

# Navigating Legal Assistance in NSW

Getting the Help Your Clients Need



Redfern Legal Centre



## **Nick Manning**

Front Office Coordinator  
Redfern Legal Centre

# **Acknowledgement Of Country**

# Outline

1. Levels of help: information, advice, representation
2. Law Access, Legal Aid, community legal centres
3. Tenancy information, advice & representation
4. Women's domestic violence services
5. Your map through the maze
6. Q&A

## Resources

[www.rlc.org.au/training/resources/navigating](http://www.rlc.org.au/training/resources/navigating)

# The Maze







# 1. Levels: information, advice, & representation


# It helps to know what level of help your client needs

There are 3 levels of legal help:

- Information
- Advice
- Representation

# Legal information

**LawAccess NSW****Need legal help? Call LawAccess NSW 1300 888 529**


 Home

My legal problem is about

**Representing Yourself**

About LawAccess NSW


Contact LawAccess NSW


 Lawprompt


etnamese | 

Pause

LawAccess NSW > Representing Yourself > Car accidents

 Listen





A A

Normal

**Representing Yourself**

Legal Skills ▶

Debt ▶

**Car accidents** ▼

What to do after an accident ▶

Who is responsible? ▶

Evidence ▶

Making a claim ▶


Responding to a claim ▶

Resolving your dispute ▶

## Car accidents


This topic is about accidents involving cars and other vehicles that can be driven or ridden on a road (such as bicycles, motorbikes, and buses). The information explains what you can do if:


- your car has been damaged, or
- someone else's car has been damaged in a car accident.

 If you have been injured in a car accident and would like to make a claim about those injuries, go to the [State Insurance Regulatory Authority](#) website for more information.

This topic is divided into the following sections:

- [What to do after an accident](#)
- [Who is responsible?](#)
- [Evidence](#)



**Need Legal Help?**  
Call LawAccess NSW  
**1300 888 529**



# Legal information

Legal information is often provided in the form of fact sheets. Sometimes it is spoken information, in person or over the phone.

- Its strength: usually quick and easy to access.
- Its weaknesses: often only accessible to those with English literacy, and not specific to the client's situation, and so may sometimes mislead or be incomplete.

# Legal advice



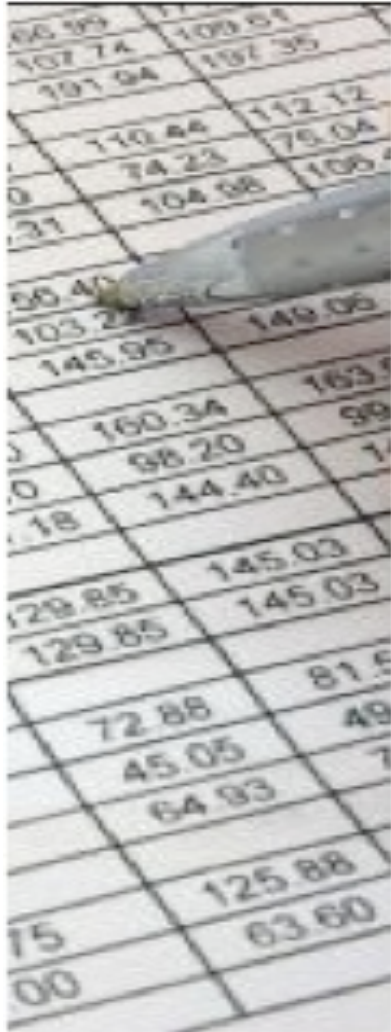
# Legal advice

Legal advice is provided by a lawyer or other qualified person. It can be provided face to face, over the phone, by email or by video link.

Its strength: Specifically tailored to the client's unique circumstances.

Its weakness: Expensive. So free legal advice has limited availability and so the client must navigate intake criteria and waiting lists.

# Legal representation



# Legal representation

Legal representation is provided by a lawyer or other qualified person. It may involve representation in court, preparation of documents or negotiation with other parties.

