



RESOURCE BOOKLETS for Kinship Carers

A golden statue of Lady Justice, the personification of the law, is shown against a clear blue sky. She is blindfolded, holding a sword in her right hand and a pair of scales in her left hand.

Legal community



Seniors Rights Victoria

<https://seniorsrights.org.au/>

Seniors Rights Victoria supports and empowers older people through the provision of legal advice directly to the older person.

If necessary and appropriate Seniors Rights Victoria lawyers can help with:

- Intervention Orders, including requesting perpetrator be removed from a shared home
- Arrangements involving the exchange of assets in return for the promise of care including 'family care', 'assets for care' and 'granny flat' arrangements;
- Situations involving adult children living with their parents
- Financial Abuse, including debts and loans, misuse of Powers of Attorney, transfer of property and co-ownership disputes
- Disputes about contact with grandchildren
- Guardianship and Administration issues

Phone: **1300 368 821** 10am–5pm Monday to Friday

Email: info@seniorsrights.org



Women's Legal Service Victoria

<https://www.womenslegal.org.au>

Women's Legal Service Victoria is a not-for-profit organisation that helps women experiencing family violence, separation, and divorce to find safety and get legal advice.

Their lawyers, social workers and financial counsellors work with you to make sure you have what you need to make decisions for yourself and your children, gain independence and financial stability.

Support is free and confidential. They help you with court, Centrelink, police, Child Protection, victims of crime tribunal, creditors and our immigration system.

Phone: **03 8622 0600**

Toll Free: **1800 133 302**

Email: admin@womenslegal.org.au

PO Box 13311, Law Courts, VIC 8010



Court Network Children's Court Volunteers

<https://courtnetwork.com.au/>

Court Network is a voluntary court support service operating throughout Victoria. Two Court Network volunteers are assigned to Melbourne Children's Court each day providing court users with personal support, information and referral to appropriate services.

Court Network volunteers can:

- provide practical and emotional support about going to court
- provide personal support on the day(s) in court
- explain how the court and the legal system operate
- provide a safe place in court
- refer you to other services that may help

Court Networks support is provided through personally approaching the service at court, through telephone referral, and by community agencies requesting the service. Court Network has contact with an extensive number of agencies and practitioners from whom we accept referrals. These include Grandparents Victoria/Kinship Carers Victoria. Carers may also refer themselves to the program.

For further information about the service, call the Court Network Telephone Information and Referral Services on:

Freecall: **1800 681 614** or **1800 571 239**, 9am–5pm Mon-Fri

ombudsman **VICTORIAN**

Victorian Ombudsman

<https://www.ombudsman.vic.gov.au>

The Ombudsman takes complaints about Victorian government or public organisations, including the Department of Families, Fairness and Housing (DFFH) and can help resolve complaints about child protection services funded by the Department.

They also take complaints from kinship carers about:

- delays and/or errors in care allowance payments
- delays in responding to requests for increased care allowances.

Free call: **1800 806 314** (between 9am–5pm, Mon-Fri)

Email: complaints@ombudsman.vic.gov.au



COMMISSION FOR CHILDREN
AND YOUNG PEOPLE

Commission for Children and Young People

<https://ccyp.vic.gov.au/>

The Commission is an independent statutory body that promotes improvement in policies and practices affecting the safety and wellbeing of Victorian children and young people and works to ensure that the rights of all children and young people in Victoria are recognised, respected and defended. The Commission also:

- provides independent scrutiny of services for children and young people, particularly those in the out-of-home-care, child protection and youth justice systems
- advocates for best practice policy and program and responses to meet the needs of children and young people
- supports and regulates organisations that work with children and young people to prevent abuse and make sure these organisations have child-safe practices
- brings the views and experiences of children and young people to the attention of government and community

Enquiries **1300 78 29 78**. Email: contact@ccyp.vic.gov.au



**LAW
INSTITUTE
VICTORIA**

Find Your Lawyer Referral Service

<https://www.liv.asn.au/find-a-lawyer>

The Find Your Lawyer Referral Service is a service provided by the Law Institute of Victoria (LIV) that gives referrals to lawyers and is able to offer support in languages other than English.

