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LawAccess NSW | 2022 Year in Review

Acknowledgement of Country

LawAccess NSW would like to acknowledge the Traditional Custodians on whose land we stand, and the lands our facilities are located on – the lands of the Dharug peoples.

We would like to pay our respects to the Elders past, present and emerging.

From the Acting Director of LawAccess NSW

A Message from the Acting Director

Welcome to the eighth edition of 'A year in review'. We are pleased to bring you some details of our highlights and achievements in the course of 2022. This year saw Janet Wagstaff, our Director, take a secondment and I have the privilege to lead LawAccess NSW while she is away. Having worked at LawAccess NSW for the past 20 years, I believe in the work we do, and I'm passionate about the impact we can have as the starting point for legal help.

This year has seen flexible working embedded as our new normal. As a contact centre we are lucky we have learnt so much during the pandemic and now we are in the position that if our information officers have a laptop and a headset they can work anywhere; but the challenge is how we can continue to have a vibrant and supportive culture with our team working in different places on most days where they feel supported and connected. I am truly proud of the LawAccess NSW team always working to support each other and their commitment to being always ready and able to take calls and support those needing our help.

Despite the unwavering commitment of the team 2022 has seen us struggle to meet the demand for our service. Like many organisations we have been unable to fill vacant positions, and this has led to higher-than-normal wait times for people contacting us. You may have seen this impact your service and your clients. Nevertheless, we are working hard to fill every available staff vacancy to ensure we can get back to providing a high-quality legal information and referral service with a minimal wait.

LawAccess NSW looks forward to providing more access to legal help via our website, webchat, or phone service in 2023.



Amanda Templeman
Acting Director

Data Snapshot 2021-22



Calls Answered

130,052



down from previous year.

Average wait time

4 mins 53 secs



up from previous year.



Web chats answered

13,040

Average wait time

1 min 1 sec



Visitors to our website

1,498,019



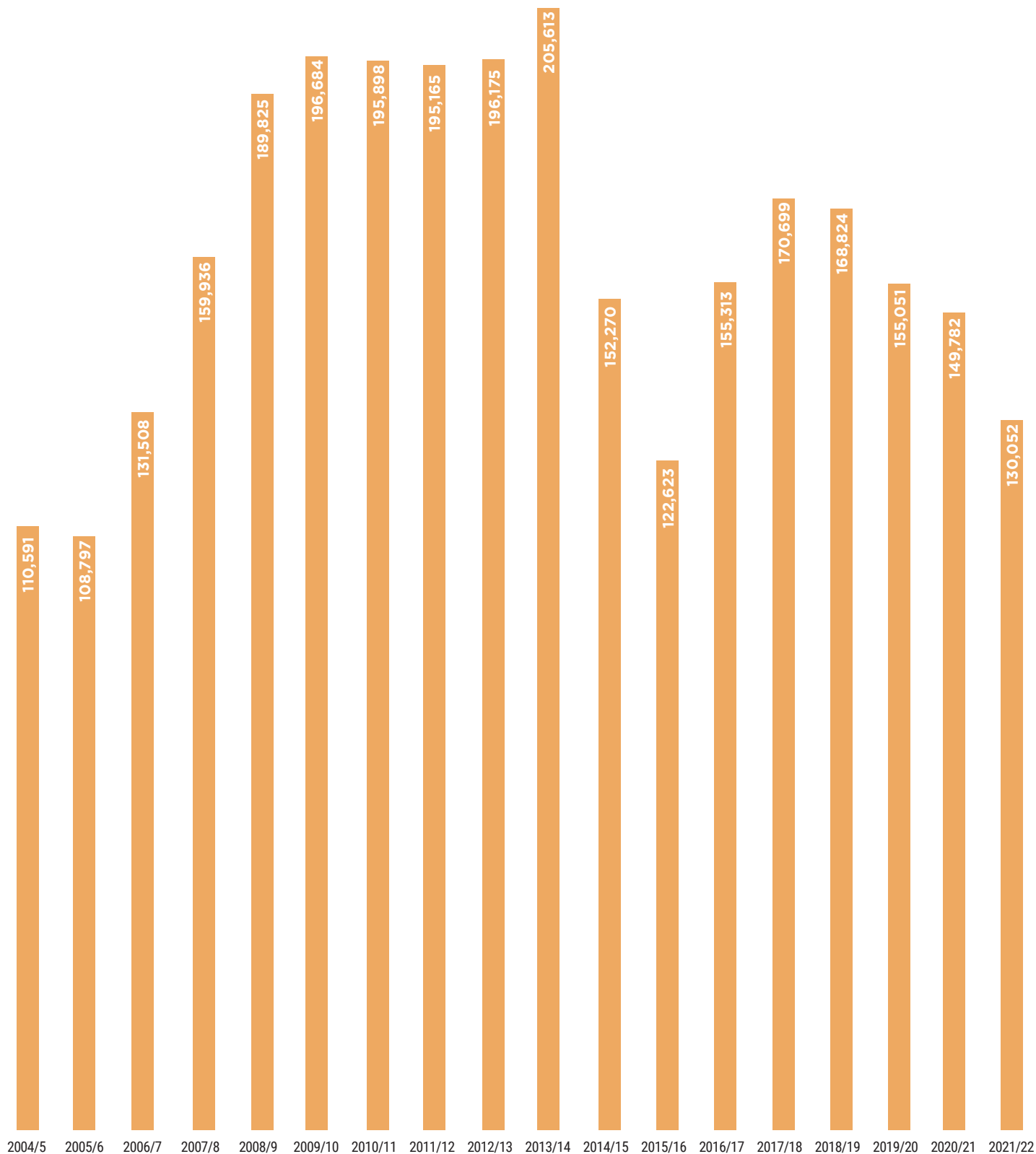
down from previous year.