Its strengths: Specifically tailored to the client's circumstances and instructions; brings skilled advocacy to their case.

Its weakness: Very expensive. So free legal representation has very limited availability - most potential clients miss out.



# It helps to know what level of help your client needs

Information: *“Just a quick question...”*

Advice: *“What should I do?”*

Representation: *“Can you do it for me?”*



# Legal information online

There is a LOT of legal information online...



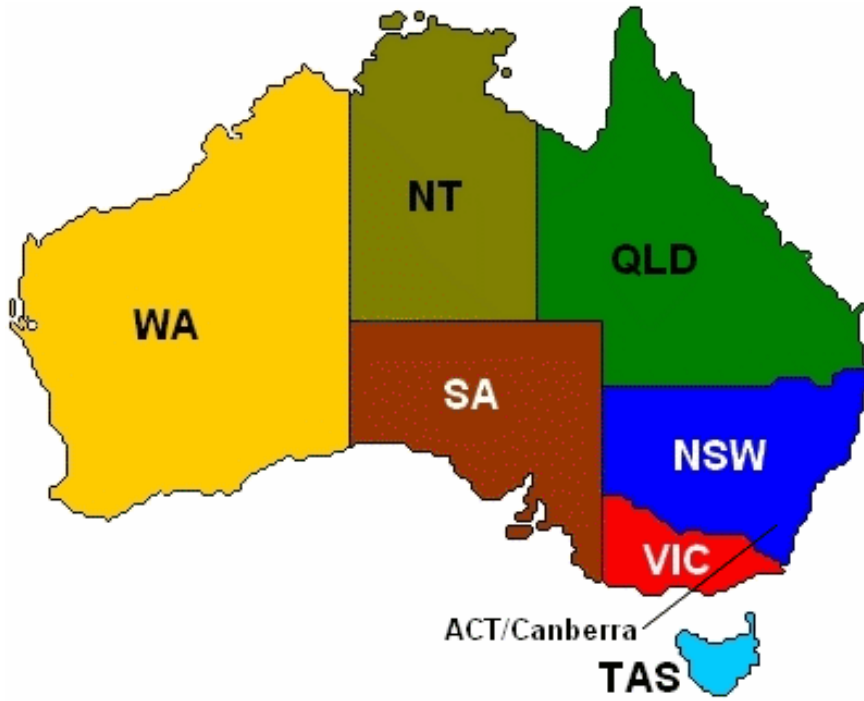
Searching online for legal information is risky.

# Why searching online for law is risky

Australia has 9 legal systems. Many laws are different in each state and territory.

Google is not good at distinguishing countries, let alone states and territories.

You CAN use the web, but go straight to an agency that is clearly NSW-specific, or national, and which is a government body or a legal agency.





## 2. Law Access, Legal Aid, community legal centres

# Law Access NSW


First point of contact for legal information


Trained and well-resourced paralegals provide information and referrals

Monday to Friday, 9am - 5pm



**1300 888 529**


# Law Access website




**Justice**  
**LawAccess NSW**

Search... English  Search

**Need legal help? Call LawAccess NSW 1300 888 529**


 **Home** **My legal problem is about** **Representing Yourself** **About LawAccess NSW** **Contact LawAccess NSW**  **Lawprompt**

pravna pomoc? - Bosnian | Burmese â Need Legal Help? | 需要法律帮助吗? - Chinese Simplified | 需要法律幫助嗎? - Chinese Tradit 

LawAccess NSW  Listen   A A Normal


**Welcome to LawAccess NSW**


**We want to hear from you**  
LawAccess NSW launches new way of providing feedback



**Popular content**

- Legal Skills
- Videos
- Debt
- Fines
- After someone dies
- Family law and relationships
- LawAccess NSW Communications Toolkit
- LawAccess NSW Publications
- LawAccess NSW Policy and Service Standards Manual
- Driving offences and crime

