to promote a 	Ongoing	Manager of Human Resources, Wellbeing and Work

	<p>culture of inclusion and diversity.</p> <ul style="list-style-type: none"> • Seek feedback from staff with disability. 		Health and Safety, Committee
2. Acknowledge how the different strengths of people with disability would benefit Legal Aid WA when undertaking recruitment.	<ul style="list-style-type: none"> • Recruiting managers to consider how the different strengths of people with a disability would benefit Legal Aid WA when undertaking recruitment. 	Ongoing	Manager of Human Resources, Recruiting Managers
3. Establish a student internship program for students with a disability to encourage people with disability to work with us.	<ul style="list-style-type: none"> • Consult then seek amendment of Legal Aid WA's volunteer policy to create a new program providing students with a disability the opportunity of obtaining work experience with Legal Aid WA. 	Ongoing	Committee
4. Provide a safe and productive workplace culture which values diversity and is disability positive through acknowledging and celebrating disability related events and dates.	<ul style="list-style-type: none"> • Ensure that there is a safe and productive workplace culture. • Measure through staff surveys including anonymous surveys. • Promote through the celebration of diversity. • Identify any barriers that may impact on staff with disability and address those barriers. 	Ongoing	Manager, Human Resources, Wellbeing and Work, Health and Safety, Directors, Joint Consultative Committee, program managers

	<ul style="list-style-type: none"> • Engage with staff with disability to ensure their needs are communicated. • Ensure resources are accessible to people with disability and are available in a range of formats. 		
<p>5. Provide flexible work practices and peer support for staff with professional development opportunities that are supportive and accessible for people living with diverse types of disability.</p>	<ul style="list-style-type: none"> • Utilise flexible work practices where possible including working from home for staff with disability and for carers. • Ensure the accessibility of career progression and development. • Ensure that individualised training is available. • Training needs and available trainers to be identified. • Continue to develop expertise in connection with employment diversity. • Invite Human Resources staff to join the Committee. • Develop an internal support network of staff with disability and develop linkages with other 	<p>Ongoing</p>	<p>Manager, Human Resources, Wellbeing and Work, Health and Safety and Directors, Coordinator</p>

	professional networks for people with disability.		
6. Educate managers to avoid unconscious bias in recruitment, remove barriers and make reasonable adjustments in the workplace, and provide consistent and appropriate support for all staff.	<ul style="list-style-type: none"> • Provide training to recruiting managers on: <ul style="list-style-type: none"> ○ avoiding unconscious bias ○ on diverse recruitment methods to promote accessibility ○ remove accessibility barriers ○ provide appropriate support to all staff 	Ongoing	Manager, Human Resources, Wellbeing and Work, Health and Safety
7. Encourage private practitioners with disability to join Legal Aid WA practitioner panels.	<ul style="list-style-type: none"> • Promote Legal Aid WA practitioner panels to private practitioners with disability. 	Ongoing	Director, Lawyers Engagement Network

Pillar 2. Inclusive Communities

An inclusive community creates a sense of connection and belonging by being naturally welcoming to everyone. It starts with having buildings and spaces designed to be accessible and friendly for everyone and built to include services and products which are universally designed so that they work well for everyone in the community. Inclusion is when all people have the opportunity to be involved and play an active role within their community.

Action	Deliverable	Timeline	Responsibility
Outcome 1. People with disability have the same opportunities as other people to access the services of, and any events organised by Legal Aid WA.			
1. Make sure Legal Aid WA services are inclusive, accessible, and welcoming to people with disability.	<ul style="list-style-type: none"> Consult with people with disability, their support networks, and disability organisations on Legal Aid WA services. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Seek expert advice on ensuring any Legal Aid WA services are accessible to everyone in the community 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Develop standards on ensuring any Legal Aid WA services are accessible to everyone in the community and to support decision making by people with cognitive impairment. 	Ongoing	Committee
	<ul style="list-style-type: none"> Standards approved. 	Ongoing	EMT
	<ul style="list-style-type: none"> Provide training on standards to internal staff and panel practitioners. 	Ongoing	Coordinator, Lawyers Engagement Network and

