

COMMUNITY LEGAL EDUCATION

Effective advocacy skills and strategies (NSW), 2011, [Workshop], Public Interest Advocacy Centre (PIAC), \$230, 02 8898 6500, piac@piac.asn.au
<http://www.piac.asn.au/training/public/effective-advocacy-skills-and-strategies>

This course covers three areas: lobbying skills, including effective lobbying, determining a target, goals, allies and opponents, and lobbying politicians, bureaucrats and corporations, negotiation skills, including principles of negotiation, being fair, negotiation steps and coping with dirty tricks; and media skills, including planning your media message, what makes a good story, managing interviews and writing effective media releases. Friday 9th September, 9am - 4.45pm, Sydney CBD.

Introduction to Advocacy and Campaigning (NSW), 2011, [Workshop], Public Interest Advocacy Centre (PIAC), \$230, 02 8898 6500, piac@piac.asn.au
<http://www.piac.asn.au/course/introduction-advocacy-and-campaigning>

This one-day training course provides an introduction to advocacy, and how you can advocate for your issues to government. Participants will have the opportunity to plan an advocacy campaign around a real life issue from their work. Friday 12 August, 9am - 5pm, Sydney CBD.

Taking the first steps in using social media for your advocacy and campaigning (NSW), 2011, [Workshop], Public Interest Advocacy Centre (PIAC), \$130, 02 8898 6500, piac@piac.asn.au
<http://www.piac.asn.au/trainingevent/taking-first-steps-using-social-media-your-advocacy-and-campaigning>

This half day workshop will look at how organisations can use Facebook, Twitter and YouTube for advocacy and campaigning, and to

promote their work. Specifically the workshop will cover managing risk, best practice standards for social media, integrating social media tools with your website and writing for social media, including adapting existing content and writing new content. The workshop will include a case study on using social media for campaigning. Friday 16th September, 9am -1pm, Sydney CBD.

GUIDES TO THE LAW

Apprehended Violence Orders (NSW), 2011, [Web page], LawAccess, Free, 8833 3161 1300 888 529, jane_pritchard@agd.nsw.gov.au
http://www.lawlink.nsw.gov.au/Lawlink/lawaccess//lawassist.nsf/pages/lawassist_avo

This webpage aims to assist people involved in AVO matters - both personal and domestic violence. It covers people applying for AVOs as well as those defending themselves. The site has step-by-step guides to preparing for hearings and appearing in court and includes sample forms, explanations of orders and instructions for preparing witness statements. The site also has links to specialist services that can help people involved in AVO cases.

Are you a parent or guardian? A guide to your options and our services (Australia), 2011, 52p., [Booklet], Centrelink, Free, 131 021, [http://www.centrelink.gov.au/internet/internet.nsf/filestores/pg001_1102/\\$file/pg001_1102en.pdf](http://www.centrelink.gov.au/internet/internet.nsf/filestores/pg001_1102/$file/pg001_1102en.pdf)

This booklet for parents and guardians is a guide to payment options from Centrelink and the Family Assistance Office. It includes information about payments, services and opportunities, how to use the services and rights and responsibilities.

Avoiding scams (NSW), [Web page], NSW Fair Trading, Free, 13 32 20 / 1300 723 404
http://www.fairtrading.nsw.gov.au/Consumers/Scam/s/Avoiding_scams.html

This web page provides information about consumer scams; what they are, who they target and how to avoid them. Available in English, Arabic, Chinese, Indonesian, Korean, Spanish and Vietnamese.

Consumer guarantees (NSW), 2011, 2p., [Factsheet], NSW Fair Trading, Free, 13 32 20 / 1300 723 404
http://www.fairtrading.nsw.gov.au/pdfs/About_us/Publications/FT428_Consumer_guarantees.pdf

This factsheet explains the new consumer guarantees that apply to goods and services bought on or after 1 January 2011 by a consumer from a supplier or manufacturer. It is available in English, Arabic, Chinese (simplified), Chinese (traditional), Croatian, Dari, Dinka, Farsi (Persian), French, Greek, Hindi, Indonesian, Italian, Japanese, Khmer, Korean, Macedonian, Nepali (Nepalese), Portuguese, Russian, Samoan, Serbian, Somali, Spanish, Swahili, Tagalog, Tamil, Thai, Tongan, Turkish and Vietnamese. Print copies can be ordered from Neneth.Costa@services.nsw.gov.au

Consumers and unfair contract terms (Australia), 2010, 2p., [Factsheet], Australian Competition and Consumer Commission (ACCC), Free, 02 9230 9133
<http://www.accc.gov.au/content/item.phtml?itemId=935296&nodeId=30a027f4b35cb381f55e5f5cd5ac89e7&fn=Consumers%20and%20unfair%20contract%20terms.pdf>

This factsheet explains unfair contract terms law and how it protects consumers. It includes advice on how to tell if a term in a contract is unfair, and contracts that are exempt from this legislation.

