

LawAccess NSW

Communications Toolkit

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LawAccess NSW Communications Toolkit

Contents

Introduction to LawAccess NSW	03
.....	
Why we need your help	04
.....	
Key messages	05
.....	
Legal help pathway	06
.....	
How can you help?	07
.....	
Resources	08
.....	
Newsletter article for community members	08
.....	
Newsletter article for service providers	09
.....	
Website content	10
.....	
Order publications online	10
.....	
Social Media	10
.....	
Calendar of events	21
.....	



Introduction to LawAccess NSW



LawAccess NSW began operations in 2001 as a joint initiative of the Department of Justice, Legal Aid NSW, Law Society of NSW and the NSW Bar Association.

It is the starting point for people who have a legal problem in NSW.

LawAccess NSW provides free legal help for people who have a legal problem in NSW through two service channels:

- A telephone service where people calling 1300 888 529 are provided with legal information and referrals from a team of experienced information officers, and in some cases, legal advice from our team of civil, criminal and family law lawyers.
- A website, www.lawaccess.nsw.gov.au, where people who have access to the Internet and who are able to self-help, can find information about a range of legal topics. This includes detailed information and guides to representing yourself in a court or tribunal.

Since 2001, we have assisted over 2 million people with their legal problems and provided advice to over 200,000 people. Our website has had over 3.5 million visitors. While we are proud to have assisted so many people we always like to do more to ensure that people are aware of our service and how we can help.

Our team have committed to providing a high quality service to assist those in the community that need our help. In our last customer satisfaction survey over 90% of those surveyed were highly satisfied with the assistance they received.

This communications toolkit is intended to provide individuals and organisations with materials to help spread the word about **LawAccess NSW** across a range of channels, including websites, intranets, social media platforms and electronic and printed newsletters.

We know that legal problems, like most problems do not resolve themselves and many people do not know who to turn to for help.

Please join us in raising awareness about **LawAccess NSW** and how it, together with other legal assistance services, can increase access to justice for people in NSW.

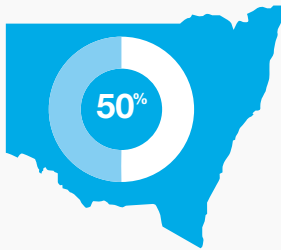
A handwritten signature in black ink that reads "Janet Wagstaff".

Janet Wagstaff
Director

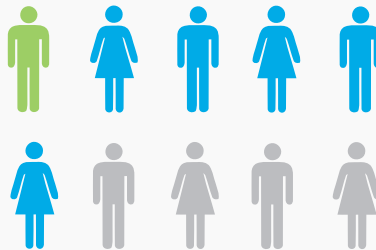


Why we need your help

What the research says. A survey¹ published in 2012 showed:



In NSW, 50 per cent population or an estimated 2,825,000 people aged 15 years or over experience a legal problem within a one-year period.



Some people are particularly vulnerable to legal problems - 66% of legal problems were experienced by only 9% of the people surveyed.



More than one-quarter of the NSW population experience a substantial legal problem each year, that is, a legal problem having a 'severe' or 'moderate' impact on everyday life.



Legal problems have an adverse impact on the everyday lives of people.



Income loss or financial strain was associated with 29% of problems, stress-related illness with 21%, physical ill health with 20%, relationship breakdown with 10% and having to move home with 6%.



While people surveyed sought advice for 50% of their legal problems, they handled 30% without advice and took no action for 19%.



Although taking no action appeared to be appropriate in some cases, reasons for doing nothing were often related to stress (30%), cost (28%) or not knowing what to do (21%).



People taking no action achieved the poorest outcomes.



People surveyed consulted a wide variety of non-legal professionals to try to resolve their problems as well as friends and family.

1. *Legal Australia-Wide Survey: legal need in New South Wales* (LAW Survey) published by the Law and Justice Foundation of NSW, 2012.

Does this sound familiar to you?

