



# INFORMATION GUIDE

**DECEMBER 2012**

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## FOREWORD

This is the Information Guide of the Legal Aid Commission of New South Wales (Legal Aid NSW). It is published in accordance with the requirements of Section 20 of the *Government Information (Public Access) Act 2009* (NSW) ("GIPA Act"). The information contained in this document is correct as at December 2012 and will be updated every twelve months.

You may obtain a free copy of this document, or more information, from:

The Right to Information Officer  
Legal Aid New South Wales  
323 Castlereagh Street  
SYDNEY NSW 2000

PO Box K847  
HAYMARKET NSW 1238

Internet            [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)  
Telephone        (02) 9219 5778  
Fax                (02) 9219 5038  
Between 9am and 5pm Monday to Friday

**Bill Grant**  
**Chief Executive Officer**

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## 1. STRUCTURE & FUNCTIONS

### What is Legal Aid NSW?

Legal Aid NSW is a corporation established by the *Legal Aid Commission Act 1979* (the Act). Legal Aid NSW provides legal representation and assistance in State and Commonwealth matters.

The main function of Legal Aid NSW is to provide legal aid and other legal services to the New South Wales community. Legal Aid NSW provides free legal information and advice on a broad range of legal issues, and provides legal representation to people who satisfy eligibility tests.

Legal Aid NSW has a Central Sydney office located at 323 Castlereagh Street, Sydney and 20 regional offices, in the Sydney metropolitan area and country areas.

### Who is in charge of Legal Aid NSW?

The principal officer of Legal Aid NSW is the Chief Executive Officer who is responsible for the management and administration of the organisation and its staff.

Decisions regarding the broad policies of Legal Aid NSW are made by the Board. There are nine Board members, consisting of the Chief Executive Officer Bill Grant and nine part-time members, namely:

Hon Peter Collins (Chairman)  
Rev Harry Herbert  
Philip Bickerstaff  
Andrea Durbach  
John Bordon  
Ian McClintock  
Maria Girdler  
Mary Macken  
Barbara Ramjan

Legal Aid NSW is part of the Department of Attorney –General and Justice and the Minister responsible for Legal Aid NSW is the Attorney General and Minister for Justice, The Honourable Greg Smith, SC MP.

The senior management team consists of:

- Bill Grant, Chief Executive Officer
- Steve O'Connor, Deputy Chief Executive Officer
- Brian Sandland, Executive Director Legal Services Criminal Law
- Kylie Beckhouse, Executive Director Legal Services Family Law
- Monique Hitter, Executive Director Legal Services Criminal Law
- Richard Funston, Executive Director, Grants and Community Partnerships
- Annmarie Lumsden, Executive Director, Strategic Policy, Planning and Management Reporting
- Wayne Gale, Executive Director, Information Technology Services and Records
- Clare Hamilton, Executive Director, Finance
- Vicki Leaver, Executive Director, People and Organisational Development

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**Legal Aid NSW offices are situated at the following locations:**

All Offices are open from 9am - 5pm Monday to Friday, except for the Central Sydney office which is open from 8.30 am to 5.30 pm Monday to Friday.

**METROPOLITAN**

**CENTRAL SYDNEY OFFICE:** 323 Castlereagh Street SYDNEY NSW 2000  
Ph: (02) 9219 5000 Fax: (02)9219 5935 TTY: (02) 9219 5126

**BANKSTOWN:** Level 8, Civic Tower Cnr Rickard Rd & Jacobs St BANKSTOWN NSW 2200  
Ph: (02) 9707 4555 Fax: (02)9708 6505

**BLACKTOWN:** Level 2, 13 Kildare Road, BLACKTOWN NSW 2148  
Ph: (02) 9621 4800 Fax: (02) 9831 5597

**BURWOOD:** Level 4, 74-76 Burwood Road, BURWOOD NSW 2134  
Ph: (02) 9747 6155 Fax: (02) 9744 6936 TTY: (02) 9747 0214

**CAMPBELLTOWN:** Suite 1, Level 4, City Centre, 171-179 Queen Street, CAMPBELLTOWN 2560  
Ph: (02) 4628 2922 Fax: (02) 4628 1192