The referral will provide you with a free 30 min consultation in which no legal advice is offered. The consultation is an opportunity to discuss your legal needs, potential next steps and the fees associated with continuing. Note that any legal advice or legal work undertaken is subject to standard fees. The service offers connection with a large number of LIV members across the state covering all key areas of law

What happens after your 30 min consultation?

- Formally proceed with your matter with the selected firm
- Determine that you would like to explore more options. Through this service you may generate a total of three referrals enquiries for one legal matter

Phone: **(03) 9607 9550, 9am–5pm Mon–Fri**



The Victorian Aboriginal Legal Service Co-operative Limited (VALS)

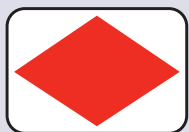
<https://www.vals.org.au>

The Victorian Aboriginal Legal Service Co-operative Limited (VALS) provides localised support and referrals to community services and mainstream agencies, and works with clients to help with initial information, minor assistance such as helping with phone calls or letters, advocacy to other services, referrals, and assistance to attend court.

VALS plays an important role in providing referrals, advice/information, duty work or case work assistance to Aboriginal and Torres Strait Islander peoples in the State of Victoria. Solicitors at VALS specialise in one of three areas of law, being Criminal Law, Family Law and Civil Law. VALS' objectives are to:

- Address both the causes and effects of Aboriginal and Torres Strait Islander disadvantage. Aboriginal and Torres Strait Islander peoples experience far higher rates of adverse contact with the justice system than do other Australians. They are incarcerated at significantly higher rates than non-Aboriginal and Torres Strait Islander peoples.
- Improve access of Aboriginal and Torres Strait Islanders to high quality and culturally appropriate legal aid so they can fully exercise their legal rights as Australian citizens.
- Improve both the quality and efficiency of service delivery to the ultimate benefit of Aboriginal and Torres Strait Islander clients.
- Prioritise and target available resources to ensure that services are responsive to established policy priorities and community needs, and to provide the best possible quality of service to individual clients.

Telephone: **1800 064 865** or **(03) 9418 5999** Email: vals@vals.org.au



Office of the Public Advocate

Office of the Public Advocate

<https://www.publicadvocate.vic.gov.au/>

The Victorian Office of the Public Advocate (OPA) provides services to protect and promote the rights, interests and dignity of people with disability (specifically intellectual impairment, mental disorder, brain and injury or dementia) living in Victoria.

These services include guardianship, advice, education, information, research, advocacy and support and are delivered by the OPA employees and 650 OPA volunteers.

Advice service phone: **1300 309 337, Monday to Friday 9am–3pm.**



Victoria Legal Aid

<https://www.legalaid.vic.gov.au/>

Victorian Legal Aid (VLA) provides free legal information and education with a focus on prevention and early resolution of legal problems. The VLA also provides more intense legal services such as legal advice and representation for people who meet eligibility criteria, based on their financial situation, the nature and seriousness of their problem and their individual circumstances. VLA serves the Victorian community in the following areas:

- Access and equity assisting people dealing with legal issues by ensuring that VLA services are accessible .
- Civil justice and administrative laws aim to contribute to inclusive and right-respecting community, addressing such matters as social security, mental health, guardianship and administration, infringements, immigration, tenancy, debt, discrimination, sexual harassment and victims of crime.
- Criminal law providing high-quality legal advice and representation for people charged with criminal offences who cannot otherwise afford legal assistance and who meet our eligibility criteria.
- Chambers providing advocacy for legally aided clients in civil, criminal and family, youth and children's law.
- Family law resolving family disputes and respond to state intervention to archive safe, workable and child-focused care arrangements for children. We help to build capacity to resolve future disputes with legal assistance. We also assist with family violence intervention order matters.
- Mental health advocacy to assist people on compulsory treatment orders with support and advocacy to assist them in having a say in their assessment, treatment, and recovery.

Online chat with VLA

Depending on availability, a chat window will appear 9am–5pm, Monday to Friday.

Free legal advice

Lawyers who can talk to you about how the law applies to your legal problem.

Get a lawyer to run your case

If you can't afford a lawyer you can apply for a grant of legal assistance.