**Need legal help? Contact us**   
Call LawAccess NSW on **1300 888 529** Monday to Friday between 9am and 5pm

**Guided Pathways**   
Use our new self help tools to help you solve your legal problem quickly, cheaply and

**Find out about Legal Aid**  
Legal Aid NSW helps people with their legal problems through a range of services.

# Law Access website

Especially designed for representing yourself:

- step-by-step guides for going to court
- sample forms
- videos
- answers to your frequently asked questions

[www.lawaccess.nsw.gov.au/Pages/representing/Representing-yourself.aspx](http://www.lawaccess.nsw.gov.au/Pages/representing/Representing-yourself.aspx)



# Legal Aid

Advice and representation:

- 20 minutes of free legal advice, not means tested, usually by appointment
- Representation is by application and depends on income and the likelihood of success, among other things.

**Locations:** [www.legalaid.nsw.gov.au/contact-us/legal-aid-nsw-offices](http://www.legalaid.nsw.gov.au/contact-us/legal-aid-nsw-offices)

**Areas of law:** [www.legalaid.nsw.gov.au/what-we-do](http://www.legalaid.nsw.gov.au/what-we-do)

# Community legal centres (CLCs)

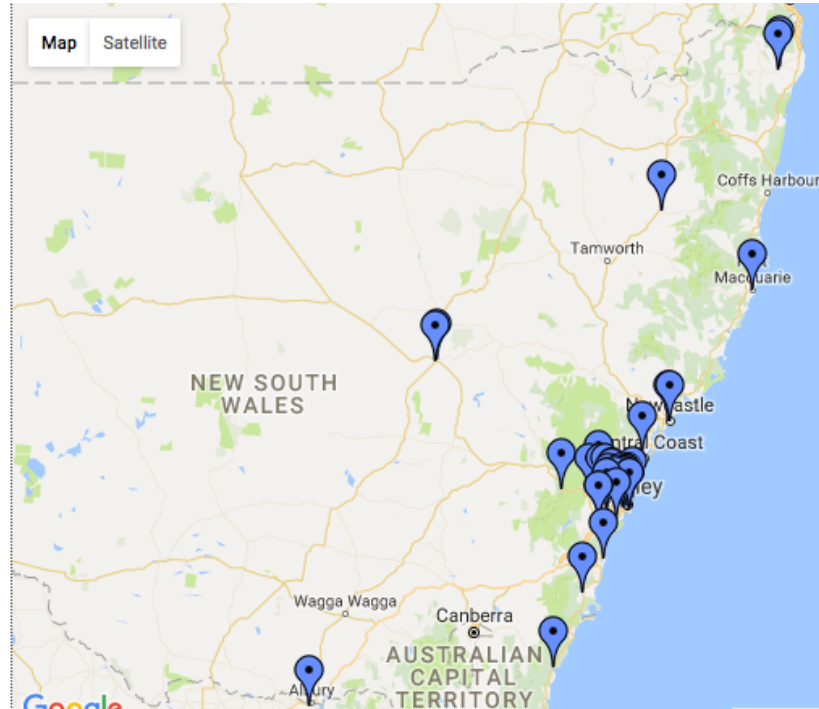
Mainly advice, very little representation

Small, accessible, free ... each is different:

- Some you can walk in to, others you ring.
- Some require appointments but others have drop-in advice or a phone advice.

[www.clcnsw.org.au/resource/community-legal-centres-nsw-directory-2018](http://www.clcnsw.org.au/resource/community-legal-centres-nsw-directory-2018)

# Community legal centres (CLCs)



[www.clcnsw.org.au/resource/community-legal-centres-nsw-directory-2018](http://www.clcnsw.org.au/resource/community-legal-centres-nsw-directory-2018)

# Most community legal centres (CLCs) are small and accessible





A photograph of a building entrance. The building has a red corrugated metal roof. Below the roof is a white door with a glass panel. To the left of the door is a window with a white frame. The wall is made of light-colored stone or concrete. There are some pipes and wires visible on the wall. A blue rope is tied across the entrance. The text "3. Tenancy information, advice and representation" is overlaid in white.