**FAIRFIELD:** Suite1, Level 2, 25 Smart Street, FAIRFIELD NSW 2165  
Ph: (02) 9727 3777 Fax: (02) 9724 7605

**LIVERPOOL:** Level 4, Interdell Centre, 47 Scott Street, LIVERPOOL NSW 2170  
Ph: (02) 9601 1200 Fax: (02) 9601 2249 TTY: (02) 9601 7547

**PARRAMATTA - Civil & Family Law:** 91 Phillip Street, PARRAMATTA NSW 2150  
Ph: (02) 9891 1600 Fax: (02) 9689 1082 TTY: (02) 9891 5692

**PARRAMATTA – Criminal Law:** Parramatta Justice Precinct, Level 1, 160 Marsden Street  
PARRAMATTA NSW 2150 Ph: (02) 8688 3800 Fax: (02) 8688 3890

**PENRITH:** 95 Henry Street, PENRITH NSW 2750  
Ph: (02) 4732 3077 Fax: (02) 4721 0572

**SUTHERLAND:** Endeavour House, 3-5 Stapleton Avenue, SUTHERLAND NSW 2232  
Ph: (02) 9521 3733 Fax: (02) 9521 8933

**OUTSIDE SYDNEY**

**CENTRAL COAST:** 37 William Street, GOSFORD NSW 2250  
Ph: (02) 4324 5611 Fax: (02) 4324 3503 TTY: (02) 4324 5611

**COFFS HARBOUR:** 41 Little Street, COFFS HARBOUR NSW 2450  
Ph: (02) 6651 7899 Fax: (02) 6651 7897

**DUBBO:** 64 Talbragar Street, DUBBO NSW 2830  
Ph: (02) 6885 4233 Fax: (02) 6885 4240

**LISMORE:** Suite 6, Level 4, 29 Molesworth Street, LISMORE NSW 2480  
Ph: (02) 6621 2082 Fax: (02) 6621 9874 TTY: (02) 6621 2082

**NEWCASTLE:** 51-55 Bolton Street, NEWCASTLE NSW 2300  
Ph: (02) 4929 5482 Fax: (02) 4929 3347 TTY (02) 4929 4036

**NOWRA:** Level 2, Bridgeton House, 55-57 Berry Street, NOWRA NSW 2541  
Ph: (02) 4422 4351 Fax: (02) 4422 4340

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**ORANGE:** Suite 4, 95 Byng Street, ORANGE NSW 2800  
Ph: (02) 6362 8022 Fax: (02) 6361 3983 TTY: (02) 6362 8022

**TAMWORTH:** Level 1, 424-426 Peel Street, TAMWORTH NSW 2340  
Ph: (02) 6766 6322 Fax: (02) 6766 8303 TTY: (02) 6766 6322

**WAGGA WAGGA:** Best Place, Corner Bayliss & Morrow Streets, WAGGA WAGGA NSW 2650  
Ph: (02) 6921 6588 Fax: (02) 6921 7106 TTY: (02) 6921 6588

**WOLLONGONG:** Graovac House, 73 Church Street, WOLLONGONG NSW 2500  
Ph: (02) 4228 8299 Fax: (02) 4229 4027 TTY: (02) 4228 8299

## **SPECIALIST SERVICES**

Legal Aid NSW has a number of specialist services. The locations of the major specialist services are set out below:

**CHILD SUPPORT SERVICE:** 91 Phillip Street, PARRAMATTA NSW 2150  
Ph:(02) 9633 9916 Fax: (02) 9689 1082 1800 451 784

**CHILDREN'S LEGAL SERVICE: Head Office – see above**  
Ph: (02) 9219 5120 Fax: (02) 9219 5793

**Campbelltown Office - see above**  
Ph: (02) 4628 2922 Fax: (02) 4628 1192

**Parramatta Office – see above**  
Ph: (02) 8688 3800 Fax: (02) 8688 3890 TTY: (02) 9891 5692

**CORONIAL INQUEST UNIT:** Level 2, 323 Castlereagh Street, SYDNEY 2000  
Ph: (02) 9219 5158 Fax: (02) 9219 5070

**DRUG COURT:** Drug Court Unit, Parramatta Court, Cnr George & Marsden Streets  
PARRAMATTA NSW 2150 Ph: (02) 9685 8020

**HOMELESS LEGAL OUTREACH PROGRAM:** Coordinator Specialist Homeless Outreach Clinics  
Ph: (02) 9219 5809

**LEGAL AID HOTLINE for under 18's:** 1800 101 810

**MENTAL HEALTH ADVOCACY SERVICE:** Level 4, 74 - 76 Burwood Road, BURWOOD 2134  
Ph: (02) 9745 4277 Fax: (02) 9744 6936 TTY (02) 9745 4277

**OLDER PERSONS LEGAL & EDUCATION PROGRAM**  
Older Persons Legal Unit, Head Office Ph: (02) 9219 5924

**PRISONERS LEGAL SERVICE:** 160 Marsden Street, PARRAMATTA NSW 2150  
Ph: (02) 8688 3959 Fax: (02) 8688 3895

**VETERANS ADVOCACY SERVICE:** Level 3, 323 Castlereagh Street, SYDNEY 2000  
Ph: (02) 9219 5148 Fax: (02) 9219 5145

**YOUTH DRUG AND ALCOHOL COURT:** Railway Square, CAMPBELLTOWN NSW 2560  
Ph: (02) 4629 9760 Fax: (02) 4629 9622

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## **What are the functions of Legal Aid NSW?**

The Act sets out the functions, duties, powers and obligations of Legal Aid NSW. Section 10 contains a detailed description of the functions of Legal Aid NSW and states that the principal function is to provide legal aid and other legal services.

Legal Aid NSW as a public agency is also required to formulate strategic plans, which may include a corporate plan and business plans.

Section 10 provides that Legal Aid NSW, in the exercise of its principal function, may decide who will be eligible for legal aid, decide the types of matters for which legal aid will be available, decide the means test to be applied and specify the circumstances in which an applicant for legal aid should be required to pay a contribution to the costs of the legal service provided.

## **How does Legal Aid NSW perform these functions?**

Legal Aid NSW performs its functions by providing the following services:

- legal information and advice services;
- legal representation by salaried staff and private practitioners;
- provision of alternative dispute resolution services;
- funds and assistance to community organisations which provide legal services; and
- community legal education and social work support services.

As the primary function of Legal Aid NSW is to provide legal aid and other legal services in accordance with the Act, one of the most important aspects of its decision-making functions is the determination of applications for legal aid and making grants of legal aid.

## **Grants of legal aid**

Most grants of legal aid are subject to a means test, merit test and policies on the availability of aid. Legal Aid NSW has determined, as a matter of policy, the types of matters for which legal aid is available. These fall under the three main headings of criminal law, civil law and family law. Legal Aid NSW policies are available via the Policy Online button on the Legal Aid NSW website, [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au).

Appeals against decisions relating to legal aid applications and grants of legal aid are considered by Legal Aid Review Committees. There are six Legal Aid Review Committees, three of which deal specifically with family law matters.

Funding for legal assistance in Commonwealth law matters is provided through a National Partnership Agreement between the Australian Government and New South Wales Government. Legal representation can only be provided for matters that fall within the Commonwealth legal aid priorities, set out in the Agreement.

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## **What are the duties of Legal Aid NSW?**

Section 12 of the Act sets out the duties of Legal Aid NSW in the provision of legal aid.