Debts – what to do if you have a Social Security debt (NSW), 2011, 5p., [Factsheet], Welfare Rights Centre, Sydney, Free, 02 9211 5300
welfarerights@welfarerights.org.au
http://www.welfarerights.org.au/Factsheets/fs_debts.doc

This factsheet is for people who have been overpaid by Social Security and owe Centrelink a debt. It explains how to check Centrelink's calculation of the debt, negotiating a repayment, the process for writing off and waiving debts and making an appeal. It is available in English, Arabic, Mandarin and Vietnamese.

Domestic violence in a rented property; what tenants and occupants need to know (NSW), 2011, 2p., [Factsheet], NSW Fair Trading, Free, 13 32 20 / 1300 723 404
http://www.fairtrading.nsw.gov.au/Factsheet_print/Tenants_and_home_owners/Renting_a_home/During_a_tenancy/FTR75_Domestic_violence_in_a_rented_property.pdf

This factsheet is for someone experiencing domestic violence. It outlines the steps that they can take under a tenancy agreement.

Energy essentials for community workers (NSW), 2011, 2p., [Factsheet], Energy & Water Ombudsman NSW (EWON), Free, 1800 246 545, omb@ewon.com.au
http://www.ewon.com.au/ewon/assets/File/Publications/EWON_Factsheets/EnergyEssentialsForCommunityWorkers.pdf

This factsheet explains the rules about disconnection, what to do about it, customer assistance programs and problems that may arise from signing energy contracts.

Funerals (NSW), 2p., [Factsheet], NSW Fair Trading, Free, 13 32 20 / 1300 723 404
http://www.fairtrading.nsw.gov.au/pdfs/About_us/Publications/FT373_Funerals.pdf

This factsheet explains where to start and the steps to take when arranging a funeral.

Getting high bills? (NSW), 2011, 4p., [Factsheet], Energy & Water Ombudsman NSW (EWON), Free, 1800 246 545, omb@ewon.com.au
http://www.ewon.com.au/ewon/assets/File/Publications/EWON_Factsheets/Final_HighBills_A4_web.pdf

This factsheet is a guide on what to do when your bill shows a higher usage of energy or water. It covers charges on bills, appliances, meter readings, estimated bills, disputing a high bill, low cost energy and water saving tips and how EWON can help.

Help for energy and water consumers (NSW), 2011, 4p., [Factsheet], Energy & Water Ombudsman NSW (EWON), Free, 1800 246 545, omb@ewon.com.au
http://www.ewon.com.au/ewon/assets/File/Final_Help_A4_web.pdf

This factsheet gives information on accounts, issues for tenants, customer assistance, rebates, emergency assistance, energy disconnection, water restriction, facing disconnection, getting reconnected and how EWON can help.

Incorporating an association (NSW), 2011, 1p., [Web page], NSW Fair Trading, Free, 13 32 20 / 1300 723 404,
http://www.fairtrading.nsw.gov.au/Cooperatives_and_associations/Associations/Incorporating_an_association.html

This webpage explains the steps involved in incorporating a new or existing association. Generally, organisations that may incorporate are small non-commercial community groups. The types of associations that may consider incorporation are: sporting groups, arts and crafts groups, social

groups, ethnic and cultural groups, pensioner associations, musical societies and environmental groups.

Landlord ends agreement. (NSW), 2010, 2p., [Factsheet], Tenants' Union of NSW, Free, 02 8117 3700, tenweb_nsw@fcl.fl.asn.au
<http://intranet.tenants.org.au/print/fs10-2010.pdf>
This factsheet explains what a landlord must do to end a tenancy agreement under the NSW Residential Tenancies Act 2010 and Residential Tenancies Regulation 2010.

Legal and financial issues: younger onset dementia tips sheet no.1 (Australia), 2009, [Factsheet], Alzheimer's Australia, Free, 1800 100 500 / (02) 6254 4233,
nat.admin@alzheimers.org.au
http://www.alzheimers.org.au/common/files/NAT/20090000_Nat_HS_Tips1LegalFinancial.pdf

This factsheet is for those with early onset dementia and explains the documents that need to be prepared early on while they still have testamentary capacity. They need to make a Will, put power of attorney arrangements in place and consider putting in place an Advanced Directive (Living Will) or Advanced Care Plan.

Making a claim for compensation (NSW), 2011, 2p., [Factsheet], Energy and Water Ombudsman NSW (EWON), Free, 1800 246 545, omb@ewon.com.au
http://www.ewon.com.au/ewon/assets/File/Final_Compensation_A4_web.pdf

This factsheet is a guide to standard connection contracts, how to make a claim, offers of settlement, what to do if a claim is unsuccessful, the EWON investigation process, dealing with supply interruptions and rebates for electricity outages.

Member of a couple or single? (Australia), 2010, 4p., [Factsheet], National Welfare Rights Network, Free,
<http://www.welfarerights.org.au/Factsheets/fsmoc.doc>

This factsheet explains the factors Centrelink considers when deciding if someone is a member of a couple or single. Social Security and Family Assistance payments are affected by Centrelink's decision - there are differences in eligibility rules, rates of payment, and income and assets tests. The factsheet is available in English, Arabic, Mandarin and Vietnamese.

