



Need Legal Help?

LawAccess NSW is a free service providing a single point of access to legal and related assistance services in New South Wales. Our main job is to help our customers to find the information and services that are best able to assist with legal problems and questions.

Going to court or need help with a legal problem?

Dealing with a legal problem, or going to court, can sometimes be confusing and distressing.

Fortunately, there is a wide range of services available in New South Wales to assist people with legal problems.

Who are our customers?

Our customers are people who:

- live in New South Wales, or
- have a New South Wales legal problem.

What does LawAccess NSW do?

LawAccess NSW:

- provides legal information, referral and advice,
- develops and distributes legal information resources, and
- works with other legal assistance services in NSW to streamline the provision of services to our customers.

How do we do this?

LawAccess NSW provides services in the following ways:

Telephone

You can use this service by phoning **1300 888 LAW (1300 888 529)** between 9am and 5pm, Monday to Friday (excluding public holidays).

TTY

If you have a hearing or speech impairment you can use this service by phoning **1300 TTY LAW (1300 889 529)** between 9am and 5pm, Monday to Friday (excluding public holidays).

Translating & Interpreting Service

If your first language is not English and you would like to speak to LawAccess NSW through an interpreter, you can ring the Translating and Interpreting Service on **131 450** and ask the interpreter to contact LawAccess NSW on your behalf. The interpreter service is free and confidential.

LawTalks

You can ring at any time of the day or night and listen to our recorded legal information talks. The number to call is **1300 888 LAW (1300 888 529)** and press "2" for LawTalks.

LawAccess Online

You can search for information, or an organisation that may be able to help you with your legal problem, at any time of the day or night using our website – www.lawaccess.nsw.gov.au.

What can I expect from LawAccess NSW?

When you deal with us we will:

- identify ourselves by our first name,
- listen to you,
- treat you as an individual and with courtesy, respect, fairness, and sensitivity,
- be professional and impartial,
- give you full and accurate information in plain English,
- try our best to resolve your inquiry straight away,
- refer you to another service if they are better able to help you,
- ensure easy access to our services, and
- tell you when there is no free legal service available for the type of legal problem you have and the options available to you.

When you phone us

When you phone us we aim to answer your call in no more than 15 minutes and on average within 5 minutes.

When we refer you

When we refer you to another assistance service we aim to:

- refer you to a service that specialises in the area of your inquiry, and
- that is closest to your home or work.

When you use our website

When you use our website we aim to:

- make our web service available 24 hours a day 7 days a week, and
- be as accessible as possible no matter what type of computer and browser you use.

How can you help us?

Our aim is to provide you with a quality service. To do this we need you to:

- be open and honest in your dealings with us,
- provide us with accurate information and have it ready when you call,
- contact us if we have made a mistake,
- be available when you say you will be for a “phone back” legal advice session,
- treat our staff with courtesy,
- be patient when we are busy, and
- provide any compliments, suggestions or complaints.

Our Telephone Services

When can I call?

Customer service officers are available between 9am and 5pm Monday to Friday (excluding public holidays).

However, you can call our telephone service 24 hours a day 7 days a week and listen to LawTalks on a range of legal topics (just press “2” on your phone touch pad).

How does the LawAccess NSW telephone service work?

LawAccess NSW uses an automatic telephone system to help you get to the service you need quickly.

We know, in most cases, that you would prefer to speak to a Customer Service Officer straight away. So, if one of our customer service officers is available when you call, we will always put you straight through – guaranteed!

What happens if everyone at LawAccess NSW is busy helping other people when I call?

Sometimes:

- we get a lot of calls at the same time of the day, or
- our customer service officers need to spend a bit more time helping a customer who has a particularly difficult problem.

So, if all our customer service officers are helping other customers when you ring, we will give you some other telephone options until one of our customer service officers can talk to you.

How do I use the telephone system?

The phone system can help you to get to the right service as quickly as possible. For example:

- **Press "1" to talk to Customer Service** – if you want to talk to a Customer Service Officer and ask a question ring **1300 888 529** and press "1" on your telephone touch pad.
- **Press "2" to listen to LawTalks** – if you want to listen to one of our LawTalks ring **1300 888 529** and press "2" on your telephone touch pad.

Remember, if there is a Customer Service Officer available when you call, you will be put straight through!

Why we use an automatic telephone service?

We use an automatic telephone service:

- **to save you time** – by using the automatic telephone system LawAccess NSW is able to reduce the amount of time you have to wait to speak to a Customer Service Officer;
- **to save you money** – for example, people outside Sydney can use our 1300 number to access the Solicitor Referral Service for the cost of a local call rather than paying STD rates**; and
- **to help us help you** – if you are waiting to speak to a customer service officer you will hear information messages about the law, for example, dates of upcoming community education sessions.

