

FOR QUALITY LEGAL HELP IN YOUR COMMUNITY

Community Law Australia



MEDIA RELEASE

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Free advice and legal help available for bushfire affected

Free legal advice is now available for residents who have been affected by the recent fires in New South Wales.

Carolyn Bond, Community Law Australia spokesperson, said that people affected by fire and flood often had questions and concerns about their insurance claims that community legal centres could help with.

“There’s nothing worse than battling for your life and possessions and then having to get your head around paperwork and insurance company policies to get your claim,” Ms Bond said.

“The Insurance Law Service, which operates out of the Consumer Credit Legal Centre NSW is available to give free advice to people about their insurance matters. There is also a range of [factsheets](#) that people can access to make sure they are informed.

“For those who have been forced to flee and have damage claims as a result of the electricity being turned off for a few days, to those who have lost their homes and their possessions – it is good to know you can get the advice of a community lawyer if you feel you need one, particularly when navigating the complexities of an insurance claim.

“Community legal centres are here to help when it’s time to turn to the practicalities of recovering from fire damage and claiming insurance for your losses.

Insurance Law Service Principal Solicitor, Alexandra Kelly, said they have an insurance law advice line that operates on Mondays, Wednesdays and Fridays.

“We would like our hotline to be open 24/7 but we are only able to provide a three day service because of limited funding,” Ms Kelly said.

“We are here to help people who are concerned or unsure where to start with their insurance policy and the claims process.”

Carolyn Bond said that it was vital that people knew where they could turn for help for such matters.

“The devastation of the NSW bushfires is of concern to us all, and it’s important that people know where to go for help once the fire has been put out, and its time to rebuild,” Ms Bond said.

For free legal help:

- Insurance Law Centre: 1300 663 464 or www.insurancelaw.org.au.
- Law Access NSW Bushfire Emergency to access Legal Aid: 1800 801 529

For free financial counselling:

- For credit or debt matters: 1800 007 007

MEDIA: To arrange an interview with Carolyn Bond or Alexandra Kelly please contact Jackie Hanafie on 0410 631 404.