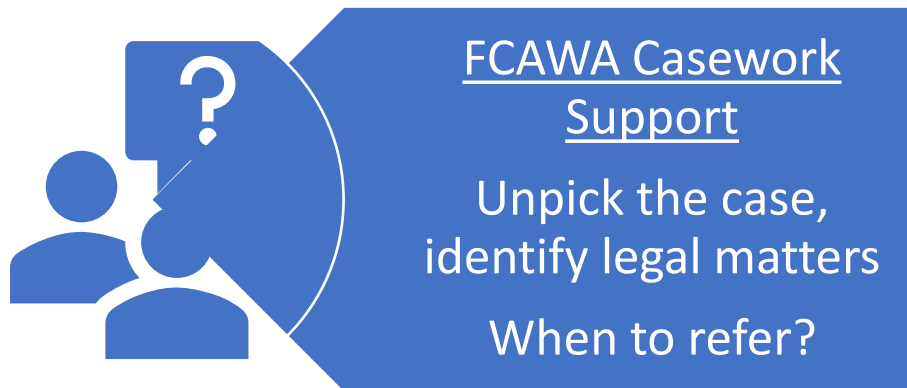


# Financial Counselling Casework Support



\* Financial Counsellors working in CLCs have direct access to solicitors



### **FCAWA Casework Support Contacts:**

Robert Evans  
Financial Counsellor

Aimee Lehner  
Financial Counsellor

Phone support Tuesday 8:30am – 11:00am please send through an email to [caseworksupport@fcawa.org](mailto:caseworksupport@fcawa.org) for a call back

All other times please email [caseworksupport@fcawa.org](mailto:caseworksupport@fcawa.org). Your support request will be allocated to one of our FCs and they will be in touch as soon as possible.

### **How best to prepare before contacting a legal service**

Is the legal issue manageable for the client to deal with independently and/or with your assistance?

Is there a lawyer or legal service that can assist on a pro bono or low-cost basis?

Is there a demographic specific service that may be better suited to the client's needs? e.g., *Multicultural Legal Centre*

Does the service you're referring to offer assistance in the area of law relating to the client's situation?

Does the service you're referring to have eligibility criteria? The service may be means tested and clients with disabilities and non-English speaking backgrounds may be given priority

**If there is a conflict for a client in one service try another service for assistance even if they're outside the geographical boundary**



## **Legal Services**

### **Legal Aid WA**

Free/low-cost legal services and information in the following areas:

- Civil inc. mortgage stress
- Criminal
- Family
- FOI
- Social inclusion Program

Weekly Legal Aid Chat Hour Weekly Q&A - <https://us02web.zoom.us/j/82772817556>

W: [www.legalaidwa.gov.au](http://www.legalaidwa.gov.au) T: 1300 650 579 E: [civiladmin@legalaid.gov.au](mailto:civiladmin@legalaid.gov.au) Questions can also be emailed directly for guidance

### **Consumer Credit Legal Service WA (CCLSWA)**

For credit law concerns and client resources (not for small business). Online information sessions on hot topics. Members can also contact directly for general Q&A.

W: [www.cclswa.org.au](http://www.cclswa.org.au) T: 08 9221 7066 E: [cclswa@cclswa.org.au](mailto:cclswa@cclswa.org.au)

### **Citizens Advice Bureau**

Citizens Advice Bureau (CAB) is an independent, not-for-profit organisation. They provide information and referral, a low-cost legal advice service on a wide range of issues, and a mediation service.

W: [www.cabwa.com.au/](http://www.cabwa.com.au/) T: 08 9221 5711 E: Contact can be made via contact page [www.cabwa.com.au/contact-us](http://www.cabwa.com.au/contact-us)

### **Sussex Street Community Law Services (SSCLS)**

Provides legal services in the areas of to low-income people in the community including disability discrimination.

