

South Coast & Country Community Law (SC&CCL) believes that accessibility is a central concept behind our work and a commitment to access and equity will be the basis of all services provided by us.

To demonstrate this commitment we will ensure that we:

- 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 our 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 South Coast & Country Community Law.

Our 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.

We are 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:

We recognise 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 we undertake 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 SC&CCL complaints brochure will be prominently displayed in our reception area and on our website.

Our service 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

We offer interpreter services and Auslan services through Deaf Connect as needed for clients.

Physical Environment Strategies:

We 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 South Coast & Country Community Law, please contact us at info@scclaw.org.au or 1800 229 529 or connect via our website www.scclaw.org.au