

Can I get an interpreter?

You can get an interpreter. When you call us, ask for an interpreter in the language you speak. If you have an appointment at a Victoria Legal Aid office, ask us to get an interpreter for you.

You can also ring the [Translating and Interpreting Service on 131 450](#) and ask to be put through to Victoria Legal Aid.

Where can I get more legal information?

More information is on our website at www.legalaid.vic.gov.au

We also have a range of free booklets in English and other languages. You can get the booklets on our website or at any Victoria Legal Aid office.

About our services

We can help you with legal problems about criminal matters, family breakdown, family violence, child support, immigration, social security, mental health, discrimination, guardianship and administration, tenancy, debt and traffic offences.

Our free legal services include:

- information over the phone
- seminars and workshops
- advice at most courts and tribunals, or by appointment.

If you want ongoing help from a lawyer, you can apply for a grant of legal assistance. Getting a grant will depend on your financial situation and your legal problem. You can use a grant to:

- pay a lawyer to help reach agreement or speak for you in court
- go to our family dispute resolution service.

Call us to find out how we can help you.

Our Legal Information Service

Open Monday to Friday, 8.45 am to 5.15 pm

Telephone 9269 0120 or country callers 1800 677 402



Contact us for free information about the law and how we can help you.

You can speak to someone in English or other languages.

Our offices

Open Monday to Friday, 8.45 am to 5.15 pm

Bairnsdale	5153 1975
Ballarat	5329 6222
Bendigo	5448 2333
	Toll free 1800 254 500
Broadmeadows	9302 8777
Dandenong	9767 7111
Frankston	9784 5222
Geelong	5226 5666
	Toll free 1800 196 200
Horsham	5381 6000
	Toll free 1800 177 638
Melbourne	9269 0120
Morwell	5134 8055
Preston	9416 6444
Ringwood	9259 5444
Shepparton	5823 6200
Sunshine	9300 5333
Warrnambool	5559 7222

All offices are accessible to people with a disability.

Our public law library

Open Monday to Friday, 9 am to 5 pm
350 Queen Street, Melbourne

Our website

www.legalaid.vic.gov.au

Human Rights & Civil Law Service

Victoria Legal Aid

 **Victoria
Legal Aid**
Lawyers And
Legal Services

What is the Human Rights & Civil Law Service?

The Human Rights & Civil Law Service helps people with civil and administrative law issues that affect human rights and social justice. It is part of Victoria Legal Aid (VLA).

How can we help you?

We have expert lawyers who give free, confidential, independent legal help in the following areas:

- **Debt** – if you want to know about your legal rights and obligations about recovering debt.
- **Infringement notices** – if you want to apply to have an on-the-spot fine cancelled because you are mentally ill, intellectually or physically disabled, addicted to drugs, alcohol or volatile substances or you are homeless.
- **Refugee and immigration** – if you wish to apply for a protection visa, or need information about immigration and appeal matters.
- **Guardianship & administration** – if you disagree with the appointment of an administrator or guardian and want to apply to the Victorian Civil and Administrative Tribunal to change it.
- **Mental health** – if you have a mental illness and need legal help or a lawyer to represent you at the Mental Health Review Board.
- **Centrelink** – if you disagree with a Centrelink decision.
- **Anti-discrimination** – if you are the victim of discrimination and need a lawyer to represent you at the Equal Opportunity Commission, Human Rights and Equal Opportunity Commission, Victorian Civil and Administrative Tribunal or Federal Magistrates Court.
- **Tenancy** – if you are in conflict with your landlord or the Office of Housing.

- **Veterans' Affairs** – if you have been a member of the Australian defence forces, and you or your family need help to get your correct entitlements.
- **Victims of crime** – if you have been a victim of a crime and want to make a claim for compensation.

How can I get legal advice?

You can call us for free legal advice from 9 am to 5 pm, Monday to Friday, on 9269 0120 or 1800 677 402 (country callers).

We can make a clinic appointment for you to talk to a lawyer if you need detailed advice. We can help you with general civil law matters, as well as:

- Centrelink issues
- refugee issues
- immigration
- anti-discrimination.

We give priority for appointments to people who:

- have a mental illness or intellectual disability
- speak English as a second language
- are likely to lose their home
- are under 18 years.

If VLA has already helped someone involved in your case, we may only be able to give you general information. We may also be able to refer you to another lawyer or organisation.

Human Rights & Civil Law Service

Victoria Legal Aid

If I have an appointment, what do I bring?

To help us give you the best advice, bring all relevant documents, plus your:

- health care card
- financial information
- passport and immigration documents (if relevant).

How can I get help at court?

We have lawyers at the:

- Victorian Civil Administrative Tribunal
- Melbourne metropolitan psychiatric inpatient services
- Melbourne Magistrates' Court – judgment debt recovery service and fines (special circumstances)
- Federal Magistrates Court – migration list
- Administrative Appeals Tribunal.

It is their job to give free legal advice to people on the day of their court hearing if they do not have a lawyer.

Unfortunately we cannot help everyone. Our lawyers will help people in jail and people with serious cases first. Ask the staff at the court, tribunal or hospital if a duty lawyer is available.

How can I get help to pay for a lawyer?

To get money to pay for a lawyer we can help you apply to VLA for a grant of legal assistance. The grant money may cover some or all of your legal costs. Call us if you need help to apply for a grant.