

**NSW Legal Assistance Forum (NLAF)
Working Group on Access to Justice for Culturally and Linguistically
Diverse (CALD) Communities**

FINAL REPORT

1. Background

The NSW Legal Assistance Forum (NLAF) is an organisation promoting collaboration and coordination in the development of legal services in NSW. It includes the peak representative bodies with responsibility for the delivery of legal assistance and specialist organisations dealing with a wide range of legal issues.

NLAF Working Groups are created from time to time to work on an issue identified by the main forum. When a Working Group is established, a lead representative will nominate to chair and coordinate the activities of that group. Working Groups provide updates on the work undertaken and report to the main forum each quarter.

1.2 Terms of Reference:

The overall aim of the NLAF CALD Working Group is to improve legal services to culturally and linguistically diverse communities by focusing on engagement between the legal and migrant services sectors.

This will be achieved through:

- Identifying at least one local metropolitan area, and facilitating a process of cross-agency interaction through information sharing and identification of partnership opportunities; and
- Encouraging best practice in working with CALD communities.

Sub-working groups	Aim
Blacktown	This project will build on the work undertaken by the Department of Justice and Attorney General on building relationships with the Sudanese community.
Liverpool	The aim of the project is to develop an interagency cooperation model by focusing on improving access to legal assistance services in two communities in Liverpool - one established migrant community (Fijian) and one newly arrived community (Iraqi-Mandean).
Immigration ¹	The NLAF CALD Immigration Sub-Working Group will look at the way in which legal information is provided to newly arrived migrants and refugees in NSW and how this process might be improved.

¹ The Immigration sub-working group was established in July 2009 after a meeting between the NLAF CALD Working Group and senior representatives of the Department of Immigration and Citizenship. The purpose of the meeting was to explore opportunities to better inform newly arrived migrants and refugees about access to justice and legal issues.

1.3 Working Parties

The following organisations participated in the NLA working and sub-working groups:

Organisation	Working group	Blacktown	Liverpool
NSW Legal Assistance Forum	✓	✓	✓
LawAccess NSW	Convenor	✓	✓
Blacktown Local Court	✓	Lead Agency	
Diversity Services - DJAG	✓	✓	
Law and Justice Foundation of NSW	✓		✓
Legal Aid NSW	✓	✓	
Women's Legal Services NSW	✓		
Public Interest Law Clearing House	✓		
South West Sydney Legal Centre	✓		Lead Agency
Immigrant Women's Speakout Association	✓		
Community Relations Commission	✓		
Immigration Advice and Rights Centre	✓		
Liverpool Migrant Resource Centre			✓
Mt Druitt and Area Community Legal Centre		✓	
Macquarie Legal Centre		✓	
NSW Police (Blacktown Local Area Command)		✓	
SydWest Multicultural Services		✓	
Equatoria Community Welfare Association		✓	

2.1 Outcomes

Aims/Objectives	Initiatives	Outcomes
1. To improve knowledge among CALD communities, and organisations working with CALD communities, about what a legal issue is and what services and resources are available to resolve these issues	<ul style="list-style-type: none"> ▪ Analyse and respond to legal issues raised by Sudanese community to Director General, Department of Justice and Attorney General 	<ul style="list-style-type: none"> ▪ Developed a Sudanese Community Legal Resource/Referral Guide² ▪ Updating LawAccess Online to include selected resources in Dinka, Juba Arabic and other new and emerging community languages
	<ul style="list-style-type: none"> ▪ Identify and participate in relevant worker interagencies and community events 	<ul style="list-style-type: none"> ▪ Raised awareness of free legal service through presentations to: <ul style="list-style-type: none"> - Blacktown Migrant Interagency - Blacktown Emerging Communities Action Plan Meeting - Iraqi-Mandean community consultation hosted by Liverpool Migrant Resource Centre (MRC) ▪ Circulated information about free legal assistance via Liverpool Migrant and Refugee Interagency
	<ul style="list-style-type: none"> ▪ Identify and promote existing translated legal information resources 	<ul style="list-style-type: none"> ▪ Developed a list of community legal education resources for the Fijian community (Annexure D)

