

## ***Changes to service delivery by some Community Legal Centres and other organisations delivering legal services to disadvantaged people in Queensland, the Northern Territory and South Australia 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 Queensland, the Northern Territory and South 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 and Torres Strait Islander Legal Service, Queensland (ATSILS)**

ATSILS are encouraging all contact with all staff to be made via phone other arrangements have been made. ATSILS contact telephone numbers are available [here](#). All face to face lawyer/client contact and workshops with community groups are suspended as of 26/03/2020. ATSILS lawyers are using telephone and video links where possible and are adjourning matters. All our non-essential travel to communities has been cancelled. Further information, including updates to service delivery practices are available [here](#). In addition, updates will be available on Facebook [here](#), and on Twitter [here](#).

### **Aboriginal and Torres Strait Islander Women's Legal Service NQ (ATSIWLS NQ)**

ATSIWLS NQ have limited face to face service. Phone and email assistance and enquiries are still available. They can be contacted on phone on 07 4721 6007 or Freecall: 1800 082 600 or by email at [admin@atsiwlisnq.org.au](mailto:admin@atsiwlisnq.org.au). They can also be contacted on their inquiry form available [here](#).

### **Aboriginal Family Legal Service Southern Queensland (AFLSSQ)**

AFLSSQ have closed their office. They are still available by phone on Freecall: 1800 185 950 074622 3677. They are also available by email at [enquiries@aflssq.org.au](mailto:enquiries@aflssq.org.au) and on their contact inquiry form which can be accessed [here](#)

### **Nundah Neighbourhood Centre and Brisbane North Community Legal Service**

The Nundah Neighbourhood Centre and Brisbane North Community Legal Service has closed its doors to the public, which means that the following have been suspended:

- Wednesday Evening Walk In Legal Service;
- Drop in services including phone, computer etc
- Face to face appointments and walk in enquires

Booked telephone appointments will be available, and the appointments and inquiries can be made by telephone on 0732606820 from Mon to Thurs between 9.00am and

4.30pm. The centre can also be contacted by email at [admin1@nundahcc.org.au](mailto:admin1@nundahcc.org.au) or on their inquiry form available [here](#).

### **Care Goondawindi**

Care Goondawindi have implemented measures including training staff in infection control, social distancing and new cleaning protocols. In addition, they are limiting face to face contact, although it is still available if necessary. Clients are encouraged to phone ahead of attending the office. The centre can be contacted by phone on 074670 0700 or by email on [info@caregoondawindi.org.au](mailto:info@caregoondawindi.org.au). They can also be contacted on their inquiry form available [here](#). In addition, group activities and events have all been cancelled.

### **Caxton Legal Centre**

Caxton's front office is closed, however the Centre remains open for business with most staff working remotely. Client services remain available by telephone on (07) 3214 6333 between 9.00 am to 4.30 pm Monday to Friday. Lawyers and social workers remain available to provide legal assistance and social work supports to clients via phone, email and videoconferencing. The centre can also be contacted by email at [caxton@caxton.org.au](mailto:caxton@caxton.org.au). Further information can be obtained on the Caxton Legal Centre website available [here](#).

### **Darwin Community Legal Centre**

Seniors and Disability Rights, Tenants' Advice and General Legal Services will be undertaking all appointments by phone or video link up. All face-to-face services, including in-house appointments and volunteer clinics have been cancelled until further notice. Appointments can be made by telephone on 8982 1111 or 1800 812 953 (free call). The centre can also be contacted by email at [info@dcls.org.au](mailto:info@dcls.org.au) and on their inquiry form which can be accessed [here](#).

### **Family Violence Legal Service Aboriginal Corporation South Australia (FVLSAC)**

The FVLSAC has cancelled all face to face contact, staff travel, delivery of events and activities and outreach services Telephone services are available at the Ceduna, Port Lincoln and Port Augusta offices. Contact details are available [here](#). Further information, including any changes to service delivery practices is available [here](#).

### **Immigration Rights and Advice Centre (IRAC)**

The IRAC's offices are currently closed, however they continue to offer appointments by telephone. For assistance, the online enquiry form, available [here](#), should be completed. The IRAC will then telephone the person seeking assistance as soon as possible. Further information, including any changes to service delivery practices is available [here](#).

