



# EQUAL OPPORTUNITY LEGAL ADVICE SERVICE

Referral Guide

*The Adelaide Law School Clinical Legal Education Program is generously supported by a grant of funds from the Law Foundation of South Australia.*

## **EOLAS Referral Guide**

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## Emergency Referral Services and Contacts

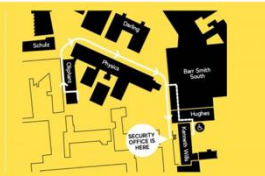
**Key Service: EMERGENCY SERVICES –**  
**CALL 000**



Security is available 24 hours a day on all campuses.  
University Security emergency number: 8313 5444

**Security office  
has moved**

Kenneth  
Wills building  
Level 4



### THREAT TO LIFE / PHYSICAL HARM

<b>WHO TO CALL</b>	<b>Step 1:</b> Call 000 (Police, Fire, Ambulance) <b>Step 2:</b> Call Adelaide University Security: 8313 5444
<b>FURTHER DETAILS</b>	Alert Others – Including Supervisor Consult the University of Adelaide Life-Threatening Emergency Guide.
<b>WHAT TO SAY ON THE PHONE</b>	<ul style="list-style-type: none"> <li>Answer the operators questions.</li> <li>Location: I am at the Adelaide Law School on North Terrace at the University of Adelaide.</li> </ul>

<b>EMERGENCY PROCEDURES</b>	<p>In the event of a</p> <p><b>LIFE-THREATENING EMERGENCY</b></p> <p><b>DIAL</b></p> <p><b>(0) 000</b></p> <p>Outside line      Police – Ambulance – Fire Service</p> <p><b>THEN →</b></p> <p><b>NOTIFY CAMPUS SECURITY</b> ext 35444 or dial 8313 5444</p> <p><b>Explain the exact nature of the emergency and arrange to meet the emergency service provider</b></p>			
	<b>NORTH TERRACE</b>			
	<b>FIRE/SMOKE DISCOVERED</b> <b>R</b> emove people from immediate danger <b>A</b> lert other occupants and Security activate (break glass) alarm if available <b>C</b> ontain the fire – Close the door <b>E</b> vacuate the area using the nearest safest exit or extinguish fire (if trained and safe to do so) Proceed to the designated assembly area <b>Do not use the lifts</b> Assist others to evacuate Follow designated escape routes and fire exit signage Await instructions from the Wardens or Emergency Services at the assembly area Occupants with Special Needs to activate their PEEP (Personal Emergency Evacuation Plan)	<b>MEDICAL EMERGENCY</b> Call for assistance from others – delegate tasks <b>Person Mobile</b> Summon local first aid officer and/or call Security on 35444. They will determine whether to refer the patient to University Health, their GP or RAH <b>Person prone but conscious</b> Summon local first aid officer and/or Security. They will determine whether to refer the patient to University Health or summon an ambulance <b>Life-Threatening</b> Ring 000 and advise exact location. Summon First Aid Officer. Contact Security on 35444 who will notify University Health and direct the ambulance. If trained, commence resuscitation/other treatment warranted until assistance arrives. Stay with the person until help arrives	<b>EVACUATION</b> Chief Warden to brief Warden(s) on the nature/scale of the emergency, plan of action & safest path of egress. <b>Wardens to:</b> Advise occupants of path of egress Inform the Chief Warden if persons with disabilities cannot be evacuated <b>Occupants to:</b> Get your workplace ready to be left unattended Save data and shut down computers Turn off gas and electrical equipment Take personal belongings Proceed to the assembly area Follow the Warden's instructions Do not re-enter the building until given the "All Clear" Occupants with Special Needs to activate their Personal Emergency Evacuation Plan <b>DO NOT USE LIFTS</b> <b>FOLLOW designated exit routes</b>	<b>INTERNAL EMERGENCY</b> <b>Major Hazardous Substances Spill</b> Contact Fire Service Advise Location, Type (if known) Restrict access to the area Alert others in the area Notify Campus Security Evacuate affected area and close doors Activate (Break Glass) alarm if available <b>Major Flood – Water Intrusion</b> Notify Campus Security Alert others Beware of water affected electrical installations Re-locate equipment if possible Notify Chief Warden/Manager Evacuate the danger area <b>Structural Damage</b> If persons trapped, contact Fire Service Notify Campus Security Evacuate the affected area and isolate.
	<b>PERSONAL THREAT</b> <b>DO NOT</b> <b>Place yourself at risk</b> Obey the offender's instructions. Attempt to de-escalate the situation. Call for back-up asap. <b>Record description of offender, what was said, touched etc.</b> (See checklist overleaf) Contact the Police Notify Campus Security Report incident to the Chief Warden/Manager. Isolate the area until the Police arrive.	<b>BOMB THREAT</b> <b>Telephone threat</b> Treat as genuine. Record exact wording, nature of threat, time, duration of call, details of caller's voice, background noises. Do not hang up the phone. Contact Police, Security and immediate Supervisor Report (don't touch) any suspicious object to the Police. <b>Complete bomb threat checklist see overleaf</b> <b>Written threat</b> Avoid any unnecessary handling Do not photocopy Contact Police and Security	<b>EXTERNAL EMERGENCY</b> Upon being advised of an external emergency which may impact on your area: Assess level of risk based on the nature of the emergency Consider lock-down or shelter-in-place options if necessary. Commence shut-down procedures if necessary <b>For earthquake: Do not use lifts</b> Indoors: take cover under sturdy furniture or brace against the wall Outdoors: move into the open <b>Be guided by the Emergency Services and/or Campus Security</b>	<b>BIOLOGICAL AGENT</b> (eg Anthrax Scare) <b>DO NOT DISTURB THE ITEM</b> <b>If Spilt</b> – do not try to clean it up or brush it from clothing Cover the package eg with a garbage bin to inhibit dispersal Advise people to remain in the area Prevent other people from entering the area Stay in the area, help will come to you Contact Police then Notify Campus Security

BOMB THREAT CHECKLIST	
<b>BOMB THREAT CHECKLIST QUESTIONS TO ASK</b>	
1. What is it?	Accent (specify) _____
2. When is the bomb going to explode? Or When will the substance be released?	Any impediment _____ Voice (loud, soft, etc) _____
3. Where did you put it?	Speech (fast, slow, etc) _____ Diction (clear, muffled) _____
4. What does it look like?	Manner (calm, emotional) _____ Did you recognise the voice? _____
5. When did you put it there?	If so, who do you think it was? _____ Was caller familiar with the area? _____
6. How will the bomb explode? Or How will the substance be released?	<b>THREAT LANGUAGE</b>
7. Did you put it there?	Well Spoken: _____ Incoherent: _____
8. Why did you put it there?	Irrational: _____ Taped: _____ Message read by caller: _____
<b>CHEMICAL/BIOLOGICAL THREAT</b>	
1. What kind of substance is in it?	Abusive: _____ Other: _____
2. How much of the substance is there?	Street noises: _____
3. How will the substance be released?	Aircraft: _____ Voices: _____
4. Is the substance a liquid, powder or gas?	Music: _____ Machinery: _____ Local call <input type="checkbox"/> STD <input type="checkbox"/>
<b>BOMB THREAT QUESTIONS</b>	
1. What type of bomb is it?	<b>OTHER</b>
2. What is in the bomb?	SEX: Male <input type="checkbox"/> Female <input type="checkbox"/> AGE: yrs _____
3. What will make the bomb explode?	<b>CALL TAKEN</b>
<b>EXACT WORDING OF THREAT</b>	
Date: _____ Time: _____ Duration of call (minutes) _____ Number called _____ Number called _____ Number called _____	
<b>RECIPIENT</b> Contact number(s) _____	

PERSONAL THREAT : DESCRIPTION OF OFFENDER	
<b>NOTES FOR COMPILATION</b>	
<ul style="list-style-type: none"> <li>• Separate form required for each offender</li> <li>• To be compiled immediately after incident by each staff member and witnesses</li> <li>• Please tick as applicable</li> <li>• If answer is unknown write NK against heading</li> <li>• Do not consult others during compilation</li> <li>• Senior officer to collect forms and hand to police.</li> </ul>	
Name or nicknames used	Ethnic Origin
Approximate Age	Height
Complexion	Weight
Fair <input type="checkbox"/> Dark <input type="checkbox"/> Pale <input type="checkbox"/>	Disguise
Fresh <input type="checkbox"/> Ruddy <input type="checkbox"/> Tanned <input type="checkbox"/>	Sex
Fimply <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>
Build	Thin <input type="checkbox"/> Medium <input type="checkbox"/> Solid <input type="checkbox"/>
Clear <input type="checkbox"/> Loud <input type="checkbox"/> Raspy <input type="checkbox"/>	Voice
Yes <input type="checkbox"/> No <input type="checkbox"/>	Spectacles
Type	Glasses <input type="checkbox"/> Sunglasses <input type="checkbox"/>
Erect <input type="checkbox"/> Normal <input type="checkbox"/> Stooped <input type="checkbox"/>	Facial Hair
Quick <input type="checkbox"/> Springy <input type="checkbox"/> Slow <input type="checkbox"/>	Unshaven <input type="checkbox"/> Moustache <input type="checkbox"/> Beard <input type="checkbox"/>
Limp <input type="checkbox"/>	Large <input type="checkbox"/> Small <input type="checkbox"/>
Length	Callused <input type="checkbox"/> Hairy <input type="checkbox"/> Stained <input type="checkbox"/>
Style	Missing <input type="checkbox"/> Other <input type="checkbox"/>
Colour	Gloves
Colour	Latex <input type="checkbox"/> Leather <input type="checkbox"/>
Shape	Fabric <input type="checkbox"/> Other <input type="checkbox"/>
Size/Shape	Tattoos <input type="checkbox"/> Scars <input type="checkbox"/>
Earrings	Description
Size	Jewellery
Shape	Other identifying features
Teeth	Weapon Type
Good <input type="checkbox"/> Spaced <input type="checkbox"/> Uneven <input type="checkbox"/>	Method of escape
Missing <input type="checkbox"/> Discoloured <input type="checkbox"/>	Direction of escape
Headwear	Vehicle Make
Shirt	Model
Pants	Registration Number
Footwear	Colour
Carry bag	Description
	Number of occupants
	Other information
Description of what the offender did, said, touched, carried, other	

PLEASE PRINT OUT A HARD COPY OF EACH CHECKLIST FROM THE UNIVERSITY OF ADELAIDE  
EMERGENCY MANAGEMENT WEBSITE AND HAVE AVAILABLE AT YOUR DESK

<https://www.adelaide.edu.au/infrastructure/services/emergency-management>

COMPLETE THE APPROPRIATE CHECKLIST AS SOON AS POSSIBLE, BEFORE DISCUSSING WITH ANYONE.  
TAKE THE FORM WITH YOU WHEN PROVIDING DETAILS TO THE POLICE, AND PHOTOCOPY FOR YOUR OWN RECORDS.  
If you require any further information in regard to Emergency Procedures for your area, please contact Campus Security.

REF:ADELAIDE UNIV/ADELAIDE UNIV/AS EMERGENCY PROCEDURES (NORTH TCE) : REVISED MARCH 2013/Reprinted: March 2015

## Link for Copies

**Key Service: SA Health Mental Health Triage Service - Call 13 14 65**

## MENTAL HEALTH CRISIS

- **SERIOUS CONCERNS OR**
- **UNCERTAINTY AS TO WHAT TO DO**

**NOT INCLUDING: IMMINENT THREAT TO LIFE (FOR A THREAT TO LIFE CALL 000)**

<b>Contact details</b>	Phone: 13 14 65
<b>Who are they?</b>	<p>The SA Health Mental Health Triage Service operates 24 hours a day, 7 days a week. This service:</p> <ul style="list-style-type: none"> <li>• Is the main point of access to state funded mental health services.</li> <li>• Can provide advice and information in a mental health emergency or crisis situation.</li> <li>• Is staffed by mental health clinicians.</li> <li>• will assess and refer to acute response teams where appropriate.</li> </ul>

<b>What do they cover?</b>	Mental Health support.
<b>What to say on the phone</b>	<p>My name is &lt;first name&gt; I am calling from the Adelaide Legal Outreach Service / University of Adelaide Equal Opportunity Legal Advice Service. I have client who (is / may be) experiencing a mental health emergency and I was hoping you could provide us with some assistance.</p> <ul style="list-style-type: none"> <li>• I currently in our offices with the client now...</li> <li>• I have just spoken on the phone with the client and they...</li> <li>• We received an email from the client which said...</li> <li>• I am concerned that the client...</li> </ul> <p>Follow the directions given by the mental health clinician and consult your supervisor on how to appropriately document this conversation.</p>

### Key Service - Lifeline

#### REFERRAL FOR AT RISKS CLIENTS – MENTAL HEALTH

<b>Contact Details</b>	<p>Phone: 13 11 14</p> <p><i>If you find it hard to talk, you can also text 0477 13 11 14. Lifeline text is available 6pm – midnight 7 days a week.</i></p>
<b>Who are they?</b>	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.
<b>What do they cover?</b>	Mental health, suicide, and crisis support.

### Key Service - SAPOL

#### NON-EMERGENCY POLICE ASSISTANCE AND REPORTS

<b>Contact Details</b>	<p>Phone: 131 444</p> <p>Website: <a href="https://www.police.sa.gov.au/">https://www.police.sa.gov.au/</a></p>
<b>Who are they?</b>	SAPOL is headed by the Commissioner of Police, who reports directly to the Minister for Police.
<b>What do they cover?</b>	They respond to and investigate reports of sexual violence. They are also able to provide referrals to external service providers and share information, where appropriate, to ensure the best outcome for victims and their families.

## Beyond Blue

<b>Contact Details</b>	Phone: 1300 22 4636 Online: <a href="https://www.beyondblue.org.au/about-us/contact-us">https://www.beyondblue.org.au/about-us/contact-us</a>
<b>Who are they?</b>	Beyond Blue provides information and support to help individuals achieve their best possible mental health.
<b>What do they cover?</b>	Mental Health Support, Suicide and Crisis Support.

