

MAGISTRATES COURT LEGAL ADVICE
SERVICE

REFERRAL GUIDE 2016



THE UNIVERSITY

of ADELAIDE

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PART ONE – LEGAL SERVICES

Aboriginal Persons

Aboriginal Legal Rights Movement

Head Office

Address: 321-325 King William St, Adelaide SA 5000

Phone: (08) 9113 3777

Freecall number: 1800 643 222

Email: info@alrm.org.au

Murray Bridge

Address: 27 Beatty Tce, Murray Bridge SA 5253

Phone: (08) 8113 3766

Port Augusta

Address: 12 Church St, Port Augusta SA 5700

Phone: (08) 8113 3788

Ceduna

Address: Corner of East Tce & Merghiny Dr, Ceduna SA 5690

Phone: (08) 8113 3799

Port Lincoln

Contact Ceduna Office

Who does this service assist?

This is a community governed by an all Aboriginal Board. They aim to ensure that the interests and rights of Aboriginal people are protected by the law and not adversely affected by abuse, or misuse of any powers under the law. ALRM also aims to provide community legal education through activities and resources. They want to raise awareness of positive pathways for Aboriginal People and assist in contributing towards Australia's objectives of multicultural configuration. They want to prevent crime and actively attempt to change the stereotype of the existing perception about the Aboriginal community.

How and what does this service assist with?

Criminal Law:

- Providing advice regarding criminal offences
- Providing advice regarding prison
- Legal representation

- After hour-custody advice services
- Representation in court with persons charged with criminal offences across all jurisdictions
- Representation at police interview
- Representation and advice through committal, trial, sentencing, appeals, before the court and appearances before Parole Board.

Civil and Human Rights Law:

- Stolen Generation claimants
- Nuclear testing claims
- Family law
- Motor vehicle accidents
- Medical negligence
- Personal injury
- Police complaints
- Child protection

Financial Counselling for those facing Financial Hardship:

- Sourcing financial assistance
- Budgeting advice
- Housing
- Centrelink issues
- Superannuation
- Training on how to manage finances
- Financial counseling
- Advocate and act for you in financial matters
- Agency / service provider referrals
- Ambulance waiver
- Arranging payment plans
- Credit and consumer rights
- Dental waivers
- Debt
- Funding applications
- Low income support representation

Any specific criteria to be eligible?

Persons must be of aboriginal decent.

Aboriginal Family Violence Legal Prevention

Port Augusta Head Office

Address: 26 Jervois St, Port Augusta SA 5700

Phone: (08) 8641 2195

Free call: 1800 111 052

Website: <http://www.familyrelationships.gov.au>

Email: portaugusta@fvlsac.org.au

Ceduna

Address: 17 McKenzie St, Ceduna SA 5690

Phone: (08) 8625 3800

Free call: 1800 839 059

Email: ceduna@fvlsac.org.au

Port Lincoln

Address: 32 Napoleon St, Port Lincoln SA 5606

Phone: (08) 8683 1896

Email: portlincoln@fvlsac.org.au

Who does this service assist?

This clinic helps Aboriginal or Torres Strait Islanders and their partners who are the victims/survivors of family violence or sexual assault.

How and what does this service assist with?

This service provides:

- Legal assistance
- Advice
- Case work
- Court support
- Counselling
- Child protection
- Information
- Support
- Referral

For matters involving:

- Family violence
- Domestic violence
- Violence
- Assault
- Sexual assault
- Sexual abuse

Any specific criteria to be eligible?

Person must be the victim of family violence or sexual assault and not the perpetrator. As well as being of Aboriginal or Torres Strait Islander descent.

Warndu Wathilli - Carri Ngura (Aboriginal Family Violence Legal Service)

Address: 8 Church St, Port Augusta SA 5700

Phone: (08) 8641 2195

Free call: 1800 111 052

Website: http://www.saccls.org.au/centre_details.php?centre_id=11

Who does this service assist?

This service assists Aboriginal families who are involved in family and domestic violence.

How and what does this service assist with?

Warndu Wathilli provides free legal advice regarding the prevention of family and domestic violence for aboriginal families.

Areas of law:

- Restraining orders
- Family court applications
- Criminal injuries compensation
- Court attendance

Any specific criteria to be eligible?

Must be of Aboriginal descent.

Business and Employment

Fair Work Ombudsman

Phone: 13 13 94

Website: <https://www.fairwork.gov.au/about-us>

Who does this service assist?

This service assists small businesses, young workers and students, apprentices and trainees, parents and families, visa holders and migrants and independent contractors that need assistance with workplace legal issues.

How and what do they assist with?

The Fair Work Ombudsman helps employers and employees understand how Australian workplace laws work so that they can follow them correctly. They provide information and education on areas of the workplace. They also provide tools, templates and guidelines for you to use, and help you use them to resolve your workplace issues. There are free short courses online as well as calculators, guidelines, templates and fact sheets.

What they can do:

- Provide information about Australia's workplace relations system
- Provide tools, templates and guidelines for you to use and help you use them to resolve your workplace issues
- Educate people about fair work practices, rights and obligations
- Resolve workplace issues by promoting and monitoring compliance with breaches of workplace laws, awards and agreements
- Enforce workplace laws
- Seek penalties for breaches of workplace laws
- Enforce orders made by the Fair Work Commission

What they cannot do:

Pay

- Pay calculator
- Minimum wages
- Penalty rates and allowances
- Deducting pay and overpayments
- Paying wages
- Pay slips and record-keeping
- Tax and superannuation
- Pay during stand down and severe weather
- Unpaid work

Leave

- Annual leave
- Sick and carer's leave
- Compassionate & bereavement leave
- Public holidays
- Maternity & parental leave
- Community service leave
- Worker's compensation
- Leave calculator

Ending Employment

- Notice & redundancy
- Notice and final pay
- Unfair dismissal
- Redundancy
- Bankruptcy and liquidation

Employee Entitlements

- Types of employees
- National employment standards
- Public holidays
- Leave
- Hours of work, breaks and rosters
- Flexibility in the workplace
- Uniforms, vehicle & travel entitlements
- Managing performance & warnings
- Notice & final pay
- Redundancy
- Bullying and harassment
- Protections at work
- Industrial action and union membership
- Change of business owners

Awards and Agreements

- Awards
- Agreements
- Employment contracts
- Wages and conditions

Things they cannot assist with but can give referrals for:

- Tax or superannuation
- Bullying and harassment
- Workplace health and safety
- Unfair dismissal
- Changes in legislation, awards or agreements

Any specific criteria to be eligible?

Before your first call to the Fair Work Ombudsman, you must complete a Checklist to ensure they are the suitable service to assist with your problem. The Checklist can be found on the website below.

<https://www.fairwork.gov.au/contact-us/call-us>

Fair Work Commission

Address: Level 6 Riverside Centre North Tce, Adelaide SA 5000

Phone: 1300 799 675

(08) 8308 9863

0419 563 601

Website: <https://www.fwc.gov.au/>

Email: adelaide@fwc.gov.au

Who does this service assist?

The Fair Work Commission assists anyone who has a claim under Australia's national workplace relations tribunal.

How and what can this service assist with?

What they can do:

- Listen to unfair dismissal applications
- Listen to unlawful termination applications
- Listen to bullying and harassment applications
- Resolve protection claims
- Accept and investigate bullying complaints
- Make changes to awards and registered agreements
- Approve registered agreements
- Make decisions about industrial action and union activity

What they cannot do:

- Provide advice on entitlements regarding an award or registered agreement
- Enforcement of pay and award entitlements
- Provide legal advice, they instead provide information about the law
- Investigate claims or act for a part

Areas of law:

- Awards and agreements
- Legislation and regulations
- Significant decisions, summaries and orders
- Registered organisations

- State-recognised associations
- Entry permits
- Industrial action
- Compliance trends
- Online lodgement
- Workplace relations education series
- Termination of employment
- Unfair dismissal
- Protection dismissal
- Unlawful termination
- Fairness in the workplace
- Anti-bullying
- Awards and enterprise agreement disputes

Any specific criteria to be eligible?

N/A

Equal Opportunity Commission

Address: Level 17 45 Pirie St, Adelaide SA 5000

Phone: (08) 9216 3900

Free call: 1800 198 149

Website: <http://www.eoc.wa.gov.au/>

Email: eoc@eoc.wa.gov.au

Who does this service assist?

This service is set up to assist persons who believe they have been discriminated against in the workplace.

How and what can this service assist with?

Three main roles:

1. Provide information to the public on the area of Equal Opportunity by means of facts sheets, information on their website and through appointments.
2. Educate and train individuals, organisations and businesses to ensure that they have a better understanding of Equal Opportunity laws in order to prevent issues.
3. Help people who are involved in complaints regarding discrimination and harassment to reach an agreement.

The Equal Opportunity Commission does not act as an advocate. They try to bring the parties together to resolve the complaints themselves. If this is unsuccessful they can refer the matter to the Equal Opportunity Tribunal.

