## AUSTRALIA - USEFUL LINKS

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<tr>
<th>STATE OR TERRITORY</th>
<th>ORGANISATION</th>
<th>MANDATE</th>
<th>CONTACT DETAILS</th>
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<tbody>
<tr>
<td>New South Wales</td>
<td>The Law Society NSW</td>
<td>Regulates and provides professional support to lawyers in NSW. Can provide you with information about legal services generally in NSW and assist you to find a lawyer.</td>
<td>Website: <a href="http://www.lawsociety.com.au">www.lawsociety.com.au</a> E: <a href="mailto:lawsociety@lawsociety.com.au">lawsociety@lawsociety.com.au</a> T: +61 (0)2 9926 0333 F: +61 (0)2 9231 5809 170 Phillip Street Sydney NSW 2000</td>
</tr>
<tr>
<td>New South Wales</td>
<td>NSW Bar Association</td>
<td>The professional association for barristers in NSW. Can assist you to find a barrister, including a pro bono barrister.</td>
<td>Website: <a href="http://www.nswbar.asn.au">www.nswbar.asn.au</a> E: <a href="mailto:enquiries@nswbar.asn.au">enquiries@nswbar.asn.au</a> T: +61 (0)2 9232 4055 F: +61 (0)2 9221 1149 Selborne Chambers, B174 Phillip Street Sydney NSW 2000</td>
</tr>
<tr>
<td>Queensland</td>
<td>Queensland Law Society</td>
<td>Regulates and provides professional support to lawyers in Queensland. Can provide you with information about legal services generally in Queensland and assist you to find a lawyer.</td>
<td>Website: <a href="http://www.qls.com.au">www.qls.com.au</a> Email: <a href="mailto:info@qls.com.au">info@qls.com.au</a> T: +61 (0)7 3842 5888 F: +61 (0)7 3842 5999 179 Ann Street Brisbane QLD 4000 GPO Box 1785 Brisbane QLD 4001</td>
</tr>
<tr>
<td>Queensland</td>
<td>The Bar Association of Queensland</td>
<td>The professional association for barristers in Queensland. Can assist you to find a barrister, including a pro bono barrister.</td>
<td>Website: <a href="http://www.qldbar.asn.au">www.qldbar.asn.au</a> E: <a href="mailto:qldbar@qldbar.asn.au">qldbar@qldbar.asn.au</a> T: +61 (0)7 3238 5100 F: +61 (0)7 3238 1180 Ground Floor, Inns of Court 107 North Quay Brisbane QLD 4000</td>
</tr>
<tr>
<td>Victoria</td>
<td>Law Institute of Victoria</td>
<td>Regulates and provides professional support to lawyers in Victoria. Can provide you with information about legal services generally in Victoria and assist you to find a lawyer.</td>
<td>Website: <a href="http://www.liv.asn.au">www.liv.asn.au</a> E: <a href="mailto:lawinst@liv.asn.au">lawinst@liv.asn.au</a> T: +61 (0)3 9607 9311 F: +61 (0)3 9602 5270 470 Bourke Street Melbourne VIC 3000 PO Box 263 Melbourne VIC 3001</td>
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| South Australia   | Law Society of South Australia  | Regulates and provides professional support to lawyers in South Australia. Can provide you with information about legal services generally in South Australia and assist you to find a lawyer. | T: +61 (0)3 9225 7111  
F: +61 (0)3 9225 6068  
Owen Dixon Chambers East  
Level 5  
205 William Street  
Melbourne  
VIC 3000  
Website:  
www.lawsocietysa.asn.au  
E:  
email@lawsocietysa.asn.au |
| South Australia   | South Australian Bar Association| The professional association for barristers in South Australia. Can assist you to find a barrister.                          | Website:  
www.sabar.org.au  
E:  
sabar@sabar.org.au  
T: +61 (0)8 8231 1929  
GPO Box 2066  
Adelaide  
SA 5001 |
| Western Australia | The Law Society of Western Australia| Regulates and provides professional support to lawyers in Western Australia. Can provide you with information about legal services generally in Western Australia and assist you to find a lawyer. | Website:  
www.lawsocietywa.asn.au  
Email:  
info@lawsocietywa.asn.au  