A client is describing an issue and they are seeking your help to solve it. This issue may be a legal issue or is connected to a legal problem. As a worker in a community organisation, you can play a valuable role in providing a 'referral pathway' to **LawAccess NSW** as a starting point for your client to deal with their problem.



LawAccess NSW Communications Toolkit

Key messages

Here are some key messages for community workers:

1

If you think your client may have a legal problem, put them in touch with **LawAccess NSW**, a starting point to help people with their legal problem.



2

Friends and family, GPs or someone we trust are all people we talk to if we have a problem. But if your client hasn't been able to find out where to get legal help, you can help them get off the 'referral roundabout' by telling them about **LawAccess NSW**.



3

LawAccess NSW is a free government service where people are provided with legal information from an experienced team of information officers, referrals to other legal assistance services, and in some cases, legal advice from a team of civil, criminal and family law lawyers.



Here are some key messages for your clients:

1

Don't ignore a legal problem – get help from a legal service today! Call **LawAccess NSW** on 1300 888 529 or visit www.lawaccess.nsw.gov.au.



2

If you have a legal problem, there may be alternatives to going to court that are free or low cost. Call **LawAccess NSW** on 1300 888 529 or visit www.lawaccess.nsw.gov.au.



3

Don't know where to go for legal help? **LawAccess NSW** is a starting point to help you with your legal problem. Call **LawAccess NSW** on 1300 888 529 or visit www.lawaccess.nsw.gov.au.



4

In need of legal help? There may be a Community Legal Centre or Legal Aid service in your area. Call **LawAccess NSW** on 1300 888 529 to find what legal assistance is available in your area.





LawAccess NSW Communications Toolkit

Legal help pathway



My client may have a legal problem

Your client may tell you about an issue they are dealing with. You recognise that this is or may be a legal problem or there may be a legal problem connected to their issue. It's okay if you are not sure.

Your client can start by calling **LawAccess NSW** or you can call for them. If they can access the Internet and are able to self-help, you can refer them to the **LawAccess NSW** website to use 'My legal problem is about' to find legal information about their problem.



Calling LawAccess NSW

If you or your client calls **LawAccess NSW**, an information officer will listen to your client's problem and work out the best way to help them.

It may be enough for your client to get legal information over the telephone from the information officer who may also follow up the call by sending your client legal information resources.



More help or specialist legal help

Your client may need more help. Your client may need someone to represent them or give them legal advice in person or they may have a problem where specialist legal help is available.

The information officer may refer your client to a legal service that can help them. It may be a referral to Legal Aid NSW office or outreach service, a Community Legal Centre or to the Law Society's Solicitor Referral Service to find a private lawyer.



Accessing the LawAccess NSW website

You or your client can find information about a range of legal topics on the **LawAccess NSW** website.

If your client is representing themselves in a court or tribunal, they can find detailed information and guides about what to do in court and how to prepare documents in the 'Representing Yourself' section of the website.



Telephone legal advice

In some cases, the information officer may arrange for one of the **LawAccess NSW** lawyers to give legal advice over the phone about a civil, criminal or family law problem.

If your client needs further help after receiving legal advice, our lawyers will put them in touch with the most appropriate service to assist them to deal with their legal issue.



My client has received legal help

Your client now has an understanding of their legal problem and the options available to them. Your client knows who to get in touch with to assist them further to deal with their legal problem.

Your client is now connected with **LawAccess NSW**, a service that can help them in the future about other legal problems.



LawAccess NSW Communications Toolkit

How can you help?

Here are some ways you can help raise awareness about **LawAccess NSW** with your clients or in your community and to provide a pathway for people who have a legal problem in NSW.

Share the message

There is a suite of resources for print and online mediums that you can use in your communications to promote **LawAccess NSW** and how people can use the service to get free legal help.

These materials are available in the resource section of this toolkit and can be downloaded from www.lawaccess.nsw.gov.au

You are also encouraged to send this toolkit to any individuals or organisations that would benefit from knowing more about **LawAccess NSW**.