## Yarrow Place – Rape and Sexual Assault Service

<b>Contact Details</b>	Phone: <a href="tel:1800817421">1800 817 421</a> (Toll-free in SA) Email: <a href="mailto:info@yarrowplace.sa.gov.au">info@yarrowplace.sa.gov.au</a>
<b>Who are they?</b>	A Service for anyone who has been sexually assaulted. They are a part of the Youth Woman's Safety and Wellbeing Division of the Women's and Children Health Network. They provide free and confidential service for those aged 16 and over at the time of sexual assault, including: <ul style="list-style-type: none"><li>• 24-hour crisis response service for recent sexual assault</li><li>• Professional counselling and advocacy</li><li>• Group programs, seminars, education, training, and community capacity-building.</li><li>• Country response program</li><li>• Intensive health and therapeutic outreach support for at risk young people</li></ul>
<b>What do they cover?</b>	Rape and Sexual Assault

## 1800Respect – National Sexual Assault, Domestic Violence Counselling Service

<b>Contact Details</b>	Phone: 1800 737 732 The service is available 24 hours a day, 7 days a week
<b>Who are they?</b>	National Sexual Assault and Domestic Violence Counselling Service providing confidential information counselling and support services. Individuals can have confidential conversations with a counsellor who will listen to and support them in what they feel is right for their situation.
<b>What do they cover?</b>	Sexual Assault and Domestic Violence

## 24 Hour Domestic Violence Crisis Line

<b>Contact details</b>	Phone: 1800 800 098 (Free call 24 hours)
<b>Who are they?</b>	24-hour crisis helpline for women in relation to domestic violence.
<b>What do they cover?</b>	Crisis counselling, support and referral to safe accommodation.

## Headspace

<b>Contact Details</b>	Phone: (03) 9027 0100 Online: <a href="https://headspace.org.au/">https://headspace.org.au/</a>
<b>Who are they?</b>	Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds.
<b>What do they cover?</b>	Mental health, physical health (including sexual health) alcohol and other drug services, and work and study support.

## Brother-to-Brother 24 Hour Crisis Line

<b>Contact Details</b>	Phone: (03) 8456 3044 24 hour crisis line: 1800 435 799 Email: <a href="mailto:info@dardimunwurro.com.au">info@dardimunwurro.com.au</a>
<b>Who are they?</b>	The Brother-to-Brother crisis line provides phone support for Aboriginal men and Torres Strait Islander men of all ages who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons. The line is staffed by Aboriginal men, including Elders, with lived experience.
<b>What do they cover?</b>	<ul style="list-style-type: none"><li>• Relationship issues</li><li>• Separation</li><li>• Isolation</li><li>• Family violence</li><li>• Parenting</li><li>• Inter-generational trauma</li><li>• Drug and alcohol issues</li></ul>

## 13YARN

<b>Contact Details</b>	Phone: 13 92 76 (24 hours/7 days)
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<b>Who are they?</b>	13YARN is a free and confidential service run by Aboriginal and Torres Strait Islander people providing 24/7 Lifeline-trained crisis support.
<b>What do they cover?</b>	A confidential and culturally safe space to yarn about needs, worries or concerns for Aboriginal and Torres Strait Islander people who are feeling overwhelmed or having difficulty coping. They can help to explore options for ongoing support.

### Mensline

<b>Contact Details</b>	Phone: 1300 78 99 78
<b>Who are they?</b>	Mensline Australia offer online counselling and free professional support for men.
<b>What do they cover?</b>	Mental health, family and relationship issues, parenting, family violence, suicide prevention and emotional wellbeing.

### Mens Referral Service

<b>Contact Details</b>	Phone: 1300 766 491
<b>Who are they?</b>	The Mens Referral Service from No to Violence offers assistance, information and counselling to help men who use family violence.
<b>What do they cover?</b>	<p>Advice to men about family violence. The helpline can be used by:</p> <ul style="list-style-type: none"> <li>• Men who have used or continue to use violence and who are seeking support to change their abusive behaviours.</li> <li>• Family members who are impacted by a man's use of abusive behaviours.</li> <li>• Friends, family or colleagues of men who may be using family violence and wanting to know how to best support them.</li> <li>• Professionals working with men who are using violence or family members impacted by violence and seeking secondary consultation.</li> </ul>

### Kids Helpline

<b>Contact Details</b>	Phone: 1800 551 800 Email: <a href="mailto:counsellor@kidshelpline.com.au">counsellor@kidshelpline.com.au</a> Online chat: <a href="https://kidshelpline.com.au/get-help/webchat-counselling">https://kidshelpline.com.au/get-help/webchat-counselling</a>
<b>Who are they?</b>	Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 in Australia.
<b>What do they cover?</b>	Mental health support and counselling for young people. Qualified counsellors at Kids Helpline are available via WebChat, phone or email anytime and for any reason.



## Referrals to Legal Representation / Advocacy and to Other Clinics

### Key Service - Law Society of South Australia

<b>Contact Details</b>	Phone: (08) 8229 0200 Email: <a href="mailto:email@lawsocietysa.asn.au">email@lawsocietysa.asn.au</a> Website: <a href="https://www.lawsocietysa.asn.au/">https://www.lawsocietysa.asn.au/</a>
<b>Who are they?</b>	The Law Society was established as a voluntary professional association for members of the legal profession in 1879. The principal mission of the Society is to serve the legal profession in South Australia by performing its duties and responsibilities as a public authority as set out in the Legal Practitioners Act 1981 representing its Members and preserving the integrity of the justice system.
<b>What do they cover?</b>	Legal representative referrals

### Key Service - Justice Net

<b>Contact Details</b>	Phone: (08) 8410 2280 Email: <a href="mailto:admin@justicenet.org.au">admin@justicenet.org.au</a> Online application: <a href="https://www.justicenet.org.au/apply-online">https://www.justicenet.org.au/apply-online</a>
<b>Who are they?</b>	Justice Net's Pro Bono Connect assists individuals and not-for-profit organisations who cannot afford a lawyer access legal services on a pro bono (free) basis. A person may be eligible for referral to pro bono legal assistance if they cannot afford a lawyer, have exhausted all other avenues for legal assistance, and their case has legal merit.
<b>What do they cover?</b>	Legal help to individual experiencing the greatest hardship and not-for-profit organisations that are assisting the most vulnerable. Specialised services include refugee and asylum seeker assistance, Federal Court self-representation service and homeless legal. Justice Net is unable to help with: <ul style="list-style-type: none"><li>• family law matters (including child protection)</li><li>• criminal law matters</li><li>• wills and probate matters</li><li>• complex commercial disputes</li><li>• disputes over legal costs</li><li>• building disputes</li><li>• fencing disputes</li><li>• traffic offences.</li></ul>

### Women's Domestic Violence Court Assistance Service

<b>Contact details</b>	Phone: 1800 246 642 Email: <a href="mailto:WDVCAS@lsc.sa.gov.au">WDVCAS@lsc.sa.gov.au</a>
<b>Who are they?</b>	The Women's Domestic Violence Court Assistance Service provides specialised legal assistance for women in South Australia affected by domestic and family violence. Operated by the Legal Services Commission, they provide a range of services primarily relating to helping women apply for intervention orders and ending tenancy agreements.
<b>What do they cover?</b>	Free assistance is available for Intervention Order applications, variations or revocations in the Magistrates Court, ending tenancies and relevant SACAT applications, liaising with police to report breaches of intervention orders and other domestic and family violence issues.

### Disability Information and Legal Assistance Unit (DiLA Unit)

<b>Contact Details</b>	Phone: 1300 366 424
<b>Who are they?</b>	DiLA is a specialised unit of the Legal Services Commission and provides specialised information and legal advice for South Australians with disability, as well as their supporters and advocates.
<b>What do they cover?</b>	Legal help for people living with disability.

### Community Legal Centres South Australia Inc

<b>Contact Details</b>	Phone: 1300 860 529 Website: <a href="https://www.clcsa.org.au/generalist-law">https://www.clcsa.org.au/generalist-law</a>
<b>Who are they?</b>	Community Legal Centres SA is the peak body for all Community Legal Centres in South Australia. Their website has links to generalist and specialist Community Legal Centres by region.
<b>What do they cover?</b>	Community legal services

### Northern Community Legal Service

<b>Contact details</b>	Phone: 08 8281 6911 Email: <a href="mailto:ncls@northernlegal.org.au">ncls@northernlegal.org.au</a> Website: <a href="http://northernlegal.org.au">http://northernlegal.org.au</a>
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<b>Who are they?</b>	Northern Community Legal Service have helped thousands of disadvantaged and vulnerable South Australians in the North and Mid-North since our creation to access justice. Their team is passionate about improving access to justice for those in need and are committed to the highest standard of legal assistance.
<b>What do they cover?</b>	Family law and family violence

### Southern Community Justice Centre

<b>Contact details</b>	Christies Beach Phone: (08) 8384 5222 Limestone Coast Phone: (08) 8723 1396 Riverland Phone: (08) 8582 4998 Contact form: <a href="https://www.communityjusticesa.org.au/contact-us/">https://www.communityjusticesa.org.au/contact-us/</a> Website: <a href="https://www.communityjusticesa.org.au">https://www.communityjusticesa.org.au</a>
<b>Who are they?</b>	Southern Community Justice Centre is a not-for-profit, community-based organisation servicing inner southern Adelaide extending to the Fleurier Peninsula, that offers individuals a free, confidential, initial consultation with a qualified solicitor regardless of their level of income and assets. Ongoing assistance and court representation where relevant are provided at no cost to eligible clients. Regional offices are based in the Limestone Coast and the Riverland.
<b>What do they cover?</b>	Legal advice in areas of civil, criminal and family law.

### Key Service - Magistrates Court Legal Advice Service (MCLAS)

<b>Contact details</b>	Email: <a href="mailto:mclas@adelaide.edu.au">mclas@adelaide.edu.au</a> Phone: (08) 8204 2444 Online booking: <a href="https://mcl.as.me/schedule.php">https://mcl.as.me/schedule.php</a>
<b>Who are they?</b>	Run by the Adelaide Law School students under the supervision of experienced lawyers, Magistrates Court Legal Advice Service (MCLAS) is a free legal advice service that assists with disputes in the minor civil claims division of the Adelaide Magistrates Court. They can assist with: <ul style="list-style-type: none"> <li>• Providing legal advice.</li> <li>• Drafting court documents.</li> <li>• Lodging a claim.</li> <li>• Explaining court processes.</li> <li>• Managing your own claim.</li> </ul>

	<ul style="list-style-type: none"> <li>• Alternative dispute resolution options.</li> <li>• Referral to other relevant agencies.</li> </ul>
<b>What do they cover?</b>	<p>Minor civil claims, including:</p> <ul style="list-style-type: none"> <li>• Fencing disputes.</li> <li>• Building disputes.</li> <li>• Negligence claims.</li> <li>• Contractual disputes.</li> <li>• Debt and debt recovery.</li> <li>• Property disputes (including Strata and Community Titles).</li> </ul>

### Key Service - Adelaide Legal Outreach Service (ALOS)

<b>Contact details</b>	<p>Email: <a href="mailto:alos@adelaide.edu.au">alos@adelaide.edu.au</a></p> <p>Phone: 8313 7496</p> <p>Online booking: <a href="https://alos.acuityscheduling.com/schedule.php">https://alos.acuityscheduling.com/schedule.php</a></p>
<b>Who are they?</b>	<p>A generalist legal service run by Adelaide Law School students under the supervision of a fully qualified legal practitioner. ALOS assists clients in managing their own cases e.g. writing letters, drafting documents, negotiating and researching the law.</p>
<b>What do they cover?</b>	<ul style="list-style-type: none"> <li>• Child support</li> <li>• Debt recovery</li> <li>• Fines</li> <li>• Centrelink</li> <li>• Restraining orders</li> <li>• Housing and housing appeals</li> <li>• Formal complaints</li> <li>• Motor vehicle accident claims</li> <li>• Contract issues</li> <li>• Adult child maintenance</li> <li>• Compensation</li> <li>• Assault</li> <li>• Domestic violence</li> <li>• Guardianship and mental health</li> <li>• Property matters</li> <li>• Employment issues</li> <li>• Wills and power of attorney</li> </ul>

	<ul style="list-style-type: none"> <li>• Negligence and other civil claims</li> </ul>
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### Entrepreneur and Venture Advice Clinic (EVAC)

<b>Contact details</b>	Email: <a href="mailto:evac@adelaide.edu.au">evac@adelaide.edu.au</a> Online booking: <a href="https://app.acuityscheduling.com/schedule.php?owner=14541588">https://app.acuityscheduling.com/schedule.php?owner=14541588</a>
<b>Who are they?</b>	A legal service run by Adelaide Law School students under the supervision of expert legal practitioners from Cowell Clarke and DMAW Lawyers, for those starting a new venture or seeking commercial legal advice. Free and legal confidential advice is available to individuals and small to medium enterprises (SMEs) in relation to their business.
<b>What do they cover?</b>	Advice is offered on: <ul style="list-style-type: none"> <li>• Business structure</li> <li>• Partnership</li> <li>• Shareholder or security agreements</li> <li>• Intellectual property</li> <li>• Labour issues</li> <li>• Taxation</li> <li>• Corporate regulation</li> </ul> Advice is not offered on patent law or patent applications.

### Youth Law Australia

<b>Contact details</b>	Phone: 1800 950 570 Email: <a href="mailto:advice@yla.org.au">advice@yla.org.au</a> Website: <a href="https://yla.org.au">https://yla.org.au</a>
<b>Who are they?</b>	Youth Law Australia is a community legal service that is dedicated to helping children and young people in Australia and their supporters to find a legal solution to their problems. We are dedicated to addressing the human rights abuses of children and young people in Australia. We believe in equality and justice for all children and young people, and we work to achieve this by connecting and empowering young Australians with free legal information and knowledge. In other words, we work to help keep more children in school, out of trouble and free from bullying, harassment or child abuse.
<b>What do they cover?</b>	Provide free, confidential legal information and help for young people under 25.

