

# List of Legal Assistance in Australian States & Territories



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## Legal Aid

Legal Aid give legal help to financially disadvantaged people about criminal, family and civil law matters. Their services include: online legal information and publications; legal advice—if you meet our eligibility criteria; help in court by a duty lawyer or by a lawyer who is running your case; lawyer assisted dispute resolution (mediation) in family law matters; community legal education; and referrals to other organisations who may be able to help you. Their legal information, publications, advice, duty lawyer, community legal education and referral services are free.

- **Australian Capital Territory**  
www.legalaidact.org.au Call 1300 654 314 (Monday to Friday 9am–4pm)
- **New South Wales**  
www.legalaid.nsw.gov.au Call 1300 888 529 (Monday to Friday 9am – 5pm)
- **Victoria**  
www.legalaid.vic.gov.au Call 1300 792 387 (Monday to Friday 8am – 6pm)
- **Queensland**  
www.legalaid.qld.gov.au Call 1300 651 188 (Monday to Friday 8:30am – 5pm)
- **Northern Territory**  
www.legalaid.nt.gov.au Call 1800 019 343 (Monday to Friday 8am – 4:30pm)
- **Western Australia**  
www.legalaid.wa.gov.au Call 1300 650 579 (Monday to Friday 9am – 4pm W.A standard time)
- **South Australia**  
www.lsc.sa.gov.au Call 1300 366 424 (Monday to Friday 9am – 4:30pm)
- **Tasmania**  
www.legalaid.tas.gov.au Call 1300 366 611 (Monday to Friday 9am – 5pm)

## Pro Bono Referral Schemes

“Pro bono” comes from the Latin phrase “pro bono publico” which means “for the public good”. In the legal context it generally means the provision of legal services on a free or significantly reduced fee basis, with no expectation of a commercial return.<sup>1</sup>

- **Australian Pro Bono Centre**  
www.probonocentre.org.au Call (02) 9385 7381 (Monday to Friday 9.30am - 5.00pm)
- **LawAccess** Call 1300 888 529

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<sup>1</sup> ‘What is pro bono?’ Australian Pro Bono Centre, (2018), <<https://www.probonocentre.org.au/information-on-pro-bono/definition/>>.

## Women's Legal Service

Women's Legal Services provides a range of legal support services to Australian women in crisis or those facing disadvantage. Their goals are: i) educate women to know their legal rights; ii) support women in gaining equitable access to information, advice and advocacy; iii) assist women to achieve fair outcomes; and iv) empower women to make informed legal choices.

### - Australian Capital Territory

[www.womenslegalact.org](http://www.womenslegalact.org) Call (02) 6257 4377 or 1800 634 669 (Mon to Fri 9.30am to 12.00 noon)

### - New South Wales

Women's Legal Advice Line Call (02) 8745 6988 or 1800 801 501

Domestic Violence Legal Advice Line Call (02) 8745 6999 or 1800 810 784

Care and Protection Legal Advice Line Call (02) 8745 6908

Working Women's Legal Service Call (02) 8745 6954

### - Victoria

[www.womenslegal.org.au](http://www.womenslegal.org.au) Call (03) 8622 0600 or 1800 133 302 (Tues or Thurs 5:30 pm – 7:30 pm)

[www.lacw.com.au](http://www.lacw.com.au) Call (03) 9448 8930 (Monday to Friday 9:00am - 5:00pm)

### - Queensland

[www.wlsq.org.au](http://www.wlsq.org.au) Call 1800 957 957 (Monday to Friday 9:00 am - 3:00 pm)

[www.nqwls.com.au](http://www.nqwls.com.au) Call 1800 244 504 (Monday to Thursday 9.00am -1.00pm)

### - Northern Territory

[www.tewls.org.au](http://www.tewls.org.au) Call 1800 234 441 (Monday to Friday 8:30am - 4:30pm)

[www.kwils.com.au](http://www.kwils.com.au) Call 1800 620 108 (Monday to Friday 8.30am - 4.30pm)

[www.cawls.org.au](http://www.cawls.org.au) Call 1800 684 055 (Monday to Friday 8.30am - 5.00pm)

### - Western Australia (Western Standard Time)

[www.wlswa.org.au](http://www.wlswa.org.au) Call (08) 9272 8800 or 1800 625 122 (Monday to Friday 9:30am - 4:00pm)

[www.raw.org.au](http://www.raw.org.au) Call (08) 9938 0600 (Geraldton Office) or 0491 206 480 (Carnarvon Office)

### - South Australia

[www.wlssa.org.au](http://www.wlssa.org.au) Call 1800 816 349 (Monday to Friday 10.00am - 4.00pm)

### Tasmania

[www.womenslegaltas.org.au](http://www.womenslegaltas.org.au) Call 1800 682 468 (Monday to Friday - except Wednesday)  
(10:00am to 2:30pm, and 1:30pm-3:30pm)

## Indigenous Legal Services

Australian Indigenous Legal Services are state-wide organisations which supports Aboriginal and Torres Strait Islanders. They are committed to fostering a culture of recognition, respect and justice by assisting people with community education, early intervention and legal advocacy. The following services acknowledges the traditional owners of the lands on which we live & work, and pay their respects to the Elders both past, present and emerging.