Total customers assisted from 2004 to 2022

The total number of customers assisted up to 30 September 2022 is 3,138,613.



Customers assisted



Premiers Award Finalist

LawAccess NSW and the Client Services Unit, Legal Aid NSW have been recognised as finalists at the 2022 NSW Premier's Award in Putting Citizens at the Centre category.

The Putting Citizens at the Centre category recognises the work the team completed in creating a single point of entry for Legal Aid clients and integrating all systems to provide a seamless customer experience. Their work in elevating LawAccess NSW to become the single contact centre for Legal Aid has been acknowledged.

This single point of contact delivers the right service at the right time without customers having to tell their stories multiple times.

LawAccess NSW would like to acknowledge all finalists in other categories.



Back (Left to right) – Wayne Gale, Sarah Lander. Front (Left to right) - Fiona Glenton, Jane Cipants, Amanda Templeman, Shweta Mehndiratta

Responding to disasters

This year, we saw heavy rainfall and substantial flooding across New South Wales. People were evacuated, homes and belongings were destroyed with many needing legal help to navigate the issues arising out of a disaster.

LawAccess NSW serves as the entry point for the Legal Aid NSW Disaster Response Legal Service with our Information officers answering the promoted 1800 801 529 number.

LawAccess NSW and the Disaster Response Legal Service have worked collaboratively to create a service where those affected by a disaster can access a friendly, empathetic and knowledgeable person quickly and easily to guide them to the support available.

With the implementation of our new customer relationship management system, LA Connect, LawAccess NSW is now able to book Disaster Response Legal Service clients into an appointment at a time convenient to the client and provide certainty of when they will speak to lawyer.

LawAccess NSW is proud to be the service that is always at the other end of the phone and is the friendly and calming voice who can reassure someone about what to do next and who is there to help.

Disaster Response Legal Service NSW

☎ 1800 801 529

www.disasterhelp.legalaid.nsw.gov.au



Milestones and Achievements

Our staff



Chablis, Artchaki, Gautam, Tina and Jonas

This year has been a busy year for our LawAccess NSW team. Staff shortages, significant system and business process improvements has impacted wait times for our customers. Despite a challenging labour market, LawAccess NSW has undertaken recruitments and onboarded new staff in May, August, October and November. In 2023, we will be reviewing our approach to recruitment and reviewing our retention strategy to see LawAccess NSW staffed and able to answer calls for help as soon as possible.