What they can assist with:

- Taking enquiries
- Handling complaints
- Providing training about discrimination, sexual harassment and victimisation
- Keeping you informed about the status of your complaint
- Ensuring the progress of the complaint
- Working alongside you to produce effective outcomes that both parties agree on

When writing a complaint you should include the following (if applicable):

1. Your personal details: name, address, telephone, contact details
2. The contact details of the organisation you are complaining about; their name, address, telephone
3. The position they are at work
4. Your position and the length of time you have been in that role
5. The type of discrimination or harassment you have experienced
6. The details of the discrimination or harassment. What, where and when it happened, what you did about it at the time
7. Why you think the discrimination or harassment happened
8. List the name and contact details of any eye witnesses
9. Include any evidence or documents that you believe support your claim. This can include but is not limited to emails, text messages, photographs, posters, medical certificates, incident reports, etc.
10. Sign and date the complaint

Any specific criteria to be eligible?

The complaint must be lodged within twelve months of the alleged incident occurring.

Young Workers Legal Service

Address: 170 Greenhill Road, Parkside SA 5063

Phone: (08) 8279 2233

Website: www.ywls.org.au

Email: ywls@saunions.org.au

Appointments only on Tuesday.

Who does this service assist?

This service supports any worker under the age of 30 that is in need of assistance regarding a work related matter.

How and what does this service assist with?

- Offer legal advice
- Help with strategies to deal with disputes within the workplace
- Identify the relevant legal body and help lodge applications
- Provide information about legal rights and responsibilities
- Provide information about entitlements under the Award or Workplace Agreements that you are under.

Areas of law:

- Unfair dismissal
- Underpayment of wages
- Equal opportunity and discrimination
- Bullying and harassment
- Apprenticeships and traineeships
- Workplace disputes and resolutions
- Sexual harassment
- Other employment related issues

Any specific criteria to be eligible?

Person must be under the age of 30.

Children and Youth

Children's and Youth Legal Service

Address: 2/59 Main North Rd, Medindie Gardens SA 5081

Phone: (08) 8342 1800

Website: www.unitingcommunities.org

Email: ccls@unitingcommunities.org

Who does this service assist?

This service is set up to assist children and young people under 18 years of age that are involved in a legal dispute.

How and what does this service assist with?

This service promotes the rights of children and young people by empowering them through the provision of information and helping them to manage their legal problems.

What this service does:

- Give information
- Advice
- Representation
- Advocacy
- Referral

Areas of Law:

- Criminal
- Discrimination
- Family
- Consumer rights
- Children's rights
- Education
- Housing
- Employment

Any specific criteria to be eligible?

Must be under 18 years of age.

Community Legal Centres

Central Community Legal Service

Address: 2/59 Main North Rd, Medindie Gardens SA 5081

Phone: (08) 8342 0899

Website: <http://yourbestlife.org.au/services/central-community-legal-service/>

Email: ccls@unitingcommunities.org

Address: 10 Pitt St, Adelaide SA 5000

Phone: (08) 9342 1800

Website: <http://yourbestlife.org.au/services/central-community-legal-service/>

Email: ccls@unitingcommunities.org

Who does this service assist?

This service helps those who are on low incomes, but are not eligible to obtain legal aid or have a disability.

How and what does this service assist with?

- Free legal information
- Advice
- Referral
- Assistance
- Advocacy

Any specific criteria to be eligible?

N/A

JusticeNet

Refugee & Asylum Referral Service

Postal Address: Ligertwood Building North Tce, The University of Adelaide, Adelaide SA 5005

Phone: (08) 8313 5005

Fax: (08) 8313 0223

Website: <http://www.justicenet.org.au>

Email: admin@justicenet.org.au

Federal Court Matters

Address: Level 7 Commonwealth Law Courts, 3 Angas St, Adelaide SA 5000

Postal Address: GPO Box 11024, Adelaide SA 5001

Phone: (08) 8410 2280 or 1800 283 661 (for callers outside Adelaide)

Email: fcsrs@justicenet.org.au

State Court Matters

Address: Level 5 Sir Samuel Way Building, Corner of Victoria Square & Gouger St, Adelaide SA 5000

Postal Address: GPO Box 11024, Adelaide SA 5001

Phone: (08) 8204 0295

Email: scsrs@justicenet.org.au

Who does this service assist?

JusticeNet provides assistance to South Australians who are vulnerable or disadvantaged and in need of help with their legal issues.

How and what does this service assist?

- Pro bono referral service
- Self-representation services
 - Supreme Court and District Court civil jurisdiction
 - Federal Court and Federal Circuit court
- Refugee and Asylum Seeker Project – specialist referral for individuals who have made a claim for protection under the Refugee Convention

JusticeNet Referral Service:

Helps individuals and charitable not-for-profit organisations.

Criteria and guidelines:

Must have

- Exhausted all other avenues for legal assistance
- Cannot afford a lawyer
- A case with merit

Must complete application or contact JusticeNet on (08) 8313 5005

Unlikely to assist in:

- Family law or criminal law (except in exceptional circumstances)
- Complex commercial or building disputes
- Wills and estates
- Traffic offences
- Motor vehicle accidents
- Personal injury or compensation
- Those who are able to obtain legal aid, or pay for a lawyer.

Refugee and Asylum Seeker Project

This is a project, which assists with free legal help for refugee and asylum seekers who want to apply for judicial review of their visa application.

Who this service assists?

Clients who have received an adverse decision from the Administrative Appeals Tribunal. This can be either the Immigration Assessment Authority or the Migration and Refugee Division of the former Refugee Review Tribunal.

How this service assists?

Obtain a legal opinion about an applicant's situation and refers applicants for representation.

Self Representation Service

Who this service assists?

People representing themselves in the Supreme Court or District Court of South Australia or the Federal Court or Federal Circuit Court of Australia.

How this service assists?

- Help clients understand the law, comply with court rules and procedures, present their case in the best way and resolve disputes quickly and efficiently
- Legal advice about their matter
- Help drafting documents, correspondence and court forms
- Help client prepare for court
- Advice about other options for resolution

What the service cannot do:

- Won't act as a lawyer
- Won't be responsible if a limitation period expires before you have come to the service for assistance
- Won't take on conduct of your legal problem or court proceeding
- Won't represent you at hearings or trials
- Won't act for you on the court record
- Won't sign documents on your behalf
- Won't communicate with the court or other parties on your behalf
- Won't pay for any fees, disbursements or costs orders
- Won't deal with criminal, native title or family law matters

Any specific criteria to be eligible?

- Involved in, or considering commencing legal proceedings
- Not represented
- Cannot afford private legal assistance
- Not eligible for legal aid

Legal Services Commission

Phone: 1300 366 424

Child Support Help: (08) 8111 5576

Website: <http://www.lsc.sa.gov.au>

Adelaide Office

Address: 159 Gawler Pce, Adelaide SA 5000

Postal Address: GPO Box 1718, Adelaide SA 5001 DX 104

Phone: (08) 8111 5555

Parking available nearby at: Secure Parking (172 Gawler Pce)

Elizabeth Office

Address: Suite 2 Windsor Building, 1 Windsor Square (off Playford Brd)

Elizabeth Shopping Centre, SA 5112 DX 50102

Phone: (08) 8111 5400

Mount Barker Office

Address: 18 Walker Street, Mount Barker SA 5251 DX 51712

Phone: (08) 8111 5320

Noarlunga Office

Address: Ramsay Place Noarlunga House, Colonnades Shopping Centre

Noarlunga Centre SA 5168 DX 51404

Phone: (08) 8111 5340

Port Adelaide Office

Address: ANL House, 306 St Vincent St, Port Adelaide SA 5015 DX 50607

Phone: 08) 8111 5460

Port Augusta Office

Address: 13 Flinders Tce, Port Augusta SA 5700 DX51005

Phone: (08) 8686 2200

Whyalla Office

Address: Tenancy 7, 169 Nicolson Ave, Whyalla Norrie SA 5608 DX 60021

Phone: (08) 8620 8500

Who does this service assist?

This service assists persons who are in need of legal assistance but unable to afford paid legal representation.

How and what does this service assist with?

Advice:

Telephone advice is available for preliminary information, advice and referrals. This initial advice covers the client's legal rights and obligations based on their situation.

Legal advice appointments help the client to identify the problem, inform them of their rights and obligations and explain what action needs to be taken. The advisor can draft letters or applications for the client.

Areas of law:

- Family law, child support advice and dispute resolution
- Criminal law: minor offences with no risk of imprisonment, guilty pleas, negotiations with police
- Motor vehicle accidents
- Legal aid applications
- Debt and bankruptcy
- Consumer issues
- Neighbor and fencing disputes
- Intervention orders
- Unfair dismissal applications
- Minor civil claims
- Centrelink matters

The Law Handbook

This is a comprehensive guide to the law in South Australia and can help with many legal problems. This is available for free on their website for those needing more information about the law in many areas.

Legal Aid

Applicants can apply for legal aid through the Legal Services Commission. Clients will have to contribute towards a lawyer however, depending on the client's ability to pay, the Legal Services Commission will pay the gap to ensure that they are able to be represented in court. This will only be available if there are no other avenues of help available.

Any specific criteria to be eligible?

For persons who are unable to afford legal representation.

