

AREA OF LAW	ADVICE	MINOR ASSISTANCE	CASE WORK	ONLINE RESOURCES/ MAIN REFERRALS
ABORIGINAL PEOPLE	Put Aboriginal callers through to the duty solicitor regardless of the area of law. <b>Perform a conflict check first</b>			Criminal matters can be referred to the <b>Aboriginal Legal Service</b> <a href="http://www.alsnswact.org.au">www.alsnswact.org.au</a>
AVO'S – Domestic & Personal	✓	✓	✓	<b>Law Access</b> website – self help section on AVOs <a href="http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_avo/lawassist_avo.aspx">http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_avo/lawassist_avo.aspx</a> Legal Aid website – factsheets on DV: <a href="http://www.legalaid.nsw.gov.au/for-lawyers/resources-and-tools/domestic-violence">http://www.legalaid.nsw.gov.au/for-lawyers/resources-and-tools/domestic-violence</a>
Appeals	✓	✓	✓	Appeals is not an area of law per se. You will need to first know what the decision being appealed was about first. You can then refer to area of law in this list or the Referral Guide
Banking & Finance – debt	✓	✓	✓	<b>Financial Rights Legal Centre</b> website – multiple factsheets <a href="http://www.financialrights.org.au">www.financialrights.org.au</a> <b>Financial Ombudsman Service</b> <a href="http://fos.org.au/">http://fos.org.au/</a> <b>Credit and Investments Ombudsman</b> <a href="http://www.cio.org.au/">http://www.cio.org.au/</a> <b>Australian Securities and Investments Commission</b> <a href="http://www.asic.gov.au">www.asic.gov.au</a>
Banking & Finance – default on mortgage	✓	✓	✓	Legal Aid Mortgage Stress Handbook <a href="http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/mortgage-stress-handbook">www.legalaid.nsw.gov.au/publications/factsheets-and-resources/mortgage-stress-handbook</a>
Bankruptcy – individuals only	✓	✓	✓	<b>Financial Rights Legal Centre</b> website – see factsheets <a href="http://www.financialrights.org.au">www.financialrights.org.au</a> <b>Australian Financial Security Authority</b> <a href="http://www.afsa.gov.au">www.afsa.gov.au</a>
Building Disputes	Yes	No	No	<b>Fair Trading NSW</b> 13 32 20 <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a> Macquarie Legal Centre <b>Home Building Advocacy Service</b> <a href="http://www.macquarielegal.org.au">www.macquarielegal.org.au</a> (not if you haven't been through Fair Trading dispute resolution, are a builder or strata is involved) (02) 8833 0911 <b>NCAT (NSW Civil and Administrative Tribunal)</b> <a href="http://www.ncat.nsw.gov.au/Pages/cc/Divisions/Home_building/Home_building.page.aspx">http://www.ncat.nsw.gov.au/Pages/cc/Divisions/Home_building/Home_building.page.aspx</a>
Car Accidents – personal injury	No	No	No	Use the Referral Guide to refer to a private solicitor
Car Accidents – property damage	✓	✓	✓	<b>Law Assist</b> website <a href="http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_car_accident/lawassist_car_accident.aspx">http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_car_accident/lawassist_car_accident.aspx</a>
Care and Protection	Yes	Yes	Yes	See <b>Family Law – Care and Protection</b> in this table
Centrelink	No	No	No	<b>Welfare Rights Centre</b> 1800 226 028 <a href="http://www.welfarerights.org.au">http://www.welfarerights.org.au</a> <b>Legal Aid website*</b> and ph: 1300 888 529