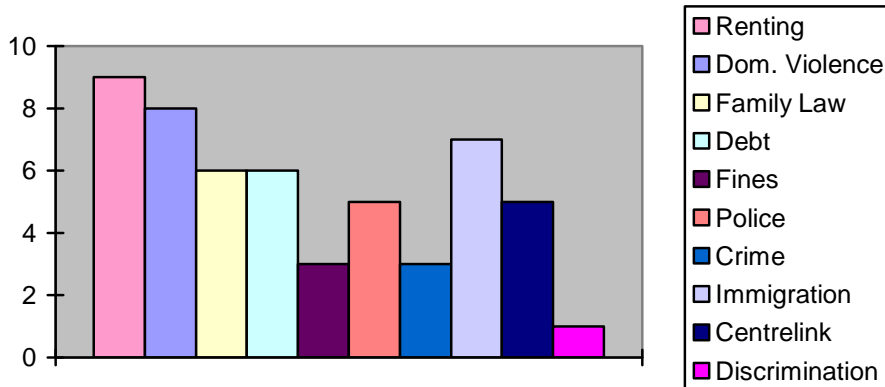
² http://www.nlaf.org.au/reports/referral_guide.pdf

<p>2. To improve knowledge of legal services about legal issues facing CALD communities and organisations working with these communities</p>	<ul style="list-style-type: none"> ▪ Develop individual and organisational capacity to better respond to identified issues 	<ul style="list-style-type: none"> ▪ Developed a checklist/framework for working with CALD communities (Annexure A) ▪ Consulted with the Liverpool Migrant and Refugee Interagency about local community legal needs (see 2.2) ▪ Attended Liverpool MRC's Introduction to Mandeism seminar which included a presentation about the community's legal needs (Annexure E)
<p>3. To reduce duplication and identify gaps by improving collaboration between legal services, and between legal services and support agencies</p>	<ul style="list-style-type: none"> ▪ Develop partnership opportunities 	<ul style="list-style-type: none"> ▪ Blacktown Local Court is establishing a pilot court support program with the University of Western Sydney ▪ Blacktown Local Court is exploring the feasibility of a free legal information and basic legal representation service for the Sudanese community ▪ Sudanese community predatory lending concerns referred to the Public Interest Law Clearing House ▪ Joint legal services information stalls at Refugee Week events at Bankstown; and Liverpool ▪ Commitment to establishment of a South-West Sydney Legal Services Interagency to progress the issues raised from the community consultations
<p>4. To explore this as a model for other local areas</p>	<p>Document project progress and promote amongst relevant stakeholders</p>	<ul style="list-style-type: none"> ▪ Checklist for working with CALD Communities developed and published to the NLA web site (Annexure A) ▪ Evaluation strategy (Annexure C) ▪ Project Plan (Annexure B) ▪ Resources (see 2.5)

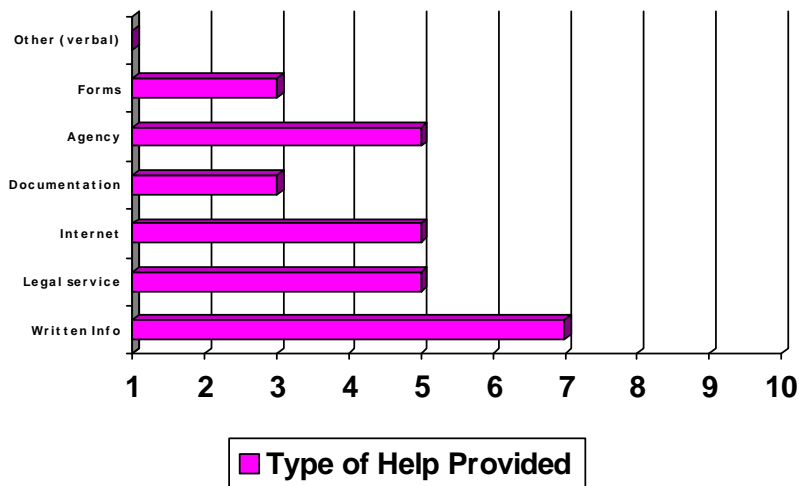
2.2 Consultation with CALD community service providers