T: +61 (0)8 9324 8600  
F: +61 (0)8 9324 8699  
Level 4, 160 St Georges Terrace  
Perth  
WA 6000  
PO Box Z5345  
Perth WA 6831 |
| Western Australia | Western Australian Bar Association| The professional association for barristers in Western Australia. Can assist you to find a barrister.                     | Website:  
www.wabar.asn.au  
E:  
info@wabar.asn.au  
T: +61 (0)8 9220 0477  
F: +61 (0)8 9221 5781  
Level 19, Allendale Square,  
77 St George's Terrace  
Perth  
WA 6000  
GPO Box C122  
Perth WA 6839 |
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</table>
| Tasmania                | The Law Society of Tasmania         | Regulates and provides professional support to lawyers in Tasmania. Can provide you with information about legal services generally in Tasmania and assist you to find a lawyer. | Website: http://lst.org.au  
E: info@lst.org.au  
T: +61 (0)3 6234 4133  
F: +61 (0)3 6223 8240  
28 Murray Street  
Hobart  
TAS 7000  
GPO Box 1133  
Hobart  
TAS 7001 |
| Tasmania                | The Tasmanian Bar                   | The professional association for barristers in Tasmania. Can assist you to find a barrister. | Website:  
www.tasmanianbar.com.au  
E: tamara@tasmanianbar.com.au  
T: +61 (0)3 6223 3844  
F: +61 (0)3 6223 5466  
Malthouse Chambers, 119 Hampden Road  
Battery Point TAS 7004  
PO Box 20  
Battery Point  
TAS 7004 |
| Northern Territory      | Law Society Northern Territory      | Regulates and provides professional support to lawyers in the Northern Territory. Can provide you with information about legal services generally in the Northern Territory and assist you to find a lawyer. | Website:  
http://lawsocietyns.asn.au  
E: lawsoc@lawsocietyns.asn.au  
T: +61 (0)8 8981 5104  
F: +61 (0)8 8941 1623  
Suite 2, Ground Floor, 38 Mitchell Street  
Darwin  
NT 0800  
GPO Box 2388  
Darwin  
NT 0801 |
| Northern Territory      | Northern Territory Bar Association  | The professional association for barristers in the Northern Territory. Can assist you to find a barrister. | Website:  
http://ntba.asn.au  
E: clerk@williamforster.com  
T: +61 (0)8 8982 4700  
F: +61 (0)8 8941 1541  
GPO Box 4369  
Darwin  
NT 0801 |
| Australian Capital Territory | The Law Society of the ACT        | Regulates and provides professional support to lawyers in the ACT. Can provide you with information about legal services generally in the ACT and assist you to find a lawyer. | Website:  
www.actlawsociety.asn.au  
Email:  
mail@actlawsociety.asn.au  
T: +61 (0)2 6247 5700  
F: +61 (0)2 6247 3754  
Level 3, 11 London Circuit, City West |
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<tr>
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<th>MANDATE</th>
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</table>
| ACT Bar Association | ACT Bar Association | The professional association for barristers in the ACT. Can assist you to find a barrister. | Website: [www.actbar.com.au](http://www.actbar.com.au)  
T: +61 (0)2 6257 1437  
F: +61 (0)2 6257 6090  
11th Floor  
AMP Building  
1 Hobart Place  
Canberra  
ACT  2601  
GPO Box 789  
Canberra City  ACT  2601 |
| **LEGAL AID** | | | |
| New South Wales | Legal Aid NSW | Can provide assistance with bail applications and give advice on criminal law, family law and civil law matters (including immigration law). Legal Aid can also provide you with representation, if you meet their criteria. There are Legal Aid offices located throughout NSW, but the main office is located in Central Sydney. To obtain advice, you may need to make an appointment at a Legal Aid office. However, if you are in custody, the Legal Aid solicitor will come to see you if you satisfy Legal Aid’s criteria. | Website: [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)  
