

ACT Legal Services Info Guide

** All information in this document is current as of 2 December 2024**

Legal Advice Helplines

Legal Aid Helpline

Phone: 1300 654 314

Service Hours: Mon-Thurs 8.30am-7pm, Fri 8.30am-5pm

Domestic & Family Violence

Phone: (02) 6207 1874 or 1300 654 314

Service Hours: Mon-Fri 9am-4:00pm

Aboriginal Legal Service ACT/NSW

Phone: 1800 765 767

Community Legal Services

Aboriginal Legal Service (NSW/ ACT)

Phone: 1800 765 767 (toll-free) – for all services, inc. care & protection/family law

Office/Postal Address: PO Box 434, Canberra ACT 2601

Website: www.alsnswact.org.au

Website provides an online contact form.

ALS provides info and referral, legal advice, and court representation to Aboriginal and Torres Strait Islander peoples in Canberra and Queanbeyan

ACT Pro Bono Clearing House (ACT Law Society)

Phone: (02) 6274 0300

Office Address: Level 4, 1 Farrell Place, Canberra City ACT 2601

Postal Address: GPO Box 1562, Canberra ACT 2601

Website: www.actlawsociety.asn.au/for-the-public/legal-help/clearing-house (please use the website for initial contact)

Email: pbch@actlawsociety.asn.au

This information guide is an ACT Government funded initiative.

Service Hours: Mon-Fri 9am-12:30pm

The ACT Pro Bono Clearing House matches people and organisations in genuine need of pro bono legal assistance with either a law firm or a Community Legal Centre that may be able to provide assistance. However, our members are not obliged to accept a referral, so we cannot guarantee that legal assistance will be provided in all matters that meet the eligibility criteria. The eligibility criteria and an application form can be found on the website.

ANU Students Association

Phone: (02) 6125 2444

Office Address: ANUSA, Level 2, Di Riddell Student Centre, University Ave, Acton, ACT 2601

Email: sa.admin@anu.edu.au

Website: <https://anusa.com.au/services/legal/>

Service Hours: Mon-Fri 9am-5pm (closed public holidays)

Free and confidential legal advice to all currently enrolled ANU students. All student assistance and legal appointments available by request. Contact to make an appointment.

Canberra Community Law

Phone: (02) 6218 7900

TTY: 133 677

SMS Relay: 0423 677 767

Speak & Listen: 1300 555 727

Office Address: Level 5, 10 Rudd Street, Canberra City

Email: info@canberracommunitylaw.org.au

Website: www.canberracommunitylaw.org.au

Service Hours: Mon-Fri 9am-5pm

Free legal advice information and advocacy to disadvantaged and vulnerable people in Canberra. Contact to make an appointment.

In addition to the general service listed above, Canberra Community Law provide the following specialised services:

Dhurrawang Aboriginal Human Rights Program

Legal help and representation to Aboriginal and Torres Strait Islander communities with housing, Centrelink, and race discrimination matters.

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Disability Discrimination Law

Free legal service assisting people who have experienced discrimination, as recognised in legislation.

Housing Law

Information and advocacy in Housing ACT or a community housing provider in the ACT. Public Housing Duty Lawyer on duty at the ACT Civil and Administrative Tribunal (ACAT) on Thursdays.

Nighttime Legal Advice Service

Email: NTLAS@canberracommunitylaw.org.au

Generalist legal service operating remotely only.

Telephone on a first come first served basis.

Public Housing Duty Lawyer

CCL provides a free, independent and confidential duty lawyer service at the ACT Civil and Administrative Tribunal (ACAT) each Thursday for the residential tenancy public housing list.

Social Security Law

To help people with Centrelink and Social Security who have high level of vulnerability and no supports. Offers legal and social work assessment with possibility of case management.

Socio-Legal Practice Clinic

Provides intensive social work for people over 18 years who have urgent housing, disability discrimination, and Centrelink problems, with a high level of vulnerability and no support.

Street Law

Phone: (Free Call)1800 787 529

Email: streetlaw@canberracommunitylaw.org.au

Generalist legal outreach service for people at risk or experiencing homelessness. Help also available to clients living in Queanbeyan.

Care Inc

Care Consumer Law

Phone: (02) 6143 0044

Email: clc.admin@carefcs.org

Website: www.carefcs.org/consumer-law-centre

Service Hours: Mon-Fri 9am-5pm.

A community legal centre within Care Inc. that provides free legal advice and assistance to people in the ACT about consumer and credit law, contracts, fair trading, debt, bankruptcy, insurance, and other consumer related disputes.

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Defined Benefits Information Service (DBIS) (provided by Care)

Phone: 1300 209 642

Email: dbis@carefcs.org

Website: www.carefcs.org/dbis

Service Hours: Mon-Fri 9am-5pm.