We say a temporary goodbye to our Director Janet Wagstaff who took up a 12-month secondment to NCAT as a Director/Registrar of the Principal Registry from 19 April 2022. Although there have been a few secondments over the years, this will be Janet's longest time away from the role since taking it up in 2014. Announcing the news, Janet said that this was an exciting opportunity, however she will be sad as always to leave LawAccess and spoke of her enjoyment of the role and working with the LawAccess team.



Cassandra, Matthew, Liam, Jun Mo, Alex, and at the front Elizabeth, Mageda and Tina.



New starters at induction.

We also say a temporary goodbye to our service development coordinator Amanda Assoum, who has accepted a 12-month secondment with Victim Services from 18th July 2022. Amanda has worked for LawAccess NSW since 2007 starting in the Legal Information Group then transitioning to the Service Development Group for the past 10 years. Amanda's role has been responsible for the implementation of many key business systems and processes that have improved the user experience for our staff and our customers. While we are excited for Amanda, we were sad to see her leave the LawAccess NSW team.



Contact centre manager, *Jaslin Sandhu*



Acting Service Development Manager, *Helen Reynolds*

In August, we welcomed Helen Reynolds as our Acting Service Development Manager. Helen joined LawAccess NSW from the Grants division in Legal Aid NSW and has an extensive history working in and around Legal Aid NSW along with projects in Department of Communities and Justice. Helen will be backfilling this role until April 2023 while Janet is on secondment and Amanda Templeman is backfilling Janet's Director role.

In November, we farewelled our contact centre manager, Jaslin Sandhu who took a career advancement opportunity with another government agency. Jaslin started in the role of contact centre manager in 2018. Jaslin's experience in contact centre management has navigated the contact centre through several changes and she has been instrumental in

laying the foundation for a scalable and robust operation that will serve LawAccess NSW into the future. We will miss Jaslin and wish her the best with her new role. To provide continuity to operations Tiara Agarwal, will step up in the role of contact centre manager until a permanent replacement is found. Tiara joined LawAccess NSW in 2018 and as the current operations leader brings an abundance of knowledge having worked closely with Jaslin in managing the contact centre day to day operations.



Staff Training

This year, LawAccess NSW successfully launched LA Connect (learn more on page 11). Our Service Development Group led the implementation of this critical business system and supported our information officers through the transition.

James Booth, our new digital support officer within the Service Development Group, assisted the project bringing his experience as an information officer to ensure the solution and the training had a focus on the end user, our information officers.

Information officers were provided a 20-minute

introductory video to introduce the new system and new concepts. This was built on by face-to-face training delivered by the Service Development Group and the Legal Aid NSW Client and Case Management Team to provide a comprehensive training program, walking the team through the system end to end and providing an opportunity to use practical scenarios to build their confidence prior to the launch of the system.

This training has been built upon by a library of support materials and recently the training program has been revised to increase engagement for new staff.

In addition to LA Connect, Legal Aid NSW implemented its revised triage model at the same time. For the first time LawAccess NSW and Legal Aid NSW are using the same triage methodology and same systems to provide clients of Legal Aid NSW with the same level of assistance based on their matter and their vulnerability. To prepare our staff LawAccess NSW built upon the training developed by Legal Aid NSW and expanded it to four hours, providing practical exercises and detailed walk through of the triage to ensure that information officers were confident with the model at the time of launch.

Training and Development opportunities

This year saw LawAccess NSW welcome several new positions to support our business.

In September, James Booth made a permanent move from an information officer to the digital support officer role. The digital support officer enables the Service Development Group to access the knowledge and experience of an information officer as part of their project and solution planning and the digital support officer also undertakes testing, review and updating of data within LawAccess NSW systems and supporting the contact centre with technical or system training issues.