Phone: **1300 792 387** – Speak to VLA in your language.



Help at Court - Duty Lawyer

Legal aid duty lawyers can help you at courts and tribunals across Victoria.

<https://www.legalaid.vic.gov.au/help-court>

Legal Aid have lawyers on 'duty' at many courts and tribunals across Victoria. Duty lawyers can help if you are at court for a hearing, but do not have a lawyer. Where you can find our duty lawyers.

This is a free service, but not everyone is eligible. The service may also not be available every day. It's best to speak to them before you go to court.

Call 1300 792 387, Monday to Friday, from 8am to 6pm.

WHO CAN SEE A DUTY LAWYER AT COURT?

Duty lawyers help people who:

- can't afford a private lawyer
- are Aboriginal and Torres Strait Islander
- have a cognitive disability, an acquired brain injury or mental illness
- are in a psychiatric in-patient unit with a Mental Health Tribunal hearing
- are experiencing or at risk of homelessness
- are a child or young person going to the Children's Court
- can't speak, read or write well in English
- are at court for a family violence matter or are at risk of family violence
- are in custody or facing a serious penalty.



WIRE

<https://www.wire.org.au>

Free support, referrals & information on any issue for women, non-binary & gender diverse people in Victoria

WIRE is the only free generalist service in Victoria inclusive of women, non-binary and gender diverse people from all backgrounds and experiences. WIRE can help you with any issue you're facing, including family violence, financial abuse, housing and more.

Access their free support services:

Visit their Walk-In Centre: **Level 1, 673 Bourke St, Melbourne 3000**

Call WIRE on their Phone Support Line on **1300 134 130**

Email them at support@wire.org.au



[gotocourt.com.au](https://www.gotocourt.com.au)

Get a Good Lawyer. Fast.

Go To Court Lawyers

<https://www.gotocourt.com.au/legal-advice/>

When you call the Go To Court Legal Hotline, you speak to a lawyer directly, every time. They then assess your legal situation for you, free of charge, to determine your best way forward. Should you need a face-to-face appointment and/or representation, the lawyer you speak with can arrange everything immediately, no matter where you are – and even at short notice.

National Legal Hotline

Call a lawyer or, have a lawyer call you back

7am to Midnight, 7 Days

1300 636 846



MENTAL HEALTH LEGAL CENTRE

<https://mhlc.org.au/>

The Mental Health Legal Centre provides free and confidential legal services for Victorians experiencing mental health issues in the community, in treatment facilities, and in prisons through their multi-disciplinary legal service, education, research and advocacy work.

- MHLC work in partnership with other agencies to provide integrated services that address the needs of some of the most marginalised members of our community.
- MHLC educate and inform consumers, partners, other professionals and the broader community about mental health issues.
- MHLC provide unique professional development opportunities for lawyers, students, volunteers, organisational partners and other professionals.
- MHLC develop and share our innovative practice knowledge around delivery of legal and social supports for people experiencing mental health issues.
- MHLC advocate for reform to improve social justice.

Phone: **(03) 9629 4422** Country callers: **1800 555 887**

Email: mhlc@mhlc.org.au

Address: **PO Box 495, 72-82 Errol St, North Melbourne VIC 3051**



Justice Connect

<https://justiceconnect.org.au>

Justice Connect provides free legal services to people experiencing disadvantage and develops programs to meet the legal needs of homeless people, seniors, not-for-profit organisations and self-represented individuals.

