How Legal Aid ACT Can Help You

This factsheet explains:

- What Legal Aid ACT does
- Specialist legal services
- Non legal support services

This factsheet gives general legal information. It is not legal advice.
Last reviewed on 21 August 2026.

What Legal Aid ACT Does

Legal Aid ACT gives free legal information, referrals, and advice to anyone in the ACT, no matter how much money you have.

You may be able to get ongoing legal help and representation if you cannot afford a private lawyer. This depends on your financial situation and the circumstances of your case.

We can help you understand your legal rights and responsibilities and how the legal system works.

If you live outside the ACT, Legal Aid can connect you with a legal service in the relevant state or territory.

If we cannot help you, we can refer you to another service that may be able to help. If you need more support, we can also connect you with other services.

Free Legal Advice and Information

Legal Aid ACT gives free legal advice and information for most legal problems.

You do not need to provide information about your finances to get advice.

Get Help by Phone

You can call the Legal Aid ACT Helpline to talk about your legal problem.

How Legal Aid ACT Can Help You

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

If you need an interpreter, tell the helpline or leave a voicemail and we will call you back with an interpreter on the phone.

You can call the Legal Aid Helpline on 1300 654 314 Monday – Thursday 8:30am – 7pm and Friday 8:30am – 5pm

Get Help By email

You can email the Legal Aid ACT Helpline to get help with your legal problem.

You can email Helpline@LegalAidACT.org.au

Get Help at the Legal Aid Office

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 the form for ongoing legal help.

Our office is open from 8:30am to 5:00pm.

Get Help 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 at each court, call the Legal Aid Helpline on 1300 654 314 or visit our website: Get legal help at Court | Legal Aid ACT

Get Help at our Outreach Locations

Our Legal Aid lawyers are available to help at community organisations in the ACT. You can visit these outreach

How Legal Aid ACT Can Help You

services to speak to a lawyer for free.

Find outreach locations here: Lawyers at Outreach Locations | Legal Aid ACT

Legal Aid lawyers also attend all ACT Public Colleges during the school term to provide free and confidential legal advice to students.

Find out when a lawyer is at your college here: Lawyers at Colleges Program | Legal Aid ACT

What legal problems can Legal Aid ACT help with?

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 contact 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
We can help you apply for or respond to family violence and personal protection orders.

How Legal Aid ACT Can Help You

For advice, information and assistance with Family Violence and Personal Protection Orders, 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. It is open 9am -3pm Monday to Friday.

Family Law

We can help you with family law matters, including parenting and spousal maintenance.

For advice, information and assistance with family law problems, you can attend the Family Law Duty Service, 9am-3pm Monday to Friday at the Federal Circuit and Family Court of Australia. You do not need an appointment to attend.

Mental Health

If you or someone you know has been detained in hospital under the *Mental Health Act 2015,* you can get 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

We can help with humanitarian, refugee and protection visas.

You can call the Legal Aid Helpline on 1300 654 314 to make an appointment with a migration lawyer.

Older Persons ACT Legal Service (OPALS)

OPALS is Legal Aid ACT's specialist legal service offering flexible legal assistance to older people aged 65 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.

You can call the Legal Aid Helpline on 1300 654 314 to make an appointment with an OPALS lawyer.

How Legal Aid ACT Can Help You

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.

You can call the Legal Aid Helpline on 1300 654 314 to make an appointment with the Youth Law Centre.

Support 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.
- 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 organisation, please email us at: community.education@legalaidact.org.au

Helpful contacts

Legal Aid ACT

- Phone: 1300 654 314 (Monday to Thursdays, 8.30am to 7pm, Fridays 8.30am to 5pm)
- Website: www.legalaidact.org.au