In October, Amanda Shalou moved into the trainer role bringing her experience as an information officer, acting team leader and her previous experience as a tutor. Amanda will be responsible for the coordination and delivery of training within LawAccess NSW. Having a dedicated trainer will enable LawAccess NSW to be more agile in our onboarding and

provide greater opportunities for training and development for staff working in LawAccess NSW. Amanda has hit the ground running having undertaken two induction programs in October and November to onboard our new information officers and will be working to ensure that training is a dynamic and engaging experience and will develop content to help our staff improve their legal and customer service knowledge.

Wayde Braund started in October as our new quality assurance officer. Starting as an information officer with LawAccess NSW, Wayde will be supporting information officers to meet quality and performance standards. Providing side-by-side coaching and reviewing call recordings for the contact centre our quality assurance officer will ensure that we are providing a high-quality service to our customers in line with our quality assurance and risk framework and will work collaboratively with information officers, team leaders and our trainer to ensure that staff have the tools and support they need to be able to do their job and do it well.

LawAccess NSW is excited to be able to provide these opportunities for development for our team and leverage the knowledge and experience of our team in different ways to enhance our service.



Trainer, Amanda Shalou

Staff Wellbeing

Coming out of the pandemic LawAccess NSW has embraced hybrid working. Listening to our staff we have committed to attending the office as a way for staff to connect with their team, their managers, and their development.

Attending the office should be different to working at home and we are working to create opportunities for connection, maintaining our thriving and vibrant corporate culture of support, inclusion and fun. Working onsite, we launched a desk booking application to provide staff with the flexibility in the office to choose where they sit and who they sit with enabling more opportunities to catch-up and learn from colleagues while in the office.

While our staff are working primarily at home, they are connected through a newfound love of MS Teams which has enabled team leaders to answer questions and provide support in real-time as well as teams sharing information and feeling connected to those working alongside them.

Hybrid working has challenged our Fun Committee. Previously our Fun Committee would organise frequent events onsite and fundraise for charities, but with staff working primarily from home this has slowed. Along with our active MS Teams channel to connect and share, the Fun Committee organised a “Wear it Purple” day in August onsite to show our support of LGBTIQA+ youth. The event was well received and raised money for a worthy cause.

LawAccess NSW has continued to maintain a focus on physical and mental wellbeing. LawAccess NSW has embraced having a mental health first aid officer and actively promotes EAPs to support our staff to stay mentally and emotionally healthy. LawAccess NSW team leaders and managers continue to provide tremendous support to their team providing opportunities to de-brief or take a break when faced with a challenging call and in 2023 we are eager to leverage the newly launched Well Being Portal within Legal Aid NSW to provide further support to keep our team physically and mentally healthy.



Arvinder, Helen and Clare at Wear it Purple Day



Clare and Artchaki

Technology and the Delivery of Service

LA Connect



In May, LawAccess NSW moved to our new customer relationship management system called LA Connect. The implementation of LA Connect was a significant milestone in the integration of LawAccess NSW with Legal Aid NSW. For the first time since LawAccess NSW started operations, LawAccess NSW could capture information about an enquiry and where appropriate book the client into a Legal Aid clinic appointment. LA Connect reduces the need to make multiple calls to organise an advice appointment and enables customers to tell their story once with all data captured by LawAccess NSW made accessible to the lawyer in Legal Aid NSW providing the advice. Customers receive SMS and email reminders about their appointments and have certainty when they hang up from LawAccess NSW when they will speak to a Legal Aid lawyer.

LA Connect also brought other improvements for our customers and staff. Previously information officers would need to spend time searching to find the most appropriate service for a customer but in LA Connect they are now matched based on their suburb and their primary legal issue; the information officer can easily filter results to identify targeted services and customers can receive an SMS or email with the service details to empower them to take the next step and connect with the service for more help.

LawAccess Webchat

With our wait times being higher than normal this year, the introduction of webchat has provided a quick and accessible option to get assistance about low complexity, high volume legal issues. Available from our website, customers can access legal help in real time with an information officer and be provided with information and referrals for assistance.