W: [www.sscls.asn.au/](http://www.sscls.asn.au/) T: 08 6253 9500 E: [sscls@sscls.asn.au](mailto:sscls@sscls.asn.au)

### **Fremantle Community Legal Centre (FCLC)**

Provides tenancy assistance and legal services to low-income members of the community in the areas of Family Law, Minor Civil and Civil matters; Criminal matters; Employment Law and Inheritance, Wills and Estates.

W: [www.fremantle.wa.gov.au/fclc](http://www.fremantle.wa.gov.au/fclc) T: 08 9432 9790 E: [fclc@fremantle.wa.gov.au](mailto:fclc@fremantle.wa.gov.au)

### **Midlas**

Midlas lawyers provides free [legal assistance](#) and advice in the areas of Family Law (children's issues), Family Violence and Criminal Injuries Compensation.

W: [www.midlas.org.au/](http://www.midlas.org.au/) T: 08 9250 2123

E: An appointment can be requested via the online booking form [www.midlas.org.au/contact](http://www.midlas.org.au/contact)

### **Youth Legal Service Perth**

Youth Legal Service is a not-for-profit organisation providing free professional legal services to children and young people across Western Australia.

W: [www.youthlegalserviceinc.com.au/](http://www.youthlegalserviceinc.com.au/) T: 08 9202 1688 E: [yls@youthlegalserviceinc.com.au](mailto:yls@youthlegalserviceinc.com.au)

### **Street Law Centre WA**

Street Law is a free outreach legal service for the homeless and those at risk of homelessness in Western Australia. Areas of assistance include: Fines, Criminal Law, ID, CIC, Police complaints; Restraining Orders, Debts, Early release of superannuation and Discrimination

W: [www.streetlawcentre.org.au/](http://www.streetlawcentre.org.au/) T: 1800 752 992 E: Contact can be made via contact page [www.streetlawcentre.org.au/contact-us/](http://www.streetlawcentre.org.au/contact-us/)

### **Welfare Rights & Advocacy Service (WA)**

Assisting all in WA with Social Security prosecution; Catchment areas for Tenancy and Centrelink/Family assistance

Provide information sessions, FCs can call and ask questions, obtain resources and refer clients.

W: [www.wraswa.org.au/](http://www.wraswa.org.au/) T: 08 9328 1751 E: [welfare@wraswa.org.au](mailto:welfare@wraswa.org.au)

### **Circle Green community Legal**

Help with legal issues related to tenancy, migration and family & domestic violence.

W: [www.circlegreen.org.au](http://www.circlegreen.org.au) T: 08 6148 3636 E: [enquiries@circlegreen.org.au](mailto:enquiries@circlegreen.org.au)

### **Aboriginal Family Law Service**

For ATSI clients experiencing FDV or sexual assault. Assisting survivors only not perpetrators.

Located in metro area but outreach to several locations

W: [www.afls.org.au](http://www.afls.org.au) T: 1800 469 246 E: [corporateadmin@afls.org.au](mailto:corporateadmin@afls.org.au)

### **Aboriginal Legal Service**

ALSWA provides legal support and representation for Aboriginal and Torres Strait Islander peoples in WA in Civil and Human Rights Law, Criminal Law, Family Law and Child protection

Online info sessions.

You can also contact for general Q&A.

W: <https://www.als.org.au> T: 1800 019 900 or 08 9265 6666 E: [reception@als.org.au](mailto:reception@als.org.au)

### **Arts Law Centre of Australia**

Arts Law gives free or low-cost legal advice to artists and arts organisations all over Australia on a wide range of arts-related legal and business issues. Such matters include contracts, copyright, moral rights, trade marks, business names and structures, defamation, insurance and employment.