On 24 April 2009, the NLA CALD Sub-Working Group held a consultation with the Liverpool Refugee and Migrant Interagency. The Interagency, convened by Liverpool Council, meets monthly and has an active membership of both government and community representatives. The consultation focused on existing community legal needs and highlighted the following issues:

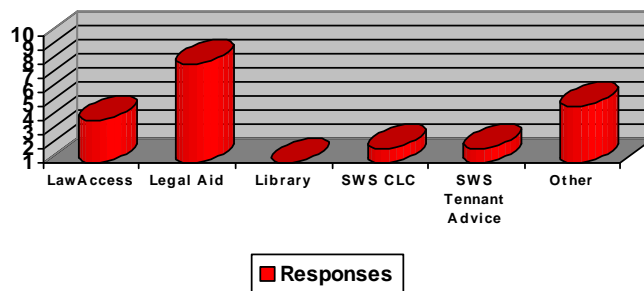
1. The areas in which clients experience most difficulty are:



2. What kind of assistance is provided:



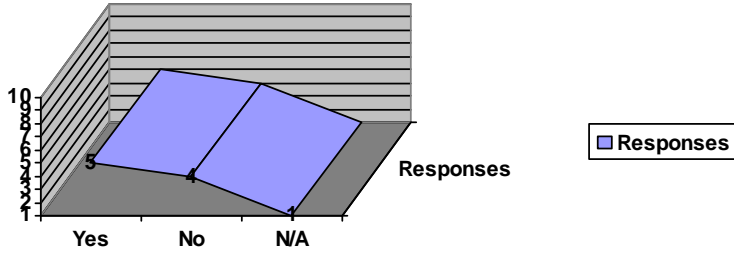
3. Agencies to which clients have been referred:



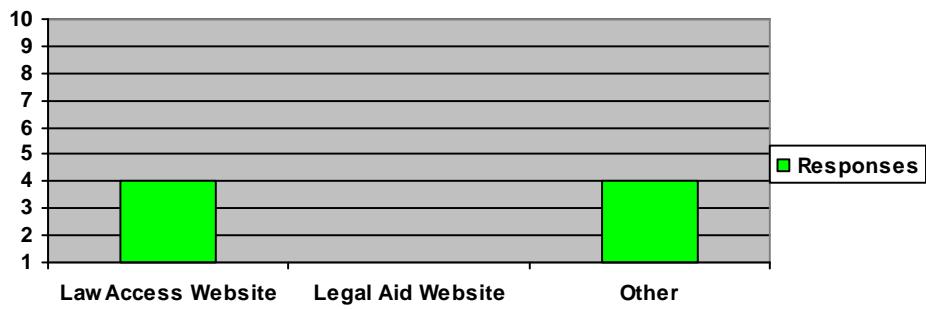
Other agencies included:

- Women's Legal Services Outreach Clinic at Liverpool Women's Health Centre
- Victim of Crime Bureau
- Witness Assistance Service
- Redfern Legal Centre
- HIV/Aids Legal Centre

4. Found/used translated legal Information:

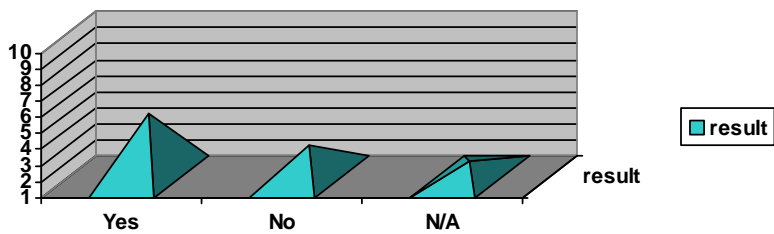


5. Source of information: (As per question 4)

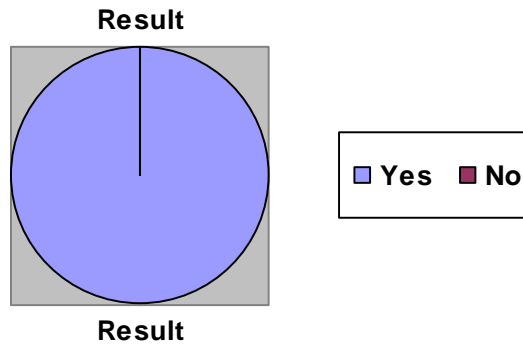


Other includes: Community Event, Interagency Meeting, Information Session, Council Website

6. Usefulness of information: (As per questions 4 & 5)



7. Expression of Interest in attending information sessions about the legal system:



2.3 Community consultation

The inclusion of the Liverpool MRC in the project enabled the sub-working group to participate in the MRC's planned consultations with the Iraqi-Mandean community, facilitating the inclusion of questions in relation to legal assistance. The results of the consultation are attached as Annexure E.