## Government and Quasi-Government Regulators and Schemes

### Key Service - Australian Human Rights Commission

<b>Contact Details</b>	Phone: 1300 369 711 Email: <a href="mailto:infoservice@humanrights.gov.au">infoservice@humanrights.gov.au</a> Online complaint form: <a href="https://humanrights.gov.au/complaints/make-complaint">https://humanrights.gov.au/complaints/make-complaint</a>
<b>Who are they?</b>	The AHRC is an independent third party which investigates and conciliates complaints about discrimination and human rights breaches pursuant to federal anti-discrimination laws.
<b>What do they cover?</b>	Race, Age, Disability, Sex, Pregnancy, Family Responsibilities, Breastfeeding, Sexual Orientation, Gender Identity, Intersex Status, Sexual Harassment, Martial or Relationship Status (as also covered by <i>Equal Opportunity Act 1984</i> (SA)). In the area of employment only: Religion, Political Opinion, Social Origin, Criminal Record, Trade Union Activity (only under AHRC jurisdiction – not protected at a state level).

### Key Service - Ombudsman SA

<b>Contact Details</b>	Phone: (08) 8226 8699 Email: <a href="mailto:ombudsman@ombudsman.sa.gov.au">ombudsman@ombudsman.sa.gov.au</a> Online: <a href="https://www.ombudsman.sa.gov.au/about-us/contact-us">https://www.ombudsman.sa.gov.au/about-us/contact-us</a>
<b>Who are they?</b>	The South Australian Ombudsman is an independent officer who deals with complaints about South Australian state and local government.
<b>What do they cover?</b>	Ombudsman SA deals with: <ul style="list-style-type: none"><li>• Complaints about state government departments, authorities and local government councils (including prescribed child protection matters)</li><li>• Misconduct and maladministration in public administration</li><li>• Public interest disclosures</li><li>• Complaints under the <i>Return to Work Act</i> about claims agents, self-insured employers and the Return to Work Corporation</li><li>• Requests to review Freedom of Information decisions</li><li>• Audits of South Australian public agencies</li></ul>

### Key Service - Commonwealth Ombudsman

<b>Contact Details</b>	Phone: 1300 362 072 (10.30am – 3pm Monday to Friday) Online: <a href="https://www.ombudsman.gov.au/contact">https://www.ombudsman.gov.au/contact</a>
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<b>Who are they?</b>	The Office of the Commonwealth Ombudsman safeguards the community in its dealings with the Australian Government. They handle complaints about Australian Government agencies, conduct investigations, perform audits and inspections, and encourage good administration.
<b>What do they cover?</b>	Private Health Insurance, Overseas Students, VET Student Loans, the Postal Industry, the Defence Force, Immigration, Law Enforcement, Commonwealth Public Interest Disclosure scheme, inspection and monitoring of certain covert and intrusive powers by police and other law enforcement agencies.

### Key Service - Office for Public Integrity

<b>Contact Details</b>	Phone: General Enquiries (8463 5173) and complaints (8207 1777) Email: <a href="mailto:admin@OPI.sa.gov.au">admin@OPI.sa.gov.au</a>
<b>Who are they?</b>	The Office for Public Integrity (OPI) plays an important role in keeping public institutions reliable, fair and trustworthy. They do this by handling complaints about public administration from members of the public, handling reports about corruption, misconduct and maladministration in public administration from public officers and authorities and referring complaints and reports to inquiry agencies, public authorities or public officers for further investigation or action when needed.
<b>What do they cover?</b>	Corruption, misconduct, maladministration from public officers and authorities.

### SafeWork SA

<b>Contact Details</b>	Phone: 1300 365 255 Email: <a href="mailto:help.safework@sa.gov.au">help.safework@sa.gov.au</a> Online complaint form: <a href="https://humanrights.gov.au/complaints/make-complaint">https://humanrights.gov.au/complaints/make-complaint</a>
<b>Who are they?</b>	SafeWork SA is the state's workplace health and safety regulator. They offer advice and education on work health and safety, provide licences and registration for workers and plant, investigate workplace incidents, and enforce the work health and safety laws in South Australia.
<b>What do they cover?</b>	Advice on licencing and work health and safety (including long service leave, licensing, bullying, high risk work, dangerous goods and substances, and asbestos), workplace health and safety inspections, injured worker support services, reports of workplace safety concerns, psychological health risk complaints.

## South Australian Civil and Administrative Tribunal (SACAT)

<b>Contact Details</b>	<b>Phone:</b> 1800 727 767 <b>Email:</b> <a href="mailto:sacat@sacat.sa.gov.au">sacat@sacat.sa.gov.au</a>
<b>Who are they?</b>	The South Australian Civil and Administrative Tribunal (SACAT) is a state tribunal that helps people in South Australia to resolve issues within specific areas of law, either through agreement at a conference, conciliation or mediation, or through a decision of the Tribunal at hearing. SACAT also conducts reviews of Government decisions. The Tribunal operates across the state of South Australia and is a key part of the state justice system.
<b>What do they cover?</b>	Certain civil law disputes or applications, such as those that relate to landlord-tenant relationships, guardianship and administration, mental health and consent to treatment and advance care directives. Administrative law disputes or issues, such as requests for reviews of certain Government decisions such as certain public or community housing decisions, or land valuation decisions.

## Judicial Conduct Commissioner

<b>Contact Details</b>	<b>Email:</b> <a href="mailto:admin@jcc.sa.gov.au">admin@jcc.sa.gov.au</a>
<b>Who are they?</b>	South Australia's Judicial Conduct Commissioner was established to provide an independent, fair and transparent way to deal with complaints about judicial officers.
<b>What do they cover?</b>	Complaints about conduct of serving judicial officers in the South Australian legal system.

## Legal Profession Conduct Commissioner

<b>Contact Details</b>	<b>Phone:</b> (08) 8212 7924 or 800 337 570 (free call) <b>Website:</b> <a href="https://lpcc.sa.gov.au/about-us">https://lpcc.sa.gov.au/about-us</a>
<b>Who are they?</b>	The Legal Profession Conduct Commissioner is an independent statutory agency of the Crown. The Commissioner helps to regulate the standards of South Australia's legal profession by dealing fairly and efficiently with complaints about lawyers, and investigating any suspected misconduct by lawyers.
<b>What do they cover?</b>	Complaints about lawyers.

## Australian Financial Complaints Authority (AFCA)

<b>Contact Details</b>	<b>Phone:</b> 1800 931 678 <b>Online Complaint form:</b> <a href="https://www.afca.org.au/make-a-complaint/complain">https://www.afca.org.au/make-a-complaint/complain</a> .
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<b>Who are they?</b>	The Australian Financial Complaints Authority provides consumers and small businesses with fair, free and independent dispute resolution for financial complaints.
<b>What do they cover?</b>	Credit, finance, and loans, Insurance, errors in banking transactions and credit listings, denials of insurance claims (such as car, home and contents, pets, travel), income protection and trauma, inappropriate investment advice, a trustee's decision about the distribution of a superannuation benefit

### Health and Community Services Complaints Commissioner (HCSCC)

<b>Contact Details</b>	Phone: 1800 232 007 Email: <a href="mailto:info@hcscclsa.gov.au">info@hcscclsa.gov.au</a>
<b>Who are they?</b>	The HCSCC is an independent statutory office established by the <i>Health and Community Services Complaints Act 2004</i> . The HCSCC receives, assesses and resolves complaints about health and community services in South Australia from consumers, their representatives, or service providers. The HCSCC resolves complaints through direct resolution (helping complainants to resolve the issue with the health or community service directly), informal mediation, conciliation, investigation or referral to other bodies.
<b>What do they cover?</b>	Health and Community Services Complaints

### Consumer Business Services SA (CBS)

<b>Contact Details</b>	Phone: 131 882 Online enquiries: <a href="https://www.cbs.sa.gov.au/contact">https://www.cbs.sa.gov.au/contact</a>
<b>Who are they?</b>	Consumer and Business Services (CBS), a division of the South Australian Government's Attorney-General's Department, provides a diverse range of services to: protect consumers, support and regulate business and record significant life events for South Australians.
<b>What do they cover?</b>	Tenancy advice, bond lodgements and refunds, consumer affairs advice and dispute resolution, licensing for certain occupations, trades and businesses, birth, death and marriage registration, marriage solemnisations, regulation of the liquor, gaming, casino, racing, lottery and charity industries, handling complaints in relation to licensed premises, registration of incorporated associations and co-operatives.

## Australian Competition and Consumer Commission (ACCC)

<b>Contact Details</b>	Phone: 1300 302 502 Online: Submit a form online via <a href="https://www.accc.gov.au/contact-us/contact-the-accc/make-an-enquiry">https://www.accc.gov.au/contact-us/contact-the-accc/make-an-enquiry</a>
<b>Who are they?</b>	The ACCC ensure that individuals and businesses comply with Australian competition, fair trading, and consumer protection laws.
<b>What do they cover?</b>	Prices, competition, pyramid selling, consumer guarantees, product safety, franchises, advertising, debt collection in relation to non-financial services (i.e. phone and utility bills or bills for professional or trades services).

## Scamwatch

<b>Contact Details</b>	Online: Submit a form via <a href="https://www.scamwatch.gov.au/report-a-scam">https://www.scamwatch.gov.au/report-a-scam</a>
<b>Who are they?</b>	Scamwatch is run by the Australian Competition and Consumer Commission (ACCC). It provides information to consumers and small businesses about how to recognise, avoid and report scams.
<b>What do they cover?</b>	Sports betting schemes, money transfer schemes offering you fake jobs or 'working from home' opportunities, fake invoices (false billing), phishing (fake bank emails asking you for your account details), lottery scams.

## eSafety Commissioner

<b>Contact Details</b>	Online report: <a href="https://www.esafety.gov.au/report/forms">https://www.esafety.gov.au/report/forms</a>
<b>Who are they?</b>	The eSafety Commissioner is Australia's independent regulator for online safety.
<b>What do they cover?</b>	The eSafety Commissioner investigates cyberbullying of children, adult cyber abuse, image-based abuse (sharing, or threatening to share, intimate images without the consent of the person shown) and illegal and restricted content.

## Australian Cyber Security Centre (ACSC)

<b>Contact Details</b>	Online report: <a href="https://www.cyber.gov.au/acsc/report">https://www.cyber.gov.au/acsc/report</a>
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<b>Who are they?</b>	ACSC leads the Australian Government's efforts to improve cyber security. Cybercrime can be reported to police through ReportCyber. This includes reporting personal cyber issues to police for assessment and intelligence purposes.
<b>What do they cover?</b>	Cybercrime and cyber security.

### Office of the Australian Information Commissioner (OAIC)

<b>Contact Details</b>	Phone: 1300 363 992 Online privacy complaint form: <a href="https://www.oaic.gov.au/privacy/privacy-complaints">https://www.oaic.gov.au/privacy/privacy-complaints</a> FOI requests email: <a href="mailto:foi@oaic.gov.au">foi@oaic.gov.au</a>
<b>Who are they?</b>	The OAIC is the independent national regulator for privacy and freedom of information. They promote and uphold rights to access government-held information and have personal information protected.
<b>What do they cover?</b>	Privacy complaints regarding the handling of personal information by an Australian Government agency or any organisation under the <i>Privacy Act 1988</i> , and Information Commissioner review of Freedom of Information decisions.

### Australian Securities and Investments Commission (ASIC)

<b>Contact Details</b>	Phone: 1300 300 630
<b>Who are they?</b>	ASIC is Australia's corporate, markets and financial services regulator. Complaints can be made about possible misconduct occurring in an organisation or activity that ASIC regulates.
<b>What do they cover?</b>	Insolvency, shares and market misconduct, consumer credit (including loans, credit cards, store cards and mortgages), consumer leases, mortgage or finance brokers, unfair contract terms in standard form contracts for financial products and services and credit contracts, debt collection in relation to consumer credit.

### Energy and Water Ombudsman South Australia

<b>Contact Details</b>	Phone: 1800 665 565 Online: <a href="https://ewosa.com.au/submit-a-complaint">https://ewosa.com.au/submit-a-complaint</a>
<b>Who are they?</b>	An independent service that can investigate and resolve disputes between electricity, gas and water retailers and distributors and their customers.

<b>What do they cover?</b>	Electricity, water and gas.
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### Telecommunications Industry Ombudsman

<b>Contact Details</b>	Phone: 1800 062 058 Online: <a href="https://www.tio.com.au/contact-us">https://www.tio.com.au/contact-us</a>
<b>Who are they?</b>	A fair, independent and accessible external dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service.
<b>What do they cover?</b>	Contracts, connecting or transferring services, billing mistakes, debt collection, National Broadband Network (NBN) services, missed technician appointments, some issues involving financial hardship.

### Inspector-General of Taxation & Taxation Ombudsman

<b>Contact Details</b>	ATO phone: 1800 199 010 ATO online: <a href="https://www.ato.gov.au/About-ATO/Contact-us/Complaints,-compliments-and-feedback/complaints/#Lodgingyourcomplaint">https://www.ato.gov.au/About-ATO/Contact-us/Complaints,-compliments-and-feedback/complaints/#Lodgingyourcomplaint</a>  TPB online: <a href="https://www.tpb.gov.au/complaints#make%20a">https://www.tpb.gov.au/complaints#make%20a</a>
<b>Who are they?</b>	The Taxation Ombudsman investigates complaints about the Australian Taxation Office (ATO) or Tax Practitioners Board (TPB) and help people to: <ul style="list-style-type: none"> <li>· Understand ATO/TPB decisions and actions</li> <li>· Confirm whether appropriate information has been considered by the ATO/TPB in your matter</li> <li>· Provide assurance as to whether appropriate policies and procedures were followed <ul style="list-style-type: none"> <li>· Follow up on delays</li> </ul> </li> </ul>
<b>What do they cover?</b>	Taxation disputes with the ATO and TPB.