Magistrate Courts Legal Advice Service

Address: 260 Victoria Square, Adelaide SA 5000

Phone: (08) 8204 2444

Website: <https://law.adelaide.edu.au/free-legal-clinics/documents/mclas-brochure.pdf>

Email: margaret.castles@adelaide.edu.au

Opening hours: Monday, Tuesday, Wednesday 10am-1pm. Appointment duration is 1 hour.

Who does this service assist?

Any person with a claim in the minor civil jurisdiction of the Magistrates Court that cannot afford legal assistance.

How and what does this service assist with?

This clinic is run by final year law students from the University of Adelaide. All advice is given either in an interview or in a letter. No advice is given over the phone.

Areas of law MCLAS can assist with are:

- Fencing disputes
- Building disputes
- Claims in negligence
- Contractual disputes
- Property
- Debt recovery

- Breach of contract
- Civil claims in the Magistrates Court under \$12,000

Areas of law MCLAS cannot assist with are:

- Criminal matters
- Civil disputes in the Magistrates Court over \$12,000
- Family law
- Personal injury claims

This services assists clients by:

- Giving legal advice
- Preparing documents
- Writing letters
- Doing legal research
- Drafting pleadings
- Helping with discovery
- Explaining court procedures
- Explaining Alternative Dispute Resolutions
- Giving advice about settlement

What to bring to your first meeting:

- Court documents
- Relative contracts or quotes
- Receipts
- Letters
- Photographs
- Witness statements
- Any other documentation that relates to your matter

Any specific criteria to be eligible?

The client must be seeking advice in regards to a matter that fits into the civil jurisdiction of the Magistrates Court and is a claim under \$12,000.

Northern Community Legal Service

Address: 26 John St, Salisbury SA 5108

Phone: (08) 9291 6911

Free call: 1300 558 555

Website: www.saccls.org.au

Email: ncls@adam.com.au

Who does this service assist?

This is a legal advice service for people living in the northern Adelaide metropolitan region that need assistance but cannot afford to pay for legal representation.

How and what does this service assist with?

Areas of law:

- Child support services
- Financial counselling
- Family law
- Criminal law
- Debt consumer credit issues and bankruptcy
- Environmental law
- Tenancy and housing issues
- Traffic offences
- Motor vehicle accidents
- Mediation for neighborhood disputes
- Discrimination
- Domestic violence
- Employment issues

Any specific criteria to be eligible?

This service only provides help to people on low incomes and are not eligible for legal aid.

Roma Mitchell Community Legal Centre

Address: 110 The Parade, Norwood SA 5067

Phone: (08) 8362 1199

Website: http://sacommunity.org/org/201644-Roma_Mitchell_Community_Legal_Centre_Inc

Email: rmclc@ozemail.com.au

Who does this service assist?

Roma Mitchell Community Legal Centre provides assistance to the less fortunate who are unable to pay for legal representation.

How and what does this service assist with?

- Provides legal advice and referral
- Promotes human rights and Aboriginal reconciliation
- Assist in Centrelink claims

Southern Community Justice Centre

Address: 40 Beach Rd, Christies Beach 5165 SA

Phone: (08) 9384 5222

Free call: 1300 850 650

Website: <http://www.scjc.com.au/legals.htm>

Who does this service assist?

This service assists members of the community by providing free services in a professional and friendly environment. This can range from people who need help with sorting out their legal issues to parties willing to negotiate through alternative dispute resolution methods.

How and what does this service assist with?

Areas of law:

Criminal

- Theft
- Property damage
- Driving and traffic offences
- Assault
- Fraud
- Intervention Orders

Family Law

- Children's issues
- Property settlement
- Family violence
- Divorce
- De facto law
- Location & recovery orders
- Child support

Civil

- Debts
- Small claims
- Motor vehicle accidents
- Employment issues
- Tenancy
- Contract law

Any specific criteria to be eligible?

The first interview is for any member of the community, regardless of their level of income. If you require further assistance you must meet the eligibility guidelines that they provide.

University of SA Legal Advice Clinic

Address: City West Campus University of South Australia (By appointment only)

George St, Adelaide SA 5000

Phone: (08) 9302 7436

Website: unisa.edu.au/lawclinic

Email: lawclinic@unisa.edu.au

Port Adelaide Magistrates Court (drop in service)

Interview Room 5, 260 St Vincent St, Port Adelaide SA 5015

Elizabeth Magistrates Court (drop in service)

15 Frobisher Rd, Elizabeth SA 5112

Who does this service assist?

The University of SA's legal clinic aims to help those who are denied access to justice due to financial or social disadvantages.

How and what does this service assist with?

Areas of law the clinic can assist you with are:

- Debt claims
- Car accident
- Faulty goods
- Contract law
- Criminal charges
- Discrimination
- Employment
- Expiation notices
- Court fines
- Intervention orders
- Motor vehicle issues
- Neighborhood disputes
- Property damage
- Tenancy
- Traffic charges

Areas of law the clinic cannot assist you with are:

- Giving advice to both sides in a legal dispute
- Providing court representation
- Providing funds for your costs or expenses
- Wills
- Power of attorney

- Personal injury claims
- Migration law

Any specific criteria to be eligible for assistance?

The person seeking assistance must be unable to obtain paid legal assistance.

Flinders University Legal Advice Clinic

Address: Level 2, Room 2.41 Law and Commerce building at Flinders University

Phone: (08) 8201 3539

Website: http://www.flinders.edu.au/ehl/law/home/law_home.cfm

Email: ssa@flinders.edu.au

Who does this service assist?

Flinders University Legal Advice Clinic helps any person in the community who needs assistance with a legal matter and is unable to obtain legal services.

How and what does this service assist with?

Areas of law the clinic can assist you with are:

- Providing options on how to resolve your dispute
- Information about lodging a claim within the Court
- Assists in preparing court documents
- Write letters on the clients behalf
- Legal research
- Draft pleadings
- Explain court procedures
- Referral to other relevant agencies
- Help clients manage their own claims

Areas of law the clinic cannot assist you with are:

- Manage the case for the client
- Act as a lawyer or represent the client in court
- Pay for any costs associated with the clients matter

Areas of law:

- Fencing disputes
- Negligence claims
- Neighborhood disputes
- Contractual disputes

- Debt recovery
- Minor civil claims

Areas of law they cannot assist with:

- Family law
- Criminal matters
- Personal injury claims
- Civil disputes outside of the minor civil claims jurisdiction (however they may refer to an agency that can help)

Things to bring to the interview:

- Court documents
- Relevant contracts and quotes
- Receipts
- Letters
- Photographs
- Witness statements
- Text messages
- Emails
- Any other document that you have in relation to the matter

Any specific criteria to be eligible?

The clinic is only able to give advice to clients in regards to the areas of law stated above.

Welfare Rights Centre (SA)

For General Enquiries

Address: Level 5 Pirie St, Adelaide SA 5000

Phone: (08) 9223 1338

Website: www.wrcsa.org.au

Email: volunteer@wrcsa.org.au

Centrelink issues

Phone: (08) 9223 1338

Country callers: 1800 246 287

Housing issues

Address: The Magdalene Centre 42 Carrington St, Adelaide SA 5000

Phone: (08) 8305 9389

Tuesdays 1-3pm

NewRoads, Uniting Communities
Address: 16 Pitt St, Adelaide SA 5000
Phone: (08) 8202 5690
Wednesdays 10am-12pm

Hutt Street Centre
Address: 258 Hutt S, Adelaide SA 5000
Phone: (08) 8418 2500
Mondays 10am-12noon

UnitingCare Wesley Bowden – Inner Southern Homelessness Service
Address: 730 Marion Road, Marion SA 5043
Phone: (08) 8296 6455
Every second Thursday 5–6pm

UnitingCare Wesley Port Adelaide
Address: 58 Dale Street, Port Adelaide SA 5015
Phone: (08) 8440 2290
Every second Thursday 4:30-6pm

Service To Youth Council (HYPA) (Young people only)
Address: 135 Currie Street, Adelaide SA 5000
Phone: 1300 306 046
Only by phone appointment

Who this service assists?

The Welfare Rights Centre helps people who are disadvantaged by poverty, sickness, disability, homelessness or who may not be able to obtain welfare benefits.

How and what they assist with?

- Acts as an advocate
- Provides information
- Encourages government and other like services to help persons in need
- Increases awareness of social security and welfare rights
- Collects data and undertakes research
- Encourages volunteers
- Facilitates legal advice and representation
- Centrelink issues
- Free legal advice to persons who are either homeless, at risk of becoming homeless or are low income earners

Law Society of South Australia

Address: Level 10, 178 North Tce, Adelaide SA 5000

Phone: (08) 8229 0200

Website: <https://www.lawsocietysa.asn.au>

Email: email@lawsocietysa.asn.au

Legal Advice Service:

Every Monday and Wednesday night from 5:30pm – 7pm legal practitioners volunteer to provide legal assistance to those in need. Appointments go for 20 minutes and cost \$35 or \$25 for concession card holders.

Legal Online Referral Service:

Connects people with lawyers who can give expert assistance on your matter.

Criminal Offences

ALOS

Address: 212 Wright St, Adelaide SA 5000

Phone: (08) 8118 5200

Website: <https://law.adelaide.edu.au/free-legal-clinics/adelaide-legal-outreach-service/>

Email: alos@adelaide.edu.au

Who this service assists?