Moving into a retirement village? (NSW), 2011, 5p., [Factsheet], NSW Fair Trading, Free, 13 32 20 / 1300 723 404
http://www.fairtrading.nsw.gov.au/pdfs/About_us/Publications/FT441_moving_into_retirement_village.pdf

This factsheet is for prospective retirement village residents. It highlights important things to consider before entering into a village contract, such as: different types of villages and contractual arrangements; disclosure statements; fees and charges; cooling-off and settling-in periods. It includes a checklist.

NSW mental health rights manual online (NSW), 2011, 3rd ed., [Booklet], Mental Health Coordinating Council, Free, 02 9555 8388, info@mhcc.org.au
<http://mhrm.mhcc.org.au/home/default.aspx>

This online manual incorporates the latest legislative reform and government directives and is a guide to the legal and human rights for people with a mental illness in NSW. It provides information on the legal framework, mental health care and treatment, functions of the Mental Health Review Tribunal, guardianship and financial management, the criminal justice system and other issues relevant to carers or persons with a mental health concern.

Ombudsman services: fair, independent, impartial and free (Australia New Zealand), 2p., [Factsheet], Australian and New Zealand Ombudsman Association (ANZOA), Free,
http://www.ewon.com.au/ewon/assets/File/Publications/EWON_Factsheets/What_is_an_Ombudsman.pdf

This factsheet describes the role of ombudsman services, the types that exist and how to make a complaint.

Our story (NSW), [Video & Audio download], NSW Fair Trading, Free, 13 32 20 / 1300 723 404
http://www.fairtrading.nsw.gov.au/About_us/Video_and_audio/Our_story.html

This web page has links to case studies of consumers dealing with problems with cars, building, shopping, tenancy, scams and travel. The case studies can be watched or downloaded as video and audio files via broadband or dial-up in English, Arabic, Cantonese, Mandarin and Vietnamese.

Renting laws: changes you need to know (NSW), 2010, 3p., [Factsheet], NSW Fair Trading, Free, 13 32 20 / 1300 723 404,
http://www.fairtrading.nsw.gov.au/pdfs/Tenants_and_home_owners/Renting_laws_changes_you_need_to_know.pdf

This factsheet explains the key features of the Residential Tenancies Act 2010, which commenced in January 2011. Significant changes include increased notice periods, faster rent arrears eviction process, making alterations, rental bonds, goods left behind, water efficiency, sub-letting and the sale of rented property. It is available in English, Arabic, Chinese, Farsi/Persian, Indonesian, Korean, Samoan, Spanish, Tamil, Tongan and Vietnamese. Printed copies are available from
Neneth.Costa@services.nsw.gov.au

Shopping, refunds and lay-bys (NSW), [Web page], NSW Fair Trading, Free, 13 32 20 / 1300 723 404,

http://www.fairtrading.nsw.gov.au/Indigenous/Shopping_refunds_and_laybys.html

This web page provides information for Indigenous communities on shopping, refunds and lay-bys.

Switching energy retailers (NSW), 2011, 4p., [Factsheet], Energy & Water Ombudsman NSW (EWON), Free, 1800 246 545, omb@ewon.com.au http://www.ewon.com.au/ewon/assets/File/Publications/EWON_Factsheets/Final_Switching_A4_web.pdf

This factsheet explains the issues in choosing an energy retailer, types of contracts, comparing energy offers, energy marketers, how to avoid marketing, about the transfer process and how EWON can help.

Toongabbie Legal Centre Website (NSW), 2011, [Web site], Toongabbie Legal Centre Inc, Free, 0418 691 525, <http://www.tlc.asn.au>

This website contains information about the activities and projects of the newly opened Toongabbie Legal Centre, including opening hours and 'drop in' legal advice sessions. Toongabbie Legal Centre is a community-based legal centre providing free legal advice, referral service and information to those who cannot afford to pay private lawyers and for those who do not know where to go when they encounter a legal problem.

Your shopping rights (NSW), 2011, 2p., [Factsheet], NSW Fair Trading, Free, 13 32 20 / 1300 723 404,

http://www.fairtrading.nsw.gov.au/pdfs/About_us/Publications/Your_shopping_rights.pdf

This factsheet explains rights such as refunds, repairs and replacements available under Australian Consumer Law. It is available in English, Amharic, Arabic, Bosnian, Chinese (simplified), Chinese (traditional), Cocos Malay, Croatian, Dari, Dinka,

French, German, Greek, Hindi, Indonesian, Italian, Japanese, Khmer, Korean, Macedonian, Nuer, Persian Farsi, Portuguese, Samoan, Serbian, Spanish, Swahili, Tagalog, Turkish, Vietnamese.

PAST EDITIONS

Past editions of the newsletter are searchable at <http://www.lawfoundation.net.au/pllsearch> through 'plain language law search', which contains over 920 resources. It is searchable by format (eg DVD, booklet, etc), language, law type and target group.

ABOUT PLL

Plain Language Law (PLL) is produced by Anna Russell and Abigail Gray, Law and Justice Foundation of NSW, with assistance from the Legal Information Access Centre (LIAC). To contact Anna or Abigail phone (02) 8227 3200 or email lf@lawfoundation.net.au

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