All the duties required of Legal Aid NSW are equally important but the following duties may be of particular interest to members of the public. Section 12 states that it is the obligation of Legal Aid NSW to:

- ensure that legal aid is provided in the most effective, efficient and economical manner;
- have regard to the need for legal aid to be readily available and easily accessible to disadvantaged persons in NSW;
- keep under review community needs for legal aid;
- use, where appropriate, the services of private legal practitioners; and
- ensure, so far as is reasonably practicable, that a legally assisted person who has been granted legal aid obtains the services of a lawyer (either an in-house employed solicitor, an assigned private legal practitioner or a Public Defender) .

## **What are the objectives of Legal Aid NSW?**

Copies of the 2011-2013 Corporate Plan may be accessed through the Legal Aid website at <http://intranet/AboutUs/PlansStrategies/Documents%20%20Legal%20Aid%20NSW%20Plans/Legal%20Aid%20NSW%20Plan%202011-2013.pdf>

The plan identifies the following corporate priorities:

- Promoting Access to Justice
- Pursuing Excellence in Legal Services
- Supporting Our People
- Linking Services

## **How does Legal Aid NSW measure its performance?**

Legal Aid NSW sets objectives and key performance indicators against its corporate objectives. It reports specifically and publicly against its corporate objectives in its Annual Report. The 2011-2012 annual Report can be accessed at:

<http://www.legalaid.nsw.gov.au/publications/annual-reports/annual-report-2011-2012>

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## **2. EFFECT OF THE FUNCTIONS OF LEGAL AID NSW ON MEMBERS OF THE PUBLIC**

By providing public legal information, education and individual advice services, Legal Aid NSW seeks to address problems at a stage when they may be resolved quickly and with a minimum of stress and financial cost. Legal Aid NSW encourages and provides alternative dispute resolution processes. Where court action is taken, Legal Aid NSW may provide legal representation to persons who satisfy the eligibility tests for the particular type of matter.

Legal Aid NSW works with the private legal profession to ensure legal services are available across the State. Legal Aid NSW recommends and comments on possible changes to the law and legal procedures, based on the observations of staff and feedback from clients.

Legal Aid NSW liaises with federal bodies and other providers of legal services to ensure the availability of legal aid in New South Wales is at least comparable with that in other states and territories.

## **3. PUBLIC PARTICIPATION IN LEGAL AID NSW**

### **Board Meetings**

The Board is appointed by the Attorney General of New South Wales and includes nominees of the Bar Association, the Law Society and Unions NSW, as well as members specifically chosen to represent consumer and community welfare interests and Community Legal Centres.

There are nine part-time members, including the Chair, and one full-time member, who is the Chief Executive Officer. The Chair is appointed for a maximum of five years, and the other part-time members are appointed for a maximum of three years. The Board meets six times a year.

### **Consultative and Advisory Committees**

Section 68 of the Act enables Legal Aid NSW to establish standing or special consultative committees for the purpose of advising it on the exercise of its functions under the Act.

In addition a number of advisory committees consisting of staff, partners and community representatives have been established to advise on specific activities of Legal Aid NSW. The current committees are:

#### **A. Consultative Committees**

##### **i. Community Legal Centres Sub-Committee**

The Committee advises on and oversees the funding programs for external agencies, including the Community Legal Centres Funding Program. The Committee includes two Board and representatives of the Community Legal Centres.

##### **ii. Audit and Risk Committee**

The Audit and Risk Committee assists the members of the Board in discharging their responsibilities relating to financial reporting practices, business ethics, policies and practices, accounting policies and management and internal controls.



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### **iii. Civil Law and Grants Committees**

The Civil Law Committee advises on issues relating to civil law matters and the Grants Committee makes recommendations in relation to the work of the Grants Division.

## **B. Advisory Committees**

### **i. Aboriginal Justice Committee**

Advises the CEO on Aboriginal justice initiatives, service delivery, employment strategies and partnerships with external agencies.