ALOS assists homeless and disadvantaged persons that need assistance with a legal issue and cannot afford legal representation. Their primary aim is to assist the disadvantaged or anybody who 'falls through the gaps.'

How and what does this service assist with?

ALOS is run by final year law students under the supervision of a practising legal practitioner. They assist clients by explaining the law, researching their options and assisting them manage their own case.

Things they do:

- Provide preliminary advice
- Legal support
- Assist clients with managing their own cases
- Refer to other agencies

Areas of law:

- Child support
- Adult child maintenance
- Debt recovery
- Compensation
- Fines
- Assault
- Centrelink matters
- Domestic violence
- Restraining orders
- Guardianship and mental health
- Housing and housing appeals
- Property matters
- Formal complaints
- Employment issues

- Motor vehicle accident claims
- Wills and power of attorney
- Contract issues
- Negligence and other civil claims

Any specific criteria to be eligible?

Must be unable to pay for legal help or legal representation themselves.

Disability

Disability Discrimination Legal Service

Address: Unit 2/ 59 Main North Road, Medindie Gardens SA 5081

Phone: (08) 8342 1800

Website: <http://www.unitingcommunities.org/find-a-service/services/disability-discrimination-legal-service/>

Email: ccls@unitingcommunities.org

Who does this service assist?

This service assists those with a disability, whether it be physical, psychological or intellectual, who have or may have been discriminated against on this basis.

How and what does this service assist with?

- Making a complaint under the Disability Discrimination Act to the Australian Human Rights Commission and the Equal Opportunity Commission
- Community legal education workshops and seminars
- Assistance in obtaining fair treatment in relation to
 - Employment – getting a job, equal pay, training, promotion
 - Education – at school, enrolling or in a course at TAFE, University or other colleges
 - Accommodation – renting or buying a house or flat
 - Access to goods, services and facilities – using shops, restaurants, banks, theatres, sports and social clubs, swimming pools, public transport, health professionals, hospitals and government services, and
 - Harassment – if you are harassed (being called names or put down) because of your disability.

Any specific criteria to be eligible for assistance?

You must be a person who has been or contemplate you may be discriminated against because of a disability, and who is currently living in South Australia.

Housing

Housing Legal Clinic

Address: Operates at a number of locations

Website: http://wrcsa.org.au/?page_id=19

The Magdalene Centre

Address: 42 Carrington St, Adelaide

Phone: (08) 8305 9389

Times: Tuesdays 1-3pm

NewRoads, Uniting Communities

Address: 16 Pitt St, Adelaide

Phone: (08) 8202 5690

Times: Wednesdays 10am-12pm

Hutt Street Centre

Address: 258 Hutt St, Adelaide

Phone: (08) 8418 2500

Times: Mondays 10am-12noon

UnitingCare Wesley Bowden – Inner Southern Homelessness Service

Address: 730 Marion Road, Marion

Phone: (08) 8296 6455

Times: Every second Thursday 5–6pm

UnitingCare Wesley Port Adelaide

Address: 58 Dale St, Port Adelaide

Phone: (08) 8440 2290

Times: Every second Thursday 4:30-6pm

Service To Youth Council (HYPA) (Young people only)

Address: 135 Currie St, Adelaide

Phone: 1300 306 046

Times: By appointment only

Victor Harbor and surrounding areas

Phone/ contact person: Julie at Southern Fleurieu Health Services on (08) 85520666.

Who does this service assist?

This service assists anyone who is currently homeless, is at risk of becoming homeless or is a low-income earner.

How and what does this service assist with?

- Provides free legal advice for clients who make appointments to any of the locations.
- Advice is given from legal practitioners who practice law in South Australia.
- Appointments usually go for 15 minutes.
- Lawyers discuss the client's queries and provide advice, or refer the clients to another service that will be able to provide them with advice or assistance.

Any specific criteria to be eligible?

Must be homeless, at risk of becoming homeless or low-income earner.

Environment

Environmental Defenders Office (SA) Inc.

Address: Level 1, 182 Victoria Square Adelaide SA 5001

Phone: (08) 8359 2222

Website: www.edosa.org.au

Who does this service assist?

Anyone who is requiring legal advice on environmental law issues.

How and what does this service assist with?

- They assist with providing legal advice within their capacity.
- The legal advice provided is on a general basis in relation to general environmental issues.
- They can provide legal representation in court for a small number of cases.

Any specific criteria to be eligible?

N/A

Department of Environment, Water and Natural Resources

Address: Ground Floor, 81-95 Waymouth St, Adelaide SA 5000

Phone: (08) 8204 1910

Website: www.environment.sa.gov.au

Who does this service assist?

Anyone who has a request which is applicable to the department or an environmental issue.

How and what does this service assist with?

- Department of Environment, Water and Natural Resources is a government department who facilitates community responsibility for the environment.
- They have a number of departments within who work on different requests and environmental issues within South Australia.
- Depending on the area of environment, which is in concern, there are various customer service centres that are available to assist with requests and issues.

Any specific criteria to be eligible?

N/A

Family

Adoption and Family Information Services

Address: Level 1 HP Centre 108 North Terrace Adelaide SA 5000

Phone: (08) 8207 0060

Website: www.families.sa.gov.au/adoption

Who does this service assist?

Families in South Australia

How and what does this service assist with?

- Can assist by providing:
 - Support
 - Advice and
 - Information,
about adoption in South Australia.
- They are the central authority to contact and communicate with to place children with the right adoptive parents in South Australia.

Any specific criteria to be eligible?

N/A

Birth Death and Marriages Department

Address: Level 2 Chesser House, 91 – 97 Grenfell Street Adelaide 5000 SA

Phone: (08) 8204 9599

Website: www.ocba.sa.gov.au/bdm

Who does this service assist?

Anyone who needs assistance with the areas that they assist with.

How and what does this service assist with?

- Provides administrative services in the areas of registering:
 - Births
 - Deaths
 - Marriages
 - Adoptions or
 - Name changes.

Any specific criteria to be eligible?

N/A

Migrant Women's Support and Accommodation

Address: PO Box 83, Welland SA 5007

Phone: (08) 8346 9417

Website: www.migrantwomensservices.com.au

Email: admin@mwss.org.au

Who does this service assist?

Non English speaking migrant and refugee women and children who are victims of domestic violence.

How and what does this service assist with?

- This service assists by providing support, advice, counselling, crisis intervention, advocacy and accommodation assistance to those who are accessing the services.
- There are facilities to provide for interpreters for over 170 languages and there is information about accessing these interpreters on the website, however those who work at the service also have the ability to assist with this.

Any specific criteria to be eligible?

Migrant and refugee women and children experiencing domestic violence.

Migrants and Refugees

Australian Refugee Association Inc.

Main Office

Address: 304 Henley Beach Road, Underdale SA 5032

Phone: (08) 8354 2951

Website: www.australianrefugee.org

Salisbury Office

Address: 32 Commercial Road, Salisbury, SA, 5108

Phone: (08) 8354 2951

Website: www.australianrefugee.org

Who does this service assist?

Refugees who currently reside in the South Australian community.

How and what does this service assist with?

- Has a number of different divisions within the service who aim to provide different services to their clients.
- They provide a number of services including:
 - General advice
 - Assistance
 - Advocacy
 - Support.
- These services are provided in relation to settlement services, migration services, employment services, youth services, public education, policy and advocacy.

Any specific criteria to be eligible?

Refugees who are in South Australia.

Refugee Advocacy Service of SA Inc.

Address: Flinders University Building, Level 1, 182 Victoria Square, Adelaide SA 5000

(Office for Appointments – Mondays and Wednesdays)

Murray Chambers, 12 Coglein Street, Adelaide SA 5000

Phone: 0412 247 224

Website: www.rassa.org.au

Email: admin@rassa.org.au

Who does this service assist with?

Refugees and asylum seekers who reside in South Australia and have applied for a Temporary Protection Visa or a Safe Haven Enterprise Visa.

How and what does this service assist with?

- Provide limited pro bono migration assistance.
- Specifically engage in the visa application process and preparing a personal statement of the applicants claims for protection.
- Currently unable to assist with preparation of legal submissions or provide legal representation but is able to refer an applicant to those who can assist after providing assistance with the visa application.

Any specific criteria to be eligible?

Refugees who reside in South Australia.

Women

Women's Legal Services

Address: 151 Franklin St, Adelaide, SA 5000

Phone: (08) 8221 5553

Website: www.wlssa.org.au

Who does this service assist?

Women in South Australia who reside in the metropolitan and regional parts of South Australia.

How and what can this service assist with?

- Provides legal information, advice and referrals to women in South Australia. Specifically able to assist with legal advice in areas such as family law, domestic violence, sexual assault, victims of crime and mediation services.
- A unique feature of the service is that it runs Community Legal Education sessions across South Australia to ensure that women right across South Australia have access to the service. They can arrange for these sessions if they are contacted.
- The Rural Outreach Program focuses on providing the services to women who live outside of metropolitan Adelaide. The service also provides assistance to Aboriginal and/or Torres Strait Islander women across South Australia. In particular, to assist those who have been affected by violence, by engaging in a method which acknowledges the traditional owners of the land and the culture of these people.