T: +61 (0)2 9219 5000  
You can obtain telephone legal advice by calling Law Access NSW on 1300 888 529,  
F: +61 (0)2 9219 5935  
Central Sydney Office  
323 Castlereagh Street  
Haymarket  
NSW 2000 |
| New South Wales | Legal Aid NSW – Youth Hotline | The Hotline provides legal advice and information to young people under 18, and operates 9am to midnight weekdays, with a 24-hour service from Friday 9 am to Sunday midnight and also on public holidays. | Tel: 1800 10 18 10 |
| Victoria | Victoria Legal Aid | Can provide assistance with bail applications and give advice on criminal law, family law and civil law matters (including immigration law). Legal Aid can also provide you with representation, if you meet their criteria. There are Legal Aid offices located throughout Victoria, but the main office is located in Central Melbourne. Legal Aid Victoria also has a hotline which you can call for legal advice over the telephone. | Website: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)  
Tel: 1300 792 387  
You can obtain telephone legal advice by calling 1300 792 387, Mon-Fri, 8.45am -5.15 pm  
Melbourne Office  
350 Queen St  
Melbourne  
VIC 3000  
GPO Box 4380  
Melbourne  
VIC 3001 |
| Queensland | Legal Aid Queensland | Can provide assistance with bail applications and give advice on criminal law, family law and civil law matters (including immigration law). Legal Aid can also provide you with representation, if | Website: [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)  
E: mailbox@legalaid.qld.gov.au |
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<tr>
<td>Queensland</td>
<td>Legal Services Commission South Australia</td>
<td>Can provide assistance with bail applications and give advice on criminal law, family law and civil law matters (including immigration law). Legal Aid can also provide you with representation, if you meet their criteria. Offices are located throughout South Australia, but the main office is located in Central Adelaide.</td>
<td>T: +61 (0)8 8111 5555 Website: <a href="http://www.lsc.sa.gov.au">www.lsc.sa.gov.au</a> You can obtain telephone legal advice by calling 1300 366 424, Mon-Fri, 9am-4:30pm. F: +61 (0)8 8111 5599 Adelaide Office 159 Gawler Place Adelaide SA 5000 GPO Box 1718 Adelaide SA 5001</td>
</tr>
<tr>
<td>Western Australia</td>
<td>Legal Aid Western Australia</td>
<td>Can provide assistance with bail applications and give advice on criminal law, family law and civil law matters (including immigration law). Legal Aid can also provide you with representation, if you meet their criteria. There are Legal Aid offices located throughout Western Australia, but the main office is located in Central Perth.</td>
<td>T: +61 (0)8 9261 6222 Website: <a href="http://www.legalaid.wa.gov.au">www.legalaid.wa.gov.au</a> You can obtain telephone legal advice by calling 1300 650 579, Mon-Fri, 8:30am-4:30pm. F: +61 (0)8 9325 5430 Perth Office 55 St Georges Terrace Perth WA 6000 PO Box L916, Perth WA 6842</td>
</tr>
<tr>
<td>Tasmania</td>
<td>Legal Aid Commission of Tasmania</td>
<td>Can provide assistance with bail applications and give advice on criminal law, family law and civil law matters (including immigration law). Legal Aid can also provide you with representation, if you meet their criteria. There are Legal Aid offices located throughout Tasmania, but the main office is located in Central Hobart.</td>
<td>Website: <a href="http://www.legalaid.tas.gov.au">www.legalaid.tas.gov.au</a> T: +61 (0)3 6236 3800 You can obtain telephone legal advice by calling 1300 366 611, Mon-Fri, 9am-5pm. F: +61 (0)3 6236 3811 Hobart Office 158 Liverpool Street Hobart TAS 7000</td>
