

Changes to service delivery by some Community Legal Centres and other organisations delivering legal services to disadvantaged people in Western Australia in response to Covid-19

Date: 25 March 2020

Abstract:

Many community legal centres as well as other services which provide legal assistance to disadvantaged people in Western Australia have made changes their service delivery practices in response to Covid- 19. The following sets out which centres and organisations have changed their practices, as well as how those practices have changed.

Aboriginal Family Law Services, Western Australia (AFLS WA)

AFLS WA have introduced practices for staff to distance themselves from each other and have also implemented new office cleaning protocols. Otherwise AFLS WA is providing services as usual. They can be contacted at Head Office in Albany by phone on 08 9355 1502 or email on office@afls.org.au. Regional Offices can be contacted by phone or email, available [here](#). Any changes to service practices will be posted on their website, available [here](#), or on their Facebook page, available [here](#)

Consumer Credit Legal Service, Western Australia (CCLS WA)

The CCLSWA has closed its physical office. The service will continue to operate remotely and on line. Telephone services remain open, and clients can leave their details and will be called back. The number to contact the service on is 0892217066. They can be contacted by email on cclswa@cclswa.org.au. They can also be contacted on their inquiry form, which is available [here](#)

Employment Law Centre Western Australia (ELCWA)

The ELCWA has suspended all in-person services and is limiting the number of staff and volunteers in their office whilst transitioning to working remotely. The ELCWA is also developing new systems to continue delivering legal services to WA employees over the coming period. The ELCLC be contacted for telephone advice using the steps available [here](#) .

Mental Health Law Centre WA (MHLC)

The MHLC will be making all client appointments by phone, and will be appearing in Courts by phone or videolink.

Currently all calls have been redirected to messagebank, with staff then returning calls. The MHLC can be contacted on 08 93288012 or Freecall 1800 620 285 .The centre can also be contacted by email at reception@mhlcwa.org.au or by making an enquiry through the online inquiry form available [here](#). Further information including changes in service practices is available [here](#), or on Facebook at <https://www.facebook.com/MHLCWA/>, and Twitter at <https://twitter.com/mhlcwa>.

Northern Suburbs Community Legal Centre WA

The Northern Suburbs Community Centre is no longer giving face to face advice. All advice will now be given by telephone or email. The centre can be contacted as follows:

Mirrabooka Office-

Phone: 08 94401663

Email: info@nsclegal.org.au

Office Hours Mon – Fri 9:00am – 4:00pm

Joondalup Office:

Phone: 08 93014413

Email: info@nsclegal.org.au

Office Hours Mon – Fri 9:00am – 4:00pm

Further information, including changes to service delivery practices is available [here](#).

Sussex Street Community Legal Service (WA)

The Sussex Street Community Legal Service has closed its office and will be giving all legal advice by telephone. The service can be contacted on 08 62539500, TTY: 08 94702831 and Freecall on 1300 648 655. The service can also be contacted by email at sscls@sscls.asn.au. Further information, including changes to delivery practices is available [here](#).

South West Community Legal Centre, WA (SWLC)

SWLS is only available for advice via the telephone. They can be contacted on 08 97913532 or 1800 999 727. Further information, including changes to delivery practices is available [here](#)

Tenancy WA

Tenancy WA is operating remotely, and lawyers are attending Court and other appointments by telephone where possible. Legal advice is available by booking an appointment online [here](#). If an appointment cannot be booked online Tenancy WA can be contacted on contact us on 08 922 0888 or, for country callers 1800621888. A message can be left and the service will call back to arrange an appointment. Further information, including contact numbers for regional services is available [here](#)

Women’s Legal Service WA

The Women’s Legal Service WA have closed their doors, however, they continue to provide legal assistance and are still taking appointments, which will be conducted over the phone until further notice. The service can be contacted by phone during business hours on 08 92728800 or 1800 625 122 (country callers) and can also be contacted by email at info@wlswa.org.au The Djinda Service (WLSWA) can be contacted on 08 92002202 or by email on djinda@wlswa.org.au. Further information, including changes to delivery practices is available [here](#).

Youth Legal Service, WA

The YLS has closed its office. Advice is still available by calling 92021688, or Regional 1800 199 006, and leaving a message if necessary. The service can also be contacted through its inquiry form available [here](#). Further information, including changes to delivery practices is available [here](#).