			Early Intervention Services Divisions.
	<ul style="list-style-type: none"> • Review standards. 	Ongoing	Committee
	<ul style="list-style-type: none"> • Provide training on standards. 	Ongoing	Program managers
2. Promote Legal Aid WA services to people with disability through consultation with people with disability and disability organisations and through participation in forums and events.	<ul style="list-style-type: none"> • Consult with people with disability, their support networks, and disability organisations 	Ongoing	Coordinator
	<ul style="list-style-type: none"> • Promote Legal Aid WA services through participation in disability forums and events. 	Ongoing	All staff.
3. Co-design services so that they can be accessed by everyone in the community.	<ul style="list-style-type: none"> • Consult with people with disability, their support networks, and disability organisations on ensuring services are accessible to everyone in the community. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> • Seek expert advice on ensuring accessibility. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> • Develop best practice standards including in connection with coordination between programs. 	Ongoing	Committee
	<ul style="list-style-type: none"> • Standards approved. 	Ongoing	EMT
	<ul style="list-style-type: none"> • Provide training on standards. 	Ongoing	Program managers

			coordinated by Coordinator
4. Actively consider and remove any service barriers to people with disability.	<ul style="list-style-type: none"> Consult with people with disability, their support networks, and disability organisations on service barriers. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Seek expert advice on removing barriers. 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Remove service barriers. 	Ongoing	EMT
5. Positively promote the value of diversity and inclusiveness so everyone feels recognised and accepted for who they are.	<ul style="list-style-type: none"> Co-design events with people with disability. Invite speakers from diverse backgrounds to speak at Legal Aid WA events. Promote inclusivity at team meetings. Celebrate significant events connected with people with disability such as the International Day of People with Disability and AccessAbility Day. 	Ongoing	All staff
Outcome 2. People with disability have the same opportunities as other people to access the buildings and other facilities of Legal Aid WA.			
1. Make sure our buildings and other facilities are accessible and friendly to all community members.	<ul style="list-style-type: none"> Review accessibility of all buildings where Legal Aid WA provides services. Review signage to ensure accessibility. Review parking. 	Ongoing	Manager, Human Resources, Wellbeing and Work, Health and Safety.

2. Make sure new premises and refits provide accessibility for people with disability and have appropriate amenities and staff areas.	<ul style="list-style-type: none"> • Ensure instructions concerning new premises and refits are designed to ensure accessibility 	Ongoing	Director, Business Services
3. Make sure existing premises are progressively upgraded to improve accessibility for people with disability.	<ul style="list-style-type: none"> • Seek accessibility improvements with building managers. 	Ongoing	Manager, Human Resources, Wellbeing and Work, Health and Safety

Pillar 3. Living Well

Everyone has different needs throughout their lives. Living well is about having a safe place to call home at any stage of life. It is about having access to necessary services and supports. It is

about making sure mainstream services like health and mental health services work for everyone.

Outcome 1. All community members have access to services that support them to live well.

Action	Deliverable	Timeline	Responsibility
1. Map internal and external services for people with disability including intake requirements.	<ul style="list-style-type: none"> Meet with each internal service 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Meet with external services 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Map internal and external services and record intake criteria 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Provide internal and external service guide 	Ongoing	Coordinator
	<ul style="list-style-type: none"> Review and update guide 	Annually	Coordinator
2. Build stronger relationships with organisations that represent and work with people with disability.	<ul style="list-style-type: none"> Meet and partner with organisations that work with people with disability. 	Ongoing	Coordinator and program managers
3. Improve referral pathways for people with disability.	<ul style="list-style-type: none"> Map client journeys. Create positive referral pathways informed by client journey mapping both internally and externally. 	Ongoing	Coordinator