**calls made using a mobile telephone are charged at a higher rate.

Can I use LawTalks with a TTY?

The TTY service is a dedicated service for people with a hearing or speech impairment. LawTalks are not available using our TTY service.

People with a speech impairment can access LawTalks using the **1300 888 529** telephone number and pressing "2" on your phone touch pad.

People with hearing or speech impairments can also read LawTalks on our website at www.lawaccess.nsw.gov.au or can ask one of our customer service officers to send a text copy of the talk.

What if I don't know what to do?

Don't worry! If at any time you are not sure what to do, just wait. If you haven't made a selection after a couple of seconds, we will automatically put you through to the next available Customer Service Officer for help.

Remember, whichever way you decide to use our telephone service, there will always be a Customer Service Officer to help you at the other end of the line.

Other Useful Factsheets

- *How to use LawTalks*
- *LawAccess NSW Service Charter*



Quick Topic Guide to Legal Services

GENERAL

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|--------------------------|---------------|-----------------------------------|--|
| General Legal Assistance | LawAccess NSW | 1300 888 529 TTY: 1300 889 529 | www.lawaccess.nsw.gov.au |
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YOUNG PEOPLE

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|---------------------------------|--|----------------|--|
| Legal Aid Hotline for Under 18s | Children's Legal Service | 1800 101 810 | www.legalaid.nsw.gov.au |
| Internet based | National Children and Youth Law Centre | (02) 9398 7488 | www.lawstuff.org.au |

FAMILY LAW

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|-----------------------------|--------------------------------|--|--|
| General Information | Family Law HotLine | 1800 050 321 | www.familylaw.gov.au www.familycourt.gov.au |
| Rural and Regional callers | Rural and Regional HotLine | 1800 050 400 | www.familylaw.gov.au |
| Court Information and Forms | Family Court of Australia | | www.familycourt.gov.au |
| Women | Women's Legal Resources Centre | 1800 801 501 (rural) (02) 9749 5533 | www.womenslegalsw.asn.au |
| Child Support | Child Support Legal Service | 1800 451 784 (rural) (02) 9744 3833 | www.legalaid.nsw.gov.au |
| | Child Support Agency | 131 272 | www.csa.gov.au |

CONSUMERS

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|---------------------|------------------------------|--|--|
| Consumer Protection | Department of Fair Trading | 133 220 TTY: (02) 9338 4943 | www.fairtrading.nsw.gov.au |
| Credit and Debt | Consumer Credit Legal Centre | 1800 247 890 (rural) (02) 9212 4111 | www.cclcnsw.org.au |
| Tenants | Tenants Union | (02) 9251 6590 | www.tenants.org.au |

EMPLOYMENT

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|------------------|---------------------------------------|-------------------------------------|--|
| Discrimination | Anti-Discrimination Board | 1800 670 812 TTY: (02) 9268 5522 | www.lawlink.nsw.gov.au/adb |
| Unfair Dismissal | Industrial Relations Commission (NSW) | (02) 9228 7766 | www.lawlink.nsw.gov.au/irc |
| Federal Awards | Federal Awards Enquiries Service | 1300 363 264 | www.dewrsb.gov.au |
| State Awards | Awards Enquiry Service | 131 628 | www.dir.nsw.gov.au |

DISABILITY

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|-------------------------|--|--|--|
| Mental Health | Mental Health Advocacy Service | (02) 9745 4277 | www.legalaid.nsw.gov.au |
| Intellectual Disability | Intellectual Disability Rights Service | 1800 666 611 (02) 9318 0144 | www.idrs.org.au |
| Disability | Disability Discrimination Legal Centre | 1800 800 708 (rural) (02) 9313 6000 TTY (02) 9313 7190 | |
| HIV/AIDS | HIV/AIDS Legal Centre | 1800 063 060 (rural) (02) 9206 2060 | www.halc.org.au |

GOVERNMENT

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|-----------------------|--------------------------------------|--|--|
| Immigration | Immigration Advice and Rights Centre | (02) 9281 8355 | www.iarc.asn.au |
| Prisoners | Prisoners Legal Service | (02) 9219 5888 [reverse charges] | www.legalaid.nsw.gov.au |
| Social Security | Welfare Rights Centre | 1800 226 028 (rural) (02) 9211 5300 | |
| Veterans Entitlements | Veterans Advocacy Service | (02) 9219 5148 [reverse charges] | www.legalaid.nsw.gov.au |

PRIVATE LAWYERS

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| Private Solicitor Referrals | Law Society of NSW | (02) 9926 0300 | www.lawsociety.com.au |
| Private Barrister Referrals | NSW Bar Association | (02) 9232 4055 | www.nswbar.asn.au |