Provides the ACT's Defined Benefit Information Service in relation to the ACT's Motor Accident Injuries Scheme. Contact to make an appointment.

Domestic Violence and Personal Protection Order Unit

The Domestic Violence and Personal Protection Order Unit is located at the ACT Magistrates Court. Walk-in service only – no appointments allowed.

Environmental Defenders Office

Phone: 1800 626 239 (Freecall)

Postal Address: PO Box 1616, Canberra, ACT 2601

Email: canberra@edoact.org.au

Website: www.edoact.org.au

Service Hours: Mon-Fri 9am-5pm

Independent community legal centre specialising in environmental law. EDO lawyers provide up to 15 minutes of free legal advice on certain planning and environmental law matters.

Legal Aid ACT

Phone: (02) 6243 3411

Legal Aid Helpline: 1300 654 314

Office Address: 2 Allsop Street, Canberra ACT 2601

Postal Address: GPO Box 512, Canberra ACT 2601

Website: <http://www.legalaidact.org.au/>

Service Hours: Mon-Fri 8:30am-5pm

Free legal advice and assistance regarding legal issues in civil, criminal, and family law is available for all ACT residents. For those who are socially or economically disadvantaged. Legal representation is also available (means and merits tested). Contact to make an appointment.

In addition to the general service listed above, Legal Aid ACT provide the following specialised services:

Domestic and Family Violence Unit

Phone: (02) 6207 1874

Helpline: 1300 654 314

Email: DV@legalaidact.org.au

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Migration Clinic

Phone: 1300 654 314

TIS: 131 450 (interpretation service)

E-mail: migration@legalaidact.org.au

The Migration Clinic is a specialist service within Legal Aid ACT which can provide legal advice and information about refugee law and other immigration matters.

Older Persons ACT Legal Service (OPALS)

Phone: (02) 6243 3436

National Elder Abuse Hotline: 1800 ELDERHelp (1800 353 374)

E-mail: opals@legalaidact.org.au

The Older Persons ACT Legal Service (OPALS) is a specialist service within Legal Aid ACT which aims to provide legal assistance to older people in the Canberra Region with legal problems.

Small Business Clinic

Phone: 1300 654 314

Office Address: 2 Allsop Street, Canberra ACT 2601

E-mail: legalaid@legalaidact.org.au

Service Hours: 2pm and 5pm every Thursday.

The Small Business Clinic can provide small business operators with free information and advice regarding their business. The Small Business Clinic can give legal advice on winding down a small business, small business leases, understanding employment contracts, debts and general regulations for small business operators.

Tenancy Advisory Service (TAS)

Phone: 1300 402 512

Postal Address: GPO Box 512 Canberra ACT 2601

E-mail: TAS@legalaidact.org.au

Live chat: <https://tak.to/tasact>

Service Hours: Mon-Thurs 8.30am-7pm Fri 8.30am-5pm

Our mission is to assist and empower residential tenants and occupants of the ACT to build long-term independence and housing security by providing a wide range of services.

Youth Law Centre

Phone: (02) 6173 5410

Office Address: 2 Allsop Street, Canberra ACT 2601

Email: contact@youthlawact.org.au

Drop-in service available: 10am-4pm Mon-Fri

Free legal service for young people aged 12-25, who may need assistance or information on a range of legal matters.

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Monaro-Hume Women’s Domestic Violence Court Advocacy Service

Phone: (02) 6299 3835

Email: wvcas@molonglo.net.au

Website: www.molonglo.net.au/womens-domestic-violence-advocacy-court-service/

Service Hours: Mon-Fri 9am-5pm

Support to women in Queanbeyan & SE NSW before, during and after court obtained ADVO’s. Referrals to other services.

Women’s Legal Centre

Phone: (02) 6257 4377

Helpline: 1800 634 669

Email: admin@wlc.org.au

Postal Address: GPO Box 1726 Canberra City, ACT 2601

Website: <https://wlc.org.au>

Intake and Advice Line: Mon-Fri 9am-5pm

Provides free, confidential advice to women on legal issues.

Contact us to find out more about these and other community services in the Canberra region.

Info Line: (02) 6248 7988 (10am-4pm, Monday-Friday)

Email: info@volunteeringact.org.au

Visit: www.communityinfohub.org.au

Community Info Hub

Ground floor, Griffin Centre
20 Genge Street, Canberra 2601

Open Hours

Monday-Friday, 10am - 4pm

e info@volunteeringact.org.au

w volunteeringact.org.au

p (02) 6248 7988

Click on the map to search the ACT Community Directory



To be added or request changes to this guide please contact us on (02) 6248 7988 or info@volunteeringact.org.au

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