	<ul style="list-style-type: none"> • Explore opportunities for warm referrals. • Monitor and review the effectiveness of referral pathways. 		
<p>Outcome 2. People with disability receive the same level and quality of service from Legal Aid WA staff as other people receive.</p>			
<p>1. Ensure that diversity is taken into account when designing and delivering services, including considering diverse methods of communication by people with disability, and the diverse circumstances of people with disability.</p>	<ul style="list-style-type: none"> • Provide standards and training to ensure that staff and panel practitioners provide accessible services. 	Ongoing	Coordinator, Lawyers Engagement Network and Early Intervention Services Divisions.
<p>2. Ensure that services are individualised to</p>	<ul style="list-style-type: none"> • Develop a Legal Health Check for use with clients with disability to map 	Ongoing	Coordinator

take into account intersectionality and deliver services holistically to take into account all a client's legal needs.	all a client's legal needs and assist in determining client pathways.		
Outcome 3. People with disability have access to the right information in the right ways so they can make informed choices and decisions.			
1. Consult with people with disability and consider the different ways information is accessed.	<ul style="list-style-type: none"> Undertake consultation as to the different ways information is accessed. This consultation will include consideration of the use of social media platforms. 	Ongoing	Coordinator and Early Intervention Services Division
2. Utilise expert advice to ensure the accessibility of legal information on our website and elsewhere.	<ul style="list-style-type: none"> Obtain expert advice on ensuring the accessibility and inclusivity of legal information. 	Ongoing	Coordinator and Early Intervention Services Division
3. Ensure that information is provided in a format	<ul style="list-style-type: none"> Apply knowledge gained from consultation and expert advice in 	Ongoing	Coordinator and Early Intervention Services Division

<p>that will enable people with disability to access the information as readily as other people.</p>	<p>ensuring the accessibility of legal information.</p> <ul style="list-style-type: none"> • Ensure consistency with Australian Government Guidelines on Accessibility and Inclusivity concerning content structure, readability, formatting, adding descriptive text to images, and ensuring headings have true heading code in them. • Provide information in a variety of formats including easy read versions. • Revise the legal information that Legal Aid WA provides to the public through the web, social media, information sheets, fact sheets and self-help kits to ensure that accessibility to people with diverse disability remains at the centre of the production and maintenance of all Legal Aid WA's legal information resources. 		
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Pillar 4. Rights and Equity

The right to dignity, equity and mutual respect are the foundations of a fair society. Everyone should be free to have a say and make decisions in their day-to-day lives

Action	Deliverable	Timeline	Responsibility
<p>Outcome 1. All community members are treated fairly and with dignity and respect, and community members have their rights upheld.</p>			
<p>1. Deliver services to protect the rights and interests of people with disability.</p>	<ul style="list-style-type: none"> • Develop holistic legal services for people with disability where: <ul style="list-style-type: none"> ○ service design is informed by people with disability; ○ client needs are triaged, and clients are referred to the most appropriate service such as the NDIS Appeals Service, the Elder Rights WA Service, Your Story Disability Legal Support, the Defence and Veterans Legal Service, Social Inclusion, Virtual Offices, and the Bail Support Service; ○ clients are provided with appropriate services throughout 	<p>Ongoing</p>	<p>Committee, EMT</p>

	<p>Western Australia; and</p> <ul style="list-style-type: none"> ○ clients are connected with legal and social support services to improve their justice system outcomes such as through the Dardy Pilot Project. 		
2. Ensure that our eligibility guidelines prioritise the needs of people with disability.	<ul style="list-style-type: none"> • When reviewing and applying eligibility guidelines ensure appropriate prioritisation of the needs of people with disability. 	Ongoing	Director, Lawyers Engagement Network
3. Consider how we can improve the accessibility of legal advice, legal task, and duty lawyer services.	<ul style="list-style-type: none"> • Consult with people with disability, their support networks, and disability organisations on how to improve the accessibility of legal advice, legal task, and duty lawyer services. 	Ongoing	Coordinator and program managers
	<ul style="list-style-type: none"> • Obtain expert advice on supporting inclusion. 	Ongoing	Coordinator
4. Develop best practice standards in relation to the delivery of services to	<ul style="list-style-type: none"> • Develop standards to support inclusion based on consultation and expert advice. 	Ongoing	Committee and program managers
	<ul style="list-style-type: none"> • Standards approved. 	Ongoing	EMT


people with disability.			
5. Provide training and support for staff and private practitioners to improve their capacity to provide services for people with disability.	<ul style="list-style-type: none"> Provide training on standards, supported decision making for people with developmental disability, assisting people with challenging behaviours, communicating with people with complex means of communication, and working in multi-disciplinary teams. 	Ongoing	Coordinator and program managers
	<ul style="list-style-type: none"> Seek feedback on services and revise services. 	Ongoing	Program managers
<p>Outcome 2. The rights and equity of people with disability are taken into account in law reform, in the justice system and in the community generally.</p>			
1. Make law reform submissions to promote the rights and interests of people with disability.	<ul style="list-style-type: none"> Legal Aid WA to proactively address the interests of people with disability when making law reform submissions. 	Ongoing	Legislation Review Committee

