

Useful Contacts**Legal Aid**

General Enquiries

02 6243 3411

Free Helpline

1300 654 314

2 Allsop Street Canberra

GPO Box 512 Canberra 2601

Cultural Liaison Officer

CLO@legalaidact.org.au

Aboriginal Liaison Officer

ALO@legalaidact.org.auCommunity Legal
Education[Community.Education@
legalaidact.org.au](mailto:Community.Education@legalaidact.org.au)

Migration Clinic


Migration@legalaidact.org.au**Complaints & Suggestions**

If you have any complaints or suggestions about our services, please write to the Chief Executive Officer at our postal address.

Interpreter

If you need an interpreter, please contact Translating and Interpreting Service

(TIS) on 131 450.

 Like us on Facebook for more information:

<http://www.facebook.com/legalaidact>

Community Liaison Unit

The Community Liaison Unit consists of:

- Cultural Liaison Officers
- Aboriginal Liaison Officers
- Family Violence Officer
- Migration Clinic
- Community Legal Education

Cultural Liaison Officers

Our Cultural Liaison Officers can assist you if you are from a culturally and linguistically diverse (CALD) background. We are able to:

- assist people from CALD backgrounds speak with their lawyer, and help their lawyer understand the client's background
- advocate on behalf of clients
- assist newly arrived migrants and people with English as a second language adapt to Australia's legal system and understand their rights and obligations
- provide clients with holistic assistance and referral to community services in order to bring about community-based legal solutions.

Aboriginal Liaison Officers

Our Aboriginal Liaison Officers can assist you if you are from an Aboriginal or Torres Strait Islander (ATSI) background. We are able to:

- support ATSI clients navigate the legal system and understand their rights and obligations
- refer clients to community based services, including the Aboriginal Legal Service, non-legal and government agencies
- develop holistic solutions to legal problems, acknowledging the social and cultural factors that uniquely affect ATSI people
- engage with the ATSI community to provide information about common legal problems and solutions.

Family Violence Officer

Our Family Violence Officer (FVO) supports people who have a legal problem and are dealing with family violence. Our FVO is able to:

- Work with clients to prioritise their safety
- Support clients to complete required tasks to progress their matter
- Work holistically with clients to identify and help them with non-legal problems
- Support clients with their matter in court

Outreach and Maintaining Key Relationships

Our officers work to establish and maintain good relationships with a range of organisations and agencies. This is to ensure we are able to provide warm referrals for clients in an expedient manner, and to ensure that clients of other organisations are referred to Legal Aid when they have a legal problem.

Legal Information Sessions

Our Officers will assist with planning and delivering legal information sessions to people from a CALD background and Aboriginal and Torres Strait Islander groups in the ACT. We can help your community become aware of legal issues and the types of legal assistance available.

Migration Clinic

Legal Aid ACT has partnered with ANU Migration Agents to assist people with migration problems. The Migration Law Clinic operates each Thursday at Legal Aid. This service is provided by **appointment**, and are often booked well in advance. If you are an agency and would like to refer a client, please email: migration@legalaidACT.org.au.

Community Legal Education

Community Legal Education (CLE) is the delivery of legal information through forums, seminars, workshops, information sessions and publications to help members of the community, especially those who are vulnerable or disadvantaged understand legal issues and take appropriate action to resolve those issues.

Contacts

Cultural Liaison Officers

Zouheir Dalati

Zouheir.Dalati@LegalaidACT.org.au or 6243 3410

Engy Abdelsalam

Engy.Abdelsalam@legalaidACT.org.au or 6243 3401

Aboriginal Liaison Officers

Bryanna Smith

Bryanna.Smith@legalaidACT.org.au or 6243 3427

Teletha Elemes

teletha.elemes@legalaidact.org.au or 6243 3411

Family Violence Officer

Yasmin Elferkh

Yasmin.elferkh@legalaidact.org.au or 6173 5413

Migration Clinic

Migration@legalaidACT.org.au or 02 6243 3446

Community Legal Education

Carol Benda

Carol.Benda@legalaidACT.org.au or 6243 3463