You can also order publications from us to display or distribute from your office. These publications are provided free of charge and can be ordered from our website.

Post about it

Use our social media resources to distribute messages about **LawAccess NSW** through your social media networks.

Link to us

We encourage you to link to the **LawAccess NSW** website from your organisation's website. You can add the web buttons provided in the Toolkit's Resources to provide the link.

Keep us in the loop

We would be grateful to receive copies of any communications you distribute through your networks. Please send these to lawaccess@justice.nsw.gov.au.



LawAccess NSW Communications Toolkit Resources

Newsletter article – for community members

Your organisation may publish a regular newsletter for community members, or you may know a local newspaper, magazine or newsletter which your clients read. Are they looking for stories?

This article can be adapted to be made relevant to the audience.



Need Legal Help? Call LawAccess NSW

What can I do?

- I am having problems with my neighbour about their tree
- I cannot pay my fine from court
- My mother is no longer able to manage her own finances
- I had a car accident and my insurer has refused the claim
- My partner is violent towards me
- My ex-partner will not let me see my child
- I have been charged with drink driving. I know I broke the law and I don't mind paying a fine but I can't afford to lose my licence
- My uncle recently died, but I can't find his will
- My debts are getting on top of me and I'm getting letters from my creditors
- I'm having problems at work. My employer has called me into a meeting and I'm not sure what to do.

Many of us have everyday problems and we don't know what to do to solve them. Often these problems are legal problems. There is free help available from LawAccess NSW, a telephone service and a website.

Call LawAccess NSW for free legal help!

How can LawAccess NSW help?

LawAccess NSW is a free government service that provides legal help as a starting point for people who have a NSW legal problem.

LawAccess NSW provides this help with its telephone service and website.

What help will I receive over the telephone?

You can call LawAccess NSW for legal information, referrals to other legal services and, in some cases, legal advice from a family, criminal or civil law solicitor.

LawAccess NSW also has Aboriginal staff available to assist Aboriginal customers calling the service.

Call LawAccess NSW between 9am and 5pm, Monday to Friday

1300 888 529

If you require an interpreter call the Translating and Interpreting Service on 131 450 and ask for LawAccess NSW.

If you are deaf, hard of hearing or have a speech impairment, contact the National Relay Service (NRS) and ask for LawAccess NSW on 1300 888 529. For more information, visit: www.relayservice.gov.au

What information can I access on the website?

You can visit the website, www.lawaccess.nsw.gov.au, to access resources around a range of legal topics including guides and detailed information for people who are representing themselves in a court or tribunal.

The legal topics on the website include:

- My family
- My debts
- My fine
- My job
- Planning ahead
- Going to court
- My neighbours

Sample of Newsletter Article

Community Newsletter

Need Legal Help? Call LawAccess NSW
Newsletter

What can I do?

- I am having problems with my neighbour about their tree
- I cannot pay my fine from court
- My mother is no longer able to manage her own finances
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www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit Resources

Newsletter article – for service providers

If your organisation publishes a newsletter, you can adapt this article about **LawAccess NSW** to tell others about the service.

This article can be adapted to be made relevant to the audience.



Need Legal Help? Call LawAccess NSW

Are you working with someone who has a legal problem?

My client is telling me:

- I have been charged with drink driving. I know I broke the law and I don't mind paying a fine but I can't afford to lose my licence
- My debts are getting on top of me
- My licence is suspended because of unpaid fines
- I had a car accident
- My partner is violent towards me
- My ex-partner will not let me see my child
- I'm not getting paid the right wages
- My mother is no longer able to manage her own finances
- My uncle recently died, but I can't find his will

You can refer your client to LawAccess NSW!

How can LawAccess NSW help?

LawAccess NSW is a free government service that provides legal help as a starting point for people who have a NSW legal problem.

What help will a client receive over the telephone?

LawAccess NSW provides legal information, referral, and in some cases, legal advice, over the telephone.