Any specific criteria to be eligible?

Women in South Australia.

PART TWO – SUPPORT SERVICES

Aboriginal Persons

Aboriginal Family Support Services

Adelaide office: 134 Waymouth St, Adelaide SA 5000

Operates from a number of locations in metropolitan Adelaide and regional areas (see website for these locations).

Phone: (08) 9205 1500

Website: www.afss.com.au

Who does this service assist?

Aboriginal people located in metropolitan or regional South Australia

How and what can this service assist with?

- They aim to work with Aboriginal communities in matters relating to child protection.
- They aim to engage in this role by respecting and acknowledging the cultural importance of the Aboriginal people and their connection with South Australia.
- Through their work with the communities, they often influence change in policies.

Any specific criteria to be eligible?

Must be of Aboriginal descent.

Aboriginal Prisoners and Offenders Support Service Inc.

Address: 19 – 23 Cypress St, Adelaide, SA, 5000

Phone: (08) 8223 3177

Website: www.aposs.net.au

Who does this service assist?

Aboriginal people who are in prison or are offenders and their families.

How and what can this service assist with?

- The service can assist Aboriginal people who are in prison by attending prisons across South Australia.
- At these attendances they can provide referral information, advocacy, peer support and counselling.
- The service provides pre-release and post-release support in these areas.

Any specific criteria to be eligible?

Must be of Aboriginal descent.

Addiction Recovery Support

Problem Gambling Helpline

Phone: 1800 858 858

Website: www.problemgambling.sa.gov.au

Who does this service assist?

Those who have identified they have a gambling problem, those who may suspect that they have a gambling problem and families or friends who are affected by gambling.

How and what can this service assist with?

- Provides various types of counselling and therapy to those who contact the 24 hour helpline. This includes:
 - Telephone counselling on the 24-hour help line with advice and assistance on anything to do with a gambling problem including how to deal with a crisis, relapses and any other personal issues related to gambling.
 - Face to face Counselling and Therapy which is free and available to individuals, couples, family and friends. These are available at Gambling Help Services across South Australia.
 - Online Counselling on a 24-hour basis for those who access the gambling help online web page. It provides the ability to chat online with someone or use the email support service to discuss any gambling related issues.

Any specific criteria to be eligible?

N/A

Adoption

Adoption and Family Information Service (AFIS)

Address: Level 7 HP Center, 108 North Terrace, Adelaide SA 5000

Phone: (08) 8207 0060

Website: www.families.sa.gov.au/adoption

Who does this service assist?

Families in South Australia.

How and what does this service assist with?

- Can assist by providing support, advice and information about adoption in South Australia.
- They are the central authority to contact and communicate with to place children with the right adoptive parents in South Australia.

Any specific criteria to be eligible?

N/A

Business and Employment

Business Help Line

Phone: 1300 360 306

Who does this service assist?

Anyone requiring business related advice in South Australia.

How and what can this service assist with?

- Provides advice over the phone in the form of counselling and can provide referrals to relevant professionals including financial and legal professionals.

Any specific criteria to be eligible?

N/A

Children and Youth

Child and Youth Health

Address: 795 Port Road, Woodville SA 5011

Youth Helpline: 1300 13 17 19

Phone: (08) 8303 1691

Website: www.cyh.com.au

Who does this service assist?

Young people aged between 12 and 25. The service is targeted at health for children who are currently under the guardianship of the minister, pregnant, parents, unable to live at home, refugees or aboriginal and Torres Strait islanders.

How and what can this service assist with?

- Provides information and assistance to young people in a number of areas including physical and mental health, relationships, stress, drugs and alcohol issues.
- They offer a number of services which include the following:
 - Assessment and management of general medical issues (or doctor and nurse clinics – appointment needed)
 - Immunisation
 - Sexual health
 - Assessment and screening
 - Pap smears
 - Contraception advice (including emergency contraception)
 - Pregnancy testing and referral
 - Antenatal and post natal care
 - Health education
 - Drug and alcohol issues
 - Programs for pregnant and parenting young women and their partners, including:
 - Health care, education, training and career pathways
 - Case management and group activities.

Any specific criteria to be eligible?

Must be aged between 12-25.

Children, Youth and Women's Health Service

Address: 295 South Terrace, Adelaide SA 5000

Phone: (08) 8303 1500

Website: www.cyh.com.au

Who does this service assist?

This service targets a similar group of people to the Child and Youth Health Service but also extends to families and women.

How and what can this service assist with?

- Provides information and assistance to young people in a number of areas including physical and mental health, relationships, stress, drugs and alcohol issues.
- They offer a number of services which include the following:
 - Assessment and management of general medical issues (or doctor and nurse clinics – appointment needed)
 - Immunisation
 - Sexual health
 - Assessment and screening
 - Pap smears
 - Contraception advice (including emergency contraception)
 - Pregnancy testing and referral
 - Antenatal and post natal care
 - Health education
 - Drug and alcohol issues
 - Programs for pregnant and parenting young women and their partners, including:
 - Health care, education, training and career pathways
 - Case management and group activities.

Any specific criteria to be eligible?

Aimed at children and youth but can assist families.

Department of Education and Children's Development

Address: 31 Flinders St, Adelaide, SA, 5000

Phone: (08) 8226 1000

Website: www.decs.sa.gov.au

Who does this service assist?

Anyone seeking information which this service can provide.

How and what can this service assist with?

- Can provide information on the following topics:
 - Education, schooling, childcares and care services in South Australia
 - Regulation of children's services in South Australia.
 - Management of South Australia's Education system
 - Information on the primary and secondary education curriculum in South Australia.
- The service focuses on learning and wellbeing of children and young people in South Australia and aims to work closely with these people and their families to ensure that they are protected and can grow up in a safe and healthy environment.

Any specific criteria to be eligible?

N/A

Helping Young People Achieve

Address: 135 – 139 Currie St, Adelaide, SA 5000

Phone: (08) 8405 8540

Website: www.hypa.net.au

Who does this service assist?

Young people in South Australia.

How and what can this service assist with?

- The service focuses on employment, education and youth services in South Australia.
- It assists by ensuring that people who contact the service have access to safe accommodation, schooling and employment.
- It encourages the youth to reconnect with family and interact with their communities.

Any specific criteria to be eligible?

Must be a young person

Trace a Place

Address: 80 Currie St Adelaide, SA 5000

Phone: 1300 306 046 or

Freecall: 1800 807 364

If emergency assistance is required after hours, call Homelessness Gateway Service: 1800 003 308

Website: www.hypa.net.au

Who does this service assist?

Young people who are homeless or at risk of becoming homeless. This includes young parents with accompanying children.

How and what does this service assist with?

- Referrals to emergency and longer term youth specific housing
- Provision of information on sourcing and accessing safe accommodation options
- General support and guidance on dealing with the experience of homelessness.

Any specific criteria to be eligible for assistance?

Must be between the ages of 15-25.

Streetlink Youth Health Services

Address: 27 Gresham St, Adelaide SA 5000

Phone: 8202 5950

Website: <http://www.unitingcommunities.org/find-a-service/services/streetlink/>

Who does this service assist?

A free and confidential youth health service that provides a safe place for young people who are homeless or at risk of becoming homeless.

How and what does this service assist with?

Assistance with medical needs including:

- Care for women who are pregnant or have a new baby (antenatal and postnatal care)
- Sexual health
- Mental health
- General health
- Immunizations
- Wound care
- Nutrition
- Referrals
- Child development and health checks.

Further visiting services include:

- Legal services (by appointment)
- Dental screening (monthly)
- Mental health workers (by appointment)
- CNP peer educators that facilitate the clean needle program (mon & tue)
- Food from oz harvest (as available)
- Youth workers.

Any specific criteria to be eligible?

Must be between the ages of 12-25.

Women's and Children's Health Service

Address: Allan Campbell Buildings, Women's and Children's Hospital, 72 King William Road North Adelaide SA 5006

Phone: (08) 8161 6112

Website: <http://www.wchn.sa.gov.au/Default.aspx?p=98>

Who does this service assist?

A statewide health network for children, young people and women in South Australia.

How and what does this service assist with?

- Vast range of health services of both a general and specialized nature.

Any specific criteria to be eligible for assistance?

This service provides assistance to children, youth and women.

Child Support Unit

Address:

Adelaide Office

159 Gawler Place, Adelaide SA 5000

Elizabeth Office

Suite 2 Windsor Building

1 Windsor Square Elizabeth Shopping Centre, SA 5112

Noarlunga Office

Ramsay Place

Noarlunga House, Colonnades Shopping Centre Noarlunga Centre SA 5168

Phone: (08) 8111 5576 or

Country Callers: 1300 366 424

Website: http://www.lsc.sa.gov.au/cb_pages/child_support_unit.php

Email: childsupportunit@lsc.sa.gov.au

Who does this service assist?

The Child Support Unit is part of the Family Law Practice Division of the Legal Services Commission of South Australia. The Child Support Unit offer both paid and free legal advice.

How and what does this service assist with?

- Parentage disputes
- DNA testing
- Help to complete child support agency forms
- Changing your child support assessment in special circumstances
- Child support agreements
- Objections and appeals
- Maintenance payments for adult children (over 18)
- Overseas child support
- Spousal maintenance.

