



Redfern Legal Centre

What Can We Do To Help?

Appointments for legal advice in person or by telephone can be made for people within our geographical area:

Alexandria	Daceyville	Hillsdale	Rosebery
Annandale	Darlinghurst	Kings Cross	Rozelle
Balmain	Darlington	Leichhardt	Rushcutters Bay
Banksmeadow	Dawes Point	Lilyfield	St Peters
Barangaroo	Eastgardens	Mascot	Surry Hills
Beaconsfield	Eastlakes	Millers Point	Sydney
Birchgrove	Elizabeth Bay	Newtown	The Rocks
Botany	Erskineville	Point Piper	Ultimo
Camperdown	Eveleigh	Potts Point	Waterloo
Centennial Park	Forest Lodge	Pagewood	Woolloomooloo
Chippendale	Glebe	Pymont	Zetland
Circular Quay	Haymarket	Redfern	

In some areas we provide advice state-wide such as for police complaints and international students. Our tenancy service also covers Matraville and Paddington.

If you fall outside our geographical area we will refer you to a community legal centre or other appropriate service closer to you.

Areas of law advice is given in

- Employment law
- Discrimination
- Credit, debt, and consumer law
- Tenancy and housing
- Police complaints
- Review of some government decisions
- Access to records
- Care and protection
- International students – a range of areas of law

Advice may also be provided in other areas when

- The client is on a low income or Centrelink, and
- The client is living with a disability, is of non English speaking background, or is Aboriginal or Torres Strait Islander

Advice is not given in

- Conveyancing
- Commercial law
- Immigration law
- Personal injury
- Workers compensation

Advice is not given to

- Employers in employment matters
- Landlords in tenancy matters
- Head tenants against sub-tenants
- Neighbours against neighbours

What help can we provide?

For most legal matters, we provide only advice and minor assistance when you come for your appointment. In some circumstances, RLC may be able to provide ongoing advice and representation.

How do we decide when we will provide ongoing assistance and/or representation?

The decision is made by the following procedure:

- You get some advice from a lawyer;
- All possibilities of assistance for your case are considered;
- If RLC decides it is able to take on your matter, you will be contacted to discuss whether that is what you want, and what assistance we can give.

What criteria does RLC look at?

We look at:

- Is it an area of legal work the centre does?
- Are there other forms of assistance available?
- What are the chances of success?
- Will the case assist a large number of people or will it change the law?
- How much work the Centre is doing at the time?

Why does RLC use these criteria?

Applying consistent criteria makes for fairer decisions.

Why can't RLC provide ongoing assistance to all clients?

RLC can't take on everyone's legal problem because:

- We have limited resources;
- Most of our advice is given by lawyers who volunteer after work hours,
- We have policy guidelines to try to make the best use of our resources and to help as many people as possible,
- We only have experience in specific areas of law.

Complaints and feedback

We welcome any comments or complaints, as they help us to improve our service. If you are unhappy with our service please let us know. You can call us on 9698 7277 or obtain a complaint form from the front counter.

Privacy

RLC is committed to protecting your privacy in accordance with Australian privacy laws. All personal information provided to RLC will be treated confidentially and handled in accordance with those laws.

For information about your right to privacy, visit the Office of the Australian Information Commissioner (Cth) website: <https://www.oaic.gov.au>. For more information about our privacy policy, please contact us on 9698 7277.

Last updated: March 2019