W: [www.artslaw.com.au](http://www.artslaw.com.au) T: (02) 9356 2566 or 1800 221 457 (toll-free) E: [artslaw@artslaw.com.au](mailto:artslaw@artslaw.com.au)

### **Multicultural Legal Centre out of the Multicultural Services Centre of WA**

Providing culturally and linguistically diverse communities (CaLD) equal access to the justice system in the areas of Personal injury, Worker's Compensation, Motor Vehicle accidents, CIC, Employment, Wills, Probate and Power of attorney; VRO's and MRO's; Superannuation and Insurance

W: <https://mscwa.com.au/publications/archive/multicultural-legal-centre/> T: 9328 1544

E: [legal@mscwa.com.au](mailto:legal@mscwa.com.au)

### Asian Association of WA

Offers pro bono legal assistance with Restraining Orders and Family Law to the Asian community in WA, amongst a range of other services

W: [www.aaawa.org.au](http://www.aaawa.org.au) T: 9328 6202 or 9328 1160 E: [gm@aaawa.org.au](mailto:gm@aaawa.org.au)

### Community legal WA the peak body for CLC's around WA

Bookmark this page for list of centres located throughout metropolitan, regional and remote Western Australia.

W: [www.communitylegalwa.org.au/Pages/FAQs/Category/clc-location?Take=26](http://www.communitylegalwa.org.au/Pages/FAQs/Category/clc-location?Take=26)

### For more detail on CLCs around the state refer to Citizens Advice Bureau CLC chart

W: [www.cabwa.com.au/get-legal-advice/community-legal-centres-wa](http://www.cabwa.com.au/get-legal-advice/community-legal-centres-wa)

### Mental Health Law Centre

Free advice for people with mental illness in the areas of Criminal Injuries Compensation, Involuntary treatment, Guardianship and Administration

W: [www.mhlc.org.au](http://www.mhlc.org.au) T: 1800 620 285 E: [reception@mhlcwa.org.au](mailto:reception@mhlcwa.org.au)

### Women's Legal Service WA

Offers a range of legal services to women in WA in the areas of Family Law, Family Violence, Protection and Care and Criminal Injuries Compensation relating to FDV, assault and sexual assault. Client Services Officers can provide general legal information. The **Djinda Service** being a Perth Aboriginal Family Violence Prevention Legal Service for Women operates under the Women's Legal Service.

W: [www.wlswa.org.au](http://www.wlswa.org.au) T: 08 9272 8800 or 1800 625 122 (country callers) E: [info@wlswa.org.au](mailto:info@wlswa.org.au)

### Legal Aid WA

Legal services and information in the following areas:

- Civil law (**Social Inclusion Program** available for those that are vulnerable and at risk of social exclusion under this area of law. There may be a wait time)
- Family law
- Mortgage stress

Questions can be emailed for guidance

Weekly Legal Aid Chat Hour Q&A - <https://us02web.zoom.us/j/82772817556>

W: [www.legalaid.wa.gov.au/](http://www.legalaid.wa.gov.au/) T: 1300 650 579 E: [civiladmin@legalaid.gov.au](mailto:civiladmin@legalaid.gov.au)

### Law Society of WA's Law Access Service

Available to those in need of legal assistance who satisfy a means and merits test. A last resort for those who cannot get legal assistance from CLC's or Legal Aid. Please use online application form to refer through a client. You can support your client through this process.

T: 9324 8600 W: [www.lawaccess.org.au](http://www.lawaccess.org.au) E: [info@lawsocietywa.asn.au](mailto:info@lawsocietywa.asn.au)

### Help when attending Court

Duty Lawyer or Court appointed legal assistance

Family Lawyer

[www.concessions.communities.wa.gov.au/Concessions/Pages/Duty-Lawyer---\(Family\)-Fees.aspx](http://www.concessions.communities.wa.gov.au/Concessions/Pages/Duty-Lawyer---(Family)-Fees.aspx)

Criminal Lawyer

[www.concessions.communities.wa.gov.au/Concessions/Pages/Duty-Lawyer-\(criminal\)---fees.aspx](http://www.concessions.communities.wa.gov.au/Concessions/Pages/Duty-Lawyer-(criminal)---fees.aspx)

## Everyday Justice

A national free legal service to help people who cannot afford a lawyer but have “everyday” legal issues in the following areas:

- Employment workplace issues
- Tenancy housing and eviction
- Credit, debt and bankruptcy issues
- Financial abuse matters
- Fines and infringements
- Human Rights
- Climate change law
- Public interest law
- W: [www.everydayjustice.com.au/](http://www.everydayjustice.com.au/) T: 1800 161 196 E: [info@everydayjustice.com.au](mailto:info@everydayjustice.com.au)

## Financial Rights Legal Centre - Insurance Law Service

Operates under the Financial Rights Legal Centre providing information, tools and guidance specialising in insurance to consumers and FCs Australia-wide.