</tr>
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You meet their criteria. There are Legal Aid offices located throughout Queensland, but the main office is located in Central Brisbane. T: 1300 65 11 88 (Legal information and referral only) You can obtain telephone legal advice by calling 1300 65 11 88, Mon-Fri, 8:30am-5pm. F: +61 (0)7 3238 3014 Brisbane Office 44 Herschel Street Brisbane QLD 4000 GPO Box 2449 Brisbane QLD 4001
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<td>Northern Territory</td>
<td>Northern Territory Legal Aid Commission</td>
<td>Can provide assistance with bail applications and give advice on criminal law, family law and civil law matters (including immigration law). Legal Aid can also provide you with representation, if you meet their criteria. There are Legal Aid offices located throughout the Northern Territory, but the main office is located in Central Darwin.</td>
<td>Website: <a href="http://www.ntlac.nt.gov.au">www.ntlac.nt.gov.au</a> You can obtain telephone legal advice by calling 1800 019 343, Mon-Fri, 8am-4:30pm F: +61 (0)8 8999 3099 Darwin Office 6th Floor, 9-11 Cavenagh Street Darwin NT 0800 Locked Bag 11 Darwin NT 0801</td>
</tr>
<tr>
<td>Australian Capital Territory</td>
<td>Legal Aid ACT</td>
<td>Can provide assistance with bail applications and give advice on criminal law, family law and civil law matters (including immigration law). Legal Aid can also provide you with representation, if you meet their criteria. Legal Aid’s main office is located in Canberra City. Legal Aid ACT also runs a separate Youth Law Centre, which can provide information, advice and referrals for people aged between 12 and 25.</td>
<td>Website: <a href="http://www.legalaidact.org.au">www.legalaidact.org.au</a> E: <a href="mailto:legalaid@legalaidact.org.au">legalaid@legalaidact.org.au</a> T: +61 (0)2 6243 3411 F: +61 (0)2 6243 3435 You can obtain telephone legal advice by calling 1300 654 314, Mon-Fri, 8:30am-5pm. Canberra Office 2 Allsop Street Canberra City ACT 2601 GPO Box 512 Canberra ACT 2601 Youth Law Centre: T: +61 (0)2 6173 5410 (for information and appointments) Level 1, 14 Childers Square Canberra City ACT 2601</td>
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**OMBUDSMEN and COMPlAINTS COMMITTEES**

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<tr>
<td>New South Wales</td>
<td>New South Wales Ombudsman</td>
<td>The NSW Ombudsman is an independent and impartial watchdog that investigates complaints against state agencies (including police and prison authorities), local council and public universities.</td>
<td>Website: <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a> E: <a href="mailto:nswombo@ombo.nsw.gov.au">nswombo@ombo.nsw.gov.au</a> T: +61 (0)2 9286 1000 or 1800 451 524 F: +61 (02) 9283 2911 Level 24, 580 George Street Sydney NSW 2000</td>
</tr>
<tr>
<td>New South Wales</td>
<td>Office of the Legal</td>
<td>The OLSC receives all complaints against solicitors</td>
<td>Website:</td>
</tr>
<tr>
<td>STATE OR TERRITORY</td>
<td>ORGANISATION</td>
<td>MANDATE</td>
<td>CONTACT DETAILS</td>
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<tr>
<td>Wales</td>
<td>Services Commissioner - NSW Government</td>
<td>and barristers in New South Wales. It also oversees the investigation of complaints and attempts to resolve consumer disputes relating to services provided by solicitors and barristers.</td>
<td><a href="http://www.justice.nsw.gov.au">www.justice.nsw.gov.au</a>; T: +61 (0)2 8688 7777; F: +61 (0)2 8688 7980; Department of Justice Parramatta Justice Precinct 160 Marsden Street Parramatta NSW 2124; Locked Bag 5111 Parramatta NSW 2124</td>
