

## ABOUT US

PCLC is an independent, not-for-profit organisation that has been providing free legal services since 1977. We pride ourselves on providing high quality services that are accessible and responsive to the needs of our community.

Free legal services are provided by staff and volunteers who are qualified lawyers or trained advocates.

We have dedicated programs covering family law, family violence, fines, tenancy and rooming house.

PCLC is committed to holistic support offering services such as social work and financial counselling.

We also provide information and education about the law.

## CAN WE HELP YOU?

PCLC offers free legal services to people who live, work or study in the municipalities of Frankston, Casey, Cardinia, Glen Eira, Kingston and Mornington Peninsula.

Our Tenancy Assistance and Advocacy Program assist clients across a larger catchment area:

Bayside Peninsula Region – municipalities of Bayside, Frankston, Glen Eira, Kingston, Port Phillip, Stonnington and Mornington Peninsula.

Southern Melbourne Region – municipalities of Cardinia, Casey and Greater Dandenong

Free legal advice is available to most people, but ongoing assistance is subject to guidelines that prioritise clients experiencing disadvantage.

We may also be able to refer you to other services that can help you.

## LEGAL PROBLEMS WE CAN ASSIST WITH

- Family Law
- Intervention Orders
- Family Violence and related issues
- Criminal Law
- Employment
- Fines
- Debt
- Estate/Probate Matters
- Crimes Compensation (Victims of Crime)
- Motor Vehicle Accidents
- Neighbourhood Disputes
- Tenancy - private rental, rooming house & caravan park
- Social Security law

## LEGAL PROBLEMS WE DO NOT ASSIST WITH

- Business/Commercial matters
- Conveyancing and Building Contract
- Taxation
- Immigration
- Loan applications / Guarantees
- Tenancy (public housing)
- Landlord or Trader issues

We will not be able to assist you:

- if we do not have adequate resources
- the matter is outside our guidelines
- if a conflict of interest arises.

Please refer to our Conflict of Interest brochure.

## SPECIAL REQUIREMENTS?

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

Onsite and telephone interpreters can be arranged.

## YOUR PRIVACY

Your privacy is important to us and we comply strictly with legal requirements as well as having our own policy to ensure that your privacy is protected. Please refer to our Client Confidentiality & Privacy Policy brochure.

## YOUR FEEDBACK

- Client satisfaction is important to us and we welcome your feedback.
- Independent client satisfaction surveys are conducted each year.
- You may also like to leave comments in our 'Suggestions Box', located in the reception area of each of our offices.
- If you are not satisfied with our service, please refer to our Services User Complaints brochure.

## OUR FUNDING & SUPPORTERS

PCLC is funded by the following sources:

- Commonwealth Attorney-General's Department
- Department of Justice & Community Safety Victoria
- Consumer Affairs Victoria
- Victoria Legal Aid

PCLC gratefully acknowledges financial support from the following sources:

- Frankston City Council
- City of Kingston
- Glen Eira City Council
- City of Casey
- Mornington Peninsula Shire



Donations over \$2.00 are tax deductible.



## TELEPHONE ADVICE

9783 3600 to make a booking  
Monday to Friday



## APPOINTMENTS

Frankston Cranbourne  
Bentleigh Frankston North  
Rosebud

## NIGHT SERVICE

Operated by our volunteer lawyers and  
paralegals. Available at:

Frankston Cranbourne  
Bentleigh Rosebud



## VISITING SERVICE

Carrum Downs Tenancy visiting  
Chelsea services available in:  
Clayton South  
Clyde North Pakenham  
Dandenong Dandenong  
Frankston Narre Warren  
Glen Huntly St. Kilda  
Hastings Clayton South  
Karingal  
Narre Warren  
Pakenham



## DUTY LAWYER

Frankston Magistrates' Court  
(Family Violence Intervention Orders)

Moorabbin Justice Centre  
(Family Violence Intervention Orders)

Federal Circuit & Family Court - Dandenong

Tenancy Duty Advocate service  
Victorian Civil & Administrative Tribunal  
Dandenong Oakleigh  
Dromana Frankston

## CONTACT US

9783 3600

1800 064 784

### Head Office

441 Nepean Highway, Frankston Vic 3199  
(Mon to Fri 9am - 5pm)

### BRANCHES

#### Bentleigh East

82 Brady Rd, Bentleigh East Vic 3165  
(Mon & Thurs evenings - by appointment)

#### Cranbourne

65 Berwick-Cranbourne Road,  
Cranbourne East Vic 3977  
(Mon to Fri 9am - 5pm)

#### Frankston North

28 Mahogany Ave, Frankston North Vic 3200  
(by appointment)

#### Rosebud

1375 Point Nepean Rd, Rosebud Vic 3939  
(Mon, Wed & Thurs 9am - 5pm)

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f: 9770 5200

connect with us



Reg A8T ABN 23591244622

# SERVICE INFORMATION

free legal services



Peninsula  
Community  
Legal Centre