The community reported the following:

- Many did not know where to go for legal assistance;
- Many turned to non-legal services for legal assistance; and
- Very few felt that they had an understanding of the legal system.

Approximately 30 community members participated in the consultation.



2.4 Lessons learned

While working party members committed considerable time and resources to achieve the above outcomes, the project was carried out within existing resources and did not need a dedicated project manager. The relationships built with Migrant Resource Centres and Migrant Interagency groups as a result of the project have been extremely valuable and are ongoing. The model of working with the local Migrant Resource Centres and Community was successful. In using this model the following need to be considered:



- It is very important to identify the key CALD community service providers and networks in the targeted area and community in order to tap into their networks.
- Consultations and partnerships with these local networks are essential prior to developing and launching any new project.
- Recognition that community services have limited resources and may be volunteer-based requiring flexibility in relation to project timeframes and outcomes.
- Staff turnover needs to be factored in, and new relationships need to be developed when this occurs.

2.5 Evaluation

Members of the NLAF CALD Working Group are extremely pleased with the outcomes of the project. Relationships and resources developed throughout the project point to a future of positive opportunities. The following overall project evaluation summary is based on the NLAF CALD Liverpool Project Plan and Evaluation Strategy (Annexures B and C):

Evaluation strategy	Outcomes
1. Did the number of legal services to the communities' increase or change as a result of the project (could be in the form of CLE or information or advices)?	<ul style="list-style-type: none"> ▪ Blacktown Local Court is establishing a pilot court support program with the University of Western Sydney ▪ Blacktown Local Court is exploring the feasibility of a free legal information and basic legal representation service for the Sudanese community ▪ Information about free legal assistance delivered at Iraqi-Mandean community consultation hosted by Liverpool Migrant Resource Centre (MRC)
2. Did the number of joint initiatives to CALD communities increase?	<ul style="list-style-type: none"> ▪ As per above ▪ Joint legal services information stalls at Refugee Week events at Bankstown and Liverpool ▪ Commitment to establishment of a South-West Sydney Legal Services Interagency to progress the issues raised from the community consultations
3. Did referrals to legal services from organisations working with CALD communities increase?	<ul style="list-style-type: none"> ▪ Anecdotally, there is evidence to support that there has been an increase in referrals ▪ LawAccess recorded an increase in Translating and Interpreting Service (TIS) - Arabic language calls during course of project³
4. Did knowledge of legal agencies about relevant communities increase?	<ul style="list-style-type: none"> ▪ Developed a Sudanese Community Legal Resource/Referral Guide⁴ ▪ Developed a framework for working with CALD communities (Annexure A) ▪ Attended Liverpool MRC's Introduction to Mandeianism seminar which included a presentation about the community's legal needs (Annexure E)

³ Between 2007/08 and 2008/09, LawAccess recorded a 36% increase in TIS – Arabic language calls

⁴ http://www.nlaf.org.au/reports/referral_guide.pdf

5. Did the organisations working with the CALD communities increase knowledge of legal issues and services?	<ul style="list-style-type: none"> ▪ Raised awareness of free legal service through presentations to Blacktown Migrant Interagency and Blacktown Emerging Communities Action Plan Meeting ▪ Circulated information about free legal assistance via Liverpool Migrant and Refugee Interagency
6. Identification of lessons learned through the project	<ul style="list-style-type: none"> ▪ As per 2.4 (Lessons Learned)
7. Resources needed for the project	<ul style="list-style-type: none"> ▪ As per 2.4 (Lessons Learned)

2.6 Resources

The following resources were identified and referred to through the course of the NLAF CALD Working Group.