</tr>
<tr>
<td>Queensland</td>
<td>Queensland Ombudsman</td>
<td>Investigates complaints against state agencies (including police and prison authorities), local council and public universities.</td>
<td>Website: <a href="http://www.ombudsman.qld.gov.au">www.ombudsman.qld.gov.au</a>; Email: <a href="mailto:ombudsman@ombudsman.qld.gov.au">ombudsman@ombudsman.qld.gov.au</a>; T: +61 (0)7 3005 7000 or freecall 1800 068 908; F: +61 (0)7 3005 7067; Level 17, 53 Albert Street Brisbane QLD 4000; GPO Box 3314 Brisbane QLD 4001</td>
</tr>
<tr>
<td>Queensland</td>
<td>Legal Services Commission Queensland</td>
<td>Receives and can investigate complaints against solicitors and barristers in Queensland.</td>
<td>Website: <a href="http://www.lsc.qld.gov.au">www.lsc.qld.gov.au</a>; Email: <a href="mailto:lsc@lsc.qld.gov.au">lsc@lsc.qld.gov.au</a>; T: +61 (0)7 3406 7737; F: +61 (0)7 3406 7749; Level 30, 400 George Street Brisbane QLD 4000; PO Box 10310 Brisbane Adelaide Street QLD 4000</td>
</tr>
<tr>
<td>Victoria</td>
<td>Victorian Ombudsman</td>
<td>Investigates complaints against state agencies (including police and prison authorities), local council and public universities.</td>
<td>Website: <a href="http://www.ombudsman.vic.gov.au">www.ombudsman.vic.gov.au</a>; Email: <a href="mailto:ombudvic@ombudsman.vic.gov.au">ombudvic@ombudsman.vic.gov.au</a>; T: +61 (0)3 9613 6222; F: +61 (0)3 9614 0246; Level 1 North Tower, 459 Collins Street Melbourne VIC 3000</td>
</tr>
<tr>
<td>Victorian</td>
<td>Victorian Legal Services Commissioner</td>
<td>Receives and can investigate complaints against solicitors and barristers in Victoria.</td>
<td>Website: <a href="http://www.lsbc.vic.gov.au">www.lsbc.vic.gov.au</a>; Email: <a href="mailto:admin@lsbc.vic.gov.au">admin@lsbc.vic.gov.au</a>; T: +61 (0)3 9679 8001; F: +61 (0)3 9679 8101</td>
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| South Australia   | Ombudsman South Australia | Investigates complaints against state agencies (including police and prison authorities), local council and public universities. | Website: [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)  
Email: ombudsman@ombudsman.sa.gov.au  
T: +61 (0)8 8226 8699  
F: +61 (0)8 8226 8602  
Level 5, East Wing 50, Grenfell Street  
Adelaide SA 5000  
PO Box 3651  
Rundle Mall SA 5000 |
| South Australia   | Legal Profession Conduct Commissioner | Receives and can investigate complaints against solicitors and barristers in South Australia. | Website: [www.lpcc.sa.gov.au](http://www.lpcc.sa.gov.au)  
T: +61 (0)8 8212 7924 or 1800 337 570 (toll free)  
F: +61 (0)8 8231 0747  
Level 3, 33 Franklin Street  
Adelaide SA 5000  
GPO Box 230  
Adelaide SA 5001 |
| Western Australia | Ombudsman WA | Investigates complaints against state agencies (including police and prison authorities), local council and public universities. | Website: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)  
E: mail@ombudsman.wa.gov.au  
T: +61 (0)8 9220 7555  
F: +61 (0)8 9220 7500  
Level 2, Albert Facey House,  
469 Wellington Street  
Perth  
WA 6000  
PO Box Z5386  
St Georges Terrace  
Perth  
WA 6831 |
| Western Australia | Legal Practice Board of Western Australia | Receives and can investigate complaints against solicitors and barristers in Western Australia. | Website: [www.lpbwa.org.au](http://www.lpbwa.org.au)  
E: general@lpbwa.com  
T: +61 (0)8 6211 3600  
F: +61 (0)8 9325 2743  
5th Floor,  
Kings Building,  
533 Hay Street  
Perth  
WA 6000 |
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<th>CONTACT DETAILS</th>
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| Tasmania          | Ombudsman Tasmania | Investigates complaints against state agencies (including police and prison authorities), local council and public universities. | PO Box 5720  