### Australian Communications and Media Authority (ACMA)

<b>Contact Details</b>	Phone: 1300 850 115 Email: <a href="mailto:info@acma.gov.au">info@acma.gov.au</a> Online complaint form: <a href="https://www.acma.gov.au/complaints">https://www.acma.gov.au/complaints</a>
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<b>Who are they?</b>	ACMA is an independent Commonwealth statutory authority that regulates communications and media services in Australia.
<b>What do they cover?</b>	Complaints can be made about telecommunications (if a person believes their telecommunications provider hasn't followed the rules, and the issue is likely to be systemic), TV and radio broadcasting (including gambling advertising), spam, cabling, illegal online gambling, radio and digital TV interference, labelling not meeting ACMA standards.

## Homelessness and Subsistence Referrals

### Key Service - Toward Home Homelessness Alliance

<b>Contact details</b>	Phone: 1800 809 273 (9am – 5pm Mon-Fri) or 1800 003 308 Email: <a href="mailto:towardhome@towardhome.org.au">towardhome@towardhome.org.au</a> Website: <a href="https://towardhome.org.au">https://towardhome.org.au</a>
<b>Who are they?</b>	Guided by their mission to end homelessness, a range of services are available to help prevent, divert and resolve homelessness, with the aim of shifting care from crisis management to early intervention.
<b>What do they cover?</b>	Services for people that are homeless, sleeping rough or at risk of becoming homeless.

### AnglicareSA

<b>Contact Details</b>	<b>Phone:</b> 8131 3400 Email: <a href="mailto:admin@anglicaresa.com.au">admin@anglicaresa.com.au</a> Online: <a href="https://anglicaresa.com.au/contact-us/">https://anglicaresa.com.au/contact-us/</a> <i>Do not take direct referrals but happy for clients to contact them directly for assistance.</i>
<b>Who are they?</b>	AnglicareSA is a not-for-profit organisation that helps people in times of need. They provide support, counselling and advocacy for people struggling with poverty, domestic violence, homelessness, grief, mental wellness and other forms of crisis or trauma.
<b>What do they cover?</b>	Homelessness, domestic violence, grief, mental health.

### Fred's Van (Adelaide City, Semaphore, Elizabeth, Salisbury, Blair Athol, Christie Downs)

<b>Contact Details</b>	<b>Phone:</b> (08) 8112 8720.
<b>Who are they?</b>	Fred's Van is a food service for people who are experiencing homelessness or are at risk of homelessness and marginalisation in Adelaide.
<b>What do they cover?</b>	Homelessness.

### UnitingSA

<b>Contact Details</b>	<b>Phone:</b> (08) 8440 2200 <b>Email:</b> <a href="mailto:unitingsa@unitingsa.com.au">unitingsa@unitingsa.com.au</a> .
<b>Who are they?</b>	UnitingSA is a not-for-profit organisation that delivers a diverse range of programs across aged care, community, disability, mental health, child development and employment.
<b>What do they cover?</b>	Aged care, mental health, homelessness, employment.

### **Western Adelaide Homelessness Service**

<b>Contact details</b>	Service Provider: UnitingSA Phone: 8440 2110 Email: <a href="mailto:unitingsa@unitingsa.com.au">unitingsa@unitingsa.com.au</a> Website: <a href="https://unitingsa.com.au">https://unitingsa.com.au</a>
<b>Who are they?</b>	UnitingSA was established in 1919 and provides housing, aged care and community services to support people across regional and metropolitan South Australia. They assist anyone at risk of becoming homeless, or who is currently homeless.
<b>What do they cover?</b>	information, advocacy, and referral needs and risk assessment intensive tenancy support service case management – supported tenancies

## Women and Domestic Violence

### Key Service - Working Women's Centre

<b>Contact Details</b>	Contact Person: Sarah Devenport Email: <a href="mailto:reception@wwc.org.au">reception@wwc.org.au</a> Call: (08) 8410 6499 Warm referral: <a href="https://wwcsa.org.au/referrals/">https://wwcsa.org.au/referrals/</a> Client intake form: <a href="https://wwcsa.org.au/enquiry-form/">https://wwcsa.org.au/enquiry-form/</a>
<b>Who are they?</b>	A non-government organization providing free advice and confidential information, support and representation to vulnerable workers residing in South Australia about their rights at work. The Working Women's Centre is uniquely placed to advise, inform and represent workers on workplace issues.
<b>What do they cover?</b>	The cover issues including but not limited to: <ul style="list-style-type: none"><li>• Wage theft</li><li>• Dismissal</li><li>• Parental leave</li><li>• Family violence and work</li><li>• Discrimination</li><li>• National employment standards</li><li>• The modern award systems</li><li>• Workplace entitlements</li><li>• Sexual harassment</li><li>• Workplace bullying</li><li>• Redundancy</li><li>• Sham contracting</li><li>• Interpretation and advice on employment contracts</li></ul>

### Key Service - Women's Legal Service

<b>Contact Details</b>	Phone: (08) 8231 8929 Email: <a href="mailto:admin@wlssa.org.au">admin@wlssa.org.au</a> Online: <a href="https://www.wlssa.org.au/contact-us">https://www.wlssa.org.au/contact-us</a>
<b>Who are they?</b>	Women's Legal Service (SA) provides free legal services, and assistance to women of South Australia
<b>What do they cover?</b>	Family law issues such as divorce, property settlements and children's issues, Domestic Violence and Property law.



### Key Service - Yarrow Place – Rape and Sexual Assault Service

<b>Contact Details</b>	Phone: <a href="tel:1800817421">1800 817 421</a> (Toll-free in SA) Email: <a href="mailto:info@yarrowplace.sa.gov.au">info@yarrowplace.sa.gov.au</a>
<b>Who are they?</b>	<p>A Service for anyone who has been sexually assaulted. They are a part of the Youth Woman's Safety and Wellbeing Division of the Women's and Children Health Network. They provide free and confidential service for those aged 16 and over at the time of sexual assault, including:</p> <ul style="list-style-type: none"><li>• 24-hour crisis response service for recent sexual assault</li><li>• Professional counselling and advocacy</li><li>• Group programs, seminars, education, training, and community capacity-building.</li><li>• Country response program</li><li>• Intensive health and therapeutic outreach support for at risk young people</li></ul>
<b>What do they cover?</b>	Rape and Sexual Assault

### 1800Respect – National Sexual Assault, Domestic Violence Counselling Service

<b>Contact Details</b>	Phone: 1800 737 732 The service is available 24 hours a day, 7 days a week
<b>Who are they?</b>	National Sexual Assault and Domestic Violence Counselling Service providing confidential information counselling and support services. Individuals can have confidential conversations with a counsellor who will listen to and support them in what they feel is right for their situation.
<b>What do they cover?</b>	Sexual Assault and Domestic Violence

### 24 Hour Domestic Violence Crisis Line

<b>Contact details</b>	Phone: 1800 800 098 (Free call 24 hours)
<b>Who are they?</b>	24-hour crisis helpline for women in relation to domestic violence.
<b>What do they cover?</b>	Crisis counselling, support and referral to safe accommodation.

### Women's Safety Services SA

<b>Contact details</b>	Phone: (08) 8152 9260
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<b>Who are they?</b>	Women's Safety Services SA offers a specific service for women of diverse cultural and linguistic backgrounds who are in unsafe relationships. The Migrant Women's Support program is responsive to culturally sensitive needs, conducts risk assessments, safety management, information, advocacy, and refers to, and engages with other relevant services.
<b>What do they cover?</b>	Domestic and family violence support for culturally and linguistically diverse women.

## SAPOL

<b>Contact Details</b>	Phone: 131 444 Website: <a href="https://www.police.sa.gov.au/">https://www.police.sa.gov.au/</a>
<b>Who are they?</b>	SAPOL is headed by the Commissioner of Police, who reports directly to the Minister for Police.
<b>What do they cover?</b>	They respond to and investigate reports of sexual violence. They are also able to provide referrals to external service providers and share information, where appropriate, to ensure the best outcome for victims and their families.

## Relationships Australia

<b>Contact Details</b>	Phone: 1300 364 277 Email: <a href="mailto:mail@rasa.org.au">mail@rasa.org.au</a> <a href="https://www.rasa.org.au/services/">https://www.rasa.org.au/services/</a> - for South Australia)
<b>Who are they?</b>	Relationships Australia is a federation of eight state and territory organisations providing family relationship services around the country.
<b>What do they cover?</b>	Family Dispute Resolution (mediation), Counselling, Family Violence, Children's matters.

## Pregnancy Help Australia

<b>Contact Details</b>	Phone: 1300 139 313 Website: <a href="https://pregnancyhelpaustralia.org.au">https://pregnancyhelpaustralia.org.au</a>
<b>Who are they?</b>	Pregnancy Help Australia is a free and confidential non-clinical counselling, support and directory service. It is not a legal or health care service. The Pregnancy Help National Helpline which operates from 8am-10pm. Individual appointments can be arranged to discuss issues including unplanned pregnancy, crisis surrounding pregnancy, confirmed or potential prenatal diagnosis or reproductive loss.

<b>What do they cover?</b>	Pregnancy support.
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## SHINE SA

<b>Contact Details</b>	Phone: 8300 5300 Email: <a href="mailto:info@shinesa.org.au">info@shinesa.org.au</a> Website: <a href="https://shinesa.org.au">https://shinesa.org.au</a> Fact sheet: <a href="https://shinesa.org.au/media/2021/05/SHINE-SA-Services.pdf">https://shinesa.org.au/media/2021/05/SHINE-SA-Services.pdf</a>
<b>Who are they?</b>	Provide sexual health and relationship well-being services including clinics, counselling, education, and information. They also provide LGBTIQ+ inclusive services and support.
<b>What do they cover?</b>	Sexual health and relationship wellbeing

## Catherine House

<b>Contact Details</b>	Phone: (08) 8232 2282 Email: <a href="mailto:reception@catherinehouse.org.au">reception@catherinehouse.org.au</a> Website: <a href="https://catherinehouse.org.au">https://catherinehouse.org.au</a>
<b>Who are they?</b>	Catherine house offers crisis, longer term accommodation and support services for women experiencing homelessness. Including homelessness as a result of domestic violence, mental and physical health issues, poverty, and a lack of safe affordable housing.
<b>What do they cover?</b>	Women in Crisis

## Women's Domestic Violence Court Assistance Service

<b>Contact details</b>	Phone: 1800 246 642 Email: <a href="mailto:WDVCAS@lsc.sa.gov.au">WDVCAS@lsc.sa.gov.au</a>
<b>Who are they?</b>	The Women's Domestic Violence Court Assistance Service provides specialised legal assistance for women in South Australia affected by domestic and family violence. Operated by the Legal Services Commission, they provide a range of services primarily relating to helping women apply for intervention orders and ending tenancy agreements.
<b>What do they cover?</b>	Free assistance is available for Intervention Order applications, variations or revocations in the Magistrates Court, ending tenancies and relevant SACAT

	applications, liaising with police to report breaches of intervention orders and other domestic and family violence issues.
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### Cedar Health Service

<b>Contact details</b>	Phone: (08) 8444 0700
<b>Who are they?</b>	The Cedar Health Service provides holistic health support to people 16 years and older who have been subjected to abusive and unsafe behavior from a partner or ex-partner. The service is free and focuses on specialised healthcare that addresses the impacts of domestic and family violence. It is inclusive and open to everyone, regardless of gender identity, sexual orientation or cultural/linguistic background.
<b>What do they cover?</b>	Domestic violence, family violence and abuse.

### Safe at Home (SaH)

<b>Contact details</b>	Phone: 1800 800 098 (Free call 24 hours)
<b>Who are they?</b>	The Safe at Home program helps women and children who are at risk of homelessness because of family and domestic abuse. SaH provides assessments, safety management planning, home security audits and coordination of security upgrades to enable a woman and her children to remain at home safely.
<b>What do they cover?</b>	Domestic violence, family violence and abuse.

### Ninko Kurtangga Patpangga

<b>Contact details</b>	Phone: 8297 9644 Email: <a href="mailto:contact@womenssafetyservices.com.au">contact@womenssafetyservices.com.au</a> Website: <a href="https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/ninko-kurtangga-patpangga">https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/ninko-kurtangga-patpangga</a>
<b>Who are they?</b>	Ninko Kurtangga Patpangga - Southern Regional Aboriginal Domestic Violence and Family Violence Service assists Aboriginal women and children experiencing or escaping domestic or family violence.
<b>What do they cover?</b>	<ul style="list-style-type: none"> <li>• Immediate safety response</li> <li>• Accommodation</li> <li>• Material assistance</li> <li>• Advice and information</li> </ul>

	<ul style="list-style-type: none"> <li>• Advocacy</li> <li>• Living skills development</li> <li>• Health and wellbeing support</li> </ul>
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## Uniting Communities

<b>Contact details</b>	Phone: 1800 615 677. Email: <a href="mailto:counselling@unitingcommunities.org">counselling@unitingcommunities.org</a> Website: <a href="https://www.unitingcommunities.org/service/counselling/domestic-and-family-violence">https://www.unitingcommunities.org/service/counselling/domestic-and-family-violence</a>
<b>Who are they?</b>	Uniting Communities are an inclusive not-for-profit organisation working alongside more than 80,000 South Australians each year. They value diversity and are committed to providing respectful, accessible services, striving to help people live the best lives they can.
<b>What do they cover?</b>	Their counselling services are for anybody who is experiencing abuse. All sexualities, gender identities, ages and people from diverse family and cultural backgrounds are welcome. They can provide interpreter and translation services if needed. Uniting Communities will talk through an individual's options and support them as they make decisions about the best way forward. The counselling services are safe, confidential, and respectful.

