

# legal support & complaints

The aim of this fact sheet is to provide a concise list of organisations that provide Legal Support or Complaints services.

Each organisation will have guidelines on who can receive support and also the process to receive the support.



## legal support

Organisation	Type of support	Contact
Northern Rivers	Provides transport and assistance to those affected by frailty, disability or disadvantage and unable to access public or private transport to medical appointments or shopping.	Lismore 02 6621 100 <a href="http://www.northernriversclc.org.au">www.northernriversclc.org.au</a>
Legal Aid NSW	Assists socially and economically disadvantage	Lismore 02 6621 2082 <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>
Aboriginal Legal Service (NSW/ACT)	Provides professional and culturally competent legal advice and court representation for both indigenous adults and young persons. Also provides services in child protection matters.  They can talk to you about options, and assist you to find solutions, provide referrals and help you apply for Legal Aid.	Crime 1800 765 767 Care 1800 733 233 <a href="http://www.alsnswact.org.au">www.alsnswact.org.au</a>
The Law Society of NSW	If you need help with a legal problem but are unable to afford a standard solicitor's fees, and have been refused Legal Aid, the Law Society's Pro Bono Scheme may be able to assist.	Pro Bono Scheme 02 9926 0364 <a href="http://www.lawsociety.com.au">www.lawsociety.com.au</a>
NSW Civil & Administrative Tribunal	Deals with a broad range of matters from tenancy disputes and consumer claims to ecisions on guardianship and administrative review of government decisions.	1300 006 228 <a href="http://www.ncat.nsw.gov.au">www.ncat.nsw.gov.au</a>
Fair Trading NSW	Consumers of everyday goods and services can contact Fair Trading for information on their rights and responsibilities and assistance with resolving disputes including renovation, credit, property and tenancy issues.	

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## complaints

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Type	Type of support	Contact
Financial	Fairly and independently resolve disputes between consumers – including some small businesses – and member financial services providers.	1800 367 287 www.fos.org.au
Energy & Water Ombudsman NSW EWON	Provides an independent way of resolving customer complaints about all electricity and gas suppliers in NSW and some water suppliers.	1800 246 545 www.ewon.com.au
New South Wales	Deals with complaints about NSW public sector agencies including councils, government departments, correctional centres and universities.	1800 451 524 www.ombo.nsw.gov.au
Telecommunications Industry	Free and independent alternative dispute resolution scheme for small business and residential consumers in Australia who have a complaint about their telephone or internet service.	1800 062 058 www.tio.com.au
Private Health Insurance	Provides an independent service to help consumers with health insurance problems and enquiries.	1800 640 695 www.ombudsman.gov.au/ about/private-health-insurance
Organisation	Type of Support	Contact
Health Care Complaints Commission	Acts to protect public health and safety by dealing with complaints about health service providers in NSW.	1800 043 159 www.hccc.nsw.gov.au
Office of the Legal Services Commissioner OLSC	Receives complaints about solicitors and barristers in NSW. The OLSC works as part of a co-regulatory system, together with the Law Society of NSW to resolve disputes.	1800 242 958 www.olsc.nsw.gov.au