

How Can We Help You?

What We Do

Legal Aid ACT gives **FREE** legal information, referrals and initial advice to everyone in the ACT. It doesn't matter what your income is.

We also give ongoing legal assistance and representation to people who cannot afford a private lawyer. This depends on your financial circumstances and the merits of your case. Ongoing legal assistance is assessed by our client services unit through a grant of aid application.

We tell people about their legal rights and obligations to assist with their access to the justice system. If you live outside of the ACT, we can put you in touch with a legal aid service in your area.

We can also connect you with other community services if you think you need them. If we cannot help you, we will always refer you to a service that may be able to assist.

Free Legal Advice and Information

We give free initial advice and information to people in the ACT in relation to most issues. We will not ask any questions about your financial circumstances before providing this advice.

By phone

You can call the Legal Aid ACT Helpline to talk about

Legal Aid ACT

Office hours: 8:30am – 5:00pm Monday - Friday

www.legalaidact.org.au

Phone: **1300 654 314**

Phone hours: 8:30am – 7:00pm Monday –
Thursday, 8:30am – 5:00pm Friday

your legal issue. When you call the helpline, you will talk to a paralegal. They will not give legal advice over the phone, but they can provide you with basic legal information and make an appointment for you to speak to a lawyer.

If you need a translator, call the Translating and Interpreting Service on 131 450 and ask to connect to the Legal Aid Helpline on 1300 654 314.

By email

You can email the Legal Aid ACT Helpline at helpline@legalaidact.org.au for help in your matter. You will likely be called by one of our Helpline paralegals to arrange an appointment.

Drop-In

The Legal Aid office is at **2 Allsop Street, City ACT 2601**. You can come into the office and speak to someone about your legal problem in person. We can also help you fill out our application form. Our office is open from 8:30am to 5:00pm.

At Court

Legal Aid lawyers are on duty at the:

- **ACT Magistrates Court** for Criminal Law matters, Family Violence and Personal Protection Orders.
- **ACT Children's Court** for criminal law matters and care and protection matters involving children.
- **ACT Civil and Administrative Tribunal (ACAT)** for Tenancy matters.
- **Federal Circuit and Family Court of Australia** for Family Law matters.

You can go to the Courts to speak to a Legal Aid lawyer without an appointment. To find out when our duty lawyers' are present at each court, visit our website: [Duty Lawyers At Court | Legal Aid ACT](#) or call

How can we help you?

our helpline.

At our outreach locations

Our Legal Aid lawyers are available to help at lots of community organisations in the ACT. You can visit these outreach services to speak to a lawyer for free. We also attend all ACT Public Colleges during the school term to provide free and confidential legal advice to students.

Find our outreach locations here: [Lawyers at Outreach Locations | Legal Aid ACT](#)

Find information about our Colleges program here: [Lawyers at Colleges Program | Legal Aid ACT](#)

What legal problems can Legal Aid ACT give advice on?

We provide advice on a range of different legal problems:

- Care and Protection (when CYF is involved)
- Criminal law
- Debt
- Discrimination
- Employment law (for employees)
- Elder Abuse
- Family Law
- Family Violence and Personal Protection
- Guardianship
- Immigration and refugee applications
- Mental Health orders
- NDIS – National Disability Insurance Scheme
- Neighbourhood disputes
- Small business matters
- Tenancy (for tenants)

We can also give advice about other legal issues depending on the circumstances. Please get in touch

with us to find out how we can help you with your legal problem.

Our Specialist Services

Legal Aid ACT offers legal services and non-legal support services.

SPECIALIST LEGAL SERVICES

Family Violence and Personal Protection

Legal Aid ACT helps people apply for or respond to family violence and personal protection orders. We can also help people apply for workplace protection orders.

For advice, information and assistance with the application, you can talk with a lawyer at the **Legal Aid Family Violence and Personal Protection Orders Unit (DVU)**. This is located at the Magistrates Court.

Legal Aid ACT

Domestic Violence and Personal Protection Unit
ACT Magistrates Court

Monday to Friday: 9:00am to 4:00pm

www.legalaidact.org.au

Phone: **1300 654 314** or **(02) 6207 1874**

No appointment necessary!

Family Law

Legal Aid ACT helps people with family law matters, including parenting, spousal maintenance, and injunction applications.

How can we help you?

Legal Aid ACT

Family Law Duty Service
Federal Circuit and Family Court of Australia
Monday to Friday: 9:00am to 3:00pm

www.legalaidact.org.au

Phone: **1300 654 314** or **(02) 6207 1874**

No appointment necessary!

Mental Health

If you or someone you know has been detained in hospital under the *Mental Health Act 2015*, you can seek free advice and help from Legal Aid ACT. Legal Aid ACT can:

- Represent you at ACAT or at the hospital if you have a hearing for a mental health order.
- Give you advice on mental health orders.
- Help you review existing mental health orders.

Migration

Our migration clinic can assist with humanitarian visas, refugee visas and protection visas. If you have a migration question, please give our Helpline a call.

Migration Clinic - Legal Aid ACT

www.legalaidact.org.au

Phone: **1300 654 314**

Email: migration@legalaidact.org.au

Magistrates and Children's Court Duty Lawyer

A lawyer is on duty at the Magistrates and Children's Court to advise and assist people in criminal matters. You can speak to this lawyer for free.

Older Persons ACT Legal Service (OPALS)

OPALS is Legal Aid ACT's specialist legal service offering flexible legal assistance to older people aged 60 years and above. If you identify as Aboriginal or Torres Strait Islander, OPALS can assist you if you are aged 50 years and above.

OPALS can help in many situations. For example, if you have concerns about your safety, are being pressured to change your living arrangements or are being abused, threatened or bullied.

Older Persons ACT Legal Service (OPALS)

Free legal service for older people.

www.legalaidact.org.au

Phone: **1300 654 314**

Email: opals@legalaidact.org.au

Youth Law Centre

The Youth Law Centre is a free and confidential legal service for young people aged 12 to 25 years in the ACT.

Youth Law Centre (YLC)

Free legal service for young people aged 12-25

www.legalaidact.org.au

Phone: **(02) 6173 5410** or **1300 654 314**

Email: ylc@legalaidact.org.au

SUPPORT AND OTHER SERVICES

We can also offer non-legal support from our Community Liaison Unit.

They can:

- Help you communicate and understand legal words.
- Help you understand your rights.

How can we help you?

- Help you plan for Court, including applying for reasonable adjustments.
- Help you plan next steps.
- Refer to other services you think might help

The team consists of:

- Aboriginal Liaison Officers;
- Cultural Liaison Officers;
- Disability Justice Liaison Officers;
- Youth Liaison Officers;
- Mental Health Liaison Officers;
- Family Violence Support Officer; and
- Male Family Advocate.

Community Legal Education

Legal Aid ACT aims to improve the ACT community's legal knowledge by running seminars and workshops on key legal issues. If you would like one of our lawyers to run a session at your organization, please email us at:

community.education@legalaidact.org.au

Ongoing Legal Assistance

In addition to one-off assistance, Legal Aid ACT may be able to offer you ongoing assistance. If this would help you, you will need to apply for a grant of legal assistance.

For further information please see the factsheet '*Applying for a Grant of Assistance*' available on the Legal Aid ACT website.