2. Advocate for systemic change to improve the rights and equity of people with disability in the justice system and in the community generally.	<ul style="list-style-type: none"> • Legal Aid WA to proactively advocate for systemic change and systemic improvements to promote the rights and equity of people with disability in the justice system and in the community generally. • Legal Aid WA to actively participate in consultative and stakeholder meetings in connection with systemic change. 	Ongoing	Legislation Review Committee, Legal Aid WA representatives on consultative and stakeholder committees.

Governance

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain an effective Disability Action Plan Committee to drive governance of the Disability Action Plan and Disability Access and Inclusion Plan.	<ul style="list-style-type: none"> Maintain representation on the Committee of staff with disability and staff with lived experience of disability. 	Ongoing	Coordinator, Disability Services
	<ul style="list-style-type: none"> Establish and apply a Terms of Reference for the Committee. 	December 2022 completed	Directorate
	<ul style="list-style-type: none"> Meet at least four times per year to drive and monitor DAIP and DAP implementation. 	Ongoing	Coordinator, Disability Services
	<ul style="list-style-type: none"> Actively recruit new members to the Committee with the aim of having staff from each Division. 	Ongoing	Coordinator, Disability Services
2. Provide appropriate support for effective implementation of DSP and DAIP commitments.	<ul style="list-style-type: none"> Define resource needs for DAIP and DAP implementation. 	January 2023 completed	Coordinator, Disability Services, Executive Management Team and Manager, Finance
	<ul style="list-style-type: none"> Engage our senior leaders and other staff in the delivery of DAIP and DAP commitments. 	Ongoing	Executive Management Team
	<ul style="list-style-type: none"> Define and maintain appropriate systems to track, measure and report on DAIP and DAP commitments. 	Ongoing	Executive Management Team
	<ul style="list-style-type: none"> Appoint and maintain an internal DAIP and DAP Champion from senior management. 	January 2023 completed	Executive Management Team

3. Build accountability and transparency through reporting DAIP and DSP achievements, challenges, and learnings both internally and externally.	<ul style="list-style-type: none"> A DAIP for the period 2022 to 2027 is established following consultation which furthers the principles in Schedule 1 and meets the objectives in Schedule 2 of the <i>Disability Services Act 1995</i>. 	December 2022 completed	Coordinator, Disability Services, Directorate
	<ul style="list-style-type: none"> The DAIP is lodged with the Department of Communities by email. 	December 2022 completed	Coordinator, Disability Services, Directorate
	<ul style="list-style-type: none"> After reviewing the DAIP, lodge a report on the DAIP with the Department of Communities. 	November 2027	Coordinator, Disability Services, Directorate
	<ul style="list-style-type: none"> Undertake public consultation in accordance with the <i>Disability Services Act 1995</i> and prepare a new DAIP following consultation in 2027. 	January to November 2027	Coordinator, Disability Services, Directorate
	<ul style="list-style-type: none"> Publicly report our DAIP and DAP achievements, challenges, and learnings, annually including in our annual report. 	Ongoing	Directorate, Manager, Finance
	<ul style="list-style-type: none"> Report to the Executive Management Team concerning DAIP and DAP performance each quarter. 	Ongoing	Coordinator, Disability Services
	<ul style="list-style-type: none"> Obtain feedback on an ongoing basis from people with disability and disability organisations on performance against the DAIP and DAP. 	Ongoing	Coordinator, Disability Services
4. Report, review and revise the DSP.	<ul style="list-style-type: none"> Report on yearly achievements, challenges and learnings and revise DAP for the following year. 	Annually	Coordinator, Disability Services, Committee



Contact details

Disability Services Coordinator

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