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Children & Young People	✓	✓	✓	Crime: <b>Legal Aid</b> Under 18s hotline 1800 101 810 Crime/ Fines/ Police Powers: <b>The Shopfront Youth Legal Centre</b> <a href="http://www.theshopfront.org">www.theshopfront.org</a> All: <b>LawStuff</b> <a href="http://www.lawstuff.org.au">www.lawstuff.org.au</a>
Consumer (purchase of goods and services)	✓	✓	✓	<b>Fair Trading NSW</b> 13 32 20 <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a> <b>Telecommunications Industry Ombudsman</b> <a href="http://www.tio.com.au">www.tio.com.au</a> <b>Australian Competition &amp; Consumer Commission</b> <a href="http://www.accc.gov.au">www.accc.gov.au</a> <b>Energy and Water Ombudsman</b> <a href="http://www.ewon.com.au">www.ewon.com.au</a> <b>Australia Consumer Law</b> <a href="http://consumerlaw.gov.au/consumers-and-the-acl/">http://consumerlaw.gov.au/consumers-and-the-acl/</a> <b>Choice – consumer advocate</b> <a href="https://www.choice.com.au/shopping">https://www.choice.com.au/shopping</a> <b>The Checkout – consumer affairs videos about consumer rights</b> <a href="http://www.abc.net.au/tv/thecheckout/">http://www.abc.net.au/tv/thecheckout/</a> <b>MoneySmart – government website</b> <a href="https://www.moneysmart.gov.au">https://www.moneysmart.gov.au</a>
Complaints – Government Department & police	✓	✓	✓	<b>Commonwealth Ombudsman</b> (for a complaint about a Commonwealth Government agency) <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a> <b>NSW Ombudsman</b> (for complaints against a NSW Government agencies) <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a> <b>Police Integrity Commission</b> <a href="http://www.pic.nsw.gov.au">www.pic.nsw.gov.au</a>
Complaints – Health	✓	✓	✓	<b>Health Care Complaints Commission</b> <a href="http://www.hccc.nsw.gov.au">www.hccc.nsw.gov.au</a> <b>Private Health Insurance Ombudsman</b> <a href="http://www.phio.org.au">www.phio.org.au</a> For insurance complaints – see <b>Insurance</b> in this table
Complaints – Solicitors	✓	✓	✓	<b>Office of the Legal Services Commission</b> <a href="http://www.olsc.nsw.gov.au">www.olsc.nsw.gov.au</a> <b>Law Society of NSW</b> <a href="http://www.lawsociety.com.au">www.lawsociety.com.au</a>
Conveyancing	No	No	No	Use the Referral Guide to refer to a private solicitor
Copyright	No	No	No	<b>Arts Law Centre of Australia</b> 1800 221 457 <a href="http://www.artslaw.com.au">www.artslaw.com.au</a>