Our lawyers can give legal advice about family, criminal and civil law matters.

We also have Aboriginal staff available for Aboriginal customers to talk to.

What information can a client access on the website?

You can visit the website, www.lawaccess.nsw.gov.au, to access resources around a range of legal topics including guides and detailed information for people who are representing themselves in a court or tribunal.

The legal topics on the website include:

- My family
- My debts
- My fine
- My job
- Planning ahead
- Going to court
- My neighbours

Ask your client to call LawAccess NSW between 9am and 5pm, Monday to Friday

1300 888 529

If your client requires an interpreter, ask the client to call the Translating and Interpreting Service (TIS) first on 131 450 and ask for LawAccess NSW.

If you are deaf, hard of hearing or have a speech impairment, contact the National Relay Service (NRS) and ask for LawAccess NSW on 1300 888 529. For more information, visit: www.relayservice.gov.au

Sample of Newsletter Article

Community Newsletter

Need Legal Help? Call LawAccess NSW

Newsletter

What can I do?

- I am having problems with my neighbour about their tree
- I cannot pay my fine from court
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www.lawaccess.nsw.gov.au How are we doing this month? Update and progress

Visit [Order LawAccess NSW publications](#) to order promotional resources to give to your clients.



LawAccess NSW Communications Toolkit Resources



Website content

Use the provided link and button to link to the **LawAccess NSW** website from your organisation's website.

Link: <http://bit.ly/2dQYfmj>

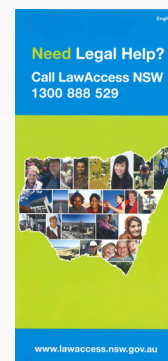
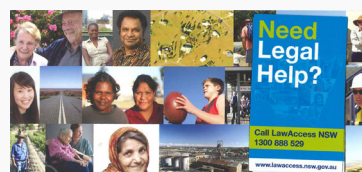


Order publications online

There are a range of resources available to order online for free to display or distribute including:

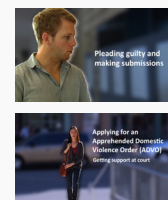
- Need Legal Help? brochure in English and 22 other languages
- Need Legal Help? poster
- Need Legal Help? postcard with fridge magnet
- Need Legal Help? wallet card in English, Arabic, Chinese Simplified and Vietnamese
- Need Legal Information Online? postcard
- Are you Aboriginal and Torres Strait Islander and Need Legal Help? brochure, poster and wallet card

Visit [Order LawAccess NSW Publications](#).



Social Media

You may want to use your social media networks to promote our service. Here are some sample Tweets and Facebook Posts. You will also find a calendar of significant events that you can use to time your posting.





LawAccess NSW Communications Toolkit

Resources

Sample Tweets



Have a legal problem but don't know where to start? Give LawAccess NSW a call on 1300 888 529 or visit <http://bit.ly/2dR1IRU>

Dealing with debt? Start with LawAccess NSW. Call 1300 888 529 or visit <http://bit.ly/2dlTKLB>

Do you have to go to court for a driving offence? Start with LawAccess NSW. Call 1300 888 529 or visit <http://bit.ly/2dvDpHa>

Are you dealing with a car accident? Start with LawAccess NSW. Call 1300 888 529 or visit <http://bit.ly/2d6YTxN>

Want to make a complaint about a service and not sure how to? Start with LawAccess NSW. Call 1300 888 529 or visit <http://bit.ly/2dVH2Yg>

Are you having a problem at work? Start with LawAccess NSW. Call 1300 888 529 or visit <http://bit.ly/2dlVogd>

Do you have a fine you want to dispute and not sure what to do? Start with LawAccess NSW. Call 1300 888 529 or visit <http://bit.ly/2dKsmM6>

In dispute with your neighbour and not sure what to do? Start with LawAccess NSW. Call 1300 888 529 or visit <http://bit.ly/2e6Ntq8>

Are you dealing with a legal problem yourself and need some legal skills? Visit <http://bit.ly/2dVHu99>



LawAccess NSW Communications Toolkit Resources

Sample Facebook posts



Sample 1

Link to website: <http://bit.ly/2e5fb1P>



Have a legal problem but don't know where to start?

