

Overview

Many free legal services offer secondary consultations or worker's advice lines where you can get specific information for your client. Some of these services are only open for part of each day or part of the week. Some will answer immediately, and some offer a call back service.

General worker's advice lines

Barwon Community Legal Service

☎ 1300 430 599

✉ bcls@barwoncls.org.au

🌐 barwoncommunitylegal.org.au/what-we-can-help-with/

Victoria Legal Aid may provide legal information, but cannot provide advice without the client present. Call the below number, and select option 4

☎ 1300 792 387

🌐 legalaid.vic.gov.au

Specific areas of law

Tenancy

Tenants Victoria offer free advice or support for workers at not-for-profit organisations assisting people who rent in Victoria

☎ 9411 1444

🕒 Monday to Friday 9am-1:30pm

✉ admin@tenantsvic.org.au (with subject line 'Organisation enquiry')

🌐 tenantsvic.org.au/contact-us/

Social Security

Social Security Rights Victoria have a worker's helpline available

☎ 9481 0655

☎ 0429 450 346 *During COVID-19 remote servicing

🕒 Monday to Friday 9am-5pm

🌐 ssrv.org.au

Financial Rights

Financial Rights Legal Centre provide a range of services in relation to financial matters, including insurance law

☎ 1800 844 949

☎ 1300 663 464 *Insurance Law Service

🕒 Monday to Friday 10am-1pm

🌐 financialrights.org.au

Consumer Law

The **Consumer Action Law Centre** have a worker advice line that can provide legal information, build on your knowledge of consumer law, and make further referrals if necessary

☎ 9602 3326

🕒 Monday to Friday 10am-1pm, 2pm-5pm

🌐 consumeraction.org.au/my-client-needs-help/

Family law and separation

Family Relationships Online, an Australian Government initiative, has an advice line that can provide information and advice in relation to family law and separation issues

☎ 1800 050 321

🕒 Monday to Friday 8am-8pm, Saturday 10am-4pm

🌐 familyrelationships.gov.au/talk-someone/advice-line/



Powers of Attorney and Guardianship

The **Office of the Public Advocate** offer an advice service which operates Monday to Friday between 9am and 4:45pm

☎ 1300 309 337

🕒 Monday to Friday 9am-4:45pm

🌐 publicadvocate.vic.gov.au

Seniors Rights Victoria also provide assistance and guidance, along with some helpful resources on their website, if your client is facing elder abuse or other age-related issues

☎ 1300 368 821

🕒 Monday to Friday 10am-5pm

🌐 seniorsrights.org.au/get-help/

