



INFORMATION SHEET FOR CLIENTS ACCESS AND EQUITY

Shoalcoast Community Legal Centre (Shoalcoast) believes that accessibility is a central concept behind the work of Shoalcoast and a commitment to access and equity will be the basis of all services provided by Shoalcoast.

To demonstrate this commitment Shoalcoast will ensure that they:

- Maintain and adapt services to ensure all clients who meet the priority groups or needs are accommodated
- Report on progress and achievements in the Annual Report via demographic information and case studies.

Priority Groups - Clients

Access & equity is important for all groups that are socially and/or financially disadvantaged. The following client groups who live in our region have been identified as priority groups:

- Vulnerable people
- Women experiencing violence (family/gender-based/sexual violence)
- Aboriginal & Torres Strait Islander (ATSI) people,
- people with physical disabilities,
- people with mental health issues,
- LGBTIQ+ community members,
- young people,
- people from culturally and linguistically diverse backgrounds (CALD)
- older members of the community
- people who are financially disadvantaged.

To be able to demonstrate Shoalcoast's ability to work with these priority groups relevant demographic data will be obtained when an intake is completed for legal advice and it will be used in an unidentifiable manner in reporting by Shoalcoast.

Shoalcoast Strategies:

Advocates for target groups will be encouraged to nominate for the Management Committee and Management will ensure that the interests of target groups are taken into account when making decisions that affect them.

Shoalcoast is also committed to exploring alternative management or consultation systems that enable us to be aware of the needs of identified target groups.

Service Delivery Strategies:

Shoalcoast recognises that there will be circumstances where service delivery to certain individuals or groups will be limited by policy guidelines, limited resources or conflicts of interest. In all other areas Shoalcoast undertakes to identify and assist to minimize barriers to service access by any disadvantaged group in the community.

All clients will be informed about and have access to an effective complaints policy and the Shoalcoast complaints brochure will be prominently displayed in the Shoalcoast's reception area and on the Shoalcoast website.

Shoalcoast's services will be provided in a variety of formats to cater for client diversity and access. Methods of delivery include:

- face to face appointments at the outreach locations in the catchment area,
- telephone advice,
- online advice using MS Teams or other online format
- Community Legal Education sessions

Shoalcoast offers interpreter services and Auslan services through Deaf Connect as needed for clients.

Physical Environment Strategies:

Shoalcoast will make every effort to ensure that permanent premises and outreach locations are accessible to target groups. Items for consideration are ground floor locations or access to a lift, wheelchair accessibility, off-street parking, signage for people with disabilities, and accessibility to public transport.

Feedback:

If you have feedback to provide to Shoalcoast Community Legal Centre, please contact us at info@shoalcoast.org.au or 1800 229 529 or connect via our website www.shoalcoast.org.au