St Georges Tce  
Perth  
WA  6831  

Website: [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)  
Email: ombudsman@ombudsman.tas.gov.au  
T: 1800 001 170  
Ground Floor, 99 Bathurst Street  
Hobart  
TAS  7000  
GPO Box 960  
Hobart  
TAS  7001 |
| Tasmania          | Legal Profession Board of Tasmania | Receives and can investigate complaints against solicitors and barristers in Tasmania. | Tasman  
PO Box 960  
Hobart  
TAS  7001  

E : enquiry@lpbt.com.au  
T: +61 (0)3 6226 3000  
F: +61 (0)3 6223 6055  
Level 3, 147 Macquarie Street  
Hobart  
TAS 7000  
GPO Box 2335  
Hobart  
TAS  7001 |
| Northern Territory | Ombudsman NT | Investigates complaints against state agencies (including police and prison authorities), local council and public universities. | Northern Territory  
PO Box 1344  
Darwin  
NT  0801  

Website : [www.ombudsman.nt.gov.au](http://www.ombudsman.nt.gov.au)  
E: nt.ombudsman@nt.gov.au  
T: +61 (0)8 8999 1818 or 1800 806 380 (toll free)  
F: +61 (0)8 8999 1828  
12th Floor, NT House, 22 Mitchell Street, Darwin  
NT 0800  
GPO Box 3946  
Darwin  
NT 0801 |
| Northern Territory | Law Society Northern Territory – Legal Practitioners Complaints Committee | The Legal Practitioners Complaints Committee is a division of the Law Society of NT, and can receive and investigate complaints against solicitors and barristers in the Northern Territory. | Northern Territory  
PO Box 1344  
Darwin  
NT  0801  

Website : [www.lawsocietynt.asn.au](http://www.lawsocietynt.asn.au)  
T: +61 (0)8 8981 5104  
Suite 2, Ground Floor, Beagle House, 38 Mitchell Street  
Darwin  
NT  0800  
GPO Box 3946  
Darwin  
NT 0801 |
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</table>
| **Australian Capital Territory** | **Australian Capital Territory Ombudsman** | Investigates complaints against state agencies (including police and prison authorities), local council and public universities. | Website: ombudsman@act.gov.au  
E: ombudsman@ombudsman.gov.au  
T: 1300 362 072  
F: +61 (0)2 6276 0123  
Level 5, Childers Square, 14 Childers Street, Canberra City, ACT 2601  
GPO Box 442, Canberra ACT 2601 |
| **Australian Capital Territory** | **The ACT Law Society – Complaints** | It is the ACT Law Society's role to also receive and investigate complaints against solicitors and barristers in the Northern Territory. | Website: www.actlawsociety.asn.au  
E: mail@actlawsociety.asna.au  
T: +61 (0)2 6247 5700  
F: +61 (0)2 6247 3754  
Level 3, 11 London Circuit, City West, Canberra ACT 2601  
GPO Box 1562, Canberra ACT 2601 |
| **Any State or Territory** | **The Australian Human Rights Commission** | The AHRC is an independent body which investigates and resolves complaints about discrimination and breaches of human rights.  
The AHRC can only deal with complaints about breaches of human rights where they are against the Commonwealth Government (or one of its agencies) and they alleged a breach of specific international human rights instruments. | Website: www.humanrights.gov.au/complaints_information  
Email: complaintsinfo@humanrights.gov.au  
T: +61 (0)2 3284 9888 or 1300 656 419  
Level 3, 175 Pitt Street, Sydney, NSW 2000  
GPO Box 5218, Sydney, NSW 2001 |

**INTERPRETERS**

<table>
<thead>
<tr>
<th>ANY STATE OR TERRITORY</th>
<th>TRANSLATING &amp; INTERPRETING SERVICE (TIS NATIONAL)</th>
<th>MANDATE</th>
<th>CONTACT DETAILS</th>
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| ANY STATE OR TERRITORY | Translating & Interpreting Service (TIS National) | Provides access to phone and on-site interpreting services in over 160 languages and dialects.  
