

Getting help

There are a wide range of services that can assist people preparing to resolve their dispute at the CTTT or dealing with a legal problem in NSW.

General legal information services

NSW Fair Trading

NSW Fair Trading provides information and assistance on a range of consumer and trader issues such as buying goods and services, renting a home, strata living, motor vehicles, home building and renovation, retirement villages and credit problems.

Tel: 13 32 20 **Website:** www.fairtrading.nsw.gov.au

Language assistance (TIS): 13 14 50 **TTY:** 1300 723 404

Aboriginal enquiry officer: 1800 500 330

LawAccess NSW

A free government telephone service that provides legal information, advice and referrals for people who have a legal problem in NSW.

Tel: 1300 888 529 **TTY:** 1300 889 529 **TIS:** 131 450

Website: www.lawaccess.nsw.gov.au

LawAssist

A website provided by LawAccess NSW that has practical resources and tools for people dealing with a legal problem in NSW without a lawyer.

Website: www.lawaccess.nsw.gov.au/lawassist

Legal Information Access Centre

A specialist information service of the State Library of NSW providing access to information about the law.

Tel: (02) 9273 1558 **Email:** liac@sl.nsw.gov.au

Website: www.legalanswers.sl.nsw.gov.au

Australasian Legal Information Institute (AustLII)

AustLII provides free internet access to Australasian legal materials and information such as legislation, decisions of courts and tribunals, and law journals.

Website: www.austlii.edu.au

Community Legal Centres (CLC)

Community Legal Centres are independent community organisations that provide free legal advice, assistance and education to their local communities. Contact the CLC State Office for your nearest community legal centre.

Tel: (02) 9212 7333 **Website:** www.clcnsw.org.au

Legal Aid NSW

Legal Aid provides a range of legal services to people who need advice, assistance and representation for those who qualify for legal aid. For more information about whether you are eligible for Legal Aid call LawAccess NSW on

Tel: 1300 888 529 **Website:** www.legalaid.nsw.gov.au

Solicitor Referral Service

The Solicitor Referral Service, run by the Law Society of NSW, can assist you in finding a solicitor.

Tel: (02) 9926 0300 **Email:** ereferral@lawsociety.com.au

Website: www.lawsociety.com.au

Tenancy information services

Tenants Advice & Advocacy Services

Independent tenancy services based in community organisations throughout urban and regional NSW. Provides advice and advocacy services to tenants.

Tel: (02) 8117 3700 for information regarding your local service

Website: www.tenants.org.au

Park and Village Service

A specialist service that provides training, resources, advocacy and information on the rights and responsibilities of residential park and manufactured home estate residents.

Tel: (02) 9566 1010 **Website:** www.cpsa.org.au

Older Persons Tenants Services

A state-wide service for tenants aged 55 years and older and all NSW protected tenants regardless of age.

Tel: (02) 9566 1120 **Website:** www.cpsa.org.au

Aboriginal Tenants Advice Services

These specialist services provide free advice and advocacy to Aboriginal tenants living in NSW.

- **Greater Sydney Aboriginal Tenants Service** (02) 9569 0222
- **Northern NSW Aboriginal Tenants Service** (02) 6643 4426 or free call 1800 248 913
- **Southern NSW Aboriginal Tenants Service 'Murra Mia'** (02) 4472 9363 or free call 1800 672 185
- **Western NSW Aboriginal Tenants Service** (02) 6882 5435 or free call 1800 810 233

Migrant resource centres

Migrant resource centres provide community resources, support and services for migrants and refugees in a range of community languages.

- **Auburn Diversity Services Inc.**
(02) 9649 6955 | www.auburndiversity.org.au
- **Fairfield Migrant Resource Centre**
(02) 9727 0477 | www.fmrc.net
- **Illawarra Multicultural Services**
(02) 4229 6855 | www.ims.org.au
- **Liverpool Migrant Resource Centre**
(02) 9601 3788 | www.lmrc.org.au
- **Macarthur Diversity Services Initiative**
(02) 4627 1188 | www.mdsi.org.au
- **Metro Migrant Resource Centre (Sydney Inner West)**
(02) 9789 3744 | www.metromrc.org.au
- **Northern Settlement Services (Hunter, Central Coast & Northern Tablelands)**
(02) 4969 3399 | www.nssservices.com.au
- **St George Migrant Resource Centre**
(02) 9597 5455 | www.sgmrc.org.au
- **Sydney Multicultural Community Services Inc.**
(02) 9663 3922 | www.sydneymcs.org.au
- **SydWest Multicultural Services Inc.**
(02) 9621 6633 | www.sydwestmsi.org.au
- **The Hills Holroyd Parramatta Migrant Resource Centre**
(02) 9687 9901 | www.thhpmrc.org.au

Other services

Consumer Credit Legal Centre (CCLC)

The CCLC offers free financial counselling, information, referral and legal advice to individual consumers in NSW on credit, debt and banking. CCLC also runs the Insurance Law Service and gives free consumer advice on insurance matters.

Credit and Debt Hotline: 1800 007 007 (NSW only)

Insurance Law Service: 1300 663 464 (National)

Website: www.cclcnsw.org.au

Energy and Water Ombudsman NSW (EWON)

EWON provides an independent dispute resolution service for all electricity and gas customers in NSW and some water customers.

Tel: 1800 246 545 **Website:** www.ewon.com.au

Housing Appeals Committee

An independent appeals agency that reviews certain decisions made by NSW social housing providers.

Tel: (02) 8741 2555 or free call 1800 629 794

Website: www.hac.nsw.gov.au

Home Building Advocacy Service (HoBAS)

HoBAS at Macquarie Legal Centre provides legal advice on home building disputes to clients who have already attempted to resolve the dispute through NSW Fair Trading.

Tel: (02) 8833 0911

Website: www.macquarielegal.org.au/HoBAS.html

Property Owners Association of NSW

A non-profit organisation formed by property owners to assist its members in most aspects of property investment, and representing property owners' interests to government bodies.

Tel: (02) 9363 3949 **Website:** www.poansw.com.au

The Aged-care Rights Service (TARS)

A community legal centre that provides non-legal advocacy for residents of nursing homes, hostels and recipients of in-home aged care, and legal advice and advocacy for residents of self-care retirement villages.

Tel: (02) 9281 3600 or 1800 424 079 (country callers)

Website: www.tars.com.au

Why can't the CTTT give legal advice?

As an independent dispute resolution service, it is important for the CTTT to maintain its impartiality. CTTT Registry staff can provide general information about the CTTT's procedures, but cannot give legal advice or help you prepare for hearing. Read the fact sheet *CTTT Registry staff: What we can and cannot do* for more information.

CTTT Registries

Telephone: 1300 135 399

Facsimile: 1300 135 247

www.cttt.nsw.gov.au

Fair Trading Centres

General enquiries: 13 32 20

www.fairtrading.nsw.gov.au