### 3. Tenancy information, advice and representation

# Tenancy information

## Tenants NSW

- fact sheets
- sample letters
- community languages
- Aboriginal fact sheets

[tenants.org.au](https://tenants.org.au)

The screenshot shows the homepage of the Tenants NSW website. At the top, there is a header with the text "TENANTS NSW" in large white letters, followed by "Information, Advice and Advocacy" in smaller white text. To the right of the header is a search bar with the placeholder text "Search..." and a magnifying glass icon. Below the header is a navigation bar with three links: "Tenancy info", "News and policy", and "Contact us".

Below the navigation bar is a section titled "POPULAR TOPICS:". This section contains eight blue square buttons arranged in a 2x4 grid. Each button has a white icon and a title:

- Starting a tenancy (house icon)
- Rent and bond (dollar sign icon)
- Eviction (hand pointing icon)
- You want to leave (truck icon)
- Repairs and utilities (water tap icon)
- Privacy, access and security (key icon)
- Share houses, boarders and lodgers (group of people icon)
- Public, community & Aboriginal housing (Aboriginal symbol icon)

Below the "POPULAR TOPICS" section is a section titled "GET ADVICE FROM YOUR LOCAL TENANT ADVOCATE:". This section contains a green input field with the placeholder text "Enter your suburb or postcode..." and a blue "Go" button. To the right of the input field is a red button with white text that says "Aboriginal Tenant Services".



# Tenancy information

## Tenants NSW

- fact sheets
- sample letters
- community languages
- Aboriginal fact sheets

[tenants.org.au](http://tenants.org.au)

- 1: The Residential Tenancies Act
- 2: Starting a tenancy
- 3: Bond
- 4: Rent increases
- 5: Rent arrears
- 6: Repairs and maintenance
- 7: Locks and security
- 8: Privacy and access
- 9: You want to leave
- 10: Landlord ends agreement
- 11: NSW Civil & Administrative Tribunal
- 12: Domestic violence
- 13: Strata scheme tenants
- 14: Boarders and lodgers
- 15: Share housing
- 16: Ending tenancy early
- 17: Discrimination
- 18: Transfer and sub-letting
- 19: Tenant databases
- 20: Smoke alarms
- 21: Mortgagee repossession
- 22: Storm damage
- 23: Utilities
- 24: Mould
- 25: Goods left behind
- 26: Asbestos and lead
- 27: Boarding Houses Act
- 28: Sale of rented premises

