

Disaster Legal Help Victoria

Where to get help

Last updated October 2017

General

Commonwealth Department of Human Services (DHS)

Tel: 132 850 (exceptional circumstances relief help), Monday to Friday, 8:00 am to 5:00 pm.

Tel: 132 316 (farmer assistance), Monday to Friday, 8:00 am to 5:00 pm.

<http://www.humanservices.gov.au/customer/subjects/crisis-and-special-help>

VicEmergency Relief and Recovery

Provides a range of support services and programs to assist families, businesses and farmers affected by emergencies.

Tel: 1800 226 226

<http://emergency.vic.gov.au/relief/>

Disaster Assist

Provides information on current and previous disasters that have impacted Australians and where to get disaster assistance.

www.disasterassist.gov.au

Country Fire Authority

Volunteer and community-based fire and emergencies services organisation.

Tel: (03) 9262 8444 (headquarters), 1800 226 226 (VicEmergency hotline)

Tel: 000 (emergencies)

www.cfa.vic.gov.au/

Legal

Disaster Legal Helpline

Dedicated free phone helpline for people needing legal information and advice during and after disasters.

Tel: 1800 113 432, Monday to Friday, 8:45 am to 5:15 pm.

www.disasterlegalhelp.org.au

Victoria Legal Aid

Provides free legal information through its helpline, publications and workshops, public law library and offers advice at most courts and tribunals, or by appointment.

Tel: 1300 792 387 (general enquiries) Monday to Friday, 8:45 am to 5:15 pm.

www.legalaid.vic.gov.au

Federation of Community Legal Centres

Community legal centres provide free or low cost legal information and advice. There are over 50 community legal centres across Victoria, both regional and metropolitan.

Tel: (03) 9652 1500, Monday to Friday, 9:00 am to 5:00 pm.

www.communitylaw.org.au

Law Institute of Victoria (LIV)

LIV offers a Legal Referral Service to a specialist lawyer. All referrals are to LIV members who have agreed to see clients for up to the first 30 minutes free of charge.

Tel: (03) 9607 9550, Monday to Friday, 9:00 am to 5:00 pm.

www.liv.asn.au

Victoria Law Foundation

Helps Victorians understand the law. Please note the Foundation does not provide legal advice.

Tel: (03) 9604 8100, Monday to Friday, 9:00 am to 5:00 pm.

www.everyday-law.org.au

Insurance

Financial Ombudsman Service Australia

Tel: 1800 367 287, Monday to Friday, 9:00 am to 5:00 pm.

www.fos.org.au

Financial Rights Legal Centre

Advice and advocacy for consumers in financial stress.

Tel: 1300 663 464, Monday to Friday, 9:30 am to 4:30 pm.

www.insurancelaw.org.au

Insurance Council of Australia

Tel: (03) 9253 5100 or 1300 728 228 (general inquiries), Monday to Friday, 8:30 am to 5:00 pm.

www.insurancecouncil.com.au/

Property

Department of Environment, Land, Water and Planning

Tel: 136 186, Monday to Friday, 8:00 am to 6:00 pm.

<https://www2.delwp.vic.gov.au/>

Victorian Building Authority

Tel: 1300 815 127, Monday to Friday, 8:30 am to 5:00 pm.

www.vba.vic.gov.au

Victorian Civil and Administrative Tribunal (VCAT)

Deals with disputes about renting, retail tenancies and owners corporations (body corporate).

Tel: 1300 01 8228, Monday to Friday, 9:00 am to 4:30 pm.

Email: admin@vcat.vic.gov.au

www.vcat.vic.gov.au

Dispute Settlement Centre of Victoria

Helps people solve their disputes and provides a mediator for conflicts involving fencing, trees, planning, drainage and water runoff and other issues.

Tel: 1300 372 888, Monday to Friday, 9:00 am to 5:00 pm.

www.disputes.vic.gov.au

Where to get help

State Revenue Office

Tel: 132 161, Monday to Friday 8:30 am to 5:00 pm.

www.sro.vic.gov.au

Fencing

Department of Environment, Land, Water and Planning

Tel: 136 186, Monday to Friday, 8:00 am to 6:00 pm.

<https://www2.delwp.vic.gov.au/>

Victorian Farmers Federation (VFF)

Providing bushfire affected farmers with services.

