

LawAccess NSW celebrates 25 years

Legal Aid NSW's information and referral service LawAccess NSW has turned 25, assisting 3.7 million customers since it began in 2001.

LawAccess NSW is Legal Aid NSW's free, government-funded telephone and online service providing legal information and referrals for people with legal problems in New South Wales.

Amanda Templeman, Principal Manager of Customer Experience and Contact Centres said demand for the service has grown significantly over time.

"The biggest change we're seeing is the volume of enquiries but also that while the problems are the same, they're becoming more complex," she said. "We are hearing from very vulnerable people who are experiencing things like –financial pressures, housing pressures, and domestic violence, which increases the need for different types of support."

As demand for the service grows, Ms Templeman says LawAccess NSW staff are embracing AI and digital technology including webchat.

"We want to use technology to be more efficient so that we can help more people and I think AI is the opportunity to do that," she said.

In the last financial year, LawAccess NSW helped people speak to a lawyer, with 8,535 electronic referrals to the Law Society's Solicitor Referral Service.

In 2024–25, LawAccess NSW staff responded to more than 165,684 public enquiries—an increase on the previous year, and a number Ms Templeman anticipates will continue to rise.

She describes the future as one where "LawAccess NSW will continue to lead with purpose—strengthening referral pathways, collaborating across the legal assistance sector, and adapting to the evolving needs of the people and communities we serve."

"As demand for legal support grows, we are committed to innovating, so every person is met with someone empathetic, capable, and ready to guide them through what can feel overwhelming. Legal problems are hard. Getting the right help shouldn't be," she said.

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