Families and the law in Australia: the Family Court working together with new and emerging communities. Family Court of Australia (2008)
http://www.familycourt.gov.au/wps/wcm/resources/file/ebd39c05b7936b0/LIH_REPORT_FINAL.pdf

Report on the Fairfield Court community access project. Ethnic Affairs Commission of NSW⁵ (1998)
http://www.crc.nsw.gov.au/publications/documents/fairfield_court

Working with NESB communities and Liverpool LGA – a resource for workers
 Liverpool Council (2004)
<http://www.liverpool.nsw.gov.au/multiculturalcommunity.htm#DOWNLOADS>

Working in a Multicultural Community – Needs and Issues of NESB Communities
 Liverpool Council (date unknown)
<http://www.liverpool.nsw.gov.au/multiculturalcommunity.htm#DOWNLOADS>

Regional Profiles. Western Sydney Regional Organisation of Councils
<http://profile.id.com.au/Default.aspx?id=303>

Interagencies, Networks and Forums. Western Sydney Community Forum
http://www.wscf.org.au/index.php/home/interagencies_network_and_forums

Multicultural Interagency Directory
 Ethnic Communities' Council of NSW
<http://www.eccnsw.org.au/?page=publications>

⁵ Community Relations Commission for a multicultural NSW

Annexure A: Framework for working with CALD communities

http://www.nlaf.org.au/groups/cald_checklist.html

This framework has been developed by the NSW Legal Assistance Forum CALD Working Group to provide guidance to legal agencies working collaboratively with CALD communities.⁶ It is based on the principle that CALD communities should be active partners not passive recipients.

What do we already know?

While recognising that there is no 'one size fits all' for CALD communities, research shows that people from non-English speaking countries often:

- have a fear of the law and legal system
- have different understandings of how the law operates e.g. concepts of civil law
- lack knowledge of their rights and responsibilities in Australia
- lack knowledge or are confused about the roles of different legal services
- prefer to use face-to-face services
- may have low literacy levels in their own language
- have difficulty communicating in English

Planning

- Define the scope of the project. Don't be too broad e.g. limit the number of communities and/or regions.
- Plan projects within resource limitations. Don't underestimate resources needed for a consultative approach. Don't raise expectations that can't be met.
- Work in partnership with legal and non-legal agencies to identify and meet legal need.
- Clearly define the roles of partner agencies.
- Link to existing initiatives.
- Find out about the target groups through research and consultation.
- Find out about existing services and networks.
- Develop the ability of legal agency staff to work with CALD communities.
- Build and maintain relationships with organisations and people trusted by the target communities.
- Consult with relevant agencies and communities about proposed strategies.
- Meet face-to-face with communities and community workers where possible.

⁶ .The framework is based on lessons learned from similar projects including Family Court of Australia 2008, *Families and the law in Australia: the Family Court working together with new and emerging communities*, <http://www.familycourt.gov.au/wps/wcm/resources/file/ebd39c05b7936b0/LIH_REPORT_FINAL.pdf>; Legal Services Commission of SA, *Family law and culturally and linguistically diverse communities project*, http://www.lsc.sa.gov.au/cb_pages/images/Legal%20Education%20Kit.pdf; Multicultural Disability Advocacy Association *Making links* - <http://www.mdaa.org.au/archive/05/mdaa-communitylinksproject.pdf>.

- Build in sufficient time for a consultative, partnership approach.
- Build sustainability into projects.
- Regularly review and evaluate projects.

Delivery

- Focus on legal issues that the community, rather than the legal agency, identifies a need for knowledge about.
- Provide training and resources to agencies that work with your target communities.
- In conducting consultations and training sessions:
 - learn about the community before engaging with them
 - be responsive to the needs of the communities
 - be sensitive to and respectful of diverse belief systems
 - use bilingual cultural facilitators to build trust and relationships.
- Have a flexible approach to delivery e.g. courses outside business hours.
- Consider using case studies.