Any specific criteria to be eligible for assistance?

Initial contact is provided by a free, confidential, telephone call-back service, and a free follow-up interview can be arranged where required. The services of an interpreter can be obtained if necessary. Appointments can be conducted by telephone or at the Adelaide, Elizabeth or Noarlunga offices of the Commission. Further assistance (subject to means and merit tests) can be provided for clients whose matters require legal representation.

Community Youth Justice

Address: North Terrace Level SE, Riverside Centre, North Terrace, Adelaide SA 5000

Phone: 1300 021 829

Website: <https://www.dcsi.sa.gov.au/contact/youth-justice-contacts>

Who does this service assist?

Community Youth Justice delivers a statewide statutory service including case management of young people serving long-term custodial orders and young people on community-based youth justice orders.

How and what does this service assist with?

- Support youth rehabilitation
- Contribute to reducing the likelihood of reoffending
- Case management
- Offence-specific and therapeutic programs
- Psychology services
- Programs for Aboriginal and Torres Strait Islander young people
- Pre and post-release support.

Any specific criteria to be eligible?

Young people aged 16 years or older who have completed a custodial sentence or period of remand.

Child Abuse Report Line

Phone: 13 14 78

Website: <https://my.families.sa.gov.au/IDMProv/landing.html>

Email: Whilst no email address is available, it is possible to set up an account and file a report online through the website listed directly above.

Who does this service assist?

Members of the community who are concerned about the wellbeing of a child, and have a reasonable suspicion that this child is being neglected or abused.

How and what does this service assist with?

- Investigation of child abuse or neglect reports.

Any specific criteria to be eligible?

N/A

Child and Adolescent Mental Health Service

Address: Multiple locations in both Adelaide and Regional Areas (see website below for details)

Phone: (08) 8161 7198 for general enquiries

Website: <http://www.wch.sa.gov.au/services/az/divisions/mentalhealth/index.html>

Who does this service assist?

The Child and Adolescent Mental Health Service is a free community-based mental health service provided through SA Health's Women's and Children's Health Network. This service is therefore designed for infants, children, adolescents and prenatal women.

How and what does this service assist with?

- Mental health services
- Outreach visiting services for those in remote areas
- Inpatient services
- Behavioral intervention services
- Adolescent sexual assault prevention program.

Any specific criteria to be eligible?

This service is provided for infants, children, adolescents and prenatal women.

Criminal Offences

Offenders Aid and Rehabilitation Services SA

Address: 234 Sturt St, Adelaide SA 5000

Phone: (08) 8218 0700

Website: <http://www.oars.org.au/>

Email: oars@oars.org.au

Who does this service assist?

The service assists those who need assistance with crime prevention and rehabilitation.

How and what does this service assist with?

- Rehabilitation
- Accommodation
- Gambling support
- Financial counselling
- Drug intervention
- Restorative justice
- Services for partners and parents of prisoners.

Any specific criteria to be eligible?

N/A

Victim Support Services Inc.

Address: 33 Franklin St, Adelaide SA 5000

Phone: 1800 842 846

Website: <http://www.victimsa.org/>

Email: helpdesk@victimsa.org

Who does this service assist?

Victim Support Services Inc. is a not-for-profit organisation that provides support to victims and witnesses across South Australia.

How and what does this service assist with?

- Therapeutic support
- Emotional support
- Practical support
- Assistance for victims, witnesses and their families in South Australian Criminal Courts.

Any specific criteria to be eligible?

Victim Support Services Inc. provides assistance for victims, witnesses and their families.

Disabled Persons

Disability Advocacy and Complaints Service SA Inc.

Address: 29 High Street, Kensington SA 5068

Phone: (08) 7122 6030

Website: <http://www.dacssa.org.au/>

Email: admin@dacssa.org.au

Who does this service assist?

This service assists those with a disability, their friends, families and carers.

How and what does this service assist with?

- Developing and planning a complaint strategy
- Attending meetings and taking notes
- Making inquiries and obtaining documents with client permission
- Support at Guardianship Board hearings
- Referral to appropriate agencies.

Any specific criteria to be eligible?

Those with a disability, their friends, families and carers are eligible for this service.

Disability Discrimination Legal Service

Address: Unit 2/ 59 Main North Road, Medindie Gardens

Phone: (08) 8342 1800

Website: <http://www.unitingcommunities.org/find-a-service/services/disability-discrimination-legal-service/>

Email: ccls@unitingcommunities.org

Who does this service assist?

This service assists those with a disability, whether it be physical, psychological or intellectual who have or may have been discriminated against on this basis.

How and what does this service assist with?

- Making a complaint under the Disability Discrimination Act to the Australian Human Rights Commission and the Equal Opportunity Commission
- Community legal education workshops and seminars
- Assistance in obtaining fair treatment in relation to
 - Employment – getting a job, equal pay, training, promotion
 - Education – at school, enrolling or in a course at TAFE, University or other colleges
 - Accommodation – renting or buying a house or flat
 - Access to goods, services and facilities – using shops, restaurants, banks, theatres, sports and social clubs, swimming pools, public transport, health professionals and hospitals and government services
 - Harassment – if you are harassed (being called names or put down) because of your disability.

Any specific criteria to be eligible?

Eligibility is assessed on the basis of a being a person who has been or may be discriminated against because of a disability, and who is currently living in South Australia.

Disability SA Services

Address: 103 Fisher Street, Fullarton SA 5063

Phone: 1300 786 117

Website: <https://www.dcsi.sa.gov.au/services/disability-services>

Email: disabilityinfo@sa.gov.au

Who does this service assist?

Those with a disability, their families, friends and carers.

How and what does this service assist with?

- Early intervention and developmental services for children and young people
- Help in the family home, respite or live-in accommodation
- Help for carers
- Equipment and aids, such as wheelchairs and ramps
- Therapy such as physiotherapy, occupational therapy, speech pathology and psychology
- Clinics and other specialist community health support services.

Any specific criteria to be eligible?

Eligibility for disability support and services will vary depending upon your age and individual needs.

You may be eligible if you have one or more of the following diagnoses:

- A physical disability or neurological condition
- An intellectual disability
- An autism spectrum disorder
- An acquired brain injury

and

- The disability makes it hard for you to undertake the regular activities of daily living
- The disability makes it hard for you to participate in the community or gain employment, and
- You are under 65 years when first referred.

Receiving a Commonwealth Disability Support Pension does not automatically mean you are eligible for disability support and services.

In order to apply, please see the following link:

<http://www.sa.gov.au/topics/community-support/disability/access-services/apply-for-services>

Equal Opportunity Commission

Address: 45 Pirie St, Adelaide SA 5000

Phone: (08) 8207 1977 or 1800 188 163 for country callers

Website: <http://www.eoc.sa.gov.au/>

Email: eoc@agd.sa.gov.au

Who does this service assist?

Individuals who believe they have or may have been subject to harassment or discrimination.

How and what does this service assist with?

- Information about equal opportunity
- Education and training to individuals, organisations and businesses to create a better understanding of equal opportunity
- Assessing and resolving complaints by assisting people to reach an agreement in the event that a complaint of discrimination or harassment is made. In the event that a complaint cannot be resolved, it may be referred to the Equal Opportunity Tribunal.

Any specific criteria to be eligible for assistance?

N/A

Domiciliary Care Services

Address: 670 Marion Rd, Park Holme SA 5043

Phone: 1300 295 673

Website: <http://www.sa.gov.au/topics/community-support/in-home-care/domiciliary-care>

Who does this service assist?

Those over 65 years of age (over 50 years of age for Aboriginal and Torres Strait Islander People). Alternatively, for those who are under the age of 65 (under 50 years of age for Aboriginal and Torres Strait Islander People) who are suffering from chronic conditions, and are not eligible for disability services.

How and what does this service assist with?

Short-term services

- Allied health and therapy services
- Restorative services
- Equipment and Assistive Technology
- Home modification
- Respite and carer support
- Social support
- Personal care
- Domestic assistance.

Long-term services

- Rehabilitation Programs
- Allied health interventions such as occupational therapy, physiotherapy, speech pathology, dietetics, podiatry and social work.
- Provision of basic equipment and home modifications
- Self-management information and education.
- Specialist Palliative Care Program.

Any specific criteria to be eligible?

Domiciliary Care provides services to people aged over 65 (over 50 for Aboriginal and Torres Strait Islanders). Alternatively, in order for adults aged under 65 years of age (under 50 years for Aboriginal and Torres Strait islander people) to be eligible for assistance, they must be suffering with a chronic condition, however are not eligible for disability services.

Elderly Persons

Aged Rights Advocacy Services Inc.

Address: 16 Hutt St, Adelaide SA 5000

Phone: (08) 8232 5377

Website: <http://www.sa.agedrights.asn.au/>

Email: aras@agedrights.asn.au

Who does this service assist?

This service assists the elderly and their representatives

How and what does this service assist with?

- Advocacy services
- Supporting the elderly to uphold their rights
- Supporting the elderly to uphold their responsibilities.

Any specific criteria to be eligible?