W: [www.insurancelaw.org.au](http://www.insurancelaw.org.au) T: 1300 663 464 (Insurance Hotline)

E: Contact can be made via the web enquiry form [www.insurancelaw.org.au/about-us/contact-us/](http://www.insurancelaw.org.au/about-us/contact-us/)



## John Curtin Law Clinic

Part of the Curtin University Law School. Small business and discrimination law advice service.

W: [www.engage.curtin.edu.au/partnerships/business-industry/john-curtin-law-clinic/](http://www.engage.curtin.edu.au/partnerships/business-industry/john-curtin-law-clinic/)

E: [lawclinic@curtin.edu.au](mailto:lawclinic@curtin.edu.au)

## Everyday Justice

A national free legal service to help people who cannot afford a lawyer but have “everyday” legal issues in the following areas:

- Employment workplace issues
- Tenancy housing and eviction
- Credit, debt and bankruptcy issues
- Financial abuse matters
- Fines and infringements
- Human Rights
- Climate change law
- Public interest law

W: [www.everydayjustice.com.au/](http://www.everydayjustice.com.au/) T: 1800 161 196 E: [info@everydayjustice.com.au](mailto:info@everydayjustice.com.au)

### **Small Business Development Corporation (SBDC)**

Free advice to small business owners in WA including workshops

W: [www.smallbusiness.wa.gov.au/](http://www.smallbusiness.wa.gov.au/) T: 13 31 40 E: [info@smallbusiness.wa.gov.au](mailto:info@smallbusiness.wa.gov.au)

### **Small Business Debt Helpline (operated by FCA)**

For small businesses affected by a bushfire or COVID-19

W: [www.smallbusinessbushfire.org.au](http://www.smallbusinessbushfire.org.au) T: 1800 413 828 E: [info@smallbusinessbushfire.org.au](mailto:info@smallbusinessbushfire.org.au)



### **Financial Counsellors' Association of WA (FCAWA) – Member's side**

Professional development opportunities are provided for FCAWA members

- FCAWA website

<https://financialcounsellors.org/professional-development/cpd/upcoming-cpd/>

- FCAWA GlueUp

<https://fcawa.glueup.com/org/fcawa/#event-id>

- FCAWA email or social media broadcasts
- FCAWA Legal Papers

<https://financialcounsellors.org/resources/legal-papers/>

### **Financial Counselling Australia (FCA)**

Webinar information can also be found on the FCA Toolkit Events tab - Sector training events

W: [www.financialcounsellingaustralia.org.au/](http://www.financialcounsellingaustralia.org.au/)

### **Legal Aid Queensland and NSW**

Provides essential training such as Disability Legal support, safety for people experiencing FDV, Work & Development Permit Scheme and best practice in specific specialised areas of client concern.

Q&A and individual support offered.

Can subscribe to newsletter.

Note: information provided may be representative of different states and may be different in WA however the principle can be national.

Queensland - <https://www.legalaid.qld.gov.au/>

NSW - <https://www.legalaid.nsw.gov.au/>

### **Redfern Legal**

Free online resources and regular training opportunities.

W: [www.rlc.org.au](http://www.rlc.org.au) T: 02 9698 7277 E: [info@rlc.org.au](mailto:info@rlc.org.au)

### **Financial Rights Legal Centre (Vic)**

Online training sessions.

You can also contact for general Q&A.

W: [www.financialrights.org.au/](http://www.financialrights.org.au/) T: 1800 844 949 E: [info@financialrights.org.au](mailto:info@financialrights.org.au)

### **Financial Rights Legal Centre - Insurance Law Service**

Operates under the Financial Rights Legal Centre providing information, tools and guidance specialising in insurance to consumers and FCs Australia-wide.