- **Australian Capital Territory**

[www.alsnswact.org.au](http://www.alsnswact.org.au) Call 1800 733 233 (regarding Care, Protection and Family Matters)

[www.justice.act.gov.au](http://www.justice.act.gov.au) (Aboriginal and Torres Strait Islander Justice Affairs)

- **New South Wales**

[www.alsnswact.org.au](http://www.alsnswact.org.au) Call 1800 733 233 (regarding Care, Protection and Family Matters)

- **Victoria**

[www.vals.org.au](http://www.vals.org.au) Call 1800 064 865

- **Queensland**

[www.atsils.org.au](http://www.atsils.org.au) Call 1800 012 255

- **Northern Territory**

[www.naaja.org.au](http://www.naaja.org.au) Call 1800 898 251 (Darwin)  
1800 321 201 (Throughcare)  
1800 897 728 (Katherine)  
1800 636 079 (Alice Springs)

- **Western Australia**

[www.als.org.au](http://www.als.org.au) Call 1800 469 246

[www.raw.org.au](http://www.raw.org.au) Call (08) 9938 0600 (Geraldton Office) or 0491 206 480 (Carnarvon Office)

[www.communitylaw.net/scales-1](http://www.communitylaw.net/scales-1) Call (08) 9550 0400 (Rockingham Office)

- **South Australia**

<https://www.alrm.org.au> Call 1800 643 222 (South Australia Only)

- **Tasmania**

[www.tacls.org.au](http://www.tacls.org.au) Call 1800 064 865 (choose option 1)

## Law Societies in Australia

- **Australian Capital Territory**  
[www.actlawsociety.asn.au](http://www.actlawsociety.asn.au) Call (02) 6274 0300 (Monday to Friday 12.30pm - 2pm)
- **New South Wales**  
[www.lawsociety.com.au](http://www.lawsociety.com.au) Call (02) 9926 0333 (Monday to Friday 9:00am – 5:00pm)
- **Victoria**  
[www.liv.asn.au](http://www.liv.asn.au) Call (03) 9607 9311 (Monday to Friday 9:00am – 5:00pm)
- **Queensland**  
[www.qls.com.au](http://www.qls.com.au) Call 1300 367 757 (Monday to Friday 8:30am – 5:00pm)
- **Northern Territory**  
[www.lawsocietynt.asn.au](http://www.lawsocietynt.asn.au) Call (08) 8981 5104 (Monday to Friday 8:30am – 5:00pm)
- **Western Australia**  
[www.lawsocietywa.asn.au](http://www.lawsocietywa.asn.au) Call (08) 9324 8600 (Monday to Friday 8:30am – 5:00pm)
- **South Australia**  
[www.lawsocietysa.asn.au](http://www.lawsocietysa.asn.au) Call (08) 8229 0200 (Monday to Friday 9:00am – 5:00pm)
- **Tasmania**  
[www.lst.org.au](http://www.lst.org.au) Call (03) 6234 4133 (Monday to Friday 9:00am – 5:00pm)

## Websites – Further Legal Help and Information

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

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

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

[www.legaladvice.com.au](http://www.legaladvice.com.au) (free enquiry service)

[www.yla.org.au](http://www.yla.org.au) - Youth (under 25 years – free service)

[www.embassypages.com/australia](http://www.embassypages.com/australia)

[www.dfat.gov.au/about-us/foreign-embassies](http://www.dfat.gov.au/about-us/foreign-embassies)

[www.internet-relay.nrscall.gov.au](http://www.internet-relay.nrscall.gov.au) - Hearing Impaired Services

[www.tisnational.gov.au](http://www.tisnational.gov.au) - Translation Services (Call 13 14 50)

## Making a Complaint Against Cults and High Demand Groups

In a cult-like environment that has a network of control-mechanisms over its members, abuses can occur and easily continue. If you feel your rights or privileges have been violated, or the perpetrator has been deceptive and manipulative, you must make a complaint. A complaint will raise the awareness of authorities about the cult group's inappropriate and/or illegal practices. It can lead to investigation or inspection regarding abuses and thus apply some long-missing scrutiny to the practices of these groups.<sup>2</sup> Appropriate authorities in Australia will be able to assist with the following areas of concern:

### **1. Criminal acts conducted by Cult members, by the Cult organisation, or occurring at the Cult site**

Criminal acts include such things as theft, abduction, false imprisonment, embezzlement, assault, child assault, sexual assault, threats of violence, extortion and conspiracy. Reports of criminal acts should be taken to the Police who will investigate and prosecute if the evidence allows that. Other actions such as a Restraining Order can be implemented.

