



Need Legal Help?

LawAccess NSW is a free government telephone service that provides legal information, advice and referrals for people who have a legal problem in NSW.

How can we help you?

If you are going to court, have a legal problem or have a question about the law we can help you to get the assistance you need.

We have Customer Service Officers who can:

- Give you legal information to assist you with your legal problem.
- Arrange for one of our Legal Officers to provide you with legal advice over the telephone if you meet our guidelines for getting legal advice.
- Refer you to another legal or related service that will be best able to help you.
- Send you out information that can help you with your legal problem.

LawAccess NSW was set up to assist people who have difficulty in accessing free legal service. In particular, we assist customers:

- In regional and rural NSW
- Who are Aboriginal or Torres Strait Islander
- Who have a disability
- Who are from a culturally and linguistically diverse background
- Who are at risk of harm

We recognise that people have difficulties accessing appropriate legal services for many other reasons. Our Customer Service Officers are trained to help you find the assistance you need.

What type of legal problems can we help you with?

We can help you with a number of legal problems including:

- Debt and Credit Matters
- Family Law and De-Facto Relationships
- Neighbourhood Disputes
- Wills and Estates
- Traffic Offences
- Employment Law
- Criminal Law
- Apprehended Violence Orders
- Consumer Law
- Motor Vehicle Accidents
- Complaints about Solicitors

How can you contact us?

Telephone

You can call us on **1300 888 529** between 9am and 5pm, Monday to Friday (excluding public holidays).

If you have a hearing or speech impairment you can call us on **1300 889 529** between 9am and 5pm, Monday to Friday (excluding public holidays).

Translating and Interpreting Service (TIS)

You can contact us through the Translating and Interpreting Service (TIS) on **131 450**. TIS will organise for an Interpreter in your language to be on the phone line when you contact us. TIS is a free and confidential service.

LawAccess Online

Our website www.lawaccess.nsw.gov.au is a great starting point to search for information about your legal problem or question about the law.

Using our website you will have access to:

- Over 2000 easy to read legal resources such as information factsheets, forms and publications.
- Easy to find legal information under a number of common legal areas such as Debt, Family Law and Neighbours.
- Legal resources and publications from a range of government and non-government legal services such as Legal Aid NSW, Community Legal Centres and Local or Family Courts.

Our website is easy to search and available at any time.

Solicitor Referral Service

Do you need to find a Private Solicitor? If you need the help of a private solicitor we can work together with the Law Society of NSW to have the names of three private solicitors in any location or area of law to be sent to you via post, fax or e-mail.

Can I get Legal Advice from LawAccess NSW?

We have Legal Officers who can give legal advice over the telephone. However, we are unable to provide legal advice to everyone. The legal enquiry must meet our guidelines for getting legal advice and must be suitable to be discussed over the telephone.

Can I get Legal Aid?

Whether you can get Legal Aid depends on the type of legal problem you have and your income. If you are not sure whether you will get Legal Aid our Customer Service Officers can help you work out whether Legal Aid may be available and assist you to fill out the Legal Aid application form.

Why we refer to other services?

After listening to your legal problem our Customer Service Officers may identify that you may be better assisted by a specialist service. Sometimes your legal problem may be more appropriately dealt with by seeing someone face to face. Our Customer Service Officers will make sure that you are put in touch with the most appropriate service.



LawAccess NSW is an initiative of the Attorney General's Department of NSW, Legal Aid NSW, Law Society of NSW and NSW Bar Association.

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For more information on other formats contact LawAccess NSW on 1300 888 529 (TTY 1300 889 529).