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Coronial Matters	✓	✓	Rare	<b>Legal Aid Coronial Inquest Unit</b> <a href="http://www.legalaid.nsw.gov.au/what-we-do/civil-law/coronial-inquest-matters">www.legalaid.nsw.gov.au/what-we-do/civil-law/coronial-inquest-matters</a> <b>State Coroner's Court of NSW</b> <a href="http://www.coroners.justice.nsw.gov.au">www.coroners.justice.nsw.gov.au</a>
Criminal –minor matters only	✓	✓	Very Rare	We define a crime as minor when the maximum penalty is 2 years imprisonment or less <b>Law Access Website</b> <a href="http://www.lawaccess.nsw.gov.au/Pages/representing/driving_offences_and_crime/criminal_offences.aspx">http://www.lawaccess.nsw.gov.au/Pages/representing/driving_offences_and_crime/criminal_offences.aspx</a> <b>Legal Aid Website</b> For major crimes refer to: <b>Legal Aid</b> 1300 888 529
Debt – bank loans, car finance, credit cards, home loans etc	✓	✓	✓	For bank loans, credit card debt, car finance etc - see <b>Banking &amp; Finance – debt</b> in this table For debts not involving a bank or financial service provider refer to the <b>Law Assist</b> website <a href="http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_debt_small_claims_home/lawassist_debt_small_claims_home.aspx">http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_debt_small_claims_home/lawassist_debt_small_claims_home.aspx</a>
Defamation	No	No	No	Use the Referral Guide to refer to a private solicitor
DISABILITIES	When someone has a disability, you still need to find out what area of law they need assistance with. Knowing what kind of disability they have might be helpful in making a good referral			<b>Central Coast Disability Network</b> <a href="http://www.ccdn.com.au">www.ccdn.com.au</a> <b>Australian Centre for Disability Law</b> <a href="http://www.disabilitylaw.org.au">www.disabilitylaw.org.au</a> <b>Intellectual Disability Rights Service</b> <a href="http://www.idrs.org.au">www.idrs.org.au</a>
Discrimination	✓	✓	✓	<b>Discrimination Toolkit</b> (from the Legal Aid Website) <a href="http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/discrimination-toolkit">http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/discrimination-toolkit</a> <b>Australian Centre for Disability Law</b> <a href="http://www.disabilitylaw.org.au">www.disabilitylaw.org.au</a> <b>Anti-Discrimination Board of NSW</b> <a href="http://www.antidiscrimination.justice.nsw.gov.au">www.antidiscrimination.justice.nsw.gov.au</a> <b>Australian Human Rights Commission</b> <a href="http://www.humanrights.gov.au/">http://www.humanrights.gov.au/</a>
Domestic and Family Violence	✓	✓	✓	<b>Legal Aid</b> website – factsheets on DV: <a href="http://www.legalaid.nsw.gov.au/for-lawyers/resources-and-tools/domestic-violence">www.legalaid.nsw.gov.au/for-lawyers/resources-and-tools/domestic-violence</a>

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Driving & Traffic Law	✓	✓	✓	<p>Law Access website has self help sections on fines, car accidents and licence suspensions</p> <p><b>Fines</b>  <a href="http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_fines/lawassist_fines.aspx">http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_fines/lawassist_fines.aspx</a></p> <p><b>Licence Suspensions</b>  <a href="http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_fines/lawassist_licence_fine/lawassist_licence_fine.aspx">http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_fines/lawassist_licence_fine/lawassist_licence_fine.aspx</a></p> <p><b>Car Accidents</b>  <a href="http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_car_accident/lawassist_car_accident.aspx">http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_car_accident/lawassist_car_accident.aspx</a></p>
Employment	✓	✓	✓	<p>Law Access website has a self help section on employment law  <a href="http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_employmentrights/lawassist_employmentrights.aspx">http://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_employmentrights/lawassist_employmentrights.aspx</a></p> <p><b>Fair Work Commission</b>  <a href="http://www.fwc.gov.au/">www.fwc.gov.au/</a></p> <p><b>Fair Work Ombudsman</b>  <a href="http://www.fairwork.gov.au/">www.fairwork.gov.au/</a></p> <p>For urgent advice that we are not able to do. Refer call to Legal Aid NSW Gosford or Kingsford Legal Centre</p>
Enduring Guardianship	✓	✓	✓	<p><b>Planning Ahead website</b>  <a href="http://www.planningaheadtools.com.au">www.planningaheadtools.com.au</a></p> <p>Legal Aid factsheet <b>Speaking for Myself</b>  <a href="http://www.legalaid.nsw.gov.au/get-legal-help/factsheets-and-resources/speaking-for-myself">www.legalaid.nsw.gov.au/get-legal-help/factsheets-and-resources/speaking-for-myself</a></p>
Environment	✓	✓	✓	<p><b>Environmental Defenders Office NSW (EDONSW) Factsheets</b>  <a href="http://www.edonsw.org.au/legal_help">www.edonsw.org.au/legal_help</a></p> <p><b>NSW Environment Protection Authority</b>  <a href="http://www.epa.nsw.gov.au">www.epa.nsw.gov.au</a></p> <p><b>Land &amp; Environment Court</b>  <a href="http://www.lec.justice.nsw.gov.au">www.lec.justice.nsw.gov.au</a></p>
FAMILY LAW – GENERAL	Refer to the specific			<p><b>Family Law Courts website</b>  <a href="http://www.familycourt.gov.au">www.familycourt.gov.au</a></p> <p><b>Family Relationship Centre (FRC) website</b>  <a href="http://www.familyrelationships.gov.au">www.familyrelationships.gov.au</a></p> <p><b>Best for Kids website</b>  <a href="http://www.bestforkids.org.au">www.bestforkids.org.au</a></p> <p><b>Men’s Line</b> <a href="http://www.mensline.org.au">www.mensline.org.au</a></p>
Family Law – Care & Protection	✓	✓	✓	<p>See Family Law – GENERAL , and:  Legal Aid NSW factsheets “Kids in Care”  <a href="http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/kids-in-care">http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/kids-in-care</a></p> <p>Family &amp; Community Services  <a href="http://www.facs.nsw.gov.au">www.facs.nsw.gov.au</a></p>

