

Getting Help

Dealing with a legal problem or preparing to come to the CTTT can be confusing. This fact sheet lists a wide range of services in NSW who can assist people with their legal questions.



Tenants Advice & Advocacy Services (TAAS)

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 TAAS

Website: www.tenants.org.au

Park and Village Services (PAVS)

PAVS provides training, resources, advocacy and information on the rights and responsibilities of residential park and manufactured home estate residents.

Tel: (02) 9566 1010 or 1800 177 688

Website: www.cpsa.org.au/PAVS/P_Home.html

Older Persons Tenants Service (OPTS)

OPTS provides information, advice and advocacy to NSW public and private tenants aged 55 years and older. OPTS is also the specialist service for all protected tenants.

Tel: (02) 9566 1120 or 1800 131 310

Website: www.cpsa.org.au/OPTS/O_Home

Aboriginal Tenants Advice Services

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

- **Greater Sydney Aboriginal Tenants Service** Tel: (02) 9282 6727
- **North & North West NSW Aboriginal Tenants Advice and Advocacy Service** Tel: (02) 6643 4426 or free call 1800 248 913
- **Southern NSW Aboriginal Tenants Advice and Advocacy Service 'Murra Mia'** Tel: (02) 4472 9363 or free call 1800 672 185
- **Western NSW Aboriginal Tenants Advice and Advocacy Service** Tel: (02) 6882 5435 or free call 1800 810 233

Office of Fair Trading

The Office of Fair Trading provides information and assistance on a range of consumer and trader issues including shopping, property and tenancy issues, home building and motor vehicles. Call on 13 32 20 or visit one of the 24 Fair Trading Centres located across NSW.

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

Language Assistance: 13 14 50

Aboriginal Enquiry Officer: 1800 500 330

LawAccess NSW

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

Tel: 1300 888 529 **TTY:** 1300 889 529 **TIS:** 131 500

Website: www.lawaccess.nsw.gov.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 1300 888 529.

Website: www.legalaid.nsw.gov.au

Legal Information Access Centre (LIAC)

A state-wide service providing free access to information about the law through the State Library and NSW public libraries.

Tel: (02) 9273 1558 **Website:** www.legalanswers.sl.nsw.gov.au

Email: liac@sl.nsw.gov.au

Australasian Legal Information Institute (AustLII)

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

Website: www.austlii.edu.au

Chamber Registrar Service

The Chamber Registrar Service provides information free of charge to members of the public on basic legal problems and the options available to them. Contact your Local Court or call **LawAccess NSW** on 1300 888 529 for further information.

Community Legal Centres

Community Legal Centres are independent community organisations who 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.nswclc.org.au

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 advice to individual consumers in NSW on insurance matters.

Credit and Debt Hotline: 1800 808 488

Insurance Law Service: 1300 663 464 **Website:** www.cclcnsw.org.au

Migrant Resource Centres

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

- **Auburn Migrant Resource Centre** (02) 9649 6955
- **Baulkham Hills/Holroyd/Parramatta Migrant Resource Centre** (02) 9687 9901
- **Blacktown Migrant Resource Centre** (02) 9621 6633
- **Botany Migrant Resource Centre** (02) 9663 3922
- **Canterbury/Bankstown Migrant Resource Centre** (02) 9789 3744
- **Fairfield Migrant Resource Centre** (02) 9727 0477
- **Illawarra Multicultural Services** (02) 4229 6855
- **Liverpool Migrant Resource Centre** (02) 9601 3788
- **Macarthur Diversity Services** (02) 4627 1188
- **Migrant Network Services (Northern Sydney)** (02) 9987 2333
- **Northern Settlement Services** (02) 4969 3399 or 1800 813 205
- **St George Migrant Resource Centre** (02) 9597 5455

The Aged-care Rights Services (TARS)

A free advocacy service for older residents of nursing homes, hostels and retirement villages and people receiving Community Aged Care Packages.

Tel: (02) 9281 3600 or 1800 424 079 **Website:** www.tars.com.au

Housing Appeals Committee

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

Tel: (02) 9715 7955 **Freecall:** 1800 629 794

Website: www.hac.nsw.gov.au

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 NSW government bodies.

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

Law Society of NSW Community Referral Service

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

Solicitor Referral Service: (02) 9926 0300

Pro Bono Scheme: (02) 9926 0364

Website: www.lawsociety.com.au/srs

Home Building Advocacy Service (HoBAS)

HoBAS at Macquarie Legal Centre provides legal advice on home building disputes to clients in NSW who have already been through the Office of Fair Trading. Please note: HoBAS offers representation at the CTTT in limited circumstances and on a merits basis.

Tel: (02) 8833 0911 (Mon to Thurs 2:00pm-4:00pm)

Website: www.macquarielegal.org.au/homebuilding.htm

Why can't the CTTT give advice?

As an independent dispute resolution forum, it is important for the CTTT to maintain impartiality. CTTT staff can provide general information about the CTTT's procedures, but cannot give legal advice or help you prepare for your hearing.

CTTT Registries

Telephone: 1300 135 399

Facsimile: 1300 135 247

TTY: 02 9641 6521

Website: www.cttt.nsw.gov.au

Sydney Registry

Level 12, 175 Castlereagh Street
Sydney NSW 2000
GPO Box 4005, Sydney 2001

Penrith Registry

Ground Floor, Cnr Belmore &
Station Sts, Penrith NSW 2750
GPO Box 988, Penrith 2751

Liverpool Registry

Level 3, 33 Moore Street
Liverpool NSW 2170
PO Box 723, Liverpool BC 1871

Tamworth Registry

Suite 3-5 Kable Korner Complex
Cnr Kable Avenue & Darling St
PO Box 1033 Tamworth 2340

Parramatta Registry

Level 2, 10 Valentine Avenue
Parramatta NSW 2150
PO Box 4117, Parramatta 2124

Hurstville Registry

Level 3, 4-8 Woodville Street
Hurstville NSW 2220
PO Box 148, Hurstville BC 1481

Wollongong Registry

Level 3, 43 Burelli Street
Wollongong NSW 2500
PO Box 319, Wollongong 2520

Newcastle Registry

Level 1, 175 Scott Street
Newcastle NSW 2300
PO Box 792, Newcastle 2300

Fair Trading Centres

General enquiries: 13 32 20

Website: www.fairtrading.nsw.gov.au

This fact sheet provides general information only. It is not provided as legal advice and is intended as a general guide only.

If you have a legal issue or query you should refer to the legislation or seek legal advice.