Annexure B: NLAF CALD Liverpool Project Plan

Aims	<p>1. To improve access by the Fijian and newly arrived Iraqi communities in Liverpool to legal assistance services through working cooperatively to:</p> <ul style="list-style-type: none"> ▪ improve knowledge among CALD communities and organisations working with these communities about what a legal issue is and services and resources to resolve these issues. ▪ improve knowledge of legal services about legal issues facing CALD communities and organisations working with these communities ▪ reduce duplication and identify gaps
	<p>2. To develop and trial a low-cost model of inter-agency cooperation in a local area for improving services to CALD people</p>
Method	<p>This will be achieved through:</p> <ul style="list-style-type: none"> ▪ mapping legal services currently delivered to selected CALD communities in South Western Sydney (including joint initiatives) ▪ documenting existing resources ▪ developing a basic profile of the Fijian and Iraqi communities ▪ identifying possible initiatives and resources to meet identified need
Timeline	18 months
Evaluation	<ul style="list-style-type: none"> ▪ Did the number of legal services to the communities increase or change as a result of the project (could be in the form of CLE or information or advices)? ▪ Did the number of joint initiatives to CALD communities increase? ▪ Did referrals to legal services from organisations working with CALD communities increase? ▪ Did knowledge of legal agencies about relevant communities increase? ▪ Did the organisations working with the CALD communities increase knowledge of legal issues and services? ▪ Identification of lessons learned through the project ▪ Resources needed for the project

Annexure C: NLAFL CALD Liverpool Project Evaluation Strategy

Aims	Method	Evaluation	Source
<p>1. To improve knowledge among CALD communities and organisations working with the Fijian and Iraqi communities about what a legal issue is and services and resources to resolve these issues.</p>	<p>Ascertain and document the legal information and advice needs of these communities, through consultation with communities and support agencies particularly:</p> <ul style="list-style-type: none"> ◆ access to justice/communication needs ◆ key support pathways <p>Document existing resources to meet these needs.</p> <p>Communicate with communities/agencies about available services/resources</p> <p>(Subject to resources) Develop new initiatives/resources/relationships to address need</p>	<p>Consultations with local communities and support agencies completed</p> <p>Key legal and access to justice needs of these communities documented</p> <p>Existing resources documented, and where appropriate, distributed</p> <p>Strategies are in place to address identified legal needs (resources, services, relationships)</p> <p>Community members/agencies report these strategies do help address legal need</p> <p>Increase in (appropriate) referrals from support agencies to legal services</p> <p>Take up of services by communities (e.g. Increase in use of legal services, attendance at workshops etc)</p>	<p>Project documentation</p> <p>Focus groups/ interviews with community members/workers</p> <p>Resources/CLE/advice provided</p> <p>Source of inquiry data pre/post (if COB recorded)</p> <p>Service data – pre/post (if COB recorded).</p> <p>Workshop attendance and evaluation</p>
<p>2. To improve knowledge of legal services about legal issues facing CALD communities and organisations working with these</p>	<p>Identify key legal information and advice needs through consultation with communities/support agencies (as above)</p> <p>Communicate these to legal services</p>	<p>Consultation with communities and support agencies completed</p> <p>Information distributed to relevant legal services</p> <p>Legal service providers take steps to</p>	<p>Project documentation</p> <p>Completed report on legal and access to justice needs</p> <p>Key informant interview</p> <p>Resources/CLE/advice provided</p>

Aims	Method	Evaluation	Source
communities		appropriately address the key legal needs of the community (through CLE, resources, advice provision etc)	
3. To reduce duplication and identify gaps by improving collaboration between legal services, and between legal services and support agencies.	<p>Identify legal information and advice needs through consultation with communities/support agencies (as above)</p> <p>Document existing services and resources to meet these needs</p> <p>Communicate these to legal services and support agencies.</p> <p>Bring agencies together</p>	<p>Joint projects carried out.</p> <p>Improved communication between agencies about initiatives for targeted communities</p> <p>Reduction in duplication or gaps in legal services and resources</p>	<p>Survey of legal services re services delivered and resources developed as a result of the project.</p> <p>Project documentation</p>
4. To explore this as a model for other local areas	<p>Document lessons learned from the project</p> <p>Document resources required for the project</p>	<p>Lessons learned documented</p> <p>Resources documented</p> <p>Report distributed to relevant networks</p>	<p>Project manager diary</p> <p>Project review</p> <p>Key informant interview</p>

Annexure D: Community legal education resources for the Fijian community – Hindi and Fijian

