

Getting help

NCAT staff can provide you with information about Tribunal procedures, but they cannot give you legal advice. There are a wide range of services in NSW that can help you with free or low cost legal information, advice or assistance.

Australian Securities and Investment Commission (ASIC)

www.asic.gov.au

ASIC is Australia's corporate regulator. They provide general information and advice for companies, businesses and consumers. Search the ASIC Registers for current information on companies and business names. **Tel:** 1300 300 630

Community Legal Centres NSW

www.clcnsw.org.au

Independent community organisations that provide information, advice and referrals on legal matters, and representation in targeted areas of law. Visit the website to search for your nearest community legal centre.

Community Justice Centres

www.cjc.justice.nsw.gov.au

Community Justice Centres provide free mediation services to help people reach an agreement on a wide range of disputes. **Tel:** 1800 990 777

Find Legal Answers

www.legalanswers.sl.nsw.gov.au

Find Legal Answers is a free online legal information resource for people living in NSW. This service is co-ordinated by the State Library of NSW.

Home Building Advocacy Service

www.wscl.org.au

Home building dispute service run by Western Sydney Community Legal Centre for home owners who have already attempted to resolve their matter through NSW Fair Trading. **Tel:** (02) 8833 0994

Housing Appeals Committee

www.hac.nsw.gov.au

An independent appeals agency that reviews certain decisions made by NSW social housing providers. **Tel:** 1800 629 794

LawAccess NSW

www.lawaccess.nsw.gov.au

LawAccess NSW provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW. **Tel:** 1300 888 529

Legal Aid NSW

www.legalaid.nsw.gov.au

Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law. Call LawAccess NSW on 1300 888 529 for more information.

Legal Aid's [Tenancy Appeals Advice Line](#) provides free legal advice about an appeal of an NCAT tenancy decision. Call the advice hotline on (02) 9219 5800.

Legal Aid NSW duty lawyers provide a weekly advice service on discrimination matters. Call NCAT on 1300 006 228 to make an appointment.

NSW Aboriginal Tenants Advice and Advocacy Services

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
- **Southern NSW Aboriginal Tenants Service – Murra Mia** 1800 672 185 or (02) 4472 9363
- **Western NSW Aboriginal Tenants Service** (02) 6881 5700

NSW Fair Trading

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

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

The NSW Ombudsman investigates complaints relating to the public sector and the provision of community services in NSW. **Tel:** 1800 451 524

NSW Small Business Commissioner

www.smallbusiness.nsw.gov.au

The NSW Small Business Commissioner provides advice for small business owners and mediation services for retail tenancy disputes.

NSW Trustee and Guardian

www.tag.nsw.gov.au

The NSW Trustee and Guardian is a state government agency that supports the people of NSW to plan for their future legal, health 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

Public Guardian

www.tag.nsw.gov.au/public-guardian

NCAT may appoint the Public Guardian as the guardian of a person with a decision making disability. They also provide information and support to private guardians **Tel:** 1300 109 290

Seniors Rights Service

www.seniorsrightsservice.org.au

The Seniors Rights Service is a community legal centre that provides advocacy, advice and education to older people in NSW. **Tel:** 1800 424 079

Tenants Advice and Advocacy Services

www.tenants.org.au

Tenants Advice and Advocacy Services provide free information and advice to tenants, boarders and lodgers, and residential community residents. Visit 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.

Victims Services

www.victimsservices.justice.nsw.gov.au

Victims Services is part of the Department of Communities and Justice and provides support services and access to counselling and financial assistance to victims of violent crime in NSW. **Tel:** 1800 633 063

Finding a lawyer to represent you

Law Society of NSW

www.lawsociety.com.au

The Law Society of NSW provides an online search to help you find a qualified lawyer suitable for your needs. You will need to pay fees for the lawyer.

Tel: (02) 9926 0300

Law Society of NSW Pro Bono Scheme

www.lawsociety.com.au/for-the-public/pro-bono-scheme

The Law Society's Pro Bono Scheme refers eligible people to law firms willing to provide their legal services for free or at reduced costs. To be eligible you must have been refused by Legal Aid and cannot afford legal fees. The scheme covers only certain types of matters.

Legal Assistance Referral Scheme (LARS)

www.nswbar.asn.au

The Legal Assistance Referral Scheme (LARS) is run by the NSW Bar Association. It refers eligible people on low incomes to barristers or mediators who may be able to give advice, appear for you or settle your matter. **Tel:** (02) 9232 4055

Contact NCAT

1300 006 228 | www.ncat.nsw.gov.au

For more information and assistance visit the NCAT website www.ncat.nsw.gov.au or contact NCAT on **1300 006 228**