Approximately 50% of the webchat enquiries we receive are resolved through the provision of information and customers surveyed who have used the webchat service rate their satisfaction with the webchat service four out of five stars. This additional service channel enables us to provide a quick, accessible option for those capable of self-help and frees our telephone service to be available to those who may have more complex matters or complex needs.



Web chats answered

13,040

Average wait time

1 min 1 sec

Recently, we launched a new enhancement to the webchat service, Chat call back. When an information officer determines that a customer requires more assistance than can be provided over chat, they can transfer the customer to a virtual agent that collects their contact number and registers their place in the queue for a call back.

The virtual agent checks the wait time for the telephone service in real-time and provides the customer an estimated wait time to receive a call back from an information officer. The system automates the call back when the customer is next in line for assistance and the information officer on the phone service answers the call like any other. Chat call back leverages the same technology we use on the phone service giving people the option to keep their place in the queue and not have to wait on the telephone to receive help. Chat call back and webchat are aimed at reducing the time customers spend waiting on the phone for help.

The webchat service is not for everyone and those with complex legal issues or high support needs should continue to use our 1300 888 529 number for help, but those customers that are capable of articulating their legal problem in writing and can self-help may want to start with our webchat service. Customers can start a chat at the LawAccess NSW website by choosing the chat option along the right-hand side of the screen.

Goodbye to our LawAccess NSW Legal Advice Group, and Welcome to Statewide Advice Team

2022 saw some major changes across Legal Aid and in particular LawAccess NSW. On 9 May, the Legal Advice Group (LAG) said goodbye to LawAccess NSW as the LAG lawyers were moved into the Statewide Advice Team (SWAT) which officially launched alongside Legal Aid's NSW new triage model. Whilst the LAG lawyers moving from LawAccess NSW into SWAT brought new exciting opportunities, it was a bittersweet moment for many lawyers who have worked in the LAG and with LawAccess NSW for so long. LawAccess NSW and the SWAT remain co-located in Parramatta and it is always lovely to cross paths on office days and catch up on news.

Since this transition, the LAG lawyers now in the SWAT have continued to work very closely alongside LawAccess NSW in addition to the rest of Legal Aid's offices and specialist teams to support clients calling for help. SWAT also adopted the responsibility of the LAG to provide advice to clients in police custody and are notified by LawAccess NSW of these and other urgent calls. In contrast to the LAG, the SWAT provides daily advice clinics for all practice areas - civil, crime and family - as well as picking up matters from an intake queue. Additionally, the SWAT Legal Resources Team (LRT) continues to support LawAccess NSW with the ongoing creation and maintenance of legal resources.

Whilst the LAG lawyers are now navigating Legal Aid NSW in SWAT as an independent team, they are busy building new relationships with the divisions and expanding upon the assistance that the LAG provided through phone advice to some limited minor assistance. Whilst this is an end of an era for the LAG and LawAccess NSW, the LAGs legacy will live on through the SWAT.

LawAccess NSW website

The impact of the LawAccess NSW website as a service channel continues to grow. The website serves as a particularly valuable option for customers with digital literacy and the capacity to self-help. In 2021 and 2022 the LawAccess NSW website, located at www.lawaccess.nsw.gov.au, has attracted over 1.4 million visitors.

The Representing Yourself section of the website now has 13 legal topics, including debt, car accidents, uncollected goods, Local Court - Small Claims, fences, employment rights, AVOs, fines, driving offences and crime, after someone dies, noise, divorce and restitution. It also has a number of skills-based topics including mediation, negotiation and reading and writing legal documents.

Along with publicly accessible content, the Legal Resource Team have also published two new topics for LawPrompt.

- Royal Commission into Defence and Veteran Suicide.
- Discrimination.

The Royal Commission into Defence and Veteran Suicide topic has information about

the commission and links to other resources. The discrimination topic has information about state and federal laws that make discrimination unlawful, including making a complaint to Anti-Discrimination NSW or Australian Human Rights Commission (AHRC), going to the NSW Civil and Administrative Tribunal and going to the Federal Circuit and Family Court or Federal Court of Australia.

