

FREE LEGAL SERVICES IN THE ACT

Legal Aid ACT

Aboriginal Legal Service (NSW/ACT)

**Level 1 Fujitsu House, 7/9 Moore Street, Civic
Phone: 6249 8488**

ALS provides legal advice and representation for indigenous people in Canberra and the surrounding region (Queanbeyan, Yass, Goulburn, Cooma).

ACT Office of Fair Trading

**255 Canberra Avenue Fyshwick
Phone: 6207 0400
E-mail: fair.trading@act.gov.au
Internet: www.fairtrading.act.gov.au**

The OFT provides information to consumers to help them be informed and confident when purchasing goods and services.

ACT Pro Bono Clearinghouse

**Phone: 6247 5700
Internet: www.lawsocact.asn.au/content/public2/public2.asp**

For people who need legal assistance, and who cannot afford professional legal fees, but who are not eligible for Legal Aid.

The Clearing House refers eligible applications for pro bono assistance to a network of legal providers who may be able to assist.

ANU Students' Association

**Building 17 (ANU Students' Association) Union Square, ANU
Phone: 6125 2444
E-mail: sa.legal@anu.edu.au
Internet: <http://sa.anu.edu.au>**

Provides free legal advice and assistance on all legal matters (including migration and notary public services) to enrolled ANU Students. Phone for appointment Wed and Fri or drop in. Appointments take precedence.

Care Inc & Consumer Law Centre

**Shop 16, Level 1, Waldorf Apartments, 2 Akuna Street Civic
Phone: 62571788
E-mail: admin@carefs.org
Internet: www.carefs.org**

For people on low or moderate incomes who have debt or other financial problems. Care provides free financial counselling, legal assistance and advice about issues of consumer credit, utilities, telecommunication. Fair trading and consumer protection. There is an after-hours service available every Wednesday from 5:30pm–7:30pm. Call between 9am–12pm Monday to Friday to make an appointment.

Conflict Resolution Service

**Level 3 Griffin Centre, Genge St Civic
Phone: 6162 4050
E-mail: mediation@crs.org.au
Internet: www.crs.org.au**

Open from 9am to 5pm, Monday to Friday. Provides mediation, dispute counselling, facilitation for a wide range of issues and disputes; also offers training and community education in the area of conflict management/resolution skills and strategies. Mediation sessions can be arranged after hours or on Saturday. Phone for an appointment. The CRS assists people to resolve their conflicts peacefully.

Human Rights Commission

**Level 4, 12 Moore St Civic
Phone: 6205 2222
E-mail: human.rights@act.gov.au
Internet: www.hrc.act.gov.au**

The Commission provides a fair and accessible process for dealing with complaints about discrimination, health services, disability services, services for older people, community services, and services for children and young people; as well as promoting service improvement and developing awareness in government, and the community, of human rights.

Legal Aid ACT

**2 Allsop Street Canberra City
Appointments: 6243 3471
Legal Aid Helpline: 1300 654 314 (9am to 4pm weekdays)
After Hours Urgent Matters: 0429 440 084
Internet: www.legalaidACT.org.au**

Free legal advice and assistance is available for all residents of the ACT. Free legal information and limited advice available over the phone. Free half-hour appointment with a lawyer. The Legal Aid Office can provide advice and referrals on a wide range of legal issues. Legal representation is available for people who cannot afford a private lawyer (eligibility criteria apply).

Tenants Advice Service

Open Monday to Friday from 9:30am–1:00pm and Tuesdays 4:30pm–8:00pm. The Tenants Advice Service provides free legal advice on tenancy and renting issues. Tenancy information sheets are available via website or admin – 6247 1026.

Night Time Legal Advice Service

**Havelock House, Gould Street, Turner
Phone: 6247 2177 or 1800 445 665 (outside Canberra)**

Open from 6pm to 8pm Tuesday evenings, as a phone or drop in service. Advice is given on most areas of law, including advice on employment matters.

Ombudsman's Office

Level 5, Childers Square, 14 Childers St, Civic

Phone: 1800 362 072

E-mail: ombudsman@ombudsman.gov.au

Internet: www.ombudsman.gov.au

The Commonwealth and ACT Ombudsman's services are available to anyone who has a complaint about an Australian Government or ACT government agency which they have been unable to resolve. The Ombudsman is also the Defence Ombudsman, Taxation Ombudsman, Immigration Ombudsman and Postal Industry Ombudsman and has an oversight function for complaints concerning the AFP.

Welfare Rights and Legal Centre

Havelock House, Gould Street, Turner

Phone: 6247 2177

E-mail: wrlc@ozemail.com.au

Internet: www.welfareightsact.org

The WRLC provides advice and assistance with a range of legal problems including income support (social security, student assistance and veterans' assistance), tenancy (private tenancy and government housing), and Legal Aid appeals.

Women's Legal Centre

Phone: 6257 4499 (TTY compatible) or 1800 634 669

Internet: www.womenslegalact.org

The WLC provides legal information, advice and referrals for women with legal issues, including divorce and separation, disputes over children, property settlement, domestic violence, child support, going to court, sexual harassment, sex discrimination and workplace issues. Telephone advice line from 9.30am to 12pm weekdays. Face to face interviews by appointment, weekdays from 9am to 5pm and every second Tuesday evening from 5:30–7pm.

Victim Support ACT

Level 4, Moore St, Canberra City

Phone: 1800 822 272

E-mail: victim.services@act.gov.au or vocc@act.gov.au

Internet: www.victimsupport.act.gov.au

Victim Support ACT is an advocate and information source for victims of crime. Promotes reforms in the law, and in services for victims of crime. Implements projects to improve responses to victims of crime. Provides advocacy, coping strategies, counselling, rehabilitation, court support, debriefing, help preparing statements, reports and other documents, and practical assistance for victims of crime.

Youth Law Centre ACT

Level 1, Childers Square, 14 Childers St, Civic

Phone: 6262 7077

E-mail: contact@youthlawact.org.au

Internet: www.youthlawact.org.au

A drop-in legal and referral service for young people aged 12–25 years. Provides information and assistance on issues such as employment, fines, debt, discrimination, and criminal matters.

Law Society of the ACT

First Floor, 1 Farrell Place Civic

Phone: 6247 5700

Internet: www.lawsocact.asn.au

Free legal advice is available by appointment, 12:30pm to 2pm weekdays.

Disability Discrimination Legal Service

Havelock House, Gould Street Turner

Phone: 6247 2018

Internet: www.welfareightsact.org

The DDLS provides free legal advice and assistance for people who have been discriminated against based on their disability. Open 9:30am to 1pm Thursdays, and 1:30pm to 4pm Fridays.

Environmental Defender's Office

Level 1, Public Trustee House, 4 Mort St Civic

Phone: 6247 9420

E-mail: edoact@edo.org.au

Internet: www.edo.org.au/edoact

The EDO is open from 9:30am to 2:45pm on Mondays, and from 9:30am to 4:30pm Tuesday to Thursday. Provides legal advice and representation on environmental issues.

Contact Details

Locations

2 Allsop Street CANBERRA CITY

Postal Address

GPO Box 512 Canberra ACT 2601

Phone Numbers

General Enquiries	6243 3411
Appointments	6243 3471
Legal Aid Helpline	1300 654 314
After Hours Helpline	0429 440 084

Website

www.legalaidACT.org.au

Email

legalaid@legalaidACT.org.au

Publication Orders

publications@legalaidACT.org.au

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