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Family Law – Children	✓	✓	✓	See Family Law – GENERAL, and: ESPECIALLY - Best for Kids website <a href="http://www.bestforkids.org.au">www.bestforkids.org.au</a> Family Law Courts Website has the fact sheet 'Before you file – Pre-action procedure for parenting cases' <a href="http://www.familycourt.gov.au">www.familycourt.gov.au</a>
Family Law – Child Support	No	No	No	Legal Aid website* and ph: 1300 888 529 Centrelink Child Support ph 131 272 Complaints against Centrelink Child Support: Commonwealth Ombudsman <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>
Family Law – Divorce	✓	✓	✓	See Family Law – GENERAL, and: <b>Legal Aid NSW Factsheets</b> – Manage Your Own Divorce 1-4 <a href="http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/manage-your-own-divorce-applying-for-a-divorce">http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/manage-your-own-divorce-applying-for-a-divorce</a> Family Law Courts website has a Divorce Kit <a href="http://www.familycourt.gov.au">www.familycourt.gov.au</a> <a href="#">Legal Aid Manage Your Own Divorce Class – Gosford and Newcastle</a>
Family Law – Grandparents	✓	✓	✓	See Family Law – GENERAL, and: <a href="#">Legal Aid Website* fact sheet – 'Are you a grandparent? Your legal questions answered'</a> <a href="http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/are-you-a-grandparent-your-legal-questions-answered">http://www.legalaid.nsw.gov.au/publications/factsheets-and-resources/are-you-a-grandparent-your-legal-questions-answered</a> Raising Children (Grandparent section) <a href="http://raisingchildren.net.au/grandparents/grandparents.html">raisingchildren.net.au/grandparents/grandparents.html</a> <a href="#">Legal Aid Website* fact sheet – 'Are you a grandparent? Your legal questions answered'</a>
Family Law – Name Change	✓	✓	✓	See Family Law – GENERAL, and: Registry of Births, Deaths & Marriages <a href="http://www.bdm.nsw.gov.au">www.bdm.nsw.gov.au</a>
Family Law – Property Settlement	Only where total property is less than \$200K	Unlikely	No	See Family Law – GENERAL, and: Legal Aid Website* Best for Kids Website (Parent section) <a href="http://www.bestforkids.org.au">www.bestforkids.org.au</a> Family Law Courts website has the fact sheet 'Before you file – Pre-action procedure for financial cases' <a href="http://www.familycourt.gov.au">www.familycourt.gov.au</a>
Family Law – Separation	✓	✓	✓	See Family Law – GENERAL, and: Family Law Courts website has the fact sheets 'Marriage, families and separation' and 'Separation and Stress' <a href="http://www.familycourt.gov.au">www.familycourt.gov.au</a>