We have continued to regularly update the COVID-19 topic to ensure that it accurately reflects the Government's changes in its response to COVID-19.

Our internal and external website content has been regularly reviewed and updated by our Legal Resources Team to ensure its accuracy.

While the Legal Resource Team are now part of the Statewide Advice Team, they continue to work closely with LawAccess NSW.

In 2023, Legal Aid NSW will launch a new website that will bring the LawAccess NSW and Legal Aid NSW websites together and will be the new destination for online legal information. The Legal Resource Team and LawAccess NSW are working with other teams across Legal Aid NSW to bring this exciting new website together.

Communications

This year we continued to implement our communication objectives and activities to bring continuity to the corporate identity of LawAccess NSW and its 21 years of service within the justice sector and to capitalise on opportunities to embed LawAccess NSW in Legal Aid NSW, increasing awareness of the benefits of the integration and providing confidence in the services provided by LawAccess NSW.

This year we focused on the promotion of the integration of LawAccess NSW and building awareness and confidence within Legal Aid NSW about the services LawAccess NSW provides.

In April, our communications coordinator, Chablis Delong collaborated with the Community Legal Education team to produce a video: Building your Confidence with LawAccess NSW. It helped Legal Aid NSW step behind the scenes at LawAccess NSW, learn about Blacktown colleagues' experience having LawAccess NSW triage new clients, meet the people on the other end of the phone line and learn more about how we are working together for our clients.

In August and September, the management team presented the video to all Legal Aid offices and Legal Aid teams. Feedback from the video was outstanding, 91% said they have a better understanding of LawAccess NSW after hearing about Blacktown's office experience in the video and 85% feel more confident referring clients to LawAccess NSW.

We are continuing to develop publications and digital content to promote LawAccess NSW



(Left) Yasmine from Community Legal Education filming at the LawAccess NSW office.

(Right) Chablis Delong, our communications coordinator interviewing a lawyer.



Clare, an information officer being interviewed.



Tina during the filming

Some publications that we have produced include:

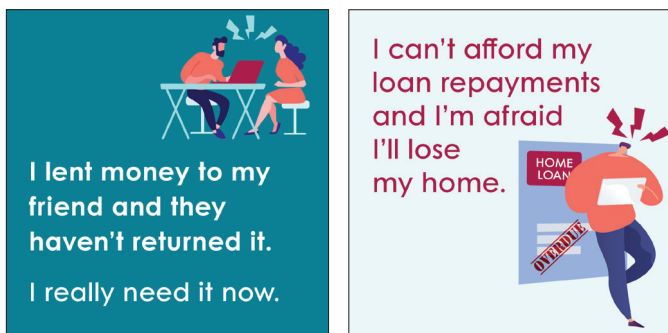
- wallet cards
- translated wallet cards (Arabic, Chinese – Simplified, Chinese, Traditional, Dari/Farsi, Vietnamese)
- brochures
- translated brochures (Arabic, Chinese, Simplified, Chinese, Traditional, Dari/Farsi, Vietnamese)
- magnets
- Aboriginal wallet cards
- posters, and
- CALD poster including 15 languages

If you'd like to order our publications, please visit the [Legal Aid NSW publications site](#).

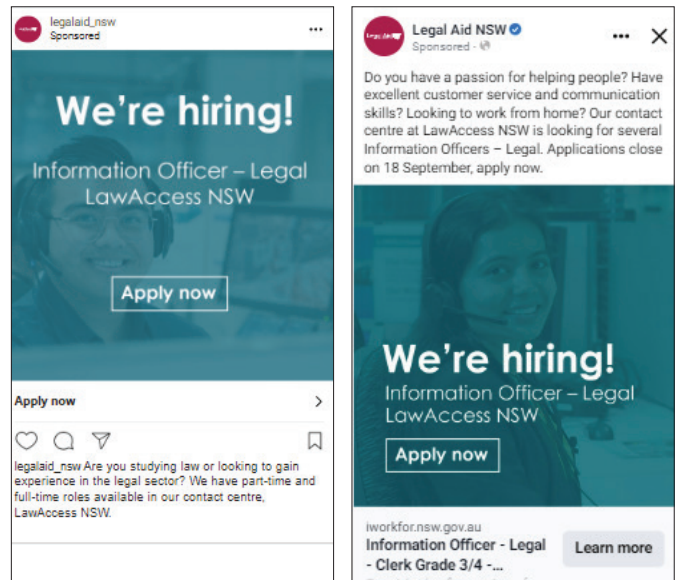
In August, LawAccess NSW also produced a