Phone: **(03) 8636 4400** or go to the **Justice Connect website**



FEDERATION
OF COMMUNITY LEGAL CENTRES VIC

<https://www.fclc.org.au/>

Community Legal Centre	Telephone	Email
AED Legal Centre	(03) 9639 4333	aedlegal@aed.org.au
Asylum Seeker Resource Centre	(03) 9326 6066	admin@asrc.org.au
Ballarat & Grampians Community Legal Service	(03) 5331 5999	reception@bgcls.org.au
Barwon Community Legal Service	1300 430 599	bcls@barwoncls.org.au
Brimbank Melton Community Legal Centre - St Albans	1800 266 675	administration@fclc.org.au
Consumer Law Action Centre	1800 466 477	administration@fclc.org.au
Disability Discrimination Legal Service	(03) 9654 8644	info@ddls.org.au
Djirra	1800 105 303	info@djirra.org.au
Eastern Community Legal Centre - Boronia	1300 325 200	eclc@eclc.org.au
Eastern Community Legal Centre - Box Hill	1300 325 200	eclc@eclc.org.au
Eastern Community Legal Centre - Yarra Ranges	1300 325 200	yarraranges@eclc.org.au
Emma House Domestic Violence services	1800 366 238	emmahouse@safvcentre.org.au
Environmental Justice Australia	1300 336 842	admin@envirojustice.org.au
First Step Legal Service	(03) 9537 3177	info@firststep.org.au
Fitzroy Legal Service	(03) 9419 3744	enquiries@fls.org.au
Gippsland Community Legal Service	1800 004 402	gcls@anglicarevic.org.au
Goulburn Valley Community Legal Centre	1800 310 900	gvclc@gvclc.org.au
Human Rights Law Centre	(03) 8636 4450	admin@hrclc.org.au
Hume Riverina Community Legal Service	1800 918 377	cls@umfc.com.au
Inner Melbourne Community Legal Centre	(03) 9328 1885	administration@fclc.org.au
InTouch Multicultural Centre against Family Violence	1800 755 988	administration@fclc.org.au
Justice Connect Homeless Law	(03) 8636 4400	administration@fclc.org.au
Justice Connect Seniors Law	(03) 8636 4400	administration@fclc.org.au
Law and Advocacy Centre for Women	03 9448 8930	info@lacw.org.au
Loddon Campaspe Community Legal Centre	1800 450 909	administration@fclc.org.au
Mallee Family Care Community Legal Centre	1800 243 002	clc@malleefamilycare.com.au

Community Legal Centre	Telephone	Email
Mental Health Legal Centre	(03) 9629 4422	mhlc@mhlc.org.au
Monash Law Clinic - Clayton	1800 860 333	law-clinics@monash.edu
Monash Law Clinic - Melbourne	1800 860 333	law-clinics@monash.edu
Mooney Valley Legal Service	(03) 9376 7929	admin@mvlvs.org.au
Northern Community Legal Centre	(03) 9310 4376	admin@northernclc.org.au
Peninsula Community Legal Centre - Bentleigh	(03) 9783 3600	pclc@pclc.org.au
Peninsula Community Legal Centre - Cranbourne	(03) 9783 3600	pclc@pclc.org.au
Peninsula Community Legal Centre - Frankston	(03) 9783 3600	pclc@pclc.org.au
Peninsula Community Legal Centre - Rosebud	(03) 9783 3600	pclc@pclc.org.au
Refugee Legal	(03) 9413 0100	clinic@refugeelegal.org.au
Seniors Rights Victoria	1300 368 821	info@seniorsrights.org.au
Social Security Rights Victoria	(03) 9481 0299	administration@fclc.org.au
Southport Community Legal Service	(03) 9646 6066	principal@southportcls.com.au
South-East Monash Legal Service	(03) 9545 7400	info@smls.com.au
Southside Justice	(03) 7037 3200	info@southsidejustice.org.au
Tenants Victoria	(03) 9411 1444	administration@fclc.org.au
Victorian Aboriginal Legal Service Coop	1800 064 865	vals@vals.org.au
Villamanta Disability Rights Legal Service	1800 014 111	administration@fclc.org.au
West Heidelberg Community Legal Service	(03) 9450 2002	banyule@bchs.org.au
West Justice Community Legal Centre - Footscray	(03) 9749 7720	admin@westjustice.org.au
West Justice Community Legal Centre - Werribee	(03) 9749 7720	admin@westjustice.org.au
Whittlesea Community Connections	(03) 9401 6666	admin@whittleseacc.org.au
Women's Legal Service	1800 133 302	admin@womenslegal.org.au
Young Workers Centre	1800 714 754	youth@vthc.org.au
Youthlaw	03 9113 9500	legal@youthlaw.asn.au



Kinship Carers Victoria
0499 969 234
admin@kinshipcarersvictoria.org



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