

# INFORMATION SHEET

## GENERAL INFORMATION AND LEGAL ADVICE

NTCAT is committed to providing justice in an accessible and modern forum. To do this, NTCAT must act fairly and remain **independent and impartial**.

### Information NTCAT staff can provide

NTCAT staff can give you **general information** about:

- NTCAT processes and procedures; and
- how to apply to NTCAT and what happens during a proceeding.

### What NTCAT staff cannot do

NTCAT staff **cannot give legal advice**.

This means they cannot:

- tell you whether you should start a case at NTCAT or in another forum (such as a court);
- tell you what the outcome of your case is likely to be;
- tell you what evidence you should obtain or rely on;
- advise you about your legal rights or obligations; or
- explain the legal meaning or effect of an NTCAT decision or order (other than providing general information about review or appeal options).

If you are unsure about any part of your matter, NTCAT strongly recommends that you seek **independent legal advice**.

### Legal information and advice services

There are services in the Northern Territory that can provide **legal information and, in some cases, legal advice**. Some commonly used services are listed below. A full list is available on our website at

[Getting Started | NTCAT | Northern Territory Civil and Administrative Tribunal](#)

### NT Consumer Affairs

NT Consumer Affairs can provide **general information only** about consumer protection laws, including:

- the purchase of goods and services;
- residential tenancy matters; and
- residential building matters.

**NT Consumer Affairs does not provide legal advice.**

They cannot advise you about your specific legal situation, the merits of your case, or the likely outcome of an NTCAT proceeding.

### Contact details:

- Phone: (08) 8999 1999
- Free call: 1800 019 319
- Email: [consumer@nt.gov.au](mailto:consumer@nt.gov.au)

### Darwin Community Legal Service

Darwin Community Legal Service provides **free legal advice** to disadvantaged members of the community in many areas of criminal, family and civil law. They also provide a free tenants' advice service.

### Contact details:

- Phone: (08) 8982 1111
- Free call: 1800 812 953
- Website: [www.dcls.org.au](http://www.dcls.org.au)

### NT Legal Aid

NT Legal Aid provides **free legal information and legal advice** to people in the Northern Territory. In some cases, they may also provide ongoing legal representation for eligible clients.

NT Legal Aid can assist with many areas of law, including:

- family law;
- criminal law; and
- civil law matters (including tenancy and some consumer-related disputes).

Legal Aid services are subject to eligibility criteria, including financial limits for representation.

### Contact details:

- Legal Aid Helpline: **1800 019 343**
- Operating hours: Monday to Friday, 8:00 am – 4:30 pm
- Website: [www.legalaid.nt.gov.au](http://www.legalaid.nt.gov.au)

NT Legal Aid offices are located throughout the Northern Territory, including Darwin, Palmerston, Katherine, Tennant Creek and Alice Springs.