Tel: 1300 882 833, Monday to Friday, 9:00 am to 5:00 pm.

www.vff.org.au

Magistrates' Court of Victoria

See www.magistratescourt.vic.gov.au to find the courthouse closest to you.

Rural Finance

Tel: 130 796 101, Monday to Friday, 8:30 am to 5:00 pm.

www.ruralfinance.com.au

See also the details of organisations listed under 'Insurance' and 'Property'

Renting

Tenants Union of Victoria

Advice, assistance and advocacy for tenants of private and public residential properties and residents of rooming houses and caravan parks.

Tel: (03) 9416 2577 (advice line), Monday to Friday, 9:00 am to 4:00 pm.

www.tuv.org.au

Residential Tenancy Bond Authority (RTBA)

Holds all Victorian residential tenancy bonds.

Tel: 1300 137 164, Monday to Friday, 9:00 am to 5:00 pm.

www.rentalbonds.vic.gov.au

Victorian Civil and Administrative Tribunal (VCAT)

Deals with disputes about renting, retail tenancies and owners corporations (body corporate).

Tel: 1300 01 8228, Monday to Friday, 9:00 am to 4:30 pm.

Email: admin@vcat.vic.gov.au

www.vcat.vic.gov.au

Victorian Small Business Commission

Assistance with disputes for properties leased under the *Retail Leases Act 2003*.

Tel: 138 722

Email: enquiries@vsbc.vic.gov.au

www.vsbcc.vic.gov.au

Energy and Water Ombudsman Victoria (EWOV)

Tel: 1800 500 509, Monday to Friday, 8:30 am to 5:00 pm.

www.ewov.com.au

See also the details of organisations listed under 'Property'

Family

Victoria Legal Aid

Provides family law and child support information, advice and clinics.

Tel: 1300 792 387, Monday to Friday, 8:45 am to 5:15 pm.

www.legalaid.vic.gov.au

Family Relationship Centres

For information and referral to family relationship centres and other services.

Tel: 1800 050 321 (family relationship advice line), Monday to Friday, 8:00 am to 8:00 pm, Saturday 10:00 am to 4:00 pm.

www.familyrelationships.gov.au

Centrelink

For information on child support, debt consolidation and family law.

Tel: 136 150 (Centrelink families line), Monday to Friday, 8:00 am and 8:00 pm.

Family Court

Tel: 1300 352 000 (national enquiry centre), Monday to Friday, 8:30 am to 5:00 pm.

www.familycourt.gov.au/

Child Support

Tel: 131 272, Monday to Friday, 8:30 am to 4:45 pm.

www.humanservices.gov.au/individuals/child-support

Safe Steps

Provides telephone crisis counselling, referral, information and support.

Tel: 1800 015 188 (family violence response line), seven days, 24 hours.

www.safesteps.org.au

No To Violence – Men's Referral Service

Support for men who would like to change their behavior and for people concerned about other men's behaviour.

Tel: 1300 766 491, Monday to Friday, 8:00 am to 9:00 pm, Saturday and Sunday 9:00 am to 6:00 pm.

<http://www.ntvmrs.org.au/>

See also the details of organisations listed under 'Counselling and support' and 'Legal'

Employment and small business

JobWatch

A free and confidential telephone information and referral service providing information on your workplace rights.

Tel: (03) 9662 1933 (Melbourne) or 1800 331 617 (country), Monday to Friday, 9:00 am to 5:00 pm, Wednesday until 8:30 pm.

www.jobwatch.org.au

Where to get help

Fair Work Ombudsman

Provides advice and assistance on workplace rights and responsibilities, investigates complaints, conducts workplace audits and litigates breaches of workplace laws.

Tel: 13 13 94, Monday to Friday, 8:00 am to 5:30 pm.

www.fairwork.gov.au

Debt

Consumer Action Law Centre

Tel: (03) 9629 6300 or 1800 466 477 (legal advice), Monday to Friday, 10:00 am to 1:00 pm.

www.consumeraction.org.au

Consumer Affairs Victoria

For information on credit and debt, renting, building and renovation, buying and selling property.