recruitment video to showcase what it is like to work as an information officer. A social media campaign promoting the video ran for 2 weeks and reached over 17,000 people on Facebook.



Debt and Consumer social media campaign



Recruitment campaign

LawAccess NSW also worked with the Communications team to run multiple social media campaigns that reached over 8,000 people on Facebook and Instagram with important messages about debt and consumer rights and around low complexity, high volume legal matters promoting LawAccess NSW services.

In December, we also say goodbye to our communications coordinator, Chablis Delong who has been offered a job at the Department of Communities and Justice. Chablis promoted LawAccess NSW through internal and external activities such as developing key messages, social media campaign around low complexity, high volume legal matters, re-designing publications, producing video content and attendance at outreaches. Chablis will be missed, however we wish her the best on her new adventure. Communication enquiries relating to LawAccess NSW should be directed to lawaccess@legalaid.nsw.gov.au



Expo on the Green



Communications Coordinator attending Expo on the Green

Community

As restrictions eased in 2022, in-person workshops and events resumed over the past few months. LawAccess NSW found creative ways to reach the community. The focus for the first half of 2022 was ensuring our key messages for LawAccess NSW were consistent since integrating with Legal Aid NSW.

In May, LawAccess NSW attended the Seniors Expo in Darling Harbour with Legal Aid NSW in Sydney to help spread the word to Seniors about their legal rights and where they could access legal help.

In July, we had the opportunity to present to Aboriginal Legal Service (ALS) about LawAccess NSW. This presentation highlighted how LawAccess NSW can assist with everyday legal problems and how we are able to streamline access to advice with our new LA Connect CRM system. It was a great opportunity to chat to our colleagues in ALS and answer their questions about LawAccess NSW.

LawAccess NSW receives calls from culturally and linguistically diverse communities. Our customers need easily accessible information in plain English or their first language to understand how LawAccess NSW can help them in their legal journey. We provide information in plain English and translations into community languages with this year focusing on our top five languages from our TIS data: Mandarin, Arabic, Vietnamese, Farsi (alt Persian) and Cantonese.

In November, LawAccess NSW attended Expo on the Green at Bankstown TAFE with the Work Development Order and Combined Civil Law Specialist teams to provide information about LawAccess NSW and Legal Aid NSW to TAFE students from culturally and linguistically diverse communities and the broader community of Canterbury Bankstown.



Know your Conditions Campaign – Department of Communities and Justice



Anti-Discrimination NSW at LawAccess NSW

This year also brought an exciting collaboration with the Department of Communities and Justice Aboriginal Service Branch to promote the launch of the Know Your Conditions campaign for Aboriginal and Torres Strait Islander people.

Site Visits

In September, LawAccess NSW successfully hosted a site visit for Anti-Discrimination NSW since COVID-19. The program included presentations on LawAccess, the role of information officers, the LA Connect and LawAccess NSW, the first websites, and a tour of the call centre to enhance their understanding of the service we provide to the community.

Feedback received from the Anti-Discrimination NSW visits has been overwhelmingly positive, with 100% of participants reporting they would recommend that LawAccess NSW host more of these visits in future.

As a result, LawAccess NSW intends to schedule more visits in 2023 and plans to open these virtual events to staff from other agencies that provide a referral pathway to our service. If you are interested in attending a future visit, please email lawaccess@legalaid.nsw.gov.au.