## Women's Information Service

<b>Contact details</b>	Phone: 8303 0590 or 1800 188 158. Text: SMS our mobile on 0401 989 860 Email: <a href="mailto:OFWInformation@sa.gov.au">OFWInformation@sa.gov.au</a> Website: <a href="https://officeforwomen.sa.gov.au/womens-information-service/outreach-centres">https://officeforwomen.sa.gov.au/womens-information-service/outreach-centres</a>
<b>Who are they?</b>	The Women's Information Service provides information to South Australian women online, over the phone and in person. They aim to increase access to information that promotes choice and empowerment. A safe local place where women can talk confidentially to trained volunteers, who can provide support information and referrals to appropriate services.
<b>What do they cover?</b>	<ul style="list-style-type: none"> <li>• Family life and relationships</li> <li>• Domestic/family violence, sexual assault and safety</li> <li>• Health and wellbeing</li> <li>• Accommodation and housing issues</li> <li>• Financial security and independence</li> </ul>

	<ul style="list-style-type: none"> <li>• Women's groups and events</li> <li>• Education, training and career paths</li> </ul>
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## AnglicareSA

<b>Contact Details</b>	<b>Phone: Phone:</b> 8131 3400 Email: <a href="mailto:admin@anglicaresa.com.au">admin@anglicaresa.com.au</a> Online: <a href="https://anglicaresa.com.au/contact-us/">https://anglicaresa.com.au/contact-us/</a> <i>Do not take direct referrals but happy for clients to contact them directly for assistance.</i>
<b>Who are they?</b>	AnglicareSA is a not-for-profit organisation that helps people in times of need. They provide support, counselling and advocacy for people struggling with poverty, domestic violence, homelessness, grief, mental wellness and other forms of crisis or trauma.
<b>What do they cover?</b>	Homelessness, domestic violence, grief, mental health.

## Aboriginal Family Support Services

<b>Contact details</b>	Phone: (08) 8205 1500 Email: <a href="mailto:afss@afss.com.au">afss@afss.com.au</a> Website: <a href="https://www.afss.com.au">https://www.afss.com.au</a>
<b>Who are they?</b>	Ensure that Aboriginal communities and organisations are involved in matters relating to child protection. As an Aboriginal community based and community-controlled organisation, ACCA's key role was to redress these injustices and to provide support, assistance and advocacy to Aboriginal children, youth, and their families.
<b>What do they cover?</b>	Their focus is on working to ensure that Aboriginal children maintain their cultural links despite being separated from their parents and ensuring that wherever possible Aboriginal families are reunited. Confidential support services for Aboriginal and Torres Strait Islanders experiencing Domestic and Family Violence.

## Northern Community Legal Service

<b>Contact details</b>	Phone: 08 8281 6911 Email: <a href="mailto:ncls@northernlegal.org.au">ncls@northernlegal.org.au</a> Website: <a href="http://northernlegal.org.au">http://northernlegal.org.au</a>
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<b>Who are they?</b>	Northern Community Legal Service have helped thousands of disadvantaged and vulnerable South Australians in the North and Mid-North since our creation to access justice. Their team is passionate about improving access to justice for those in need and are committed to the highest standard of legal assistance.
<b>What do they cover?</b>	Family law and family violence

### Nunga Mi:Minar - Northern Regional Domestic Violence and Aboriginal Family Violence Service

<b>Contact details</b>	Phone: 08 8367 6474 or 1800 003 308 Website: <a href="https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/nunga-miminar">https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/nunga-miminar</a>
<b>Who are they?</b>	They are a domestic violence and Aboriginal family violence service helping Aboriginal women and their children experiencing or escaping family violence. They are located in Adelaide but have an outreach in the Riverland.
<b>What do they cover?</b>	<ul style="list-style-type: none"> <li>• Immediate safety response</li> <li>• Accommodation</li> <li>• Material assistance</li> <li>• Advice and information</li> <li>• Advocacy</li> <li>• Living skills development</li> <li>• Health and wellbeing support</li> </ul>

### Southern Adelaide Domestic Violence Service

<b>Contact details</b>	Phone: 8382 0066 or 1800 800 098 Email: <a href="mailto:contact@womenssafetyservices.com.au">contact@womenssafetyservices.com.au</a> or <a href="mailto:admin@sdvs.org.au">admin@sdvs.org.au</a> Website: <a href="https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/southern-adelaide-domestic-violence-service">https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/southern-adelaide-domestic-violence-service</a>
<b>Who are they?</b>	Assist women and their children who are experiencing or escaping domestic or family violence.
<b>What do they cover?</b>	<p>Immediate safety response</p> <p>Accommodation</p> <p>Material assistance</p> <p>Advice and information</p> <p>Advocacy</p>

	<p>Living skills development</p> <p>Health and wellbeing support</p>
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### **Shark Cage Group, Strength to Strength Group**

<b>Contact details</b>	<p>Phone: 0422 928 921</p> <p>Email: <a href="mailto:admin@ursulabenstead.com.au">admin@ursulabenstead.com.au</a></p> <p>Website: <a href="https://www.thesharkcage.com/find-a-shark-cage-group/">https://www.thesharkcage.com/find-a-shark-cage-group/</a></p> <p>Provider: Anglicare SA contact details:</p> <p>Phone: Carla on 0403 750 182 or 8186 8919</p> <p>Email: <a href="mailto:carla.favretto@anglicaresa.com.au">carla.favretto@anglicaresa.com.au</a></p> <p>Website: <a href="https://officeforwomen.sa.gov.au/womens-information-service/wis-whats-on">https://officeforwomen.sa.gov.au/womens-information-service/wis-whats-on</a></p>
<b>Who are they?</b>	<p>A trauma informed five step program of interventions designed to heal and empower women who have experienced repeated abuse such as family violence or sexual assault. It draws on a human rights approach in assisting girls and women to develop or regain a sense of their rights.</p> <p>Assertiveness and self-confidence building courses are provided for women who have experienced abusive or controlling relationships and/or sexual abuse.</p>
<b>What do they cover?</b>	Girls and women who have experienced family violence, abuse, or are a victim of sexual assault.

### **Junction Australia**

<b>Contact details</b>	<p>Website: <a href="https://junctionaustralia.org.au/domestic-violence-services/">https://junctionaustralia.org.au/domestic-violence-services/</a></p> <p>FLEURIEU</p> <p>Phone 1300 694 961</p> <p>Email: <a href="mailto:fdvs@junctionaustralia.org.au">fdvs@junctionaustralia.org.au</a></p> <p>KANGAROO ISLAND</p> <p>Phone 8553 2877 or 0408 384 920</p> <p>Location: visit their Community Centre at 16 Telegraph Road, Kingscote.</p>
<b>Who are they?</b>	<p>Junction Australia offer domestic violence support to women, children and young people living with, or leaving domestic violence in the Fleurier and Kangaroo Island regions. They also support those who are experiencing or at risk of homelessness.</p>



<b>What do they cover?</b>	<p>Safe, short term emergency accommodation and help to find sustainable safe housing</p> <p>Links to counselling and other services</p> <p>Assistance for women from Indigenous and CALD backgrounds</p> <p>Help for women and children with disabilities</p> <p>Support with referrals for legal matters</p> <p>Community development and support programs</p> <p>Support with health, drug or alcohol issues</p>
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### Family Relationship Centres

<b>Contact details</b>	<p>Phone: 1800 050 321</p> <p>Website: <a href="https://www.familyrelationships.gov.au">https://www.familyrelationships.gov.au</a></p>
<b>Who are they?</b>	Family Relationship Centres offer information and counselling for families at all stages of their lives, including relationship difficulties and separation.
<b>What do they cover?</b>	The organization assists families and offers Family dispute resolution mediation sessions, referrals, counselling, financial advice, legal advice and information sessions. They also provide support for sufferers of family or domestic violence.

### Centacare Family Relationship Counselling

<b>Contact details</b>	<p>Phone: (08) 8215 6700</p> <p>Email: <a href="mailto:enquiries@centacare.org.au">enquiries@centacare.org.au</a></p> <p>Website: <a href="https://centacare.org.au/service/counselling-family-relationship-program/">https://centacare.org.au/service/counselling-family-relationship-program/</a></p>
<b>Who are they?</b>	Centacare provides confidential counselling support to individuals, couples, families, and children. Counselling is also provided for families who have experienced family violence/crisis and trauma.
<b>What do they cover?</b>	Families, couples or individuals.

### Western Adelaide Domestic Violence Service

<b>Contact details</b>	<p>Phone: 8268 7700</p> <p>Email: <a href="mailto:contact@womenssafetyservices.com.au">contact@womenssafetyservices.com.au</a></p> <p>Website: <a href="https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/western-adelaide-domestic-violence-service">https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/western-adelaide-domestic-violence-service</a></p>
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<b>Who are they?</b>	Assist women and their children who are experiencing or escaping domestic or family violence.
<b>What do they cover?</b>	<p>Immediate safety response</p> <p>Accommodation</p> <p>Material assistance</p> <p>Advice and information</p> <p>Advocacy</p> <p>Living skills development</p> <p>Health and wellbeing support</p>

### The Together4Kids Team

<b>Contact details</b>	<p>Phone: (08) 8216 5200</p> <p>Referral form: <a href="https://www.rasa.org.au/wp-content/uploads/2022/09/T4K_14-Week-Referral_September-2022-Fillable.pdf">https://www.rasa.org.au/wp-content/uploads/2022/09/T4K_14-Week-Referral_September-2022-Fillable.pdf</a></p> <p>Website: <a href="https://www.rasa.org.au/the-t4k-team/">https://www.rasa.org.au/the-t4k-team/</a></p>
<b>Who are they?</b>	<p>Provided by Relationships Australia (SA), Together4Kids (T4K) is a specialist child-focused team which provides support and training to those working in the homelessness sector and therapeutic support for children in groups and as individuals. Their therapeutic services are provided to children aged between 0 and 12 years who have experienced homelessness or unstable accommodation, family domestic violence and resultant relational trauma.</p>
<b>What do they cover?</b>	<p>Aim to assist children to overcome trauma, regulate emotions and self-expression, manage transitions, and build resilience.</p>

## Sex Discrimination

### Key Service - Working Women's Centre

<b>Contact Details</b>	Contact Person: Sarah Devenport Email: <a href="mailto:reception@wwc.org.au">reception@wwc.org.au</a> Call: (08) 8410 6499 Warm referral: <a href="https://wwcsa.org.au/referrals/">https://wwcsa.org.au/referrals/</a> Client intake form: <a href="https://wwcsa.org.au/enquiry-form/">https://wwcsa.org.au/enquiry-form/</a>
<b>Who are they?</b>	A non-government organization providing free advice and confidential information, support and representation to vulnerable workers residing in South Australia about their rights at work. Working Women's Centre is uniquely placed to advise, inform and represent workers on workplace issues.
<b>What do they cover?</b>	The cover issues including but not limited to: <ul style="list-style-type: none"><li>• Wage theft</li><li>• Dismissal</li><li>• Parental leave</li><li>• Family violence and work</li><li>• Discrimination</li><li>• National employment standards</li><li>• The modern award systems</li><li>• Workplace entitlements</li><li>• Sexual harassment</li><li>• Workplace bullying</li><li>• Redundancy</li><li>• Sham contracting</li><li>• Interpretation and advice on employment contracts</li></ul>

### 1800Respect – National Sexual Assault, Domestic Violence Counselling Service

<b>Contact Details</b>	Phone: 1800 737 732 The service is available 24 hours a day, 7 days a week
<b>Who are they?</b>	National Sexual Assault and Domestic Violence Counselling Service providing confidential information counselling and support services. Individuals can have confidential conversations with a counsellor who will listen to and support them in what they feel is right for their situation.

<b>What do they cover?</b>	Sexual Assault and Domestic Violence
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### Yarrow Place – Rape and Sexual Assault Service

<b>Contact Details</b>	Phone: <a href="tel:1800817421">1800 817 421</a> (Toll-free in SA) Email: <a href="mailto:info@yarrowplace.sa.gov.au">info@yarrowplace.sa.gov.au</a>
<b>Who are they?</b>	A Service for anyone who has been sexually assaulted. They are a part of the Youth Woman's Safety and Wellbeing Division of the Women's and Children Health Network. They provide free and confidential service for those aged 16 and over at the time of sexual assault, including: <ul style="list-style-type: none"> <li>- 24-hour crisis response service for recent sexual assault</li> <li>- Professional counselling and advocacy</li> <li>- Group programs, seminars, education, training, and community capacity-building.</li> <li>- Country response program</li> <li>- Intensive health and therapeutic outreach support for at risk young people</li> </ul>
<b>What do they cover?</b>	Rape and Sexual Assault

### SAPOL

<b>Contact Details</b>	Phone: 131 444 Website: <a href="https://www.police.sa.gov.au/">https://www.police.sa.gov.au/</a>
<b>Who are they?</b>	SAPOL is headed by the Commissioner of Police, who reports directly to the Minister for Police.
<b>What do they cover?</b>	They respond to and investigate reports of sexual violence. They are also able to provide referrals to external service providers and share information, where appropriate, to ensure the best outcome for victims and their families.

### Relationships Australia

<b>Contact Details</b>	Phone: 1300 364 277 <a href="https://www.rasa.org.au/services/">https://www.rasa.org.au/services/</a> - for South Australia)
<b>Who are they?</b>	Relationships Australia is a federation of eight state and territory organizations providing family relationship services around the country.
<b>What do they cover?</b>	Family Dispute Resolution (mediation), Counselling, Family Violence, Children's matters.

## SHINE SA

<b>Contact Details</b>	Phone: 8300 5300 Email: <a href="mailto:info@shinesa.org.au">info@shinesa.org.au</a> Website: <a href="https://shinesa.org.au">https://shinesa.org.au</a> Fact sheet: <a href="https://shinesa.org.au/media/2021/05/SHINE-SA-Services.pdf">https://shinesa.org.au/media/2021/05/SHINE-SA-Services.pdf</a>
<b>Who are they?</b>	Provide sexual health and relationship well-being services including clinics, counselling, education, and information. They also provide LGBTIQA+ inclusive services and support.
<b>What do they cover?</b>	Sexual health and relationship wellbeing

## Uniting Communities

<b>Contact details</b>	Phone: 1800 615 677. Email: <a href="mailto:counselling@unitingcommunities.org">counselling@unitingcommunities.org</a> Website: <a href="https://www.unitingcommunities.org/service/counselling/domestic-and-family-violence">https://www.unitingcommunities.org/service/counselling/domestic-and-family-violence</a>
<b>Who are they?</b>	Uniting Communities are an inclusive not-for-profit organisation working alongside more than 80,000 South Australians each year. They value diversity and are committed to providing respectful, accessible services, striving to help people live the best lives they can.
<b>What do they cover?</b>	Their counselling services are for anybody who is experiencing abuse. All sexualities, gender identities, ages and people from diverse family and cultural backgrounds are welcome. They can provide interpreter and translation services if needed. Uniting Communities will talk through an individual's options and support them as they make decisions about the best way forward. The counselling services are safe, confidential, and respectful.