To be eligible, the elderly or their representatives must be consumers or potential consumers of community based aged care services including community aged care packages; or living in a Retirement Village; or consumers or potential consumers of services in Australian Government subsidised aged care facilities; or at risk of, or experiencing, abuse by someone they should be able to trust.

Senior Information Service

Address: 149 Currie St, Adelaide SA 5000

Phone: (08) 8168 8776

Website: <http://www.catalystfoundation.com.au/aging-sa/>

Email: <mailto:ageingsa@catalystfoundation.com.au>

Who does this service assist?

The elderly, their families and their carers.

How and what does this service assist with?

- Residential Aged Care
- Home and Community care services
- Retirement Living including retirement villages and parks and independent living units
- The range of service or programs available to you to remain independent in your home
- Eligibility requirements for the various services and programs
- Costs attaching to the various services and programs
- Processes that need to be completed in order to access those services.

Any specific criteria to be eligible?

The service provided by consultants does incur a fee which is dependent upon the service provided. In order to be eligible, the client must be elderly.

Housing

Housing SA

Address: 120 Flinders St, Adelaide SA 5000

Phone: (08) 8207 0211 or 131 299 for general enquiries

Website: <https://www.sa.gov.au/topics/housing/contacts/housing-sa-contacts>

Email: DCSIhousing@sa.gov.au

Who does this service assist?

This service assists any individual who is facing issues with housing.

How and what does this service assist with?

- Registering for public and community housing
- Home improvements and repairs in public housing
- Public housing transfers
- Public housing tenant exchanges
- Public housing rent assessments
- Appealing a public housing decision
- Ending a public housing tenancy
- Organising the repair or replacement of a public housing fence
- Getting a disruptive tenant evicted
- Complain about a disruptive public housing tenant
- Dispute of a public housing water charge
- Reporting disruptive neighbors
- Reporting a sub-standard rental property
- Assistance with bond and rent payments

Any specific criteria to be eligible?

The majority of the services listed above are for those who are currently, or wish to become, individuals in public housing. Eligibility requirements with regards to assistance with bond and rent payments is assessed on an individual basis.

The Hutt Street Centre

Address: 258 Hutt St, Adelaide SA 5000

Phone: (08) 8418 2500

Website: <http://www.huttstcentre.org.au/>

Email: dchutt@huttstcentre.org.au

Who does this service assist?

This service assists people who are homeless or facing homelessness.

How and what does this service assist with?

- Day Centre & Meals
- Case Management & Support Services
- Aged Care
- Education and Employment
- Pastoral Care
- Visiting Professional Services.

Any specific criteria to be eligible?

Eligibility is for those who are facing homelessness.

Tenants' Information and Advocacy Service

Address: As no office exists, face-to-face appointments are held at a number of SYC sites across Adelaide. Appointment times and locations can be organised by contacting the Tenants Information and Advocacy Service on the number directly below.

Phone: 1800 060 462

Website: <http://www.syc.net.au/tias/overview/>

Who does this service assist?

Assists people on low incomes to sustain their tenancies in private rental, community housing or public housing.

How and what does this service assist with?

- Education, information and advice on your rights and responsibilities as a tenant
- Advocacy and representation in the areas of tenancy and landlord disputes, debt and eviction
- Representation at and assistance with South Australian Civil and Administration Tribunal (SACAT) hearings
- Encouragement and assistance to engage with mediation processes and to advocate directly with relevant housing providers
- Assistance to access internal avenues of appeal with relevant housing providers
- Referrals to and information on financial counselling and other services relevant to your circumstances.

Any specific criteria to be eligible?

This service is only available for those on lower incomes.

Trace a Place

Address: 80 Currie St Adelaide, SA 5000

Phone: 1300 306 046 or Freecall: 1800 807 364

If emergency assistance is required after hours, call Homelessness Gateway Service: 1800 003 308

Website: www.hypa.net.au

Who does this service assist?

Young people who are homeless or at risk of becoming homeless. This includes young people parents with accompanying children.

How and what does this service assist with?

- Referrals to emergency and longer term youth specific housing
- Provision of information on sourcing and accessing safe accommodation options
- General support and guidance on dealing with the experience of homelessness

Any specific criteria to be eligible?

Must be between the ages of 15-25.

Family

Domestic Violence Helpline

Phone: 1800 737 732

Website: <https://www.1800respect.org.au/>

Who does this service assist?

Anyone who is experiencing domestic violence or is concerned that someone is being subjected to domestic violence.

How and what does this service assist with?

- Over the phone or online confidential counseling
- Provision of information in relation to domestic violence
- Support for those experiencing domestic violence.

Any specific criteria to be eligible?

Support is provided for those experiencing domestic violence, or those concerned someone is experiencing domestic violence.

Northern Domestic Violence Service

Address: 12 Chivell St, Elizabeth South SA 5112

Phone: (08) 8255 3622

Website: <http://www.ndvs.asn.au/>

Email: info@ndvs.asn.au

Who does this service assist?

Northern Domestic Violence Service Incorporated is a community based agency providing assistance to women and children experiencing domestic violence and abuse.

How and what does this service assist with?

- Information about domestic violence, including the types of help available and how to access assistance
- Domestic violence counselling for women and children
- Access to emergency accommodation
- Need and risk assessments
- Safety planning
- Practical assistance and support accessing legal, medical, financial, education, employment and housing services
- Women's and children's groups
- Support services and assistance for children
- Referral and advocacy
- Outreach Support

Any specific criteria to be eligible?

In order to be eligible you must be a woman or child experiencing domestic violence or abuse.

Parenting SA

Address: 295 South Terrace, Adelaide SA 5000

Phone: (08) 8303 1660 or 1300 364 100 for Parenting Helpline

Website: <http://www.parenting.sa.gov.au/>

Email: health.parentingsa@sa.gov.au

Who does this service assist?

This service assists parents, grandparents, guardians and any other individuals in a parenting role.

How and what does this service assist with?

- Provides free parenting guides online
- Provides support and information through Parenting Helpline (phone number above)
- Provide advice on health, behavior, nutrition and parenting of children
- Give recognition to the important and demanding role of parenting
- Promote the status of parenting
- Promote the importance of effective parenting practices

- Provide information based on the latest research
- Inform parents about resources available in South Australia
- Support parents in building on their knowledge, skills and confidence
- Encourage parents to feel supported to ask for help at difficult times

Any specific criteria to be eligible for assistance?

N/A

Women’s and Children’s Health Service

Address: Allan Campbell Buildings, Women's and Children's Hospital, 72 King William Road North Adelaide, SA 5006

Phone: (08) 8161 6112

Website: <http://www.wchn.sa.gov.au>

Who does this service assist?

A state-wide health network for children, young people and women in South Australia.

How and what does this service assist with?

- Vast range of health services of both a general and specialised nature.

Any specific criteria to be eligible?

This service provides assistance to children, youth and women.

Yarrow Place Rape and Sexual Assault Service

Address: 2/55 King William Rd, North Adelaide SA 5006

Phone: (08) 8226 8777 or 8226 8787 for after hours

Website: <http://www.sahealth.sa.gov.au>

Email: info@yarrowplace.sa.gov.au

Who does this service assist?

Yarrow Place Rape and Sexual Assault Service provides assistance for anyone who has been sexually assaulted.

How and what does this service assist with?

- 24 hour Crisis Response Service (medical and counselling services for recent sexual assault)
- Professional counselling and advocacy for recent and past sexual assault
- Medical care
- Collection of forensic evidence as requested by those people who have made, or wish to make, a complaint to the police
- Support groups
- Referral to other services as appropriate
- Short-term counselling for support persons.

Any specific criteria to be eligible?

N/A

Central Domestic Violence Service Inc.

Address:

Eastern Adelaide

PO Box 369, Marden SA 5070

Phone: (08) 8365 5033

Western Adelaide

PO Box 297, Woodville SA 5011

Phone: (08) 8268 7700

Website: <http://www.cdvs.com.au/>

Email: admin@cdvs.com.au

Who does this service assist?

Women and children who are experiencing and/or escaping domestic violence

How and what does this service assist with?

- Safe, supported crisis accommodation
- Outreach support to women and children in the community
- Short term telephone counselling for domestic and family violence
- Assistance for Aboriginal and Torres Strait Islander women and women from culturally and linguistically diverse backgrounds

- Access for women with disabilities
- Domestic and family violence support groups for women and children
- Referral and information about:
- Health, drug and alcohol issues
- Legal matters
- Accessing income support
- Accessing independent, affordable housing
- Support with issues relating to immigration.

Any specific criteria to be eligible?

Support is provided for women and children experiencing or fleeing from domestic violence.

Health

Assessment and Crisis Intervention Service

Phone: 13 14 65

Who does this service assist?

This service assists adults who are experiencing difficulties with their mental health.

How and what does this service assist with?

- A 24 hour Mental Health triage service which provides the main point of access to public mental health services in South Australia
- Emergency psychiatric assessment/management and crisis intervention.

Any specific criteria to be eligible?

N/A

BeyondBlue

Phone: 1300 22 4636

Website: <https://www.beyondblue.org.au/>

Who does this service assist?

Any individual who is experiencing difficulties with their mental health.

How and what does this service assist with?