Start with **LawAccess NSW** - a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW.

How can LawAccess NSW help?

With just one call to 1300 888 529 you have access to:

- Legal information from one of our experienced information officers
- Up to date resources that are written in simple, easy to read language
- Referrals to other services that can help

In some cases, you may get telephone legal advice from one of our lawyers.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

Resources

Sample Facebook posts



Sample 2

Link to website: <http://bit.ly/2e0RbCq>



Are you like Rob and dealing with a car accident?

Rob bought his first car last year, with his dad's help. He was backing out of a parking spot at the shops when he felt a bump. Rob had run into a car that was waiting behind him. Rob exchanged details with the other driver, Mick. Rob doesn't have comprehensive car insurance. Rob's not sure what should happen next.

You can start with LawAccess NSW.

Look for information in Representing Yourself or give **LawAccess NSW** a call 1300 888 529 between 9am and 5pm, Monday to Friday and chat to one of our information staff. In some cases, you may get telephone legal advice from one of our lawyers.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

Resources

Sample Facebook posts



Sample 3

Link to website: <http://bit.ly/2dVI8U4>



Are you like Karl and having a problem at work?

Karl was hired by fast food restaurant chain Bill's Burgers to work in their East town store as a casual employee. For the last nine months he has worked 15-20 hours every week, even though the shifts have been on different days. Two days ago Karl was told that he would not be offered any more shifts. Karl was not told why he was taken off the roster. Karl has been told about unfair dismissal, but he is not sure he can apply to the Fair Work Commission.

You can start with LawAccess NSW.

Look for information in Representing Yourself or give **LawAccess NSW** a call 1300 888 529 between 9am and 5pm, Monday to Friday and chat to one of our information staff.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

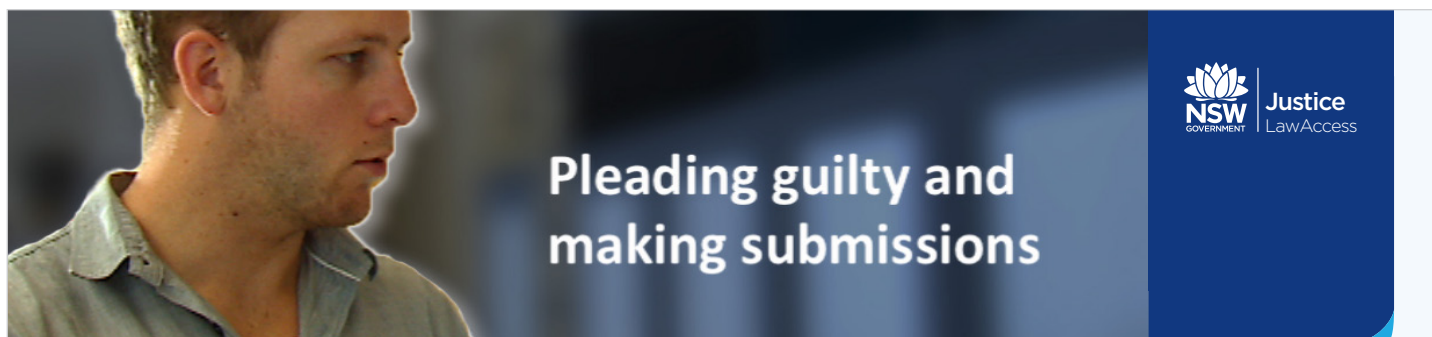
Resources

Sample Facebook posts



Sample 4

Link to video: <http://bit.ly/2dKt8IK>



Pleading guilty and making submissions

Are you like Jason and have to go to court?