## Women's Information Service

<b>Contact details</b>	Phone: 8303 0590 or 1800 188 158. Text: SMS our mobile on 0401 989 860 Email: <a href="mailto:OFWInformation@sa.gov.au">OFWInformation@sa.gov.au</a> Website: <a href="https://officeforwomen.sa.gov.au/womens-information-service/outreach-centres">https://officeforwomen.sa.gov.au/womens-information-service/outreach-centres</a>
<b>Who are they?</b>	The Women's Information Service provides information to South Australian women online, over the phone and in person. They aim to increase access to

	information that promotes choice and empowerment. A safe local place where women can talk confidentially to trained volunteers, who can provide support information and referrals to appropriate services.
<b>What do they cover?</b>	<ul style="list-style-type: none"> <li>• Family life and relationships</li> <li>• Domestic/family violence, sexual assault and safety</li> <li>• Health and wellbeing</li> <li>• Accommodation and housing issues</li> <li>• Financial security and independence</li> <li>• Women's groups and events</li> <li>• Education, training and career paths</li> </ul>

## Sexual Harassment

If someone has been sexually harassed there are a range of government organisations who can become involved. If someone is being sexually harassed at work, their employer *may* be the most efficient starting point for the making of a complaint. The employer may be able to effectively change the situation, remove or sanction the perpetrator etc.

### Key Service - SAPOL

<b>Contact Details</b>	131 444 (000 in an Emergency)
<b>Function</b>	<p>If a crime has been committed a report can be made to the police.</p> <p>Victims of Crime South Australia provides information for victims of sexual assault: <a href="https://www.voc.sa.gov.au/_data/assets/pdf_file/0006/289680/info-sexual-assault.pdf">https://www.voc.sa.gov.au/_data/assets/pdf_file/0006/289680/info-sexual-assault.pdf</a></p> <p>Intervention Orders may be appropriate in the circumstances.</p>

### Key Service - Office of the Commissioner for Equal Opportunity

<b>Contact Details</b>	<p>(08) 7322 7070</p> <p><a href="https://www.equalopportunity.sa.gov.au/complaints/making-a-complaint">https://www.equalopportunity.sa.gov.au/complaints/making-a-complaint</a></p>
<b>Function</b>	<p><b>Mandate:</b></p> <p>Sexual harassment is unlawful under section 87 of the Equal Opportunity Act under the following circumstances:</p> <ul style="list-style-type: none"><li>• Workplace setting</li><li>• Educational setting</li><li>• In the provision of goods and services or the provision of accommodation.</li><li>• Judicial, parliamentary or council setting.</li><li>• In a governing body of an association.</li></ul> <p><b>Actions:</b></p> <p>The Office of the Commissioner for Equal Opportunity can undertake assessment, conciliation and referral of complaints to a tribunal.</p>

### Key Service - Australian Human Rights Commission

<b>Contact Details</b>	<p>Phone: 1300 369 711</p> <p>Email: <a href="mailto:infoservice@humanrights.gov.au">infoservice@humanrights.gov.au</a></p> <p>Online complaint form: <a href="https://humanrights.gov.au/complaints/make-complaint">https://humanrights.gov.au/complaints/make-complaint</a></p>
<b>Function</b>	<b>Mandate:</b>

	<p>Complaints about sexual harassment can be made to the Australian Human Rights Commission under the Sex Discrimination Act 1984.</p> <ul style="list-style-type: none"> <li>• Part II of the Sex Discrimination Act 1984 makes sexual harassment unlawful in areas of public life.</li> <li>• Part I - Division 3—Harassment etc. of the Sex Discrimination Act 1984 defines sexual harassment for the purpose of the prohibitions under Part II.</li> </ul> <p><b>Actions:</b></p> <p>The Australian Human Rights Commission can facilitate:</p> <ul style="list-style-type: none"> <li>• Improvements in systems and controls at a workplace</li> <li>• The cessation of the sexual harassment</li> <li>• An apology</li> <li>• Financial compensation</li> <li>• Transfers to another workplace (in some circumstances)</li> </ul> <p>As per the website: “a person who sexually harasses someone else is primarily responsible for their behaviour. However, in many cases, employers can also be held responsible for sexual harassment by their employees. This is called ‘vicarious liability’.”</p>
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### Key Service - Fair Work Commission

<b>Contact details</b>	<p>Phone: 1300 799 675</p> <p>Email: <a href="mailto:adelaide@fwc.gov.au">adelaide@fwc.gov.au</a></p> <p>Website: <a href="https://www.fwc.gov.au">https://www.fwc.gov.au</a></p> <p>Bullying Complaints: <a href="https://www.fwc.gov.au/issues-we-help/bullying">https://www.fwc.gov.au/issues-we-help/bullying</a></p> <p>The Fair Work commission has a range of agreements in place with legal providers to provide advice on bullying, sexual harassment and other issues:</p> <ul style="list-style-type: none"> <li>• Workplace Advice Service: <a href="https://www.fwc.gov.au/apply-or-lodge/legal-help-and-representation/legal-advice-workplace-advice-service">https://www.fwc.gov.au/apply-or-lodge/legal-help-and-representation/legal-advice-workplace-advice-service</a></li> </ul>
<b>Function</b>	<p>Stop Bullying Orders (Stop Sexual Harassment Orders) may be available. The Fair Work Commission provides a benchbook for preparing applications relating to sexual harassment:</p> <p><a href="https://www.fwc.gov.au/benchbook/sexual-harassment-benchbook">https://www.fwc.gov.au/benchbook/sexual-harassment-benchbook</a></p>

### Safework SA / Return to Work SA

<b>Contact Details</b>	<p><a href="https://www.safework.sa.gov.au/workers/support-services">https://www.safework.sa.gov.au/workers/support-services</a></p> <p><a href="https://www.rtwsa.com">https://www.rtwsa.com</a></p>
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<b>Function</b>	<p>SafeWork SA provides support to injured workers. If the person who has been harassed has suffered an injury (including psychosocial injuries) they may be eligible for support.</p> <p>SafeWork SA can also investigate unsafe workplaces (more likely in cases of significant / widespread sexual harassment)</p> <p>If an injury has been sustained the worker may be eligible for compensation under the Return to Work SA Scheme.</p> <p>For employers and employees the SafeWork Australia Model Code of Practice: Managing psychosocial hazards at work may be of reference in determining whether there is an unsafe workplace.</p> <p><a href="https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-psychosocial-hazards-work">https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-psychosocial-hazards-work</a></p>
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## Employment

### Working Women's Centre

<b>Contact Details</b>	Website: <a href="https://wwcsa.org.au/referrals/">https://wwcsa.org.au/referrals/</a> Email: <a href="mailto:reception@wwc.org.au">reception@wwc.org.au</a> Call: (08) 8410 6499
<b>Who are they?</b>	A non-government organization providing free advice and confidential information, support and representation to vulnerable workers residing in South Australia about their rights at work. Working Women's Centre is uniquely placed to advise, inform and represent workers on workplace issues.
<b>What do they cover?</b>	The cover issues including but not limited to: <ul style="list-style-type: none"><li>• Wage theft</li><li>• Dismissal</li><li>• Parental leave</li><li>• Family violence and work</li><li>• Discrimination</li><li>• National employment standards</li><li>• The modern award systems</li><li>• Workplace entitlements</li><li>• Sexual harassment</li><li>• Workplace bullying</li><li>• Redundancy</li><li>• Sham contracting</li><li>• Interpretation and advice on employment contracts</li></ul>

### Aboriginal Legal Rights Movement

<b>Contact Details</b>	Phone: (08) 8113 3777 (24 hour service for emergencies) or 1800 643 222 Email: <a href="mailto:info@alm.org.au">info@alm.org.au</a> Contact form: <a href="https://www.alm.org.au/contact-us/">https://www.alm.org.au/contact-us/</a>
<b>Who are they?</b>	Aboriginal Legal Rights Movement (ALRM) help Aboriginal people who have come into contact with the Police or the Courts. They provide representation, prison advice and after-hours custody advice service.
<b>What do they cover?</b>	Family law issues e.g., children's matters, civil matters relating to compensation claims including discrimination, police complaints, victims of crime, personal injury and motor vehicle accidents, employment and Work Cover issues.

### Key Service - Fair Work Commission

<b>Contact details</b>	Phone: 1300 799 675 Email: <a href="mailto:adelaide@fwc.gov.au">adelaide@fwc.gov.au</a> Website: <a href="https://www.fwc.gov.au">https://www.fwc.gov.au</a>
<b>Who are they?</b>	The Fair Work Commission is Australia's workplace tribunal. They create awards, approve enterprise agreements and help resolve issues at work.
<b>What do they cover?</b>	<ul style="list-style-type: none"><li>• Bullying</li><li>• Sexual harassment</li><li>• Discrimination</li><li>• Help for small businesses</li><li>• Unfair dismissal</li><li>• Disputes about general protections</li><li>• Disputes about an award or agreement</li><li>• Industrial action</li></ul>

### Key Service - Fair Work Ombudsman

<b>Contact details</b>	Phone: 13 13 94 Website: <a href="https://www.fairwork.gov.au/about-us/contact-us">https://www.fairwork.gov.au/about-us/contact-us</a>
<b>Who are they?</b>	The Fair Ombudsman helps individuals understand their rights and responsibilities at work.
<b>What do they cover?</b>	<ul style="list-style-type: none"><li>• Pay and wages</li><li>• Leave</li><li>• Starting employment'</li><li>• Employment conditions</li><li>• Workplace problems</li><li>• Ending employment</li></ul>

### SA Unions

<b>Contact details</b>	Phone: (08) 8279 2222 Website: <a href="https://www.saunions.org.au">https://www.saunions.org.au</a>
<b>Who are they?</b>	SA Unions (originally the United Trades and Labour Council of South Australia) is the peak body for trade unions in South Australia. It coordinates political, social, economic, and industrial campaigns between its affiliate members and implements the policies of the Australian Council of Trade Unions in South Australia.
<b>What do they cover?</b>	Support for union members

	They offer two in house legal services: The Workers Compensation Services and the Young Workers Legal Service
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## Workplace Advice Service

<b>Contact details</b>	Phone: 1300 799 675 Request form: <a href="https://www.fwc.gov.au/workplace-advice-service-request-form">https://www.fwc.gov.au/workplace-advice-service-request-form</a>
<b>Who are they?</b>	Set up by the Fair Work Commission, the Commission's Workplace Advice Service organizes free legal help for employees and employers that qualify. Eligibility: <i>Employees must:</i> <ul style="list-style-type: none"> <li>• Not have a lawyer or paid agent</li> <li>• Not be a member of a union</li> <li>• Have an enquiry or issue about dismissal, general protections, or workplace bullying</li> </ul> <i>Small business employers must:</i> <ul style="list-style-type: none"> <li>• Have less than 15 employees</li> <li>• Not have in-house legal, workplace relations or human resources staff</li> <li>• Not have a lawyer or paid agent</li> <li>• Not be a member of an employer association</li> <li>• Have an enquiry or issue about dismissal, general protections, bullying or sexual harassment at work</li> </ul>
<b>What do they cover?</b>	The service is only for employment issues that include: <ul style="list-style-type: none"> <li>• Dismissal</li> <li>• General protections</li> <li>• Bullying at work</li> <li>• Sexual harassment at work</li> </ul>

## UnitingSA

<b>Contact Details</b>	<b>Phone:</b> (08) 8440 2200 <b>Email:</b> <a href="mailto:unitingsa@unitingsa.com.au">unitingsa@unitingsa.com.au</a> .
<b>Who are they?</b>	UnitingSA is a not-for-profit organisation that delivers a diverse range of programs across aged care, community, disability, mental health, child development and employment.
<b>What do they cover?</b>	Aged care, mental health, homelessness, employment.