### COMMUNITY LANGUAGE FACTSHEETS

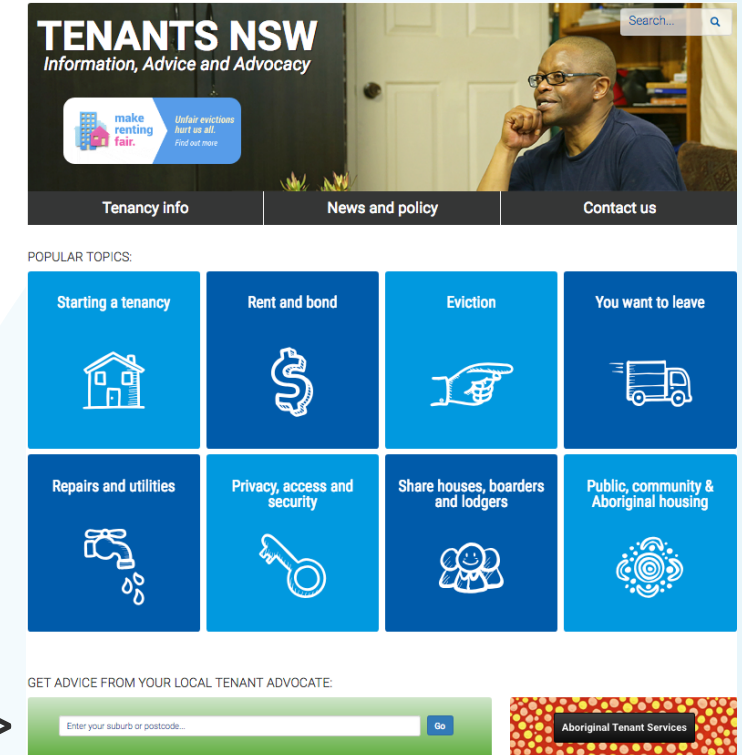
- مقدمة إلى حقوقك كمستأجر في ولاية نيو ساوث ويلز
- البدء في الاستئجار
- انتهاء الاستئجار
- الإصلاحات والتفاد
- 新南威尔士州租户权利简介
- 开始租房
- 结束租房
- 修理和进入
- 新南威尔士州租户的权利
- 租约开始
- 租约结束
- 修理及进入
- مستأجران دارای حق و حقوق هستند
- NSW州賃借人の権利の手引き
- 뉴사우스웨일즈주 임차인의 권리 소개
- Introducción a sus derechos como arrendatario
- คำแนะนำเบื้องต้นเกี่ยวกับสิทธิของท่านในฐานะผู้เช่าบ้านในรัฐนิวเซาท์เวลส์
- Sơ lược về các quyền hạn của quý vị trong cương vị người thuê nhà tại NSW

- A Compact for Renewal: What tenants want from Renewal
- Redfern Legal Centre's International Student Guide to Share Housing
- Property modifications for older tenants
- Airds Bradbury Masterplan Group Checklist Before Moving
- Housing peak organisations
- Complaints to Fair Trading
- A guide to renting with pets in NSW
- Links to other legal services
- Tenant action groups
- Government agencies
- Emergency accommodation information
- Share housing agreement
- Boarding house poster
- Boarding house brochure
- Listen, Ask, Respect: A guide for housing providers
- Five Changes to Social Housing Laws
- Tenants' Rights Manual
- Share Housing Survival Guide (NSW)
- The Repair Kit
- Take photos when moving in and out

### ABORIGINAL TENANT FACTSHEETS

- When you start renting
- Rental Bond
- Repairs
- Avoiding problems when renting
- If your landlord wants to end your agreement
- The NSW Civil and Administrative Tribunal

- 1: Guarantor in guise of co-tenant
- 2: Repairs before tenancy
- 3: Holding fee dispute
- 4: Bond not lodged
- 5: Bond repayment to co-tenant (Stat Dec)
- 6: Bond top up
- 7: Bond dispute
- 8: Condition report dispute
- 9: Request for written reasons for NCAT orders
- 10: Lockout
- 11: Lockout threat
- 12: Lockout in share housing
- 13: Locks and security
- 14: Inspection times for selling the premises
- 15: Breach of access
- 16: Breach of peace, comfort and privacy
- 17: Payment of rent arrears
- 18: Offer to pay rent arrears
- 19: Invalid rent increase
- 20: Offer of compromise on rent increase
- 21: Rent increase in share housing
- 22: Recovery of overpaid rent - rent increase
- 23: Repairs
- 24: Urgent repairs
- 25: Reimbursement for urgent repairs
- 26: Repairs to be carried out by owners corp
- 27: Letter to mortgagee
- 28: Unpaid water charges
- 29: Unpaid council rates
- 30: Invalid water usage charge - meter
- 31: Invalid electricity bill
- 32: Invalid water usage - efficiency
- 33: Rehousing support letter - domestic violence
- 34: Request for consent to transfer co-tenancy
- 35: Transfer of co-tenancy - consent withheld
- 36: Request for joint final inspection
- 37: Ending tenancy due to domestic violence
- 38: Termination of tenancy due to offer of social housing
- 39: Ending tenancy due to sale of premises
- 40: Ending tenancy early
- 41: Ending a fixed-term tenancy
- 42: Ending a periodic tenancy agreement
- 43: Request to amend tenancy database listing
- 44: Request for confirmation of listing on tenancy database
- 45: Request for return of goods
- 46: Letter to landlord appointing tenants' agent
- 47: Letter to NCAT appointing tenants' agent
- 48: Transfer of tenancy document



