

MCV Federal Jurisdiction Referral Numbers

Legal Supports

<p>Consumer Action Law Centre</p> <p>Provides free legal advice with respect to fair trading and consumer finance issues by phone or email. Operates the National Debt Helpline, an email and telephone financial counselling service.</p>	<p style="text-align: center;">C/- VLA-Legal Help 1300 792 387</p>	<p>www.consumeraction.org.au</p>
<p>Disability Discrimination Legal Service</p> <p>A statewide community legal centre that specialises in disability discrimination legal matters. Provides information and advice on the Disability Discrimination Act 1992 (Cth) and the Equal Opportunity Act 2010 (Vic).</p>	<p style="text-align: center;">9654 8644</p>	<p>www.ddls.org.au</p>
<p>Environmental Justice Australia</p> <p>A community legal centre with a sole focus on environmental law, undertaking both casework and legal policy.</p>	<p style="text-align: center;">1300 336 842</p>	<p>www.envirojustice.org.au</p>
<p>Federation of Community Legal Centres Vic</p> <p>Provides a 'Find a Community Legal Centre' service online. Enter the postcode to locate the nearest generalist community legal centre, also provides information regarding the different types of legal centres in Victoria.</p>	<p style="text-align: center;">(03) 9652 1501</p>	<p>www.fclc.org.au</p>
<p>Justice Connect – Homeless Law</p> <p>Specialist legal service for individuals at risk of homelessness or experiencing homelessness. Primary VCAT & MCV work is eviction prevention, and family violence specific tenancy claims. Likely to assist with social/community/public housing provider eviction matters. Will assist in some eviction matters with private landlords. Cannot assist with tenant on tenant matters. Means tested.</p>	<p style="text-align: center;">1800 606 313</p>	<p>www.justiceconnect.org.au</p>
<p>Law Institute of Victoria</p> <p>Provides a 'Find a Lawyer Legal Referral Service' for private lawyers both online and by phone.</p>	<p style="text-align: center;">9607 9311</p>	<p>https://www.liv.asn.au/find-a-lawyer</p> <p>LIV referral service: https://www.liv.asn.au/Referral?rf_letter_id=879992681 and https://www.liv.asn.au/ReferralService.</p>
<p>Mental Health Legal Centre</p> <p>A specialist legal service for matters arising as a result of mental illness. Providing advice regarding rights following an involuntary hospital admission and treatment, Mental Health Court and Tribunal hearings and complaints about systems or service providers.</p>	<p style="text-align: center;">1800 555 887</p>	<p>www.communitylaw.org.au/mhlc</p>
<p>Tenants Victoria</p> <p>A specialist service offering free telephone advice and advocacy for tenants/residents in residential rental accommodation. NB. TUV does not give advice to landlords (who may phone Consumer Affairs Victoria) or to issues regarding disputes with co-tenants (who may phone the Dispute Settlement Centre of Victoria).</p>	<p style="text-align: center;">9411 1444</p>	<p>www.tenantsvic.org.au</p>
<p>Victorian Aboriginal Legal Service</p> <p>Provides referrals, advice and information and case work</p>	<p style="text-align: center;">1800 064 865</p>	<p>www.vals.org.au</p>

assistance to Aboriginal and Torres Strait Islander peoples. Solicitors at VALS specialise in criminal law, family law and civil law.		
Victoria Legal Aid Provides a free legal advice line to Victorians. Legal representation is prioritised according to an eligibility criteria. There is a VLA duty lawyer available to assist tenants and eligible persons with alternate claims on Level 5, 55 King Street daily. For all other venues refer the caller to VLA.	1300 792 387	www.vla.vic.gov.au
Villamanta Disability Rights Legal Service A state wide legal service with a sole focus on disability related legal issues for people with a disability. Services provided include a free telephone information, advice and referral service and legal assistance and case work.	1800 014 111	www.villamanta.org.au

Interpreting Services		
Oncall Interpreting The Court and VCAT's preferred interpreting service. Utilise Oncall for all interpreting requirements, including telephone enquiries and listed hearings, in the first instance.	9867 3788	www.oncallinterpreters.com.au
Translating & Interpreter Service An alternate interpreting service that can be used if Oncall Interpreting are unable to provide the requested service.	13 14 50	www.tisnational.gov.au
Auslan Connections Provides Auslan interpreting, note taking, captioning and video (remote) translation services to people that are deaf, hard of hearing or deafblind.	9473 1111	http://auslanconnections.com.au
Victorian Interpreting & Translating Services An alternate interpreting service that can be used if Oncall Interpreting are unable to provide the requested service.	9280 1941	www.vits.com.au

Alternate Jurisdictions		
Consumer Affairs Victoria Provides advice education and conciliation services to consumers, businesses, tenants and landlords on rights and responsibilities. Regulates compliance with consumer laws and registers and licenses businesses and occupations. Referrals are made to CAV where it is clear that the caller is seeking advice as to their rights and responsibilities.	1300 558 181	www.consumer.vic.gov.au
Dispute Settlement Centre Victoria Dispute resolution service providing free telephone advice and mediation services. Assists in resolving disputes about fences, trees, animals, noise, drainage, difficult or anti-social behaviour, issues within committees/clubs/incorporated associations and workplaces. NB: does <u>not</u> deal with disputes under the <i>Family Law Act 1975</i> (Cth) or matters involving family violence.	1300 372 888	www.disputes.vic.gov.au