## Disability

### Key Service - Office of the Public Advocate (OPA)

<b>Contact Details</b>	Phone: <a href="tel:(08)83428200">(08) 8342 8200</a> or <a href="tel:1800066969">1800 066 969</a> (Toll free for SA country) Email: <a href="mailto:opa@agd.sa.gov.au">opa@agd.sa.gov.au</a> Website: <a href="https://www.opa.sa.gov.au">https://www.opa.sa.gov.au</a>
<b>Who are they?</b>	OPA promotes the rights and interests of people with disability who may need assistance with decision making through investigation, advocacy, dispute resolution and information, and act as a guardian of last resort.
<b>What do they cover?</b>	Guardianship and administration, dispute resolution, information about: <ul style="list-style-type: none"><li>• Advance Care Directives</li><li>• Enduring Powers of Attorney</li><li>• Guardianship Orders</li><li>• Administration Orders</li><li>• SACAT and their processes</li><li>• Consent to medical treatment</li><li>• Informal arrangements</li></ul>

### Key Service - Disability Advocacy and Complaints Services of SA Inc (DACSSA)

<b>Contact details</b>	Phone: (08) 7122 6030 Email: <a href="mailto:admin@dacssa.org.au">admin@dacssa.org.au</a> Website: <a href="https://www.dacssa.org.au">https://www.dacssa.org.au</a>
<b>Who are they?</b>	A free, independent information and support organisation servicing regional/country South Australia and Adelaide metropolitan area. They are a not-for-profit organisation funded by the Australian Federal Government to assist people who live with disability, their families to source information and work through specific challenges in their life associated with their disability.
<b>What do they cover?</b>	<ul style="list-style-type: none"><li>• NDIS/Appeals</li><li>• Education</li><li>• Employment</li><li>• Discrimination, Human Rights and Equal Opportunity</li><li>• Abuse</li><li>• Housing and Homelessness</li><li>• Complaints about disability services</li><li>• Health and mental illness</li><li>• SACAT Orders</li></ul>

## Advocacy for Disability Access and Inclusion Inc (ADAI)

<b>Contact Details</b>	Phone: (08) 8340 4450 Contact form: <a href="http://advocacyfordisability.org.au/contact.php">http://advocacyfordisability.org.au/contact.php</a>
<b>Who are they?</b>	ADAI aims to achieve better opportunities for people with disability and their families by providing free advocacy support. They help the person living with disability to have a better life by advocating for each person and their family/carers. To enable people with disability to access their community and achieve better education, service provision and employment opportunities by advocating for the person or/and their family. To fully participate in decision making and to work together with professionals as true partners.
<b>What do they cover?</b>	<ul style="list-style-type: none"><li>• Provide Advocacy for Disability Access and Inclusion.</li><li>• Help families gain access to services</li><li>• Support parent groups and networks</li><li>• Assisting individuals, parents, and carers to advocate for improved or new services</li><li>• Promote community involvement</li><li>• Provide information.</li></ul>

## Disability Gateway

<b>Contact Details</b>	Phone: 1800 643 787
<b>Who are they?</b>	An Australian government agency providing information and services to help people with disabilities.
<b>What do they cover?</b>	Areas of life impacting people with disabilities, including: <ul style="list-style-type: none"><li>• Income and finance</li><li>• Employment</li><li>• Aids and equipment</li><li>• Housing</li><li>• Transport</li><li>• Health and wellbeing</li><li>• Everyday living</li><li>• Education</li><li>• Leisure</li><li>• Rights and legal</li></ul>

### Disability Rights Advocacy Service Inc (DRAS)

<b>Contact Details</b>	Phone: (08) 8351 9500 Email: <a href="mailto:administration@dras.com.au">administration@dras.com.au</a>
<b>Who are they?</b>	DRAS is a community organization that provides free disability advocacy services to safeguard and promote the rights and interests of people with a disability, their families and carers. There are three offices in South Australia: greater metropolitan Adelaide (including Mount Barker, Adelaide Hills and Murray Bridge), South East and Coorong, and Riverland.
<b>What do they cover?</b>	<ul style="list-style-type: none"><li>• General advocacy</li><li>• NDIS Appeals</li><li>• Royal Commission support</li><li>• Building individual capacity</li></ul>

### Independent Advocacy SA Inc (IA)

<b>Contact Details</b>	Phone: 1800 999 884 Email: <a href="mailto:indepadv@internode.on.net">indepadv@internode.on.net</a>
<b>Who are they?</b>	IA specialises in advocating for individuals with an intellectual disability in response to extreme marginalisation and complexity. IA undertakes social advocacy that is long term, values driven, and relationship based. Referrals accepted for people at risk of ongoing abuse, violence, neglect or exploitation and who have minimal or no natural allies.
<b>What do they cover?</b>	Individual advocacy for extremely vulnerable people.

### Citizen Advocacy

<b>Contact Details</b>	Phone: (08) 8410 6644 Email: <a href="mailto:office.citizenadvocacy@gmail.com">office.citizenadvocacy@gmail.com</a>
<b>Who are they?</b>	Citizen Advocacy is a local community disability advocacy group who promote, protect, and defend the personal welfare and interests of members of the community with intellectual disability. Citizen Advocacy responds to neglect, vulnerability, and loneliness by encouraging and supporting lasting relationships with practical assistance, support and friendship. Citizen Advocates are independent volunteers who engage in long term one-to-one relationships of support.

<b>What do they cover?</b>	People with an intellectual disability who are highly vulnerable, at risk of harm, of any age living in the Adelaide metropolitan area who have limited or no effective support around them.
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### Uniting Communities - Disability Advocacy Service

<b>Contact Details</b>	Phone: 1800 615 677. Email: <a href="mailto:das@unitingcommunities.org">das@unitingcommunities.org</a> <i>DAS have provided a factsheet to give to clients about their service.</i>
<b>Who are they?</b>	A service run by the Uniting Communities Law Centre that helps people with disability to navigate the NDIS, understand their rights and resolve issues. The service can help people having trouble accessing support, or who are experiencing discrimination or unfair treatment. It can also assist with AAT or SACAT appeals.
<b>What do they cover?</b>	Legal support, NDIS support, disability rights, discrimination, Tribunal appeals.

### Adult Safeguarding Unit

<b>Contact details</b>	Phone: 1800 372 310 Email: <a href="mailto:adultsafeguardingunit@sa.gov.au">adultsafeguardingunit@sa.gov.au</a>
<b>Who are they?</b>	The Adult Safeguarding Unit are a dedicated South Australia-wide service that can respond to concerns about adults who may be vulnerable and experiencing abuse or mistreatment. The Unit has a strong focus on safeguarding the rights of adults vulnerable to abuse. An adult may be vulnerable due to age, disability, ill health, social isolation, dependence on others, or other disadvantage. The Unit provides free confidential advice, information, and support. We also take reports of actual or suspected abuse of an adult who may be vulnerable. Once a report has been received, the Unit must assess the report and take action, as outlined in the Ageing and Adult Safeguarding Act 1995. Anyone can call the Adult Safeguarding Unit and you can remain anonymous if you wish.
<b>What do they do?</b>	<ul style="list-style-type: none"> <li>• Provide confidential information and advice to callers concerned about themselves or someone who may be vulnerable to abuse</li> <li>• Respond to reports of suspected or actual abuse of adults who may be vulnerable to abuse</li> <li>• Provide support to safeguard the rights of adults experiencing abuse, tailored to their needs, wishes and circumstances.</li> <li>• Raise community awareness about the service and strategies to safeguard the rights of adults who may be at risk of abuse</li> </ul>



## Public Trustee

<b>Contact Details</b>	Phone: <a href="tel:0882269200">(08) 8226 9200</a> or <a href="tel:1800673119211">1800 673 119 211</a> (toll free) Email: <a href="mailto:pt.enquiries@sa.gov.au">pt.enquiries@sa.gov.au</a>
<b>Who are they?</b>	The Public Trustee provides financial and administrative services to those who cannot manage their own affairs, or have named them as an enduring power of attorney. The trustee can act as a trustee, executor of a will, administrator of an estate (whether or not of a deceased person), manager, receiver, committee, curator, guardian, next friend, agent, attorney or stakeholder. The Public Trustee can also work with eligible customers (concession holders etc) to make a will.
<b>What do they cover?</b>	Financial and legal administration, wills, executors, and trusts.

## Disability Information and Legal Assistance Unit (DiLA Unit)

<b>Contact Details</b>	Phone: 1300 366 424
<b>Who are they?</b>	DiLA is a specialised unit of the Legal Services Commission and provides specialised information and legal advice for South Australians with disability, as well as their supporters and advocates.
<b>What do they cover?</b>	Legal help for people living with disability.

## Health and Community Services Complaints Commissioner (HCSCC)

<b>Contact Details</b>	Phone: 1800 232 007 Email: <a href="mailto:info@hcsc.sa.gov.au">info@hcsc.sa.gov.au</a>
<b>Who are they?</b>	The HCSCC is an independent statutory office established by the <i>Health and Community Services Complaints Act 2004</i> . The HCSCC receives, assesses and resolves complaints about health and community services in South Australia from consumers, their representatives, or service providers. The HCSCC resolves complaints through direct resolution (helping complainants to resolve the issue with the health or community service directly), informal mediation, conciliation, investigation or referral to other bodies.
<b>What do they cover?</b>	Health and Community Services Complaints



## Aged Care and Age Discrimination

### **Key Service: Older Persons Advocacy Network (OPAN)**

<b>Contact Details</b>	Phone: 1800 700 600
<b>Who are they?</b>	OPAN helps older people understand and exercise their aged care rights, seek aged care services that suit their individual needs and find solutions to issues they may be experiencing with their aged care provider. OPAN's advocacy support line is free and confidential.
<b>What do they cover?</b>	Aged care rights, medical decision-making freedom, aged care abuse and sexual assault.

### **Aged Care Quality and Safety Commission**

<b>Contact Details</b>	Phone: <a href="tel:1800951822">1800 951 822</a> Email: <a href="mailto:info@agedcarequality.gov.au">info@agedcarequality.gov.au</a> Online: <a href="https://www.agedcarequality.gov.au/contact-us">https://www.agedcarequality.gov.au/contact-us</a>
<b>Who are they?</b>	The role of the Aged Care Quality and Safety Commission is to protect and enhance the safety, health, well-being and quality of life of people receiving aged care.
<b>What do they cover?</b>	The Aged Care Quality and Safety Commission provide a free confidential service to anyone wanting to make a complaint about the quality of care or services provided to people receiving Australian Government funded aged care.

### **Ethnic Link Services**

<b>Contact Details</b>	Telephone: <a href="tel:0884486260">(08) 8448 6260</a> Email: <a href="mailto:els@unitngsa.com.au">els@unitngsa.com.au</a> Website: <a href="#">UnitingSA Ethnic Link Services</a> Referrals: For referrals, phone My Aged Care on 1800 200 422 and let them know that you want to receive services from Ethnic Link Services. If you require assistance with language to do this, or would like more information, please contact Ethnic Link Services directly.
<b>Who are they?</b>	A statewide service for people aged 65 and over and their carers, with offices in metropolitan Adelaide, the Riverland and Whyalla. Ethnic Link Services is a statewide service that assists older people from non-English speaking backgrounds to remain living independently at home and in the community.

	Bilingual and bicultural staff are trained in aged care service delivery to support older people and their carers.
<b>What do they cover?</b>	Assistance for people aged 65 years and over for people from non-English speaking backgrounds.

### Adult Safeguarding Unit

<b>Contact details</b>	Phone: 1800 372 310 Email: <a href="mailto:adultsafeguardingunit@sa.gov.au">adultsafeguardingunit@sa.gov.au</a>
<b>Who are they?</b>	The Adult Safeguarding Unit are a dedicated South Australia-wide service that can respond to concerns about adults who may be vulnerable and experiencing abuse or mistreatment. The Unit has a strong focus on safeguarding the rights of adults vulnerable to abuse. An adult may be vulnerable due to age, disability, ill health, social isolation, dependence on others, or other disadvantage. The Unit provides free confidential advice, information, and support. We also take reports of actual or suspected abuse of an adult who may be vulnerable. Once a report has been received, the Unit must assess the report and take action, as outlined in the Ageing and Adult Safeguarding Act 1995. Anyone can call the Adult Safeguarding Unit and you can remain anonymous if you wish.
<b>What do they do?</b>	<ul style="list-style-type: none"> <li>• Provide confidential information and advice to callers concerned about themselves or someone who may be vulnerable to abuse</li> <li>• Respond to reports of suspected or actual abuse of adults who may be vulnerable to abuse</li> <li>• Provide support to safeguard the rights of adults experiencing abuse, tailored to their needs, wishes and circumstances.</li> <li>• Raise community awareness about the service and strategies to safeguard the rights of adults who may be at risk of abuse</li> </ul>

### National Aged Care Advocacy Program (NACAP)

<b>Contact details</b>	Email: <a href="mailto:NACAP@health.gov.au">NACAP@health.gov.au</a>
<b>Who are they?</b>	NACAP provides free and confidential advocacy support to older people and their carers. It also helps aged care service providers to understand their responsibilities and the consumer rights of the people they care for. They also educate Australian Government–subsidised aged care service providers about advocacy and consumer rights.

<b>What do they do?</b>	<p>NACAP supports older people who receive or are applying for government-subsidised aged care by:</p> <ul style="list-style-type: none"> <li>• Providing advocacy services</li> <li>• Helping them to understand and access the aged care system</li> <li>• Informing them of their aged care rights</li> </ul>
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## Public Trustee

<b>Contact Details</b>	<p>Phone: <a href="tel:0882269200">(08) 8226 9200</a> or <a href="tel:1800673119211">1800 673 119 211</a> (toll free)</p> <p>Email: <a href="mailto:pt.enquiries@sa.gov.au">pt.enquiries@sa.gov.au</a></p>
<b>Who are they?</b>	<p>The Public Trustee provides financial and administrative services to those who cannot manage their own affairs, or have named them as an enduring power of attorney. The trustee can act as a trustee, executor of a will, administrator of an estate (whether or not of a deceased person), manager, receiver, committee, curator, guardian, next friend, agent, attorney or stakeholder. The Public Trustee can also work with eligible customers (concession holders etc) to make a will.</p>
<b>What do they cover?</b>	<p>Financial and legal administration, wills, executors, and trusts.</p>

## Uniting Communities Elder Abuse Unit

<b>Contact Details</b>	<p>Phone: 1800 615 677.</p> <p>Email: <a href="mailto:elderabuseunit@unitingcommunities.org">elderabuseunit@unitingcommunities.org</a></p>
<b>Who are they?</b>	<p>The Elder Abuse Unit provides information, support and legal advice to people who have been impacted by elder abuse. This free service is funded by the Federal Government and is available to people aged 65 years and over, living in metropolitan Adelaide.</p>
<b>What do they cover?</b>	<p>Elder abuse support and legal advice.</p>

## Aged Rights Advocacy Service (ARAS)

<b>Contact Details</b>	<p>Phone: <a href="tel:0882325377">(08) 8232 5377</a> or <a href="tel:1800700600">1800 700 600</a> (Toll Free for SA country)</p> <p>Email: <a href="mailto:aras@agedrights.asn.au">aras@agedrights.asn.au</a></p>
<b>Who are they?</b>	<p>The Aged Rights Advocacy Service (ARAS) offers a free, confidential, and state-wide service to older people, or their representatives, who are: living in residential aged care, receiving Commonwealth Home Support Programme (CHSP) or Home</p>

	Care Package (HCP) services, at risk of, or experiencing abuse from family or friends, living in a retirement village.
<b>What do they cover?</b>	Elder abuse, age discrimination.