### **Gold Coast Community Legal Centre**

the Gold Coast Community Legal Centre will only be providing advice via telephone appointments until further notice. As such, weekly walk-in, face to face, night clinic on Tuesday evenings is suspended. Advice after hours on a Tuesday evening will only be provided via telephone appointments. Appointments can be made on during office hours on 07 55329611 between 8:30am and 4pm Monday – Friday or by requesting a return call through the online inquiry form available [here](#).

### **The MacKay Regional Community Legal Centre, Qld (MRCLC)**

The offices of the MRCLC are currently closed, but appointments can still be provided by phone or videoconference. Appointments can be made by phone on 07 49531211 or by email at [admin@mrclc.com.au](mailto:admin@mrclc.com.au). Further information including changes in service practices is available [here](#).

### **Justice Net SA**

Justice Net SA is conducting the Federal Court Self-Representation Service appointments via telephone or video call until further notice. Otherwise, Justice Net SA have made no significant changes to the operation of our other services. This may change, and further details will be available [here](#)

### **Moreton Bay Regional Community Legal Centre**

Caboolture and Deception Bay services have been suspended until further notice, with more information available at the Centre by telephone on 07 5495 5916 and leaving a message. Staff will then phone back. Further information, including changes to service delivery practices is available [here](#).

### **My Community Legal, Gold Coast**

My Community Legal, Gold Coast has cancelled its “Walk-In” service and replacing it with a “Telephone Advice by Appointment” service. Appointments can be booked by telephone on 0423 466 286 or by filling out the online appointment request form available [here](#). Further information, including changes to service delivery practices is available [here](#).

### **North Queensland Women's Legal Service Inc. (Townsville & Cairns)**

The North Queensland Women's Legal Service have closed their offices to the public and have temporarily ceased providing face to face appointments, outreach or legal advice clinics. Assistance is still available by Phone, email and Skype. Contact details are available [here](#).

### **Queensland Advocacy Incorporated (QAI)**

QAI has suspended face-to-face service delivery, however remains open for business. Staff are working remotely are available as follows:

- by telephone on 07 38444200 or Freecall on 1300 130 582
- by email at [qai@qai.org.au](mailto:qai@qai.org.au)
- on their online enquiry form available [here](#);
- on Facebook at <https://www.facebook.com/queenslandadvocacy/>; and

- on Twitter at <https://twitter.com/qldadvocacy?lang=en>  
Further information, including changes to delivery practices is available [here](#).

### **Queensland Indigenous Family Violence Legal Service**

The staff at Queensland Indigenous Family Violence Legal Service will not be meeting face to face with the public until further notice. This includes a ban on all non-essential travel, including outreach to communities. All contact to the service is to be made via telephone on 1800 887 700 or through our help desk email address on [help@qifvls.com.au](mailto:help@qifvls.com.au) . The service's operating hours remain the same (8:30am to 5:00pm Monday to Thursday and 8:30am to 4:00pm on Friday). Further information, including changes to delivery practices is available [here](#).

### **TASC National (Qld)**

TASC National Ltd are conducting all appointments by telephone. Appointments can be made by telephone at the relevant office or by emailing TASC. Contact details are available [here](#). Documents can still be dropped off at TASC offices if required. Further information, including changes to delivery practices is available [here](#).

### **Townsville Community Legal**

Townsville Community Legal has closed its office to the public and have temporarily ceased providing face to face appointments, outreach services and /egal advice clinics. Assistance is available by telephone, email and Skype. Contact details are available [here](#).

### **Women's Legal Service Inc, Qld**

Women's Legal Service Qld have suspended all drop-in clinics. All assistance is currently being triaged through the WLS State-wide Legal Helpline which can be contacted on 1800 957 957, Monday to Friday, 9.00 am to 3.00 pm. Further information, including changes to delivery practices is available [here](#).

### **Taylor Street Community Legal Service Qld**

Taylor Street Community Legal Service has suspended Face to face contact. Phone assistance is available on 07 41942663. Email enquiries can be made at [tscls.admin@hbnc.com.au](mailto:tscls.admin@hbnc.com.au). Further information, including contact numbers for regional services is available [here](#).