

**Jihad Dib**

Minister for Customer Service and Digital Government  
Minister for Emergency Services  
Minister for Youth Justice



## Media Release

# Legal matters made easier with new Legal Aid NSW client portal

**Thursday, 7 November 2024**

The Minns Labor Government is making it easier for Legal Aid NSW clients to access information about their case with a \$1.6 million investment in a new digital one-stop-shop for the legal provider.

The new platform will provide clients with real-time updates, access to correspondence and easy document uploads, as well as information about preparing for court appearances and other legal appointments.

The client portal provides a secure digital tool optimised for mobile phone use, helping people without computers or with changing or non-permanent residential addresses. Using the new portal, clients will be able to photograph and upload documents via their mobile phone.

The new portal will also minimise the need for clients to call Legal Aid NSW because they will be directly notified of updates to their case.

In 2022/2023, Legal Aid NSW provided half a million client services, with 35 per cent of these in regional and rural areas.

The Minns Labor Government is investing in the new portal under new focus areas for the Digital Restart Fund which prioritise accessible government services, enhanced cybersecurity and frontline worker support.

Legal Aid NSW expects the portal to be fully operational by late 2025.

For more information on the DRF, visit <https://www.digital.nsw.gov.au/funding/digital-restart-fund>

### **Minister for Customer Service and Digital Government Jihad Dib said:**

“Navigating the legal process can be stressful and it can be difficult for people in rural or remote communities or those in crisis accommodation to keep track of their case.

“The new Legal Aid client portal will make it easier for people to access key information, receive timely updates and securely upload documentation on the go from their mobile phone.

“Supported by the Digital Restart Fund, this portal uses digital services to help communities and is in line with the Minns Labor Government’s focus on inclusion in the way digital services are designed and delivered.”

### **Quotes to be attributed to Monique Hitter, CEO of Legal Aid NSW**

“This portal is a game-changer for our clients.”

“It enables them to easily view information about their cases, their lawyers, their appointments and court dates. That helps people to keep track of their legal matter and reduces the need for phone calls.

“By providing this secure digital communication channel, and delivering 24/7 access to key information, this portal makes it easier for people to deal with their legal problems.”

**MEDIA:**

Emily Simpson | Minister Dib | 0438 342 966