Tel: 1300 558 181, Monday to Friday, 9:00 am to 5:00 pm.

www.consumer.vic.gov.au

Financial Ombudsman Service Australia

Tel: 1800 367 287, Monday to Friday, 9:00 am to 5:00 pm.

www.fos.org.au

Credit and Investments Ombudsman

Tel: 1800 138 422, Monday to Friday, 9:00 am to 5:00 pm.

www.cio.org.au

Financial and Consumer Rights Council

Tel: (03) 9663 2000, Monday to Friday, 9:00 am to 5:00 pm.

www.fcrc.org.au

Australian Competition and Consumer Commission (ACCC)

Tel: 1300 302 502, Monday to Friday, 8:30 am to 5:30 pm.

www.accc.gov.au

Australian Taxation Office (ATO)

Tel: 13 28 65 (personal), 13 72 26 (business), 13 10 20 (superannuation), Monday to Friday, 8:00 am to 6:00 pm

www.ato.gov.au

Centrelink

Tel: 1300 131 060 (early release of superannuation), Monday to Friday, 9:00 am to 5:00 pm.

www.centrelink.gov.au

See also the details of organisations listed under 'Employment and small business', 'Family' and 'Utilities'

Utilities

Energy and Water Ombudsman of Victoria

Tel: 1800 500 509, Monday to Friday, 8:30 am to 5:00 pm.

www.ewov.com.au

Telecommunications Industry Ombudsman

Tel: 1800 062 058 (general), Monday to Friday, 9:00 am to 5:30 pm.

www.tio.com.au

Essential Services Commission

Tel: (03) 9032 1300 or 1300 664 969, Monday to Friday, 9:00 am to 5:00 pm.

www.esc.vic.gov.au

Department of Health and Human Services (DHHS)

Tel: 1300 650 172, Monday to Friday, 9:00 am to 5:00 pm.

www.services.dhhs.vic.gov.au/concessions-and-benefits

See also the details of organisations listed under 'Debt' and 'Fencing'

Wills and estates

Supreme Court of Victoria

Tel: (03) 9603 9300, Monday to Friday, 9:30 am to 4:00 pm.

www.supremecourt.vic.gov.au/

State Trustees

Tel: (03) 9667 6444 (metro), 1300 138 672 (regional) Monday to Friday, 8:30 am to 5:30 pm.

www.statetrustees.com.au

Coroner

Coroners Court of Victoria

Tel: 1300 309 519

www.coronerscourt.vic.gov.au

Victorian Bushfires Royal Commission

Victorian Bushfires Royal Commission

To view the 2009 Victorian Bushfire Royal Commission Final Report:

www.royalcommission.vic.gov.au/Commission-Reports/Final-Report.html

Counselling and support

Nurse-On-Call

Tel: 1300 606 024, seven days, 24 hours.

www.health.vic.gov.au/nurseoncall/

Beyond Blue

Tel: 1300 224 636, seven days, 24 hours.

www.beyondblue.org.au

Lifeline

Tel: 131 114, seven days, 24 hours.

Online chat: seven days, 7:00 pm to 4:00 am.

www.lifeline.org.au

Where to get help

Griefline

For confidential counseling for anyone who has experienced the loss of a loved one.

Tel: (03) 9935 7400 (Melbourne) or 1300 845 745 (landline), seven days, 12:00 pm to 3:00 am.

www.griefline.org.au

Parentline

Offers telephone counselling service to parents and carers of children aged from birth to 18 years old.

Tel: 132 289, seven days, 8:00 am to 12:00 am.

Kids Helpline

For children and young people. Offering telephone counselling, email counselling or web counselling, and where to get help in your local area.

Tel: 1800 551 800, seven days, 24 hours.

www.kidshelpline.com.au

See also the details of organisations listed under 'Family' for domestic violence, relationships and men's referral services

Translation and hearing impaired services

Interpreters – Translating and Interpreting Service (TIS)

To speak to someone in your own language, call the number and ask the interpreter to put you through to the service you need. This service is free for most government and community organisations that you are calling.

Tel: 131 450, seven days, 24 hours.

www.tisnational.gov.au

Hearing impaired – National Relay Service (NRS)

If you are hearing impaired, call these numbers for help. This service is free.

Tel: 133 677 (TTY) and 1300 555 727 (speak and listen), seven days, 24 hours.

www.relayservice.gov.au