This is a pay-per-use service, and is not free.  
If you require an interpreter to access a service, such as Legal Aid, the service provider will usually organise an interpreter for you at no cost to you. | Website: www.tisnational.gov.au  
T: 131 450 (24 hours, every day of the year for immediate telephone interpretation)  
GPO Box 241, Melbourne VIC 3001 |
| ANY STATE OR TERRITORY | National Accreditation Authority for Translators and Interpreters Ltd | NAATI is a national body that provides training and accreditation to interpreters and translators.  
NAATI does NOT provide translating or interpreting services. However, you can visit NAATI's website to | Website: www.naati.com.au  
E: info@naati.com.au |
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| New South Wales   | Community Relations Commission - Language Services | The Community Relations Commission’s language services provides comprehensive interpreting and translation services to NSW Government agencies, as well as members of the public. | E: languageservices@crc.nsw.gov.au  
T: 1300 651 500  
F: +61 (0)2 8255 6711  
PO Box A2618 Sydney South NSW 1235  
Sydney Office (Main office)  
T: +61 (0)2 8255 6767  
F: +61 (0)2 8255 6868  
Level 8, 175 Castlereagh Street  
Sydney NSW 2000  
PO Box A2618  
Sydney South NSW 1235 |

**NGOs**

**HUMAN RIGHTS**

| Any State or Territory | Amnesty International | You can contact Amnesty International to find out more information about human rights, and what to do if you think your human rights have been breached. | Website: www.amnesty.org.au  
T:1300 300 920  
F: +61 (0)2 8396 7663  
Locked bag 23 Broadway  
NSW 2007 |

| Any State or Territory | Australian Human Rights Centre | The AHR Centre aims to promote public awareness and academic scholarship about domestic and international human rights standards, laws and procedures through research projects, education programs and publications. The Centre also publishes the *Australian Journal of Human Rights* and the *Human Rights Defender* and hosts a number of seminars and events each year. | Website: www.ahrcentre.org  
E: diane.macdonald@unsw.edu.au  
T: +61 (0)2 9385 1803  
Level 1, Law Faculty, University of New South Wales, Sydney NSW 2052 |

**GENERAL ADVICE FOR PRISONERS**

| NSW | Prisoners Legal Service - Legal Aid NSW | The Prisoner's Legal Service is the division of Legal Aid that provides legal advice and, in some cases, representation to prisoners who are in NSW prisons. They can provide independent advice and assistance in matters such as bail, appeals, accessing legal aid, parole, classification and other prison issues. They also give advice and assistance in other areas of prisoners’ lives such as family law and civil law (fines, debt, housing) to help them rehabilitate after release. | T: +61 (0)2 8688 3888  
F: +61 (0)2 8688 3895  
Parramatta Justice Precinct, 160 Marsden Street  
Parramatta NSW 2124  
PO Box 695 Parramatta NSW 2124 |
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| Queensland | Prisoners' Legal Service, Inc. | Prisoners Legal Service Inc. is a community legal centre that provides free legal advice to prisoners and their families on matters relating to imprisonment. They operate a general telephone advice service, a "Safe Way Home" parole advice line and a financial counselling service. | Website: [www.plsqld.com](http://www.plsqld.com)  
E: pls@plsqld.com  
T: Queensland prisoners can call the service through the internal Arunta Phone System from their prison. Telephone Advice (service available Tue and Thu, 9:00am-1:00pm; parole advice on Wed, 9:00am-1:00pm).  