Meet some of Our information officers

Aashini - information officer



“I have been with LawAccess NSW since 2021. I joined LawAccess NSW because I can apply concepts from my degree in law to real situations and gain some experience. I am someone who displays resilience and courage, a commitment to providing exceptional customer service and works collaboratively with the team.

I am a Bachelor of Laws graduate and have completed my PLT through the College of Law. I look forward to my admission in Feb 2023. After admission, I aim to start my legal journey as a solicitor in crime or family. I also hold a Bachelor of Criminology and Criminal Justice from UNSW!”

Arvinder - information officer



“I have been working for LawAccess NSW since 2016 and prior to my current role I was working in legal services at the Ministry of Social Development in New Zealand. I have been working in the public sector in variety of roles and as a solicitor throughout my career, and I believed my legal knowledge and people skills would be well utilised in this job.

Being an information officer - legal, I like to talk to people to assess their legal issues and help them to resolve their problems. I am always passionate about contributing back to the society I live in, whether it is part of my profession, on a team or helping someone in the community in general. I was born in India. My father was a legal professional who worked in the government sector, and he retired as a director of prosecution and litigation. My mother was a medical professional.”

Clare - information officer



“I have worked at LawAccess NSW since November 2018. I studied a Bachelor of Arts and Bachelor of Laws at Western Sydney University. I joined LawAccess NSW to be able to assist people with their legal problems and gain invaluable experience in the legal system. I like being an information officer as I get a variety of legal inquiries which allows me to broaden my knowledge. I am enthusiastic that I can provide information and referrals to aid people with their legal matters.”

Compliments

Compliment for Perry

“*Please tell Perry I am very happy with the help, advice and links that were provided to me. It gave me the confidence and courage to represent myself and although it was nerve wracking, I am very glad I did so. Thanks Perry you are a gem”.*

Compliment for San

“*The customer said San assisted her in getting advice about her employment issue which has now been successfully resolved. Well done San, great work.”*

Compliment for Artchaki

“*The customer said that Artchaki went 'above and beyond' with her customer service skills and they said that they were 'very, very pleased with the help provided'. They also said that Artchaki was so wonderful that she deserves a raise!*

Such an amazing compliment Artchaki! Keep up the great work!”

Compliment for Joseph

“*The customer contacted us via webchat. The customer said that the responses that he received from Joseph were very quick and thanks. Great work considering you have just started on webchat. Keep up the great work.”*

Compliment for Arvinder

“*The customer had said that 'she was so overjoyed' and that it was so lovely to connect with someone from a service who is kind and professional. She did mention Arvinder was an absolute joy to speak to and he was so wonderful he should be a boss!*

The customer mentioned that she had contacted LawAccess on a number of occasions in the past and that our service has always been wonderful. She asked if we could clone our staff to work in other sectors so people could get exposed to this level of customer service. Well done team! Keep up the great work.”

Looking Ahead

In 2023 we look forward to the implementation of a new look website bringing LawAccess NSW and Legal Aid NSW together in the digital space. Our website is heavily used by our staff, our customers and our partners in the sector.

2023 will also see an investment in our telephony platform. This platform will support an agile and flexible workforce enabling us to leverage the available technology to improve the service we provide to customers and improve how we provide that service for our staff.

Christmas Closures



LawAccess NSW will be open between 9am and 5pm, Monday to Friday over the Christmas period except on the following public holidays:

- 26 December 2022 (Monday)
- 27 December 2022 (Tuesday)
- 2 January 2023 (Monday)

If your service is closing during the holiday period, please let us know so we can manage referrals to your service during this time. Simply fill in the [online form](#) and we will circulate the information to our staff.

Please remember that you can provide the LawAccess NSW phone number, 1300 888 529, on your outgoing message during your closure for customers needing help during the holiday break.

From all of us at LawAccess NSW we wish you and your team a happy and safe festive season! Merry Christmas and Happy New Year!

If you would like to contact LawAccess NSW to see how we can work together, or you would like to review your Assistance Service Record please email, lawaccess@legalaid.nsw.gov.au

