

Access to Justice



Top tips for improving access to justice for newly arrived communities

Access to justice is critical for assisting newly arrived individuals, families and communities to settle well in Australia. It is one of the nine priority issues identified in the government's National Settlement Framework, and in SCoA's National Settlement Services Outcomes Standards (NSSOS). To help achieve this, SCoA recommends the following tips:



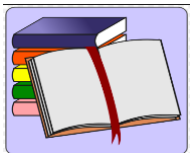
Involve people from refugee and migrant communities in developing strategies aimed at building their understanding of available services and improving their legal literacy. This can be done through regular consultations, focus groups etc



Provide opportunities for newly arrived communities to meet and mix with police, to improve understanding about the role of police, build trust and increase communication. This can be done in a range of settings such as community groups and schools



Build partnerships between the justice / legal organisations and settlement service providers



Develop resources to inform and engage people from refugee and migrant backgrounds with the justice system. These resources should be available in a range of languages and in various formats e.g. brochures, social media and videos.



Research the unique and diverse needs of newly arrived communities in the justice system, in order to build a strong evidence base to drive appropriate actions



Train police, lawyers and others who work in the justice system in cultural competence, and the unique and diverse needs and issues facing newly arrived communities



Provide affordable and accessible services such as Legal Aid clinics, legal literacy campaigns, and free interpreting and translating services



Ensure there are female translators available for women, especially those who may be experiencing domestic or family violence