### **2. Misconduct by Registered Therapists working at or for the Cult**

If you believe a registered therapist has offended against ethical or professional standards, these complaints can be taken to the Australian Health Practitioner Regulation Agency (A.H.P.R.A), the Psychotherapy and Counselling Federation of Australia (P.A.C.F.A), the Australian Counselling Association (A.C.A), the Australian Natural Therapists Association (A.N.T.A), Association of Massage Therapists (A.M.T), or the relevant professional association.

### **3. Misconduct by Unregistered Therapists working at or for the Cult**

If you think a therapist acted unethically or unprofessionally and the therapist is not a registered professional, you can still take a complaint to the above bodies for advice.

### **4. Unsafe or Misrepresented Products promoted by the Cult**

If you have a complaint about a product that was unsafe or misrepresented to you, you can complain to the State or Territories' Office of Fair Trading or equivalent state authority.

### **5. General Loss due to Negligence or Harmful Practices due to the Cult's practises**

If you wish to make a legal claim for damages, these can be made through a solicitor by taking a civil action. This path can be costly, but some lawyers will undertake a firm case on a 'no-win no-payment' basis. These cases can get prolonged and complicated due to tactics of an abusive and well-funded defendant.

### **6. Harassment, Discrimination or Bullying in the Cult's Workplace**

Complaints must be made directly by the person affected or with their direct consent. These complaints about harassment, discrimination and/or bullying in the cult group's workplace can be taken to SafeWork, the Fair Work Ombudsman, The Human Rights Commission or the Union if the worker is a member.

### **7. Unsafe or Harmful Practices in the Cult's Workplace**

A person can make a complaint about unsafe or harmful practices in the cult group's workplace to the above bodies regarding the incident.

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<sup>2</sup> 'Making complaints against cults and high demand groups', *Cult Information and Family Support Inc.*, (July 2016), <[www.cifs.org.au/complaint.php](http://www.cifs.org.au/complaint.php)>.

## Guide for Writing a Witness Statement

A statement is a written outline of the facts of your legal case. Statements from you, as an applicant or respondent, and any other witnesses will form the evidence you intend to rely on to support your case at a court hearing.<sup>3</sup>

### Witness Statement Checklist

1. Statements should preferably be typed and each page numbered. It should be headed with the application number, parties' names and the name of the witness.
2. Each separate event or fact should have its own numbered paragraph. This will help the parties and the tribunal refer to your material.
3. Your statement should relate closely to the issues set out in the application, response and/or counter-application, and be in chronological order of events.
4. Only provide information about which YOU have personal knowledge. If you want to provide information someone else has given or knows, then they should write a separate statement.
5. Some information can only be accepted if provided by experts e.g. psychologists, building inspectors, police detectives.
6. You may need to go into detail for complex matters.
7. You may be asked to provide signed statements from each of your witnesses as evidence to prove your case.
8. The witnesses should have personal knowledge of the issues in dispute and/or may have particular expertise in those issues in dispute.
9. The witnesses who provide statements are required to be available to attend the hearing, but may not actually be required to participate in the hearing.
10. If required they may be subjected to cross-examination under oath, unless the other party accepts the contents of their statement. (Cross-examination involves the other party asking the witness questions about the contents of their statement and any other relevant issues).
11. If you are unable to get a witness to sign a statement you may have to contact your lawyer to arrange for a 'Notice to Attend' to be issued to that person, so they will be compelled to attend at the hearing and give evidence.
12. If your statement refers to attached documents each attachment should be numbered. You must refer to each attachment in your statement and explain why each attachment is relevant to the case.<sup>4</sup>

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<sup>3</sup> 'Preparing Statements', *The Queensland Civil and Administrative Tribunal*, (December 2014), <[https://www.qcat.qld.gov.au/\\_\\_data/assets/pdf\\_file/0010/335467/Preparing-statements.pdf](https://www.qcat.qld.gov.au/__data/assets/pdf_file/0010/335467/Preparing-statements.pdf), p1.>.

<sup>4</sup> Ibid.

## Bibliography

'Making complaints against cults and high demand groups', *Cult Information and Family Support Inc.*, (July 2016), <[www.cifs.org.au/complaint.php](http://www.cifs.org.au/complaint.php)>.

'Preparing Statements', *The Queensland Civil and Administrative Tribunal*, (December 2014), <[https://www.qcat.qld.gov.au/\\_\\_data/assets/pdf\\_file/0010/335467/Preparing-statements.pdf](https://www.qcat.qld.gov.au/__data/assets/pdf_file/0010/335467/Preparing-statements.pdf)>

'What is pro bono?' *Australian Pro Bono Centre*, (2018), <<https://www.probonocentre.org.au/information-on-pro-bono/definition/>>