<p>Judicial Commission of Victoria</p> <p>Investigates complaints about the conduct or capacity of judicial officers and VCAT members. Does not investigate complaints about the correctness of a decision made.</p>	9604 2420	www.judicialcommission.vic.gov.au
<p>Victorian Ombudsman</p> <p>Investigates complaints about the administrative actions and decisions or the conduct and behaviour of staff in state government departments, most statutory authorities and local government. The Ombudsman will not usually intervene until the aggrieved person has raised their concerns with the responsible government authority.</p>	1800 806 314	www.ombudsman.vic.gov.au

Support Services		
<p>Housing Support - 24/7 State-wide</p> <p>Assists with crisis accommodation. This number will forward to the housing service located closest to the caller, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services in St Kilda.</p>	1800 825 955	www.housing.vic.gov.au
<p>Lifeline</p> <p>Provides access to 24-hour crisis support and suicide prevention services.</p>	131 114	www.lifeline.org.au
<p>Safe Steps Family Violence Response Centre</p> <p>Provides a range of professional support services for women and children experiencing family violence. Support may include risk assessment, crisis accommodation, safety planning, personal or telephone support and information, advocacy or referral.</p>	1800 015 188	www.safesteps.org.au
<p>Suicide Line</p> <p>A 24/7 telephone counselling service offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.</p>	1300 651 251	www.suicideline.org.au

Administrative Division

Legal Practice		
<p>Legal Services Board & Commissioner</p> <p>Responsible for the regulation and maintenance of professional standards of the legal profession in Victoria.</p>	1300 796 344	www.lsbv.vic.gov.au
Planning & Environment		
<p>Department of Environment, Land, Water & Planning – incorporating Land Registry Services</p> <p>The department is the key body regulating planning and environmental matters and maintains land registry services.</p>	8636 2010	www.delwp.vic.gov.au www.propertyandlandtitles.vic.gov.au
<p>Victorian Municipal Councils</p> <p>Provides a 'Find a Council' service online. Enter the suburb, address or postcode to locate the nearest municipal council details.</p>	N/A	https://knowyourcouncil.vic.gov.au/councils

Review & Regulation		
Australian Health Practitioner Regulation Agency		
Responsible for the implementation of the National Registration and Accreditation Scheme regulating health professions.	1300 419 495	www.ahpra.gov.au
Births, Deaths & Marriages Victoria		
Records all births, adoptions, marriages and deaths occurring in Victoria, registers domestic and caring relationships, registers changes of name, and provides certificates of events.	1300 369 367	www.bdm.vic.gov.au
Freedom of Information (FOI) Commissioner		
Reviews agency FOI decisions, handles FOI complaints, monitors compliance and provides advice and education.	1300 842 364	www.foicommissioner.vic.gov.au
Office of Racing Integrity Commissioner		
Provides independent oversight of integrity matters across the racing codes including the controlling bodies that regulate each code: Racing Victoria Ltd, Harness Racing Victoria and Greyhound Racing Victoria.	1300 227 225	www.racingintegrity.vic.gov.au
Taxi Services Commission		
Regulates the taxi and hire vehicle industries and also issues Driving Instructor Authorities.	1800 638 802	www.taxi.vic.gov.au
Transport Accident Commission		
Provides support for those who have been injured on the roads and promotes road safety.	1300 654 329	www.tac.vic.gov.au
Worksafe Victoria		
Enforces Victoria's occupational health and safety and accident compensation laws. Provides benefits to injured workers and assists with return to work.	1800 136 089	www.worksafe.vic.gov.au
Civil Division		
Building & Property		
Archicentre Australia		
Provides design, advice, assessment and inspection services and is run by the Australian Institute of Architects.	1300 134 513	www.archicentreaustralia.com.au
Building Appeals Board		
Hears appeals and disputes in relation to building control matters and can waive, modify or vary the provisions of particular regulations, based upon the particular case. It can also determine that a particular design or element of a building complies with the Building Act 1993.	1300 421 082	www.buildingappeals.vic.gov.au
Building Information Line		
Assists consumers and builders with advice about the options to resolve a building issue. Operated by Consumer Affairs Victoria. NB: does <u>not</u> provide advice about disputes between neighbours including disagreements about boundary fences (for these issues refer to the Dispute Settlement Centre Victoria).	1300 557 559	www.consumer.vic.gov.au
Domestic Building Dispute Resolution Victoria (DBDRV)	Nb. no	www.dbdrv.vic.gov.au