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Fences	✓	✓	Unlikely	See <b>Neighbours – Fences</b> in this table
Fines	✓	✓	✓	<b>Law Access</b> website – self help section on fines <b>State Debt Recovery</b> Website – information about fines, reviews and WDOs <a href="http://www.sdro.nsw.gov.au">www.sdro.nsw.gov.au</a>
<b>FOR profit organisations</b>	No	No	No	Use the Referral Guide to refer to a private solicitor
Funerals	✓	✓	✓	Funerals may come under different areas of law depending on the exact issue, these might include <b>Wills</b> , <b>Consumer</b> and/or <b>Insurance</b> . Please listen to what a caller is telling you so you can work out what area of law they need help with A general resource is <b>Rest Assured</b> : <a href="http://www.legalanswers.sl.nsw.gov.au/guides/wills_estates/">http://www.legalanswers.sl.nsw.gov.au/guides/wills_estates/</a>
Guardianship	✓	✓	✓	See <b>Enduring Guardianship</b> in this table
Harassment	✓	✓	✓	See <b>AVOs</b> in this table for stalking and intimidation matters See <b>Discrimination</b> in this table for vilification and/or sexual harassment matters
Health	Refer to area of law/ problem type			See <b>Complaints – Health</b> and <b>Medical Negligence</b> in this table for more information
Human Rights	✓	✓	✓	See <b>Discrimination</b> in the table
Immigration & Citizenship	No	No	No	<b>Immigration Advice &amp; Rights Centre</b> (02) 9262 3833 <a href="http://www.iarc.org.au">www.iarc.org.au</a> <b>Northern Settlement Services</b> (02) 4334 3877 <a href="http://www.nsservices.com.au">www.nsservices.com.au</a>
Insurance	✓	✓	✓	<b>Insurance Law Website</b> – has a great section with a lot of different factsheets <a href="http://www.insurancelaw.org.au/fact-sheet/">www.insurancelaw.org.au/fact-sheet/</a> <b>Financial Ombudsman Service website</b> <a href="http://www.fos.org.au">www.fos.org.au</a> Legal Aid website (insurance re. fire and flood)
Medical Negligence	No	No	No	Use the Referral Guide to refer to a private solicitor
Motor Vehicle Accidents & Compensation	✓	✓	✓	Refer to <b>Car Accidents – personal injury</b> and <b>Car Accidents – property damage</b> in this table
<b>NEIGHBOURS</b>	See individual sections below for specific resources			A great general resource is <b>Neighbours and the Law</b> on the <b>State Library</b> website <a href="http://www.legalanswers.sl.nsw.gov.au/guides/neighbours/">http://www.legalanswers.sl.nsw.gov.au/guides/neighbours/</a>
<b>Neighbours – Fences</b>	✓	✓	Unlikely	<b>Law Assist</b> website has a self help section on Fences
<b>Neighbours - Noise</b>	✓	✓	Unlikely	Noise generally: <a href="http://www.epa.nsw.gov.au/noise/neighbourhoodnoise.htm">http://www.epa.nsw.gov.au/noise/neighbourhoodnoise.htm</a> Barking dogs: <a href="http://www.epa.nsw.gov.au/noise/barkingdogs.htm">http://www.epa.nsw.gov.au/noise/barkingdogs.htm</a>
<b>Neighbours - Trees</b>	✓	✓	Unlikely	From the <b>Neighbours and the law</b> resource: <a href="http://www.legalanswers.sl.nsw.gov.au/guides/neighbours/trees.html">http://www.legalanswers.sl.nsw.gov.au/guides/neighbours/trees.html</a>
<b>Neighbours i.e. – Animals, Fences, Noise, Nuisance &amp; Trees</b>	✓	✓	✓	Law Access, Find Legal Answers* NSW Environment Protection Authority <a href="http://www.epa.nsw.gov.au">http://www.epa.nsw.gov.au</a> (info re. dogs, noise etc)

