



## Tool 5.5: Key legal and justice agencies

### Possible referrals

#### Aboriginal Legal Service (ALS)

The Aboriginal Legal Service provides free and means-tested legal services to Aboriginal and Torres Strait Islander people. The service represents people in a range of legal matters. Contact ALS on 1800 765 767.

#### Key community legal centres

- The Seniors Rights Service offers free independent legal advice about all areas of law affecting older people. The Seniors Rights Service can be contacted on 1800 424 079.
- The Domestic Violence Legal Advice Line for Women is a free, confidential legal information, advice and referrals service for women in NSW with the focus on domestic violence and Apprehended Domestic Violence Orders (ADVOs). The advice line can be contacted on 1800 800 708.
- Women's Legal Services of NSW is a community legal centre providing a range of free legal services for women across NSW.

#### Legal Aid

Legal Aid has a series of fact sheets and resources available on their website providing useful strategies to prevent and manage abuse. They include:

- Your home and the age pension: what you need to know
- They want me to leave: staying in your home when your partner dies
- Helping your family financially: understand the risks
- Why make a Will?
- Who will decide for you if you can't decide for yourself? Thinking about planning ahead

The civil division of Legal Aid NSW have regular face-to-face advice clinics in Sydney and regional areas throughout NSW. Legal Aid offers legal advice on a wide range of issues that might affect older people and their carers including housing, nursing homes, discrimination, Guardianship and financial management, grandparents and family law, Centrelink matters and consumer law. Review the following link for office locations and contact details [legalaid.nsw.gov.au/contact-us/legal-aid-nsw-office](https://legalaid.nsw.gov.au/contact-us/legal-aid-nsw-office)

#### Law Access

Law Access provides free legal information on the phone and can refer to other legal services, such as the nearest Legal Aid office or a Community Legal Centre. Law access can be contacted on 1300 888 529.

#### NSW Civil & Administrative Tribunal

An application to the Guardianship Division of the NSW Civil & Administrative Tribunal can be made about an older person. Sometimes the outcome means that the NSW Trustee & Guardian are legally appointed to protect and administer the financial

affairs and property of people unable to make those decisions for themselves. The Public Guardian can be appointed to make important health and lifestyle decisions on behalf of an older person. The contact number is 1300 006 228.

### **NSW Police**

The NSW Police website has a page related to elder abuse. Physical abuse of someone is a crime of assault. A report to the NSW Police should be made. Some strategies the police use to manage elder abuse are on policing domestic violence and other crimes via Apprehended Violence Orders (AVO). Police can request an Exclusion Order as part of an AVO.

### **NSW Trustee & Guardian**

The NSW Trustee & Guardian (TaG) are an independent and impartial Executor, Administrator, Attorney and Trustee for the people of NSW. TaG provides direct financial management services and authorisation, and direction to private financial managers. TaG can be contacted on 1300 364 103.

For managed clients: 1300 320 320.

For general information on Guardianship or the Public Guardian, contact the Information & Support Branch on (02) 8688 6070 (NSW STD callers 1800 451 510).

### **Public Guardian Support Unit**

The Public Guardian Support Unit provides a free and confidential service to legally appointed private Guardians. Guardians can contact this unit during business hours on (02) 8688 6060 or (NSW STD callers 1800 451 510).