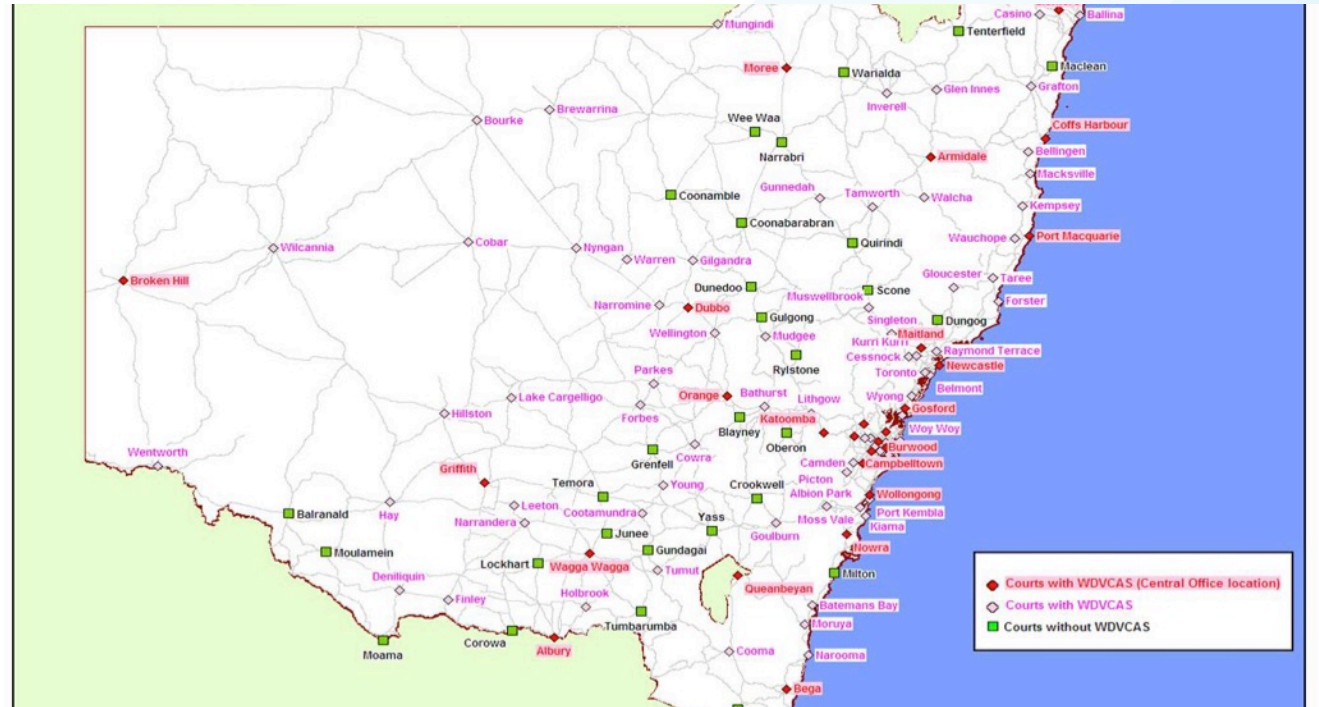


## **4. Women's domestic violence services**

# Women and domestic violence

## Women's Domestic Violence Court Advocacy Services

1800 938 227







## 5. Your map through the maze

# Easy as 1, 2, 3

**1. One stop shop:** Law Access NSW 1300 888 529

**2. Directories:**

Legal Aid: [www.legalaid.nsw.gov.au/what-we-do](http://www.legalaid.nsw.gov.au/what-we-do)