Produced by the Law and Justice Foundation of NSW for the NLAFL CALD working group, January 2009. To check for recent plain language resources in English and other languages go to the Foundation's search engine, Plain language law search – <http://www.lawfoundation.net.au/pllsearch>

Fijian

Domestic violence

Spot it, help stop it: preventing child abuse and neglect, NSW Department of Community Services, 2003, 9p.

http://www.community.nsw.gov.au/DOCS/STANDARD/PC_101603.html

This booklet outlines issues dealing with child abuse including spotting child abuse and neglect and how to report suspected cases. It covers both physical and psychological forms of abuse and is available in Arabic, Chinese, Croatian, Dari, Dinka, Farsi, Fijian, Korean, Macedonian, Russian, Samoan, Somali, Spanish, Tamil, Tongan, Turkish and Vietnamese.

Domestic violence: you can live without it, NSW Department of Community Services, 2007, 1 p

http://www.community.nsw.gov.au/docswr/_assets/main/documents/dv_fijian.pdf

This pamphlet contains information and contact points for women regarding violence and the law.

Hindi

General

Need legal help? (Community languages), LawAccess NSW, 2008, 2p.

<http://info.lawaccess.nsw.gov.au/lawaccess/lawaccess.nsf/pages/publications>

This factsheet explains how LawAccess can assist people who need legal help. Available in Arabic, Chinese Simplified, Chinese Traditional, Croatian, English Farsi, Filipino, Greek, Hindi, Indonesian, Italian, Khmer, Korean, Macedonian, Russian, Serbian, Spanish, Thai, Turkish, Vietnamese.

Do you have a legal problem?, Legal Aid NSW, 2006, 2p.

<http://www.legalaid.nsw.gov.au/data/portal/00000005/content/86795001206419819910.pdf>

This factsheet outlines the services of the Legal Aid NSW, how they help clients, what services they offer and how to apply for legal aid. It is available in available in Arabic, Cambodian, Chinese, Croatian, English, Greek, Hindi, Indonesian, Italian, Korean, Laotian, Macedonian, Serbian, Spanish, Turkish and Vietnamese.

Domestic violence

Domestic violence: help with going to court, Women's Domestic Violence Court Assistance Program, Legal Aid Commission of NSW, 2005, 2p.

<http://www.legalaid.nsw.gov.au/asp/index.asp?pgid=715>

This factsheet explains what an Apprehended domestic violence order (ADVO) is and how to obtain one. Available in Arabic, Sim and Trad Chinese, Greek, Italian, Portuguese, Spanish, Tagalog, Vietnamese, Russian, Hindi, Korean, Thai, Farsi and Kurdish.

Multilingual sexual assault information project, [Education Centre Against Violence NSW Health](#), 2003

This booklet explains sexual assault in ten community languages: Chinese, Vietnamese, Korean, Spanish, Turkish, Italian, Khmer, Arabic and Hindu/Punjabi.

Consumer

Information for electricity, gas and water customers, Energy and Water Ombudsman NSW (EWON), 2008, 2p. http://www.ewon.com.au/publications/7_5.html

This factsheet explains the services of the Energy and Water Ombudsman. It includes basic information about accounts, energy assistance, paying bills and Centrepay. Available in Amharic, Arabic, Bangla, Bosnian, Chinese, Croatian, Dari, Dinka, English, French, Filipino (Tagalog), Greek, Hindi, Indonesian, Italian, Juba Arabic (Sudanese Arabic), Khmer, Korean, Kurdish, Lao, Macedonian, Nepalese, Persian (Farsi), Polish, Punjabi, Russian, Somali, Spanish, Thai, Turkish and Vietnamese.

Corruption: What is it? Why is it wrong? What can I do about it?, Independent Commission Against Corruption (ICAC), 2006

<http://www.icac.nsw.gov.au/index.cfm?objectid=8881FA35-D0B7-4CD6-F914A61769933869>

This brochure defines corruption, outlines what can happen to the corrupt person, including a prison term, and provides contact details for ICAC, and its interpreter service. Available in Arabic, Assyrian, Bengali, Bosnian, Chinese, Croatian, English, Farsi, Filipino, French, Greek, Hindi, Indonesian, Italian, Japanese, Khmer, Korean, Laotian, Macedonian, Polish, Portuguese, Russian, Serbian, Somali, Spanish, Tamil, Thai, Turkish, Urdu and Vietnamese.