W: [www.insurancelaw.org.au](http://www.insurancelaw.org.au) T: 1300 663 464 (Insurance Hotline) E: Contact can be made via the web enquiry form [www.insurancelaw.org.au/about-us/contact-us/](http://www.insurancelaw.org.au/about-us/contact-us/)

### **Aboriginal Legal Service**

Online info sessions.

You can also contact for general Q&A.

W: <https://www.als.org.au> T: 1800 019 900 or 08 9265 6666 E: [reception@als.org.au](mailto:reception@als.org.au)

### **Consumer Credit Legal Service WA (CCLSWA)**

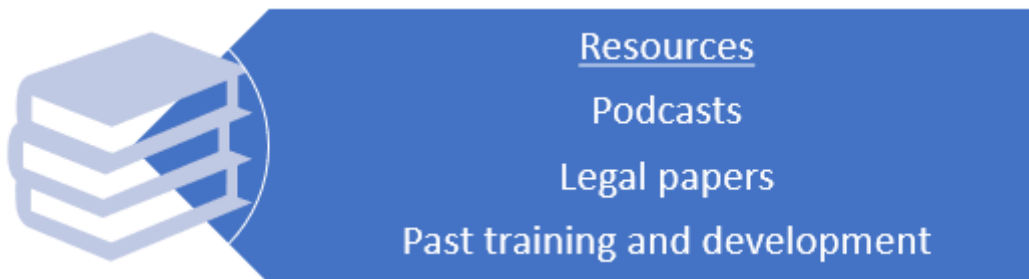
For credit law concerns and client resources (not for small business). Online information sessions on hot topics. Can contact for general Q&A.

W: [www.cclswa.org.au](http://www.cclswa.org.au) T: 08 9221 7066 E: [cclswa@cclswa.org.au](mailto:cclswa@cclswa.org.au)

### **Welfare Rights & Advocacy Service (WA)**

Provide information sessions, FCs can call and ask questions, obtain resources and refer clients.

W: [www.wraswa.org.au](http://www.wraswa.org.au) T: 08 9328 1751 E: [welfare@wraswa.org.au](mailto:welfare@wraswa.org.au)



### **Financial Counsellors' Association of WA (FCAWA) – Member's side**

The member's side of the FCAWA website provides legal information and resources relating to the topics below. These papers will be updated, and training provided on updates by Law Access pro bono lawyers.

- Bankruptcy/debt agreements
- Centrelink
- Codes and Legislation
- Credit Providers
- Debt Recovery
- Family and Domestic Violence
- Family Law
- Housing
- Mental Health
- Wills and Power of Attorney

W: [www.financialcounsellors.org/resources/](http://www.financialcounsellors.org/resources/)

### **FCAWA Legal Papers**

W: [www.financialcounsellors.org/resources/legal-papers/](http://www.financialcounsellors.org/resources/legal-papers/)



## **FCAWA GlueUp**

W: [www.fcawa.glueup.com/org/fcawa/#event-id](http://www.fcawa.glueup.com/org/fcawa/#event-id)

## **FCAWA email or social media broadcasts**

### **Financial Counselling Australia (FCA)**

FCA Toolkit provides legal information for general financial counselling as well as small business. Log in required.

W: [www.financialcounsellingaustralia.org.au/](http://www.financialcounsellingaustralia.org.au/)

### **Credit Law Toolkit – Legal Aid NSW**

W: [www.legalaid.nsw.gov.au/for-lawyers/resources-and-tools/civil-law/credit-law-toolkit](http://www.legalaid.nsw.gov.au/for-lawyers/resources-and-tools/civil-law/credit-law-toolkit)

### **Welfare Rights & Advocacy Service (WA)**

Provide information sessions, FCs can call and ask questions, obtain resources and refer clients.

W: [www.wraswa.org.au/](http://www.wraswa.org.au/) T: 08 9328 1751 E: [welfare@wraswa.org.au](mailto:welfare@wraswa.org.au)