



## Free and Confidential Legal Service

The Murray Mallee  
Community Legal Service  
is a program delivered to  
the Northern & Southern Mallee  
of Victoria & South West NSW.

# Murray Mallee Community Legal Service

## Free call 1800 243 002

### Our services

#### What does the service do?

The service offers free, confidential legal advice, information, referral and case work. We also provide legal education and engage in law reform activities.

#### Legal issues we can assist with:

- Family Law
- Family Violence
- Criminal Matters
- Welfare Rights
- Equal Opportunity
- Traffic Offences
- Credit and Debt
- Consumer Problems
- Complaints against police, solicitors, government, etc
- Intervention Order Support Service (IOSS)

#### Who is the service for?

The service aims to assist people from low socio-economic backgrounds and in particular young people, people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander people, people with disabilities and people living in isolated rural communities.

#### Face to Face Advice

Appointments are available in Mildura on most week days.

#### Telephone Advice Service

Telephone advice is available to people who are having difficulty accessing our service.

#### Evening Advice Service

Wednesdays 5pm - 7pm

#### Outreach Service

We currently outreach to Robinvale, Swan Hill, Dareton and Wentworth.

#### DIY Divorce Workshops

Getting divorced but want to avoid most or all of the cost? This 2 hour workshop will allow you to complete the divorce application step by step so that there are no errors when submitting your application. Call to book into the next workshop.

The Murray Mallee Community Legal Service is funded by the Commonwealth and State Governments - this funding is administered at a Commonwealth level through the Attorney Generals Department and at the State level by the State Attorney General through the Department of Justice. Funding sources are administered and monitored by Victoria Legal Aid and NSW Legal Aid.

## If you have a complaint

We welcome all feedback and encourage you to raise any concerns. If you are not satisfied with any aspect of our service, the complaints management process is outlined below:

- In the first instance the complaint should be raised directly with the worker involved;
- If the complaint is unresolved it should be raised with the Service Manager/Principal Solicitor;
- If this is unsatisfactory and the matter is a general service complaint, it should be raised with the CEO or a Director of Mallee Family Care;
- If the matter is a legal service complaint and you feel your complaint has not been dealt with to your satisfaction, you may wish to contact one of the following organisations:

**Victoria:** The Legal Services Commission 1300 796 344

**NSW:** The Legal Services Commission 1800 242 958

For further information contact:

**Free call 1800 243 002**

Tel: 03 5023 5966 Fax: 03 5021 7357

122 Ninth Street Mildura 3500

PO Box 1870 Mildura Victoria 3502

Email: [mmcls@malleefamilycare.com.au](mailto:mmcls@malleefamilycare.com.au)

[www.malleefamilycare.com.au](http://www.malleefamilycare.com.au)

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MALLEE FAMILY CARE

*towards stronger more caring communities*