



## Student Support Services

### Seeking Legal Aid and Advice



If you encounter any legal issues while studying in Sydney, please speak to your teacher, the counsellor or the student services manager at Australian Ideal College anytime without much delay. We are more than willing to point you in the right direction to resolve any legal issues you may have. Remember, taking early action often prevents unnecessary legal complications.

There are also many organisations that will render their professional legal aid or advice to you either free or at some charge. The following websites and contact numbers are meant to be used as references at your own discretion.

- |                                       |  |                       |
|---------------------------------------|--|-----------------------|
| 1. Legal Aid NSW Online               | <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a> | (Refer to Pages 1 -3) |
| 2. Australian Community Legal Service | <a href="http://www.acls.org.au">www.acls.org.au</a>                 | (Refer to Page 4)     |

**IMPORTANT:** If you need an interpreter who can speak your mother tongue, please call Interpreting Service for help at 131 450.

#### 1. Legal Aid NSW Online ([www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au))

On this site you will find information about the services and other useful information to help you solve your legal problems. **Free legal advice can be obtained from the Legal Aid Telephone service on 1300 888 529 or visit a Legal Aid office.**

##### How they can assist you:

Legal Aid provides a range of services to people who need advice, assistance and representation, and who qualify for legal aid.

##### Services available at Legal Aid NSW:

- (A) **Help over the phone** (see page 2 for more details)  
Call **1300 888 529** – LawAccess Online.
- (B) **Legal advice** (see page 3 for more details)  
Face-to-face advice is free.
- (C) **Getting a lawyer** (see page 3 for more details)  
They can provide a lawyer for your case.





**(D) Applying for legal aid**

They can advise you on How to apply for a grant of legal aid.

**(E) Help at the local court**

Advice on the day or before a hearing.

**(F) Specialist services**

Services for particular groups in the community.

Legal Aid has a central office in Sydney. To make an appointment on other matters or at another location, contact your nearest office.

**Legal Aid Head Office (Central Sydney)**

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

Ground Floor  
323 Castlereagh Street  
SYDNEY NSW 2000

PO Box: K847  
Haymarket 1238  
DX 5 SYDNEY

Tel: (02) 9219 5000  
Fax: (02) 9219 5935  
TTY: (02) 9219 5126

To locate the actual location on a map, please visit  
[www.whereis.com.au](http://www.whereis.com.au) or [www.maps.google.com.au](http://www.maps.google.com.au)

## 1 (A). Help Over the Phone from Legal Aid NSW Online

**(A) Phone help for everyone**

**(Telephone 1300 888 529 or 1300 889 529 TTY)**

LawAccess NSW is a NSW-wide **telephone** information, referral and advice service open from **9am to 5pm Monday to Friday**. All calls are answered by information officers who can explain:

- legal aid policies and services
- how to apply for legal aid
- how to get help with your legal problem

LawAccess also gives referrals to other services and will answer simple legal questions.

Family and civil law advice is available from LawAccess lawyers if a caller can't get into a legal aid office because of the following reasons:

- disability
- distance
- severe disadvantage
- the matter is considered urgent.



**(B) HotLine for young people**

**(Telephone 1800 10 18 10)**

Legal Aid has a toll free telephone service for **children and young people under 18**, called the **Legal Aid Youth HotLine**. Experienced criminal lawyers with expertise in juvenile justice, provide legal advice to young people who have committed or are suspected of committing an offence. The service operates from Monday to Friday: 9 am - midnight, Weekends and public holidays 24 hours service (9am Friday to midnight Sunday night).

## 1 (B). Free Legal Advice

To get **telephone advice or information**, call the LawAccess NSW legal help line on **1300 888 529** (cost of a local call from within NSW).

If you then still need **face-to-face legal advice**, call your closest Legal Aid office and make an appointment to see a lawyer. Legal advice is **not** means tested and you do **not** need to apply for a grant of legal aid to get **free legal advice**. Advice is usually limited to about 20 minutes.



Family law advice is available without an appointment at the head office in Sydney. Parramatta office has clinic days for family law advice on Monday, Wednesday and Friday between 9.30am - 12.30pm and 2pm - 4pm.

To make an appointment on other matters or at another location, call your nearest Legal Aid office. If you need more than legal advice, they may provide a lawyer to help with your case.

## 1 (C). Getting a Lawyer



If you need more than legal advice, Legal Aid NSW may provide a lawyer to help with your case. This is called being granted legal aid. If you are granted legal aid, you may be helped by a legal aid lawyer or, in some cases, a private lawyer.

LEGAL AID NSW can help you with most areas of law, including:

- family law and de facto relationships
- child support
- criminal law
- children, criminal law
- consumer issues
- tenancy, caravan park and retirement village disputes
- domestic violence
- child welfare
- refugee applications
- disputes with government departments (such as social security)
- discrimination and civil liberties
- protected estate matters
- mental health and guardianship matters
- veterans' pension appeals
- public interest environmental matters
- prisoners
- separate representatives for children in Family Court matters
- public interest coronial inquests.

Legal aid can be granted to children and other people at special disadvantage in an even wider range of matters. For more information, please visit [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

## 2. Australian Community Legal Service (www.acls.org.au)

The Australian Community Legal Service is a NSW not-for-profit, community-based organisation and it provides legal advice via a free call advice line operating from 8:30am to 5:30pm Monday to Friday.



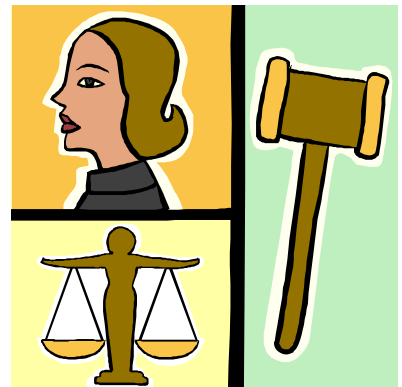
The advice hotline is staffed by volunteer solicitors, paralegals and support staff and they aim to address legal queries in a timely manner at the convenience of the caller. No appointments or pre-arranged scheduling are required. Its vision is to allow any member of the community requiring advice or assistance to pick up their telephone and obtain the advice they require instantly from their qualified staff.

**NSW Free Legal Advice Hotline: 1800 22 88 91 (free call)  
Monday- Saturday**

**Postal Address: PO Box Q789 QVB NSW 1230**

So, give them a call if you need:

- Legal questions answered by our volunteer solicitors and legally qualified consultants
- Advice regarding your legal rights and entitlements
- Options to resolve your legal dispute
- Help finding expert legal representation in your local area
- Help negotiating affordable agreements with solicitors including “no win, no fee” arrangements or no up front costs - if required
- A helping hand to point you in the right direction
- Fast and friendly help or advice for any legal matter



Note that any agreements into which you enter with Australian Ideal College do not remove your right to take action under Australia’s consumer protection laws. Should a dispute arise which cannot be resolved through the Complaints and Appeals Policy and Procedures, the College will assist you to access appropriate legal representation.