

## Getting help

There are a wide range of services in NSW that can help you with free or low-cost legal information, advice or assistance.

### Legal assistance with your matter

#### Legal Aid NSW

[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

Legal Aid NSW helps people in NSW with their legal problems in criminal, family and civil law matters.

Legal Aid's LawAccess NSW is a free information and referral service for people with a legal problem in NSW. **Tel:** 1300 888 529

Legal Aid also provides free legal advice for tenants who want to appeal an NCAT decision about their tenancy. Call the advice hotline on (02) 9219 5800.

#### Community Justice Centres

[www.dcj.nsw.gov.au/legal-and-justice/legal-assistance-and-representation/community-justice-centres](http://www.dcj.nsw.gov.au/legal-and-justice/legal-assistance-and-representation/community-justice-centres)

Community Justice Centres provide free and confidential services across NSW to help people prevent, manage and resolve disputes.

**Tel:** 1800 990 777

#### Home Building Advocacy Service (HoBAS)

[www.wscl.org.au/programs/home-building-advocacy-service-hobas](http://www.wscl.org.au/programs/home-building-advocacy-service-hobas)

HoBAS assists consumers in NSW who have an issue with a building contractor by providing free legal services, including legal information, referrals, advice and representation. **Tel:** (02) 8833 0994

#### Find Legal Answers

[www.legalanswers.sl.nsw.gov.au](http://www.legalanswers.sl.nsw.gov.au)

Find Legal Answers is a free online legal information resource for people living in NSW. This service is a partnership between NSW public libraries and the State Library of NSW.

#### Seniors Rights Service

[www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)

The Seniors Rights Service provides free and confidential telephone advice, aged care advocacy and support, legal advice and community information to seniors across NSW. **Tel:** 1800 424 079

#### Tenants Advice and Advocacy Services

[www.tenants.org.au](http://www.tenants.org.au)

Tenants Advice and Advocacy Services provide free information, advice and advocacy to NSW renters. Visit [www.tenants.org.au/get-advice](http://www.tenants.org.au/get-advice) to find the contact details of the service that covers your postcode or leave a message on (02) 8117 3700 for a referral.

#### Aboriginal Tenants Advice and Advocacy Services

[www.tenants.org.au/aboriginal-tenants](http://www.tenants.org.au/aboriginal-tenants)

Specialist services that provide free advice and advocacy to Aboriginal tenants living in NSW.

- **Greater Sydney Aboriginal Tenants Service** (02) 9833 3314
- **Northern NSW Aboriginal Tenants Service** 1800 248 913 or (02) 6643 4426
- **Murra Mia Southern NSW Aboriginal Tenants Service** 1800 672 185 or (02) 4472 9363
- **Murra Mia Western NSW Aboriginal Tenants Service** 1800 810 233 or (02) 6881 5700

### Other organisations that may help

#### Australian Securities and Investment Commission (ASIC)

[www.asic.gov.au](http://www.asic.gov.au)

ASIC is Australia's corporate regulator. They provide general information for companies, businesses and consumers. Search the ASIC Registers for current information on companies and business names.

**Tel:** 1300 300 630



### Housing Appeals Committee

[www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

The Housing Appeals Committee is an independent agency that deals with appeals from people who are unhappy about a decision made by a NSW social housing provider. **Tel:** 1800 629 794

### NSW Fair Trading

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

Fair Trading provides information and assistance to consumers and people with disputes about renting, home building, strata living, retirement villages and residential communities. **Tel:** 13 32 20

### NSW Health Care Complaints Commission

[www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

The Health Care Complaints Commission (HCCC) acts to protect public health and safety by dealing with complaints about health service providers in NSW. **Tel:** 1800 043 159

### NSW Ombudsman

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

The NSW Ombudsman receives and responds to complaints about NSW public authorities and community service providers funded by the NSW Government. **Tel:** 1800 451 524

### NSW Small Business Commissioner

[www.smallbusiness.nsw.gov.au](http://www.smallbusiness.nsw.gov.au)

The NSW Small Business Commissioner provides advice for small business owners and mediation services for retail tenancy disputes. **Tel:** 1300 795 534

### NSW Trustee and Guardian

[www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)

The NSW Trustee and Guardian supports people in NSW to plan for their future legal and financial decisions. NCAT may appoint the NSW Trustee and Guardian as the financial manager of a person with a decision-making disability. **Tel:** 1300 109 290

### NSW Public Guardian

[www.tag.nsw.gov.au/public-guardian](http://www.tag.nsw.gov.au/public-guardian)

The NSW Public Guardian can be appointed by NCAT to make healthcare, lifestyle and medical decisions on behalf of a person with a decision-making disability. They also provide information and support to private guardians **Tel:** 1300 109 290

### Victims Services

[www.victimsservices.justice.nsw.gov.au](http://www.victimsservices.justice.nsw.gov.au)

Victims Services provides information, referrals and programs to victims of violent crime in NSW. They are part of the Department of Communities and Justice. **Tel:** 1800 633 063

## Finding a lawyer to represent you

### Law Society of NSW

[www.lawsociety.com.au/register-of-solicitors](http://www.lawsociety.com.au/register-of-solicitors)

The Law Society of NSW provides an online directory of NSW practices and solicitors who hold a current practising certificate.

### Law Society of NSW Pro Bono Scheme

[www.lawsociety.com.au/pbs](http://www.lawsociety.com.au/pbs)

The Law Society's Pro Bono Scheme is an application-based program where eligible applicants are referred to volunteer solicitors who provide legal assistance for free or on a substantially reduced fee basis.

### Legal Assistance Referral Scheme (LARS)

[www.nswbar.asn.au/using-barristers/get-legal-assistance/legal-assistance-referral-scheme](http://www.nswbar.asn.au/using-barristers/get-legal-assistance/legal-assistance-referral-scheme)

The Legal Assistance Referral Scheme (LARS) is an initiative by the NSW Bar Association. The scheme aims to match requests for legal assistance with barristers or mediators. To access LARS, you must have a referral letter from a court or tribunal, a legal practitioner, or a community legal centre.

## Contact NCAT

**1300 006 228 | [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)**

For more information and assistance visit the NCAT website [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au) or contact NCAT on **1300 006 228**