Jason was fined for parking in a No Standing zone. He only stopped because there was no available parking and he had a job interview that he didn't want to be late for. So he just took the first available parking space and he didn't even look at the signs. Jason chose to take the matter to Court. The first time he went to the Court he didn't know what to do. He asked for an adjournment to get legal advice. After getting legal help from **LawAccess NSW** he has decided to plead guilty to the offence, but wants to explain to the court his circumstances.

You can start with LawAccess NSW.

Watch the video and see how Jason puts his case to the Court. You can also look for information in *Representing Yourself* or give **LawAccess NSW** a call 1300 888 529 between 9am and 5pm, Monday to Friday and chat to one of our information staff.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

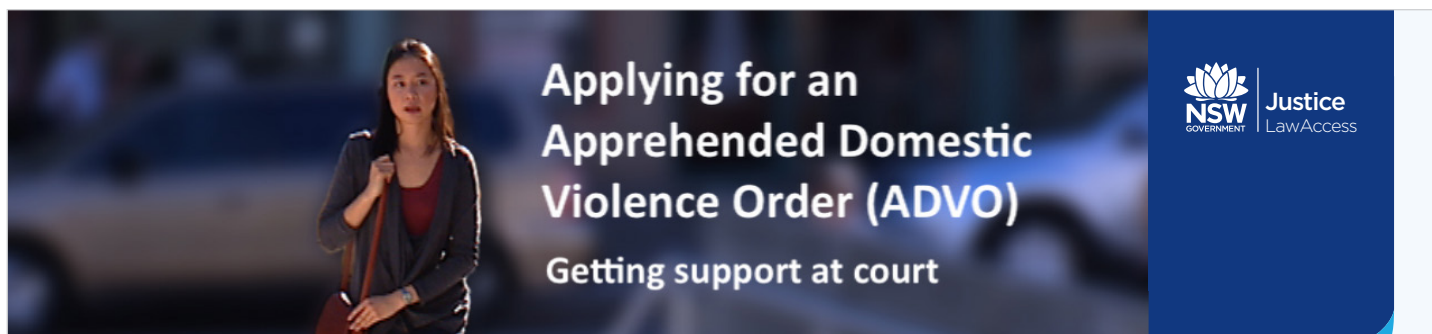
Resources

Sample Facebook posts



Sample 5

Link to video: <http://bit.ly/2dvEPkS>



Do you need support like Selma?

Selma and her ex-boyfriend, Dave, were in a relationship for four years. Dave has always had a bad temper but lately things had become worse. He put Selma down, calling her 'useless' and 'lazy'. Two weeks ago, he pushed Selma over causing her to break her arm. The Police attend and they have applied for an AVO on Selma's behalf against Dave. They said she would need to go to court. Selma is feeling nervous about going to court and doesn't know what to do.

There is help and support for you.

Give **LawAccess NSW** a call 1300 888 529 between 9am and 5pm, Monday to Friday and chat to one of our information staff for the details of your nearest Women's Domestic Violence Court Advocacy Service (WDVCAS). Watch the video about getting support at court. You can also call the 24 hour Domestic Violence Line on 1800 65 64 63 for information, support and referrals.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

Resources

Sample Facebook posts



Sample 6

Link to website: <http://bit.ly/2dVIqu5>



Are you like Elaine and want to spend time with your grandchildren?

Elaine's daughter in law recently died. At the time of her death, Elaine's son was experiencing mental health issues and was not able to care for his children. The children are living with the other grandmother. Elaine would like to spend time with her grandchildren but the other grandmother will not let her see them.

You can start with LawAccess NSW.

Give **LawAccess NSW** a call 1300 888 529 between 9am and 5pm, Monday to Friday and chat to one of our information staff.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

Resources

Sample Facebook posts



Sample 7

Link to website: <http://bit.ly/2dk6R5n>



Are you like Tom and worried about your brother's finances?

Tom is worried about his brother, Jack, and whether he can still manage his finances. Jack lives alone and up until recently has always been able to manage his affairs. In the last few months Tom has noticed a decline in Jack's ability to look after himself. Sometimes Jack cannot remember Tom's name and when Tom recently visited Jack he found unopened envelopes with overdue notices for unpaid bills.