### **ii. Co-operative Legal Service Delivery Program Steering Committee**

Provides guidance on the CLSD program.

### **iii. Environmental Consultative Committee**

Advises and makes recommendations to Legal Aid NSW on applications for legal aid in public interest environmental matters in accordance with the Legal Aid NSW guidelines.

### **iv. Human Rights Committee**

Advises and makes recommendations to Legal Aid NSW on applications for legal aid in public interest human rights matters.

### **v. Women's Domestic Violence Court Advocacy Program (WDVCAP) Advisory Committee**

Advises the CEO on the implementation, administration and Guidelines for the WDVCAP including funding priorities.

## **Legal Aid Review Committees**

There are six Legal Aid Review Committees that determine appeals in respect of legal aid applications and grants of legal aid. These meetings are not open to members of the public due to provisions in the Act that protect the confidentiality of applicants for legal aid.

Each Committee has three members who serve in a voluntary capacity, one nominated by the Minister, one by the Bar Association and Law Society jointly, and one being a person who is not a legal practitioner.

The Legal Aid Review Committee Secretariat can be contacted by telephone at (02) 9219-5936 or by email at [larc@legalaid.nsw.gov.au](mailto:larc@legalaid.nsw.gov.au) or by post at:

Legal Aid Review Committee  
PO Box K847  
HAYMARKET NSW 1238  
DX 5 SYDNEY

In addition to the forms of public participation referred to above, Legal Aid NSW is often required to respond to issues concerning legal aid raised by members of the public with the Attorney General or directly with Legal Aid NSW.

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## 4. INFORMATION HELD BY LEGAL AID NSW

### What types of information are held by Legal Aid NSW?

As a large legal practice, Legal Aid NSW holds a large number of legal files and documents. As a public sector agency, Legal Aid NSW also holds a large number of administrative and management documents, including policy documents. Information held by Legal Aid NSW can be divided into four main categories, namely: legal, management, policy and reference materials.

### LEGAL INFORMATION

This category includes:

- client files that relate to applications and grants of legal aid and legal representation provided by employed solicitors;
- records of the referral of a matter to a private practitioner, where this has occurred;
- advices, opinions, research materials, legal precedents and other documents relating to individual clients or for the general information of legal practitioners;
- files of Legal Aid NSW relating to debt recovery, offences against the Act, legal action involving Legal Aid NSW and advices sought in that regard; and
- accounts and procedural and organisational memoranda if case-related.

### Can anyone have access to this information?

As a legal practice, Legal Aid NSW is obliged to protect the confidentiality of its clients. Applicants for legal aid and legally assisted persons can generally have access to documents on their own files.

Sub-sections 25(1) and (2) of the Act provide that the protection of legal professional privilege applies to applicants for legal aid or persons to whom legal aid is granted. Legal professional privilege also applies to legal advice sought by Legal Aid NSW. A conclusive presumption of an overriding public interest against disclosure exists in relation to documents subject to legal professional privilege pursuant to section 14(1) of the GIPA Act.

Section 26 of the Act prohibits a person engaged in the administration of the Act from divulging any information or document obtained in connection with the administration of legal aid (including an application for legal aid) except in the circumstances set out in section 25(4) of the Act. These exceptions include:

- the conduct of any matter necessary for the proper administration of the Act;
- proceedings for an offence under the Act;
- disciplinary proceedings under the *Legal Profession Act 2004*;
- an investigation or inquiry by the Ombudsman;
- with the consent of the person providing the information;
- limited information to a court or tribunal as to the processing of a legal aid application.

Section 26 is often referred to as the Act's "secrecy provision" and is designed to protect from disclosure confidential information obtained in relation to the provision of legal aid.

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Section 11 of the GIPA Act provides that the GIPA Act overrides such secrecy provisions but the secrecy provision is to be taken into account as one of the considerations against disclosure in determining whether there is an overriding public interest against disclosure.