## Young People

### Youth Law Australia

<b>Contact details</b>	Phone: 1800 950 570 Email: <a href="mailto:advice@yla.org.au">advice@yla.org.au</a> Website: <a href="https://yla.org.au">https://yla.org.au</a>
<b>Who are they?</b>	Youth Law Australia is a community legal service that is dedicated to helping children and young people in Australia and their supporters to find a legal solution to their problems. We are dedicated to addressing the human rights abuses of children and young people in Australia. We believe in equality and justice for all children and young people, and we work to achieve this by connecting and empowering young Australians with free legal information and knowledge. In other words, we work to help keep more children in school, out of trouble and free from bullying, harassment or child abuse.
<b>What do they cover?</b>	Provide free, confidential legal information and help for young people under 25.

### Kids Helpline

<b>Contact Details</b>	Phone: 1800 551 800 Email: <a href="mailto:counsellor@kidshelpline.com.au">counsellor@kidshelpline.com.au</a> Online chat: <a href="https://kidshelpline.com.au/get-help/webchat-counselling">https://kidshelpline.com.au/get-help/webchat-counselling</a>
<b>Who are they?</b>	Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 in Australia.
<b>What do they cover?</b>	Mental health support and counselling for young people. Qualified counsellors are available via WebChat, phone, or email anytime and for any reason.

### UnitingSA

<b>Contact Details</b>	Phone: (08) 8440 2200 Email: <a href="mailto:unitingisa@unitingisa.com.au">unitingisa@unitingisa.com.au</a> .
<b>Who are they?</b>	UnitingSA is a not-for-profit organisation that delivers a diverse range of programs across aged care, community, disability, mental health, child development and employment.
<b>What do they cover?</b>	Aged care, mental health, homelessness, employment.

## Race

### Key Service - Aboriginal Legal Rights Movement

<b>Contact Details</b>	Phone: (08) 8113 3777 (24 hour service for emergencies) or 1800 643 222 Email: <a href="mailto:info@alm.org.au">info@alm.org.au</a> Contact form: <a href="https://www.alm.org.au/contact-us/">https://www.alm.org.au/contact-us/</a>
<b>Who are they?</b>	Aboriginal Legal Rights Movement (ALRM) help Aboriginal people who have come into contact with the Police or the Courts. They provide representation, prison advice and after-hours custody advice service.
<b>What do they cover?</b>	Family law issues e.g., children's matters, civil matters relating to compensation claims including discrimination, police complaints, victims of crime, personal injury and motor vehicle accidents, employment and Work Cover issues.

### Brother-to-Brother 24 Hour Crisis Line

<b>Contact Details</b>	Phone: (03) 8456 3044 24 hour crisis line: 1800 435 799 Email: <a href="mailto:info@dardimunwurro.com.au">info@dardimunwurro.com.au</a>
<b>Who are they?</b>	The Brother-to-Brother crisis line provides phone support for Aboriginal men and Torres Strait Islander men of all ages who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons. The line is staffed by Aboriginal men, including Elders, with lived experience.
<b>What do they cover?</b>	<ul style="list-style-type: none"><li>• Relationship issues</li><li>• Separation</li><li>• Isolation</li><li>• Family violence</li><li>• Parenting</li><li>• Inter-generational trauma</li><li>• Drug and alcohol issues</li></ul>

### 13YARN

<b>Contact Details</b>	Phone: 13 92 76 (24 hours/7 days)
<b>Who are they?</b>	13YARN is a free and confidential service run by Aboriginal and Torres Strait Islander people providing 24/7 Lifeline-trained crisis support.



<b>What do they cover?</b>	A confidential and culturally safe space to yarn about needs, worries or concerns for Aboriginal and Torres Strait Islander people who are feeling overwhelmed or having difficulty coping. They can help to explore options for ongoing support.
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### Australian Migrant Resource Centre

<b>Contact Details</b>	Phone: <a href="tel:0882179500">(08) 8217 9500</a> Email: <a href="mailto:admin@amrc.org.au">admin@amrc.org.au</a> Website: <a href="http://AustralianMigrantResourceCentre.org.au">Australian Migrant Resource Centre</a>
<b>Who are they?</b>	An independent, non-government, leading settlement agency servicing all of South Australia. It supports the effective settlement and participation of people from refugee and migrant backgrounds, as they settle into their new Australian community.
<b>What do they cover?</b>	AMRC supports new arrivals and their new and establishing groups and communities to engage with and contribute effectively to South Australia's society, culture, economy and environment.

### Ethnic Link Services

<b>Contact Details</b>	Telephone: <a href="tel:0884486260">(08) 8448 6260</a> Email: <a href="mailto:els@unitngsa.com.au">els@unitngsa.com.au</a> Website: <a href="http://UnitingSA.org.au/EthnicLinkServices">UnitingSA Ethnic Link Services</a> Referrals: For referrals, phone My Aged Care on 1800 200 422 and let them know that you want to receive services from Ethnic Link Services. If you require assistance with language to do this, or would like more information, please contact Ethnic Link Services directly.
<b>Who are they?</b>	A statewide service for people aged 65 and over and their carers, with offices in metropolitan Adelaide, the Riverland and Whyalla. Ethnic Link Services is a statewide service that assists older people from non-English speaking backgrounds to remain living independently at home and in the community. Bilingual and bicultural staff are trained in aged care service delivery to support older people and their carers.
<b>What do they cover?</b>	Assistance for people aged 65 years and over for people from non-English speaking backgrounds.

## Multicultural Communities Council of SA (MCCSA)

<b>Contact Details</b>	<p>Telephone: (08) 8345 5266</p> <p>Email: <a href="mailto:mccsa@mccsa.org.au">mccsa@mccsa.org.au</a></p> <p>Website: <a href="https://mccsa.org.au">https://mccsa.org.au</a></p>
<b>Who are they?</b>	MCCSA supports and advocates for all people from culturally and linguistically diverse (CALD) backgrounds to realise their potential as active contributors to the economic, social and cultural life of South Australia.
<b>What do they cover?</b>	Systemic advocacy, multicultural programs (including playgroups, aged care outreach, at risk youth outreach), NDIS/disability support services.

## Women's Safety Services SA

<b>Contact details</b>	Phone: (08) 8152 9260
<b>Who are they?</b>	Women's Safety Services SA offers a specific service for women of diverse cultural and linguistic backgrounds who are in unsafe relationships. The Migrant Women's Support program is responsive to culturally sensitive needs, conducts risk assessments, safety management, information, advocacy, and refers to, and engages with other relevant services.
<b>What do they cover?</b>	Domestic and family violence support for culturally and linguistically diverse women.

## Ninko Kurtangga Patpangga

<b>Contact details</b>	<p>Phone: 8297 9644</p> <p>Email: <a href="mailto:contact@womenssafetyservices.com.au">contact@womenssafetyservices.com.au</a></p> <p>Website: <a href="https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/ninko-kurtangga-patpangga">https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers/ninko-kurtangga-patpangga</a></p>
<b>Who are they?</b>	Ninko Kurtangga Patpangga - Southern Regional Aboriginal Domestic Violence and Family Violence Service assists Aboriginal women and children experiencing or escaping domestic or family violence.
<b>What do they cover?</b>	<ul style="list-style-type: none"> <li>• Immediate safety response</li> <li>• Accommodation</li> <li>• Material assistance</li> <li>• Advice and information</li> <li>• Advocacy</li> <li>• Living skills development</li> <li>• Health and wellbeing support</li> </ul>

## Aboriginal Family Support Services

<b>Contact details</b>	Phone: (08) 8205 1500 Email: <a href="mailto:afss@afss.com.au">afss@afss.com.au</a> Website: <a href="https://www.afss.com.au">https://www.afss.com.au</a>
<b>Who are they?</b>	Ensure that Aboriginal communities and organisations are involved in matters relating to child protection. As an Aboriginal community based and community-controlled organisation, ACCA's key role was to redress these injustices and to provide support, assistance and advocacy to Aboriginal children, youth, and their families.
<b>What do they cover?</b>	Their focus is on working to ensure that Aboriginal children maintain their cultural links despite being separated from their parents and ensuring that wherever possible Aboriginal families are reunited. Confidential support services for Aboriginal and Torres Strait Islanders experiencing Domestic and Family Violence.

## LGBTQ+

### SA Rainbow Advocacy Alliance (SARAA)

<b>Contact Details</b>	Phone: 0401 802 391 Website: <a href="https://www.saraa.org.au">https://www.saraa.org.au</a>
<b>Who are they?</b>	SARAA is a community advocacy group that advocates for decision-makers to make evidence based policy changes to improve LGBTIQ+ health, safety and inclusion. They connect LGBTIQ+ communities to take action on issues that matter to the community. They raise awareness of LGBTIQ+ experiences in the broader community to make South Australia a more inclusive State.
<b>What do they cover?</b>	LGBTIQ+ advocacy, including Gender Identity and Sexual Orientation.

### SHINE SA

<b>Contact Details</b>	Phone: 8300 5300 Email: <a href="mailto:info@shinesa.org.au">info@shinesa.org.au</a> Website: <a href="https://shinesa.org.au">https://shinesa.org.au</a> Fact sheet: <a href="https://shinesa.org.au/media/2021/05/SHINE-SA-Services.pdf">https://shinesa.org.au/media/2021/05/SHINE-SA-Services.pdf</a>
<b>Who are they?</b>	Provide sexual health and relationship well-being services including clinics, counselling, education, and information. They also provide LGBTIQ+ inclusive services and support.
<b>What do they cover?</b>	Sexual health and relationship wellbeing

### QLife

<b>Contact Details</b>	Phone: 1800 184 527 (3pm to midnight) Online: <a href="https://qlife.org.au/get-help">https://qlife.org.au/get-help</a>
<b>Who are they?</b>	QLife is an Australia-wide telephone and webchat peer support and referral service for LGBTIQ+ people and their loved ones. QLife is a free and anonymous service run by LGBTIQ+ peers for those wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.
<b>What do they cover?</b>	Peer support and referral service for LGBTIQ+ people. They do not provide crisis mental health services.

### Intersex Peer Support Australia

<b>Contact Details</b>	Phone: 0478 537 739 Email: <a href="mailto:info@isupport.org.au">info@isupport.org.au</a> Website: <a href="https://isupport.org.au/about-us/">https://isupport.org.au/about-us/</a>
<b>Who are they?</b>	Intersex Peer Support Australia is an intersex peer support, information and advocacy group for people born with variations in sex characteristics and their families.
<b>What do they cover?</b>	Intersex peer support, advocacy and information service.

### Bfriend

<b>Contact Details</b>	Phone: 1800 615 677 Email: <a href="mailto:bfriend@unitingcommunities.org">bfriend@unitingcommunities.org</a>
<b>Who are they?</b>	Bfriend is a free and confidential service provided by Uniting Communities that supports anyone who has questions about their sexuality, gender identity and intersex variations, and their loved-ones.
<b>What do they cover?</b>	LGBTIQA+ peer support, community connections, workplace training and volunteering opportunities.

### COTA SA Rainbow Hub

<b>Contact Details</b>	Phone: 1800 615 677 Email: <a href="mailto:bfriend@unitingcommunities.org">bfriend@unitingcommunities.org</a>
<b>Who are they?</b>	A service run by Council of the Aging (COTA) SA that provides programs, services, events and activities focused on the LGBTI community aged 50+.
<b>What do they cover?</b>	LGBTI advocacy/activism, social activities, and support group for aging people (50+).

### Rainbow Directory SA

<b>Contact Details</b>	Phone: 1800 636 368 Email: <a href="mailto:rainbowdirectorysa@catalystfoundation.com.au">rainbowdirectorysa@catalystfoundation.com.au</a> Directory: <a href="https://www.rainbowdirectorysa.com.au/index.php">https://www.rainbowdirectorysa.com.au/index.php</a>
<b>Who are they?</b>	A directory of LGBTIQA+ services and activities in South Australia.

<p><b>What do they cover?</b></p>	<p>The directory includes services and activities including support groups, social activities, helplines, peer support, counselling, legal support and advocacy, in areas including:</p> <ul style="list-style-type: none"> <li>· Ageing</li> <li>· Youth</li> <li>· Disability</li> <li>· Health (including mental health, sexual health, and substance use)</li> <li>· Housing and accommodation</li> <li>· Financial</li> <li>· Families</li> <li>· Domestic, family and sexual violence</li> <li>· Employment</li> <li>· Education</li> </ul>
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## Education

### Association of Independent Schools of South Australia

<b>Contact Details</b>	<b>Phone:</b> 08 8179 1400 <b>Email:</b> <a href="mailto:office@ais.sa.edu.au">office@ais.sa.edu.au</a>
<b>Who are they?</b>	The Association of Independent Schools of South Australia (AISSA) is the peak body for the independent school sector in South Australia and is a member of the Independent Schools Council of Australia which represents independent schools nation-wide.
<b>What do they cover?</b>	The Association provides a forum for debate on significant policy issues and plays a leadership role in providing advice and information, representing individual schools and the sector.

### Training Advocate

<b>Contact Details</b>	<b>Phone:</b> 1800 006 488 <b>Email:</b> <a href="mailto:skillscommission@sa.gov.au">skillscommission@sa.gov.au</a> <b>Online:</b> Submit form online via <a href="https://skillscommission.sa.gov.au/contact">https://skillscommission.sa.gov.au/contact</a>
<b>Who are they?</b>	The South Australian Skills Commission (SASC) has been established to help make the state's skills system more flexible, easier to navigate and geared towards workforce needs.
<b>What do they cover?</b>	The Commission will provide services to apprentices and trainees, international students, employers and training providers, responding to complaints, advocating and mediating disputes, to resolve matters relating to training contracts.

### Catholic Education South Australia

<b>Contact Details</b>	<b>Phone:</b> 1800 006 488 <b>Email:</b> <a href="mailto:skillscommission@sa.gov.au">skillscommission@sa.gov.au</a> <b>Online:</b> Submit form online via <a href="https://skillscommission.sa.gov.au/contact">https://skillscommission.sa.gov.au/contact</a>
<b>Who are they?</b>	The South Australian Skills Commission (SASC) has been established to help make the state's skills system more flexible, easier to navigate and geared towards workforce needs.
<b>What do they cover?</b>	The Commission will provide services to apprentices and trainees, international students, employers and training providers, responding to complaints, advocating and mediating disputes, to resolve matters relating to training contracts.