You can start with LawAccess NSW.

Give **LawAccess NSW** a call 1300 888 529 between 9am and 5pm, Monday to Friday and chat to one of our information staff.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

Resources

Sample Facebook posts



Sample 8

Link to website: <http://bit.ly/2efhn09>



Are you like Samah and Burt who are neighbours talking about a new fence?

Samah and Burt have been neighbours for some time. The fence dividing their properties is 75cm tall and in good condition. Samah and her partner would like a taller fence to improve the privacy and security of their backyard. Samah has tried to talk to Burt about getting a new taller fence, but Burt is happy with the existing fence.

You can start with LawAccess NSW.

You can look for information in Representing Yourself or give **LawAccess NSW** a call 1300 888 529 between 9am and 5pm, Monday to Friday and chat to one of our information staff. You will also find information about mediation and the role of Community Justices Centres on the website.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

Resources

Sample Facebook posts



Sample 9

Link to website: <http://bit.ly/2e0TiGj>



Dealing with a legal problem by yourself and need some legal skills?

If you are dealing with a legal problem by yourself, you may feel anxious or confused about what you need to do. Gaining some legal skills can help you deal with your problem.

You can look for information in the Legal Skills section of Representing Yourself. You will find information that may help you to resolve your matter informally through negotiation or mediation. There is also information about how to read and write legal documents, how to deal with a lawyer and understanding the legal system including the court process and how to prepare legal documents.

Find out more
www.lawaccess.nsw.gov.au



LawAccess NSW Communications Toolkit

Calendar of events

Month	Event	Tweet or Facebook post
January	Post-Christmas debt	Tweet 'Dealing with debt? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2dITKLB .'
	Long Weekend Traffic Blitz	<p>Tweet 'Do you have to go to court for a driving offence? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2dvDpHa.'</p> <p>Tweet 'Do you have a fine you want to dispute and not sure what to do? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2dKsmM6.'</p>
March	Neighbour Day	<p>Tweet 'Do you have a dispute with your neighbour and not sure what to do? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2e6Ntq8.'</p> <p>Facebook post 'Are you like Samah and Burt who are neighbours talking about a new fence?'</p>
	Seniors Week	Facebook post 'Are you like Tom and worried about your brother's finances?'
April	National Youth Week	<p>Tweet 'Are you having a problem at work? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2dlVogd.'</p> <p>Facebook post 'Are you like Karl and having a problem at work?'</p>
May	National Law Week	Tweet and Facebook post 'Have a legal problem but don't know where to start? Give LawAccess NSW a call on 1300 888 529 or http://bit.ly/2dR1IRU .'
		Facebook post 'Are you dealing with a legal problem yourself and need some legal skills?'
June	Long Weekend Traffic Blitz	<p>Tweet 'Do you have to go to court for a driving offence? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2dvDpHa.'</p> <p>Tweet 'Do you have a fine you want to dispute and not sure what to do? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2dKsmM6.'</p>
		<p>Tweet 'Do you have a dispute with your neighbour and not sure what to do? Start with LawAccess NSW. Call 1300 888 529 or http://bit.ly/2e6Ntq8.'</p> <p>Facebook post 'Are you like Samah and Burt who are neighbours talking about a new fence?'</p>
October	Grandparents Day	Facebook post 'Are you like Elaine and want to spend time with your grandchildren?'
	Carers Week	Facebook post 'Are you like Tom and worried about your brother's finances?'
November	16 Days of Activism	Tweet 'Do you have to go to court for a driving offence? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2dvDpHa .'
		Tweet 'Do you have a fine you want to dispute and not sure what to do? Start with LawAccess NSW. Call 1300 888 529 or visit http://bit.ly/2dKsmM6 .'
December	White Ribbon Day	Facebook post 'Do you need support like Selma?'