CLCs: [www.clcnsw.org.au/resource/community-legal-centres-nsw-directory-2018](http://www.clcnsw.org.au/resource/community-legal-centres-nsw-directory-2018)

Tenancy: <https://tenants.org.au>

Women's Domestic Violence 1800 938 227

**3. Specific services** (see Top 14 below)



## 4 of the top 14

1. **Aboriginal:** Aboriginal Legal Service [www.alsnswact.org.au](http://www.alsnswact.org.au),  
Wirringa Baiya Aboriginal Women's Legal Centre [www.wirringabaiya.org.au](http://www.wirringabaiya.org.au)
2. **Care and Protection Service**  
[www.legalaid.nsw.gov.au/what-we-do/family-law/care-and-protection-services](http://www.legalaid.nsw.gov.au/what-we-do/family-law/care-and-protection-services)
3. **Centrelink:** Welfare Rights Centre [welfarerightscentre.org.au](http://welfarerightscentre.org.au)
4. **Children's Legal Service, Hotline for Under 18s: 1800 10 18 10**  
[www.legalaid.nsw.gov.au/what-we-do/criminal-law/children-and-young-people](http://www.legalaid.nsw.gov.au/what-we-do/criminal-law/children-and-young-people)

# Another 5 of the top 14

1. **Criminal law** section of Legal Aid [www.legalaid.nsw.gov.au/what-we-do/criminal-law](http://www.legalaid.nsw.gov.au/what-we-do/criminal-law)
2. **Debts & loans:** Financial Rights Legal Centre [financialrights.org.au](http://financialrights.org.au)
3. **Disability:** Australian Centre for Disability Law [disabilitylaw.org.au](http://disabilitylaw.org.au)
4. **Family Law** section of Legal Aid [www.legalaid.nsw.gov.au/what-we-do/family-law](http://www.legalaid.nsw.gov.au/what-we-do/family-law)
5. **Immigration Advice and Rights Centre** [www.iarc.asn.au](http://www.iarc.asn.au)

# Final 5 of the top 14

1. **Intellectual Disability Rights Service** [www.idrs.org.au](http://www.idrs.org.au)
2. **Mental Health Advocacy Service**  
[www.legalaid.nsw.gov.au/what-we-do/civil-law/mental-health-advice](http://www.legalaid.nsw.gov.au/what-we-do/civil-law/mental-health-advice)
3. **Older people: Seniors Rights Service** <https://seniorsrightsservice.org.au>
4. **Prisoners Legal Service** of Legal Aid  
[www.legalaid.nsw.gov.au/what-we-do/criminal-law/prisoners-legal-service](http://www.legalaid.nsw.gov.au/what-we-do/criminal-law/prisoners-legal-service)
5. **Women's Legal Service NSW** [www.wlsnsw.org.au](http://www.wlsnsw.org.au)

ANY  
QUESTIONS  
?

## 6. Q&A

# Questions?



**Nick Manning**

Front Office Coordinator  
Redfern Legal Centre

Resources: [www.rlc.org.au/training/resources/navigating](http://www.rlc.org.au/training/resources/navigating)



# Before You Go

**Your feedback** helps us improve our training.  
Please stay with us for another 60 seconds...



**Training:** [rlc.org.au/training](https://rlc.org.au/training)  
Enquiries: Nick Manning  
[education@rlc.org.au](mailto:education@rlc.org.au)

This workshop is a guide to the law in NSW, Australia. It is not a substitute for legal advice.  
If you have a legal problem, seek legal advice from a legal centre or Legal Aid.

# Thank you



Redfern Legal Centre

# We Can Come to You

RLC can present this workshop at your staff training or interagency – or we can customise training to suit your needs.



**Enquiries:** Nick Manning  
(02) 9698 7277  
[education@rlc.org.au](mailto:education@rlc.org.au)