

Updated ACT Legal Services Info Guide (due to COVID-19)

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible via phone, email and website.

Info Line 02 6248 7988 (9am-5pm, Monday-Friday)

Email info@volunteeringact.org.au

Visit www.communityinfohub.org.au to find more community services in the Canberra Region.

** Please note that during the COVID-19 pandemic all services are subject to change with late notice.

** All information in this document is current as of 22nd March 2021. This guide will be updated regularly to reflect changes in services.

Aboriginal Legal Service (NSW/ ACT)

02 6120 8800, Mon-Fri 9am-5pm

ALS provides info and referral, legal advice and court representation to Aboriginal and Torres Strait Islanders in Canberra and Queanbeyan. **Enquiries via phone and email only until further notice.**

Email: canberra@aslnswact.org.au

Website: www.alsnswact.org.au

ACT Pro Bono Clearing House (ACT Law Society)

02 6274 0300, Mon-Fri 9am-5pm

Provides free legal advice on legal matters. Assists in determining a legal problem and the possible need for engaging the services of the Legal Aid Office or a private solicitor to solve it. Does not deal with family law matters. Their website provides a number of useful information sheets

Website: www.actlawsociety.asn.au/for-the-public/legal-help/clearing-house

ANU Students Association

02 6125 2444, Mon-Fri 9am-5pm by appointment only

Free and confidential legal advice to enrolled students.

To make an appointment, email: sa.admin@anu.edu.au. www.parsa.anu.edu.au

All student assistance and legal appointments will now be carried out either online or by phone.

Canberra COVID 19 Legal Help

Provided by Canberra Community Law. Legal information and legal services relating to areas affected by COVID 19 including videos, fact sheets, FAQ's and links

COVID-19 related phone service operates Thurs 7-7 until end June.

Website: <https://canberracovidlegalhelp.org.au>

Canberra Community Law

Within Canberra 02 6218 7900, Outside Canberra 1800 787 529

Free legal advice information and advocacy to disadvantaged and vulnerable people in Canberra. **All enquiries are by phone only.** Email: info@canberracommunitylaw.org.au. Website:

www.canberracommunitylaw.org.au

Canberra Community Law services include:

- **Disability Discrimination Law**
02 6218 7900, Mon-Fri 9am-5pm
Free legal service assisting people who have been discriminated against on the basis of their disability as recognised under legislation.
Email: info@canberracommunitylaw.org.au
- **Housing Law**
02 6218 7900, Mon-Fri 9am-5pm
Information and advocacy in Housing ACT or a community housing provider in the ACT. Public Housing Duty Lawyer on duty at the ACT Civil and Administrative Tribunal (ACAT) on Thursdays.
- **Dhurrawang Aboriginal Human Rights Program**
02 6218 7900, Mon-Fri 9am-5pm
Legal help and representation to Aboriginal and Torres Strait Islander communities with housing, Centrelink and race discrimination matters.
- **Night Time Legal Advice Service**
02 6218 7900, Tue nights 6pm-8pm February to December
One-off service. Generalist legal service operating each Tuesday night only.
Telephone on a first come first served basis.
- **Social Security Law**
02 6218 7900, Mon-Fri 9am-5pm
To help people with Centrelink and Social Security who have high level of vulnerability and no supports. Offers legal and social work assessment with possibility of case management.
- **Street Law**
02 6218 7900 / 1800 787 529 (Free Call), Mon-Fri 9am-5pm
Generalist legal outreach service for people at risk or experiencing homelessness. Help also available to clients living in Queanbeyan.
Email: streetlaw@canberracommunitylaw.org.au

Consumer Law Centre of the ACT (CLC)

02 6143 0044, Mon-Fri 9am-5pm after hours service on Wed 5.30-7.30

Project of Care Financial Counselling Service. Provides free legal assistance and advice to consumers, primarily in the areas of Consumer Law e.g., credit, telecommunications and utilities, as well as general fair trading and consumer protection. Also provides the ACT's Defined Benefit Information Service in relation to the ACT's Motor Injuries Accident Scheme . Assistance preferred via phone. May accept face-to-face meetings were needed. Website: <https://www.carefcs.org/consumer-law-centre>

Environmental Defenders Office

Mon-Fri 9am-5pm

Independent community legal centre specialising in environmental law. Services accessed via email until further notice. Email: canberra@edoact.org.au. Website: www.edoact.org.au

Legal Aid ACT

02 6243 3411, Mon-Fri 8:30am-5pm

Free legal advice and assistance regarding legal issues in civil, criminal and family law is available for all ACT residents. In particular, for those who are socially or economically disadvantaged. Legal representation is also available (means and merits tested). Appointments may be face to face or by phone depending on the client's needs. Website: <http://www.legalaidact.org.au/>

- A. Legal Aid Helpline**
1300 654 314, Mon-Thurs 8.30am-7pm Fri 8.30am-5pm
- B. Domestic & Family Violence**
02 6207 1874 or 1300 654 314 for appointments. Mon-Fri 9am-4:30pm SMS 0427 14 3 401
- C. Small Business Clinic**
Appointments made through Legal Aid Helpline 1300 654 314
- D. Migration Clinic**
Appointments made through Legal Aid Helpline 1300 654 314, Phone to make appointment, or email: migration@legalaidact.org.au
- E. Older Persons ACT Legal Service (OPALS)**
02 6243 3436, by appointment opals@legalaid.org.au
- F. Youth Law Centre ACT**
02 6173 5410, 2 Allsop place Civic **Mon-Fri 9am-5pm** Free legal service for young people aged 12-25, who may need assistance or information on a range of legal matters.
Drop in service **10-4 weekdays** Email: contact@youthlawact.org.au
- G. Tenancy Advice Service ACT (TAS)**
1300 402 512 Live chat <https://tawk.to/tasact>

Legal Aid ACT also has a comprehensive directory of free low cost legal services:
<https://legalaidact.org.au/publication/free-law-directory>

Monaro-Hume Womens Domestic Violence Court Advocacy Service

02 6299 3835, Mon-Fri 9am-5pm

Support to women in Queanbeyan & SE NSW before, during and after court obtained ADVO's. Referrals to other services. **Phone and online enquiries only.** Website: <https://wdvcas.net.au/>

Your Story Disability Legal Support

1800 77 1800

Support for people with a disability, families and carers to provide story to Disability Royal Commission

Women's Legal Centre

02 6257 4377 or 1800 634 669, Mon-Fri 9am-5pm

Provides free, confidential advice to women on legal issues. **By Phone or appointment only.** Website: <http://womenslegalact.org/>