Legal Aid NSW has formulated Guidelines for Staff in dealing with requests for information. More information about access to legal documents may be obtained from the Right to Information Officer at (02) 9219 5778.

## **MANAGEMENT INFORMATION**

Legal Aid NSW as a public agency is accountable to the Government for its management. Information relating to recruitment and training procedures, policy and processing, accounting procedures and general administrative procedures all fall under this category. Any queries about management information may be made to the Executive Officer at (02) 9219 5671.

## **POLICY INFORMATION**

Legal Aid NSW policies on eligibility for legal aid are published in Policy Online which can be accessed via the Legal Aid NSW website at [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au). These policies cover a wide range of issues including the means test, merit test, how grants of aid are to be administered, and the types of matters for which legal aid is available as well as a wide variety of administrative matters.

Other sources of information in this category include ministerial and executive correspondence, submissions, reports and general correspondence relating to legislative reforms, correspondence between interstate and Commonwealth legal aid bodies, statistical information, reports on Legal Aid NSW, and procedural and organisational memoranda.

Further information about legal aid policies may be obtained by contacting:

Manager Legal Policy  
Legal Policy Branch  
Legal Aid NSW  
Telephone (02) 9219 5778 or Fax: (02) 9219 5038  
PO Box K847 HAYMARKET NSW 1238.

## **REFERENCE MATERIALS**

Legal Aid NSW has an extensive legal library for the benefit of its staff and staff of its partners. Legal Aid NSW publishes many documents concerning legal aid and legal matters generally, as well as its Annual Reports. A list of Legal Aid NSW publications appears at the end of this Publication Guide.

Further information regarding publications and other educational resources can be obtained either by telephoning (02) 9219 5028 or by email to [publications@legalaid.nsw.gov.au](mailto:publications@legalaid.nsw.gov.au) or by writing to:

Publications Officer  
Communications and Publications,  
Level 8 Legal Aid NSW  
PO Box K847 HAYMARKET NSW 1238

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## 5. REQUESTS FOR INFORMATION UNDER THE GIPA ACT

### Access to documents

Legal Aid NSW is committed to openness and transparency in line with the spirit of the GIPA Act. There are four ways in which information may be accessed under the GIPA Act: open access, proactive release, informal release and formal access applications; formal access applications are considered as the last resort after all the other avenues have been attempted.

- Mandatory open access information about Legal Aid NSW is available on the Legal Aid NSW website;
- Applicants for legal aid or persons to whom legal aid is granted may also contact the solicitor or business area within Legal Aid NSW handling their matter to make initial enquiries for access to information. Such information may be made available by informal release directly to the applicant;
- If it appears that the information requested may not be available informally, applicants are encouraged to make a formal application for access to such information under the GIPA Act. Applicants may contact the Right to Information Officer at (02) 9219 5778 for assistance.

### Amendment of records

Applicants for legal aid and persons to whom aid is granted are required to notify Legal Aid NSW of any relevant change in their circumstances, particularly their financial circumstances. They should inform the solicitor who has the conduct of the matter, whether an in-house solicitor or assigned private practitioner, of any changes in personal details.

As most of the information concerning applications for legal aid is usually provided by the applicant or his or her solicitor, there is generally no need to separately apply for amendment of Legal Aid NSW records concerning a person's personal details. These details are entered on the Legal Aid NSW computer system and can be readily amended, if required.

### Lodging a Formal Access Application

Legal Aid NSW has created a formal access [application form](#) and applicants are encouraged to use this form. A copy of the form can be downloaded and printed from the Legal Aid NSW website. Applicants can also make an application by letter.

Requests under the GIPA Act must be in writing and must be accompanied by an application fee of \$30. Details of the process for making a formal application are on the Legal Aid NSW website and processing charges may apply.

Applications can be lodged at any office of Legal Aid NSW but it is advisable that applications be forwarded directly to the Right to Information Officer.