PO Box 5162  
West End  
QLD 4101 |
| Australian Capital Territory | Prisoners Aid ACT | Prisoners Aid offers support to prisoners and their families. Prisoners Aid also runs a Court Assistance and Referral Service at the ACT Magistrates' Court, to provide a contact point for people at Court, and who may be facing a prison term. They also provide a pre-release and post-release service to assist prisoners to re-integrate into the community. | Website: [www.paact.org.au](http://www.paact.org.au)  
T: +61 (0)4 50 96 08 96 or +61 (0)2 6257 4866  
Court Assistance and Referral Service  
Ground Floor, ACT Magistrates Court, Knowles Place  
Canberra ACT 2601  
GPO Box 112  
Canberra ACT 2601 |
| NSW | The Women in Prison Advocacy Network | WIPAN is a grassroots community charity governed by women, including reformed ex-prisoners, dedicated to advancing the prospects and wellbeing of women and female youth affected by the criminal justice system. WIPAN offers mentoring and support to women who have left prison or are close to being released to adjust to life in community. The WIPAN mentoring programme matches women being released from prison with volunteer mentors. | Website: [www.wipan.net.au](http://www.wipan.net.au)  
E: info@wipan.net.au  
T: +61 (0)2 8011 0699  
F: +61 (0)2 8011 0690  
Suite 4, Level 6, 377-383 Sussex Street  
Sydney NSW 2000  
PO Box 345  
Broadway NSW 2007 |
| Victoria | Victorian Association for the Care & Resettlement of offenders (VACRO) | VACRO provides a range of services to people who are affected by incarceration. Their services include:  
• providing support programs for children and young people with a loved one in prison;  
• providing information and referral services for prisoners' families; and  
• assisting men and women who are leaving prison to reintegrate into the community | Website: [www.vacro.org.au](http://www.vacro.org.au)  
E: info@vacro.org.au  
T: +61 (0)3 9605 1900 or 1800 049 871 (toll free)  
F: +61 (0)3 9602 2355  
Level 1, 116 Hardware Street  
Melbourne VIC 3000  
PO Box 14093  
Melbourne VIC 8001 |
<p>| South Australia | Offenders Aid and | OARS provides a range of support services to | Website: <a href="http://www.oars.org.au">www.oars.org.au</a> |</p>
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<td>Tasmania</td>
<td>Tasmanian Association of Prisoner Support Service Inc</td>
<td>This service provides support for newly sentenced prisoners and their families. It provides information and visiting assistance to families, and reintegration and support services to prisoners who are to be or have been released into the community.</td>
<td>Email: <a href="mailto:tapssinc@bigpond.com">tapssinc@bigpond.com</a>  T: +61 (0)3 6225 5042  PO Box 147  Glenorchy  TAS  7010</td>
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<tr>
<td>Western Australia</td>
<td>Outcare</td>
<td>Outcare is a specialist non-governmental organisation providing crime prevention services and programs in Western Australia. Their broad range of education, intervention and reform programmes are aimed at reducing the rate of re-offending of people in conflict with the justice system and support their successful rehabilitation and reintegration into the community.</td>
<td>Website: <a href="http://www.outcare.com.au">www.outcare.com.au</a>  E: <a href="mailto:outcare@outcare.com.au">outcare@outcare.com.au</a>  T: +61(0)8 6263 8622  F: +61 (0)8 6263 8611  27 Moore Street  East Perth  WA  6004</td>
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<tr>
<td>Any State or Territory</td>
<td>Lifeline</td>
<td>Lifeline is a national crisis support and suicide prevention hotline that can be accessed at any time.</td>
<td>Website: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>  T: 13 11 14 (24 hours a day, 7 days a week)</td>
</tr>
<tr>
<td>Tasmania</td>
<td>The Red Cross - Prisoner Support Program</td>
<td>The Prisoner Support Program is a peer support program for new prisoners and prisoners in need of support in prison. It is currently operating in Tasmania only.</td>
<td>Website: <a href="http://www.redcross.org.au">www.redcross.org.au</a>  E: <a href="mailto:tas@redcross.org.au">tas@redcross.org.au</a>  T: +61 (0)3 6235 6077  F: +61 (0)3 6231 1250  40 Melville Street  Hobart  TAS 7000  GPO Box 211  Hobart  TAS 7001</td>
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