Bribery = crime, Independent Commission Against Corruption (ICAC), 2003,

<http://www.icac.nsw.gov.au/files/pdf/ICACMasterfile2.pdf>

This booklet outlines basic information on what community members should expect from public officials, and the ways in which individuals should act when dealing with government agencies. It provides examples of what is corrupt conduct and reinforces the message that offering or requesting additional payments or bribes is a crime. Available in Arabic, Assyrian, Bengali, Bosnian, Chinese, Croatian, Farsi, Filipino, French, Greek, Hindi, Indonesian, Italian, Japanese, Khmer, Korean, Laotian, Macedonian, Polish, Portuguese, Russian, Serbian, Somali, Spanish, Tamil, Thai, Turkish, Urdu and Vietnamese.

Making a complaint., Commonwealth Ombudsman, 2007, 2p.

http://www.comb.gov.au/commonwealth/publish.nsf/Content/publications_brochures

This pamphlet outlines the services of the Commonwealth Ombudsman, including which complaints they will investigate, how to make a complaint, the complaints process and information about other services. Available in Albanian, Amharic, Arabic, Bosnian, Chinese, Croatian, Dari, Dinka, Dutch, English, Farsi, Filipino, French, German, Greek, Hindi, Indonesian, Italian, Khmer, Korean, Kurdish, Lao, Macedonian, Pashtu, Polish, Russian, Serbian, Sinhalese, Somali, Spanish, Swahili, Tamil, Tigrinya, Turkish, and Vietnamese.

Translated information about EWON, Energy and Water Ombudsman NSW (EWON), 2007, 2p.

http://www.ewon.com.au/publications/7_5_11.html

This factsheet about the services of the Ombudsman includes basic information about accounts, energy assistance and Centrepay. Available in Amharic, Arabic, Assyrian, Bangla, Bosnian, Chinese, Dari, Dinka, English, French, Farsi (Persian), Filipino, Greek, Hindi, Indonesian, Italian, Khmer, Korean, Kurdish, Lao, Macedonian, Nepalese, Punjabi, Russian, Somali, Spanish and Vietnamese.

General information: making a complaint to the Ombudsman, NSW Ombudsman, 2003, 2p.

<http://www.ombo.nsw.gov.au/show.asp?id=201>

Other

Private sector privacy, Office of the New South Wales Privacy Commissioner, 2005,

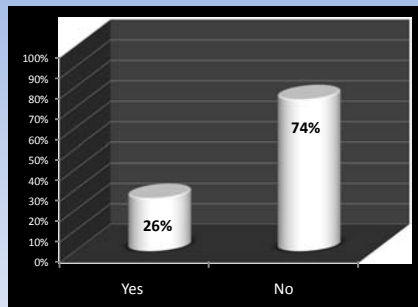
http://www.lawlink.nsw.gov.au/lawlink/privacynsw/ll_pnsw.nsf/pages/PNSW_private_sector

This web site gives an overview of the privacy laws regulating the private sector. It also answers frequently asked questions about privacy. Links to relevant legislation are provided. A community language privacy notice is available in Arabic, Bosnian, Chinese, Croatian, Farsi, Filipino, German, Greek, Hindi, Hungarian, Indonesian, Italian, Korean, Macedonian, Maltese, Polish, Portuguese, Russian, Serbian, Spanish, Thai, Turkish and Vietnamese.

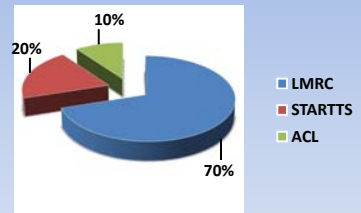
Annexure E: Introduction to Mandaeanism – Community Legal Needs

The following information was provided by Liverpool Migrant Resource Centre following a consultation with the Iraqi-Mandaean community in Liverpool.

Do you know where to go to get legal assistance?



Where participants go for legal assistance



- Findings show a lack of knowledge around legal issues and legal services.
- Mandaean are still going directly to **settlement services** for legal assistance.

Legal

Have an understanding of the NSW legal system

