

Tenancy Assistance & Advocacy Program

Head Office

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Melway Ref: 100A C6

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Monday to Friday 9am—5pm

www.pclc.org.au

Reg A8T
ABN 23591244622

Free Legal Services

Duty Advocacy VCAT

Dandenong
Dromana
Frankston
Moorabbin

Advice by Appointment

Head Office
Bentleigh East
Cranbourne
Rosebud

Visiting Service

Clayton
Dandenong
Narre Warren
Pakenham
St Kilda

Bentleigh East

82 Brady Road
Bentleigh East Vic 3165
Melway Ref: 78 A4
Monday & Thursday evening
By appointment only

t (03) 9570 8455

Cranbourne

Suite 12, 33-39 High Street
Cranbourne Vic 3977
Melway Ref: 133 J5
Monday to Friday
9am - 5pm

t (03) 5995 3722

Pines

28 Mahogany Avenue
Frankston North Vic 3200
Melway Ref: 99 J8
By appointment only

t (03) 9786 6980

Rosebud

1375 Point Nepean Road
Rosebud Vic 3939
Melway Ref: 170 B1
Monday, Wednesday & Thursday
9am - 5pm

t (03) 5981 2422

What is the Tenant Assistance and Advocacy Program (TAAP)?

We provide a quality tenancy advice and advocacy service to those tenants who are financially disadvantaged or experiencing family violence and have a private tenancy agreement under the **Residential Tenancies Act 1997 (RTA)** and live in the Southern Metropolitan or Bayside Peninsula regions of Melbourne.

Can we help you?

If you are a private tenant, rooming house or caravan park resident you may be eligible to obtain tenancy advice and advocacy assistance from the Centre's TAAP team.

Additionally, a priority service response with negotiation or VCAT assistance within 48 hours is also available. This will be assessed by our Intake Assessment Response (IAR) and depends on your personal circumstances and the nature of your tenancy issues.

We also offer a Duty Advocate Service at various Victorian Civil and Administrative Tribunal (VCAT) venues throughout the Centre's catchment.

How can you get help?

For more information or to make an appointment please contact us on 03 9783 3600.

What do you need help with?

Our TAAP team provides eligible clients with advice and assistance with a wide range of residential tenancy matters including but not limited to:

- urgent and non-urgent repairs
- rent arrears
- notice to vacate/eviction
- rent increases
- lease breaking
- breach of duty
- site agreements
- tenancy agreement matters
- bond
- compensation

Where can you get help?

Appointments are available at:

Frankston	Clayton
Bentleigh	Dromana
Cranbourne	Moorabbin
Rosebud	Narre Warren
Dandenong	Pakenham
	St Kilda

Duty Advocate Services at the following VCAT venues:

- Dandenong
- Dromana
- Frankston
- Moorabbin

Do you have special requirements?

We are committed to making our service accessible. If you have any special requirements, please let us know and we will try to help.

If you need an interpreter, we can organise a telephone or onsite interpreter for you.

You may bring a support person when attending the centre.

Funding

The Tenancy Assistance and Advocacy Program is supported by the Victorian Government.



Our Centre is a charitable organisation and donations over **\$2.00 are tax deductible.**

Donations may be made in person or at

www.givenow.com.au/peninsulacommunitylegalcentre.

