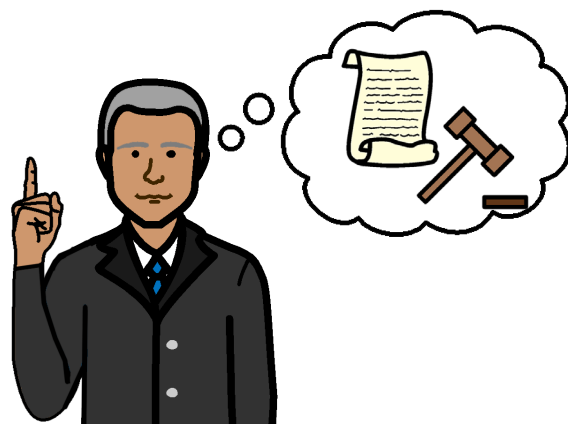


Legal Aid ACT



**How we can help
if you have a legal problem**

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.

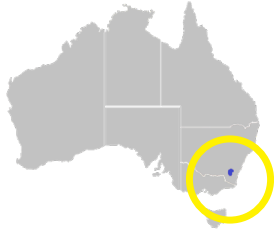


Contact information is at the end of this book.

About this book

Legal Aid ACT

This book is from Legal Aid ACT.



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

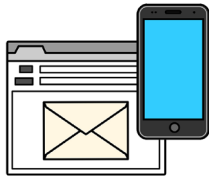


A legal problem is a problem with the law.



This book tells you

- how we can help you



- how to contact us.

What problems can we help you with?



We can help with many legal problems.



The problem might be about

- your money



- your work



- your family life



- your home



- your visa to live in Australia



- the police

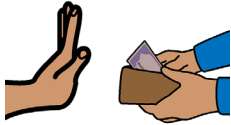


- something else.

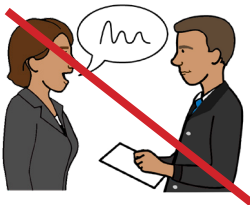
How can we help you?



You can call us if you have a legal problem.



We can help you for free.



We will **not** tell other people about your problem.

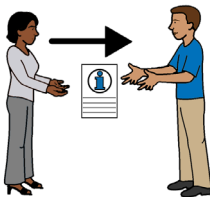


When you call, a **paralegal** will answer the phone.



A paralegal is someone who

- understands the law



- gives you some information



- knows where you can get help.



A paralegal is **not** a lawyer.

We can help you find a lawyer

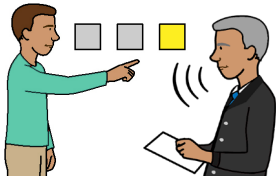


Only a lawyer can give you **legal advice** for your problem.



Legal advice is when someone helps you

- understand the law



- decide what to do next.



For example, a lawyer can help you decide if you need to go to court.



We can find a lawyer for you.

Call our helpline



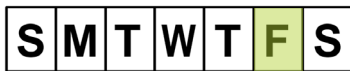
You can call our helpline for free legal help.



Call 1300 654 314



Monday to Thursday 8.30 am to 7 pm



Friday 8.30 am to 5 pm

If the helpline is busy you can leave a message.

If you leave a message you need to tell us

- your name
- your phone number
- your problem.



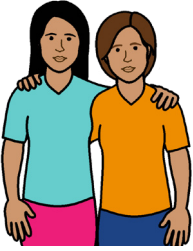
We will call you back.

People who can help you

If you want someone else to talk to us



You can ask a support person to talk to us for you.



For example, a family member or friend.



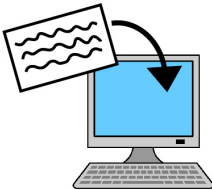
We can only talk to the person when you tell us it is ok.



You can tell us who your support person is

- on the phone

or



- in an email.

If you need help with English

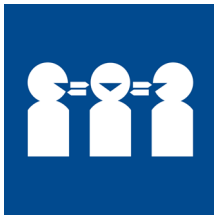


You can ask us for an **interpreter**.



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.

**National
Relay
Service**

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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