

Legal Aid ACT



Get ready for your appointment

Legal Aid ACT



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.

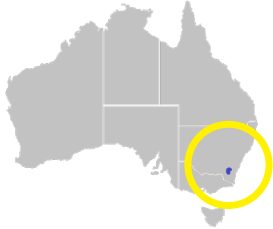


Contact information is at the end of this book.

About this book

Legal Aid ACT

This book is from Legal Aid ACT.



We help people in Canberra with **legal problems.**



A legal problem is a problem with the law.



This book is about your appointment with a lawyer.

What problems can we help you with?



Your problem might be about

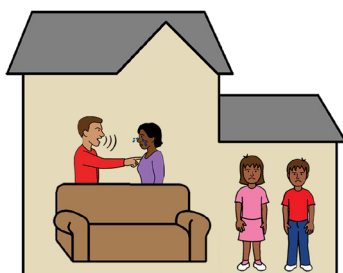
- your money



- your home



- the police



- **family violence.**

Family violence is when someone hurts another person in their family.

How can a lawyer help you?

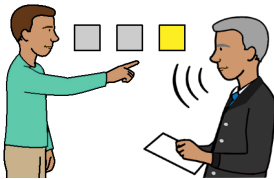


A lawyer can give you **legal advice**.



Legal advice is when someone helps you

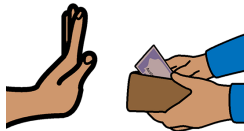
- understand the law



- decide what to do next.



We can find a lawyer for you.



Our service is free.

What happens at the appointment?



You can meet the lawyer

- on the phone

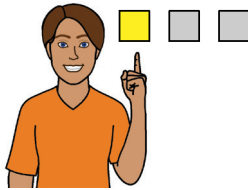
or



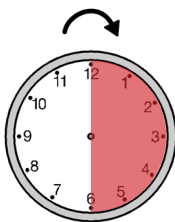
- at our office.



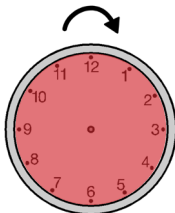
The lawyer will ask you questions about your problem.



The lawyer will help you understand what you can do next.

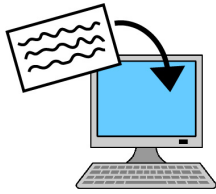


A short appointment will take 30 minutes.



If you have a big problem the appointment can take 1 hour.

If you have a phone appointment

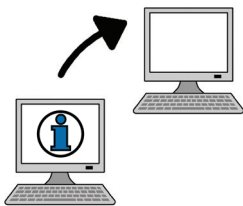


We will email you before the appointment.



You **must**

- reply to the email



- send us information we ask for.



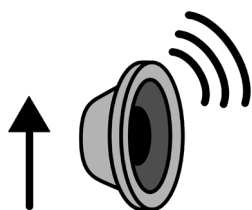
You **must** check if your phone can get calls that say **No Caller ID**.



You may need to change your phone settings.

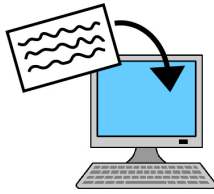


You can ask someone to help you check your phone settings.



Turn up the phone volume before the appointment so you do **not** miss our call.

If your appointment is in the office



We will email you before the appointment.



You **must** reply to the email.



If we ask you for more information in the email
you can

- email the information to us

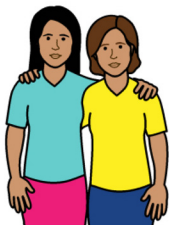
or



- bring the information to the appointment.

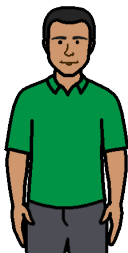


You can bring a support person to the meeting.



Your support person could be

- a family member or friend



- a support worker.

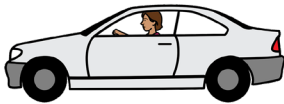
How to get to our office



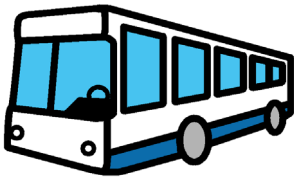
Our office is on

2 Allsop Street
Canberra ACT 2601

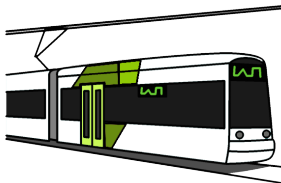
You can get to our office



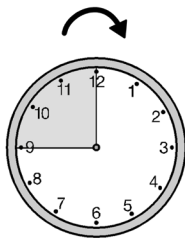
- by car



- by bus



- by tram.



Please try to arrive 10 to 15 minutes **before**
your appointment.

If you need help with English

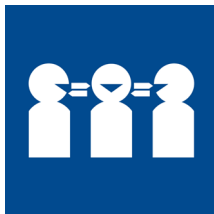


You can ask us for an **interpreter** at the start of the appointment.



An interpreter is a person who

- speaks your language
- can help us understand you
- can help you understand us.



You can use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

More information



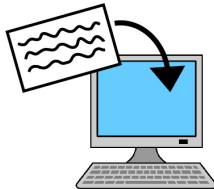
For more information contact Legal Aid ACT.



Call 1300 654 314



Website legalaidact.org.au



Email legalaid@legalaidact.org.au



If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Call 1800 555 660



Website accesshub.gov.au/nrs-helpdesk

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