Provides a free conciliation service. If a homeowner is one of the parties to a dispute, in most cases the matter must first be referred to DBDRV, prior to initiating a VCAT or Court application. Exceptions apply if lodging an application for an injunction or the matter falls within one of the exception criteria outlined on the DBDRV or VCAT website.	general enquiries number - refer to above Building Information Line	
Energy and Water Ombudsman Victoria Receives, investigates and facilitates the resolution of complaints and disputes between customers of electricity, gas and water services in Victoria and its participating companies.	1800 500 509	www.ewov.com.au
Victorian Building Authority Regulates building and plumbing practitioners in Victoria. Undertakes inspections, investigations and audits to enforce compliance with legislation.	1300 815 127	www.vba.vic.gov.au
Victorian Small Business Commissioner Mediates disputes between retail tenants and landlords, farmers and farm creditors and taxi drivers and operators and investigates complaints about unfair market practices.	13 87 22	www.vsbcc.vic.gov.au
Justice Connect The Domestic Building Legal Service can assist with disputes	1800 727 550	Justiceconnect.org.au/building
Civil		
Australian Competition & Consumer Commission Ensures that individuals and businesses comply with Australian competition, fair trading, and consumer protection laws. Provides advice to consumers on rights and guarantees.	1300 302 502	www.accc.gov.au
Australian Securities & Investment Commission Regulates Australia's corporate markets and financial services and enforces the Corporations Act 2001.	1300 300 630	www.asic.gov.au
Fair Work Ombudsman Provides information and advice to both employers and employees on rights and obligations, fair work practices including pay rates. NB: <u>unable</u> to investigate unfair dismissal/unlawful termination matters; bullying/harassment complaints (this is the role of the Fair Work Commission).	13 13 94	www.fairwork.gov.au
Owners Corporation		
Strata Community Association The peak industry body for body corporate and community title management.	9416 4688	www.strata.community
Human Rights Division		
Guardianship & Power of Attorney		
Alzheimers Australia	1800 100 500	https://vic.fightdementia.org.au

Advocates for the needs of people living with dementia for their families and carers and provides support services, education and information.		
Australian Unity Trustee Services A public company that provides financial administration services as one of a suite of trustee supports available.	13 29 39	www.australianunity.com.au
Office of the Public Advocate Provides guardianship and advocacy services for people with a disability (specifically intellectual impairment, mental illness, brain injury, physical disability or dementia) living in Victoria.	1300 309 337	www.publicadvocate.vic.gov.au
Seniors Rights Provides information, support, legal advice and education to help prevent elder abuse. Services include a telephone helpline, specialist legal service and advocacy for individuals.	1300 368 821	www.seniorsrights.org.au
State Trustees A key provider of personal financial administration to Victorians who, due to mental illness, injury or disability, are unable to fully manage their own affairs.	9667 6444	www.statetrustees.com.au

Victorian Advocacy League for Individuals with a Disability (VALID) Represents and supports adults with an intellectual disability, to enhance community participation and self-determination. Provides support in registering complaints with the Disability Services Commissioner or working with the Office of the Public Advocate.	1800 655 570	www.valid.org.au
Victorian Disability Services Commissioner Resolves complaints about Victorian disability service providers (including DHHS) through assessment, conciliation or investigation and works with service providers to improve outcomes for people with a disability.	1800 677 342	www.odsc.vic.gov.au
Human Rights		
Health Complaints Commissioner Provides support to people in making a complaint and seeking to address concerns and complaints through informal and formal resolution approaches.	1300 582 113	https://hcc.vic.gov.au
Mental Health Tribunal Determines whether the criteria for compulsory mental health treatment by way of a treatment order, as set out in the Act, applies. The Tribunal also determines other treatment, transfer and security issues related to patients under the Act.	1800 242 703	www.mht.vic.gov.au
Victorian Equal Opportunity and Human Rights Commission Assists in resolving complaints through a dispute resolution service regarding matters involving the Equal Opportunity Act 2010, Racial and Religious Tolerance Act 2001 and the Charter of Human Rights and Responsibilities.	1300 292 153	www.humanrightscommission.vic.gov.au

Residential Tenancies Division

<p><i>Estate Agent Resolution Service</i></p> <p>Provides advice and information regarding complaints and dispute resolution on real estate matters. It also advises estate agents and agent's representatives on their obligations.</p>	1300 737 030	www.consumer.vic.gov.au
<p><i>Housing for the Aged Action Group</i></p> <p>Delivers the Home at Last program for persons over 55yrs that provides practical support to those seeking housing or with housing issues through an information and referral line, outreach housing support, and tenant advocacy.</p>	1300 765 178	www.older tenants.org.au
<p><i>National Tenancy Database</i></p> <p>The primary company that supplies risk assessment information regarding prospective tenants to real estate agents in Australia. Relevant in circumstances where callers wish to enquire regarding potential 'blacklisting'.</p>	13 83 32	www.tenancydatabase.com.au
<p><i>Real Estate Institute of Victoria</i></p> <p>The lead body representing the real estate industry. Relevant in circumstances where callers wish to make a complaint regarding an agency.</p>	9205 6666	www.reiv.com.au
<p><i>Residential Tenancies Bond Authority (RTBA)</i></p> <p>Holds all Victorian residential tenancy bonds in trust for landlords and tenants or owners and residents, including those on rented premises, long-term caravans, rooming houses and sites under site agreements.</p>	1300 137 164	www.rentalbonds.vic.gov.au