- Provide 24/7 phone service
- Always available to listen
- Provide information and advise
- Referral service for further assistance.

Any specific criteria to be eligible?

N/A

Migrants and Refugees

Migrant Health Service

Address: 21 Market St, Adelaide SA 5000

Phone: (08) 8237 3900

Website: <http://www.multicultural.sa.gov.au/new-migrants/health>

Who does this service assist?

A community health centre for recently arrived migrants, refugees and asylum seekers in the early resettlement period.

How and what does this service assist with?

- Provides free, culturally sensitive health care
- Consultations with doctors, nurses, counselors, bi-cultural community health workers and optometrists
- Qualified interpreters are available to ensure a clear understanding about health care
- Clinics for women run by female nurses and doctors
- Regular immunization clinics
- Information sessions on a range of health related topics
- Support groups.

Any specific criteria to be eligible?

Must be a migrant, refugee or asylum seeker in the early resettlement period.

Support Services Dealing with Multiple Issues

Public Trustee

Address: 211 Victoria Square, Adelaide SA 5000

Phone: (08) 8226 9200

Website: www.publictrustee.sa.gov.au

Email: pt.enquiries@sa.gov.au

Who does this service assist?

Anyone in South Australia who is encountering an issue or requires information on the areas which they deal with

How and what can this service assist with?

- The areas which this service focuses on include:
 - Personal estates
 - Investment services
 - Taxation
 - Real Estate
 - Public education
 - Enduring powers of attorney
 - Wills
 - Executor services
 - Private administrations
 - Financial services.
- If the service is contacted they will assist where necessary by providing the necessary information, assistance or referring the request to a service which can assist.

Any specific criteria to be eligible?

N/A

Veterans

Veterans Affairs

Address: 199 Grenfell St, Adelaide 5000 SA

Phone: 133 254

Website: www.dva.gov.au

Who does this service assist?

Veterans, their families and those who were previously veterans and their families

How and what can this service assist with?

Can provide information and assistance about compensation, advocacy, income support and health services.

Any specific criteria to be eligible?

Must be a veteran or family member of a veteran.

Veterans and Veterans Family Counselling Service

Address: 99 Frome St, Adelaide SA 5000

Phone: 1800 011 046 or (08) 74225400

Website: www.vvcs.gov.au

Who does this service assist?

Veterans, their families and those who were previously veterans and their families

How and what can this service assist with?

Provides free counselling and support for war and service related mental health conditions. They also provide support and counselling to families specifically to address issues which may arise due to service. If the service feels that they are unable to assist they have a referral service to ensure those affected access the correct service.

Any specific criteria to be eligible?

Must be a veteran or family member of a veteran.

Women

Women's Housing Association

Address: 253 Gouger St, Adelaide SA 5000

Phone: (08) 8210 7000

Website: www.womenshousing.org.au

Email: info@womenshousing.org.au

Who does this service assist?

Women who are at risk of homelessness or no longer have access to safe accommodation.

How and what can this service assist with?

- If an applicant is accepted the service will work with the applicant to find appropriate and safe accommodation.

Any specific criteria to be eligible?

To be eligible for Junction Australia housing applicants must:

- Be socially or economically disadvantaged
- Have experienced `domestic or family violence (applies to head tenant only); or be homeless or at risk of homelessness because of domestic or family violence or other special need at the time of entry into community housing
- Be over 18 years of age
- Be able to live independently
- Have limited alternative housing options
- Be prepared to enter into a Tenancy Agreement of not less than three months duration.

Working Women's Centres

Address: Station Arcade, 52 Hindley St, Adelaide SA 5000

Phone: 1800 652 697

Website: www.wwc.org.au

Who does this service assist?

Women in South Australia who are experiencing work related issues.

How and what does this service assist with?

- The service provides information, advice, advocacy, and support to women who are currently working and experiencing issues or women who are seeking to obtain employment.

Any specific criteria to be eligible?

Must be a woman.

Women's Information Service

Address: Ground Floor 101 Grenfell St, Adelaide SA 5000

Phone: (08) 8303 0590

Website: www.wis.sa.gov.au

Who does this service assist?

Women in South Australia who are experiencing issues and would like to discuss.

How and what can this service assist with?

- The service will assist by discussing the issues with the person seeking assistance either online, over the phone or in person. The issues which can be discussed include but are not limited to the following:
 - Family and relationships
 - Domestic/ family violence
 - Sexual assault
 - Health and wellbeing
 - Accommodation and housing g
 - Financial security and independence
 - Women's groups and events
 - Education
 - Training and careers.
- The service provides information and referrals where necessary to government, non-government and community services.

Any specific criteria to be eligible?

Must be a woman.

PART THREE – MEDIATION SERVICES

Mediation

Magistrates Court Mediation Service

Phone: (08) 8204 2444

Email: enquiry@courts.sa.gov.au

Website:

<http://www.courts.sa.gov.au/RepresentYourself/CivilClaims/Pages/Mediation.aspx>

Adelaide

Address: 280 Victoria Square, Adelaide SA 5000

Christies Beach

Address: 96 Dyson Rd, Christie Downs SA 5164

Elizabeth

Address: 15 Frobisher Rd, Elizabeth SA 5112

Port Adelaide

Address: 260 St Vincent St, Port Adelaide SA 5015

Who does this service assist?

Any person who has a matter in the Magistrates Court Jurisdiction and wishes to settle the matter outside of court by using alternative dispute resolution.

How and what does this service assist with?

Provides an informal meeting with a third party to assist in negotiating an outcome that both sides can agree with. This services can be undertaken at any time before or during proceedings. The third party facilitates conversation between the parties in dispute and assists them in finding a solution that is suitable for both sides.

The cost of the mediation is shared by both parties equally.

Relationships Australia

Address: 161 Frome St, Adelaide SA 5000

Phone: (08) 8223 4566

Free Call: 1300 364 277

Country callers: 1800 182 325

Website: <http://www.relationships.org.au>

Elizabeth

Address: 13 Elizabeth Way, Elizabeth SA 5112

Phone: (08) 8255 3323

Salisbury

Address: Shop 8a Salisbury Cinema Complex

Cnr James and Gawler St, Salisbury SA 5108

Phone: (08) 9250 6600

Who does this service assist?

This service assists in resolving disputes within families. Parties can be at any stage of their relationship, beginning, middle or separation stage.

How and what does this service assist?

The service is focussed on helping parents who are separating to reach parenting agreements without going to court. They aim to reduce the conflict and help parents focus on what is best for their children. Family Dispute Resolution is compulsory for separating parents before they can commence legal proceedings

Children

- Help discuss your children's needs
- Provide information about how children deal with separation and how to help them adapt to the change
- Provide referrals to specialist services
- Assist in reaching parenting agreements

Financial Separation

- Help to identify assets and debts and how you will share them
- Provide referrals to debt and asset management specialists, counsellors and legal services
- Provide written records of any agreements reached by the parties in relation to their belongings.

Costs depend on the parties' individual income.

Centacare

Address: 45 Wakefield St, Adelaide SA 5000

Phone: (08) 8215 6700 or 1800 114 040

Website: <http://www.centacare.org.au/service/family-dispute-resolution/>

Email:

Mount Gambier

13 Penola Rd, Mount Gambier SA 5290

Phone (08) 8724 0500

Murray Bridge

55 Adelaide Rd, Murray Bridge SA 5252

Phone (08) 8531 8888

Salisbury

33 Carey St, SA 5108

Phone: (08) 8215 6700

Who does this service assist?

This service is aimed at assisting parents who are in the middle of separation.

How and what this service assist with

This service:

- Helps families reach their own agreement before going to court
- Is a cost effective way of resolving disputes.
- Is faster than court proceedings
- Complies with confidentiality regulations
- Assist agreeing on parenting and care agreements
- Resolves disputes regarding property and finances.

Mediation SA

Address: 175 Oaklands Road Warradale SA 5046

Phone: (08) 9305 0376

Country Callers: 1300 850 650

Website: Mediationsa.org.au

Email: wreception@mediationsa.org.au

Who does this service assist?

Any person who is undergoing legal proceedings, and wishes to negotiate with the assistance of an independent third party.

How and what does this service assist?

Mediation assists parties in a dispute to reach a mutually accepted agreement in the presence of an independent third party. As this is a voluntary service there is no obligation for the other party to respond.

Areas of law include

- Abuse and harassment
- Animals
- Clubs and Associations
- Community Groups
- Fences and Boundaries
- Landlord and Tenants
- Noise
- Personal Family Issues (excluding family law matters)
- Property Damage
- Retaining Walls
- Strata Titles
- Trees and Vegetation
- Water Drainage

Mediation SA helps residents of South Australia by:

- Providing information to the public about positive constructive alternatives to the legal system to give more options at resolving disputes
- Initiating negotiations between parties
- Clarifying issues so that all parties are clear on what the dispute is about
- Encouraging parties to talk through options together to reach an agreement
- Making sure all parties are heard
- Acting as a neutral, impartial and independent third party to allow the parties to settle their dispute themselves
- Conducting telephone and shuttle mediations
- Conducting face to face mediation
- Presenting information and education materials to the community

If you need an interpreter one will be provided with you on request.