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Noise	✓	✓	Unlikely	See <b>Neighbours – Noise</b> in this table
Non Profit Organisations i.e – Constitutions etc	✓	✓	✓	<b>JusticeConnect</b> Not-For-Profit Law Information Hub <a href="http://www.justiceconnect.org.au/nfplaw">www.justiceconnect.org.au/nfplaw</a>
Older People	When someone is an older person, you still need to find out what area of law they need assistance with. Be alert to issues of elder abuse			<b>The Aged Care Rights Service</b> 1800 424 079 <a href="http://www.tars.com.au">www.tars.com.au</a> <b>Combined Pensioners and Superannuants Association of NSW</b> (02) 9281 3588 <a href="http://www.cpsa.org.au">www.cpsa.org.au</a> <b>Seniors Information Service</b> (for carers) 13 77 88 <a href="http://www.seniorsinfo.nsw.gov.au">www.seniorsinfo.nsw.gov.au</a>
Personal Injury	No	No	No	Use the Referral Guide to refer to a private solicitor
Power of Attorney	✓	✓	✓	<b>Planning Ahead website</b> <a href="http://www.planningaheadtools.com.au">www.planningaheadtools.com.au</a> Legal Aid factsheet <b>Speaking for Myself</b> <a href="http://www.legalaid.nsw.gov.au/get-legal-help/factsheets-and-resources/speaking-for-myself">www.legalaid.nsw.gov.au/get-legal-help/factsheets-and-resources/speaking-for-myself</a>
Privacy	✓	✓	✓	Office of the Aus. Information Commissioner <a href="http://www.oaic.gov.au">www.oaic.gov.au</a>
Renting				See <b>Tenancy</b> in this table
Representation in court	Very unlikely			You need to understand what area of law and the court the client is in to be able to give them an appropriate referral
Statement of Claim	✓	✓	✓	<b>Law Assist</b> website self help section on debt
Summary Offences – Minor Crime	✓	✓	✓	See <b>Criminal – minor matters only</b> in this table
Superannuation	No	No	No	Financial Ombudsman Service 1300 367 287 <a href="http://www.fos.org.au">www.fos.org.au</a> Superannuation Complaints Tribunal 1300 884 114 <a href="http://www.sct.gov.au">www.sct.gov.au</a>
Taxation	No	No	No	Commonwealth Ombudsman 1300 362 072 <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>
Tenancy – (We do not assist landlords)	✓	✓	✓	Always refer Tenancy matters to the Central Coast Tenants Advice and Advocacy Service first: <a href="http://www.cctaas.com.au/">http://www.cctaas.com.au/</a> The <b>Tenants Website</b> has a great set of factsheets depending on the issue <a href="http://www.tenants.org.au/tenants-rights-factsheets">www.tenants.org.au/tenants-rights-factsheets</a>
Tenancy – LANDLORDS wanting advice	No	No	No	Fair Trading NSW or use the Referral Guide to refer to a Private Solicitor <b>Fair Trading NSW</b> 13 32 20 <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>
Traffic	✓	✓	✓	See <b>Driving and Traffic Law</b> in this guide
Trees	✓	✓	Unlikely	See <b>Neighbours – Trees</b> in this table
Trust Accounts	No	No	No	Use the Referral Guide to refer to a private solicitor
Victim's Compensation – Domestic Violence, Sexual Assault, other	✓	✓	✓	<b>Victims Services &amp; Support NSW</b> <a href="http://www.victimsservices.justice.nsw.gov.au/">http://www.victimsservices.justice.nsw.gov.au/</a>

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Wills & Estates – including drafting of wills and papers for probate	No	No	No	A general resource is <b>Rest Assured</b> : <a href="http://www.legalanswers.sl.nsw.gov.au/guides/wills_estates/">http://www.legalanswers.sl.nsw.gov.au/guides/wills_estates/</a> University of Newcastle Legal Centre 02 4921 8666 Use the Referral Guide to refer to a private solicitor
Worker's Compensation	No	No	No	Use the Referral Guide to refer to a private solicitor

Law Access: [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)

Find Legal Answers: [www.legalanswers.sl.nsw.gov.au](http://www.legalanswers.sl.nsw.gov.au)

Legal Aid website: [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)