### All enquiries concerning Right to Information should be referred to:

The Legal Aid NSW Right to Information Officer  
PO Box K847 HAYMARKET NSW 1238  
Telephone: (02) 9219 5778 Fax: (02) 9219 5038

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## 6. PUBLICATIONS

**Legal Aid NSW has produced over 55 publications and some publications are available in almost 30 other languages. The publications are free of charge unless otherwise stated.**

### **How to order**

Use our online ordering system: [www.legalaid.nsw.gov.au/pubsonline](http://www.legalaid.nsw.gov.au/pubsonline)

Email: [publications@legalaid.nsw.gov.au](mailto:publications@legalaid.nsw.gov.au) or telephone (02) 9219 5028.

### **General brochures**

Client service charter

Do you have a legal problem?

Questions to ask your lawyer

How to make a complaint to Legal Aid NSW

### **Family law**

What happens when your relationship ends?

Caring for kids in Aboriginal families

Child Support Service

De facto relationships and family law

Working out what's best for my children

My ex-partner has taken our children without my permission... what can I do?

My ex-partner isn't following the court orders about our children. What can I do?

### **Domestic violence**

Are you experiencing domestic violence?

Apprehended Violence Orders: for applicants

Apprehended Violence Orders: for defendants

Domestic Violence offences: for defendants

Advice about domestic violence and help at court

### **Criminal law**

Applying for Supreme Court bail

Appealing Local Court decisions

Character references

Facing a committal

Going to court for defendants

Breaching parole

Pleading guilty to a drink driving charge

Police powers, your rights and responsibilities

Reviewing Local Court decisions

Understanding bail

Prisoners Legal Service

### **Civil law**

Are you having problems with your home mortgage?

Mortgage stress handbook

Are you experiencing violence or abuse? You can make it stop

Changing your accommodation arrangements? Will it affect your pension?

Helping your family financially? Understand the risks

Moving in with the family? Protect your interests

Who will decide for you if you can't decide for yourself?

Are you a grandparent? Your legal questions answered

Squeezed for a debt

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Discrimination toolkit  
“Fined out” Booklet  
Have you crashed your car? (property damage)  
Have you been involuntarily admitted to a hospital?  
Mental Health Advocacy Service  
Legal help for veterans and dependants  
Turning the Tide: storms, floods, insurance and you

### **Children and young people**

Children’s Legal Service  
Get street smart (legal rights in public spaces)  
Youth Drug and Alcohol Court Program

### **CDs and DVDs**

Super Cuz CD (a Koori superhero fights for justice)  
Audio CD package – five CDs on legal issues for older people  
Mortgage rescue DVD  
Welcome to Legal Aid (Amharic, Arabic, Dari/Farsi, Dinka, Pushto, Somali, Swahili, Tigrinya). Translated fact sheets with the same information as the CD are also available on our website

### **Posters**

So you want the violence to stop; Aboriginal version  
Generic Legal Aid NSW poster  
Who’s who in the Local Court  
Youth hotline

### **Wallet cards**

So you want the violence to stop; Aboriginal version  
Youth hotline

### **Other Resources**

Bookmark promoting online ordering  
Legal Aid online means test calculator  
Back on Track 6 DVDs for prisoners recorded in English, Arabic, Chinese and Vietnamese  
Burn: Workbook to accompany video production for schools  
Means Test Indicator (On-line self-assessment tool)  
Policy Bulletins (directed to the legal profession to advise on updates in Legal Aid NSW policy)

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**For more information about Right to Information, you may contact the Office of the Information Commissioner New South Wales.**

- Go to [www.oic.nsw.gov.au](http://www.oic.nsw.gov.au)
- Email [ocinfo@oic.nsw.gov.au](mailto:ocinfo@oic.nsw.gov.au)
- Mail GPO Box 7011, Sydney NSW 2001
- Visit Level 11, 1 Castlereagh Street, Sydney NSW 2000
- Call 1800 INFOCOM (1800 463 626) between 9am to 5pm, Monday to Friday (excluding public holidays).