

# Family Advocacy and Support Services

Helping families impacted by  
family violence with their legal  
and non-legal problems



## Who are we?

The Family Advocacy and Support Services (FASS) supports people who are affected by family violence and have a family law issue. Our lawyers and support workers can help you if you:

- have experienced family violence, or
- someone says you have used violence.

Other family members like grandparents can also use our services.

## How can our free duty lawyers help you?

Our lawyers can help with:

- arrangements for children
- getting an ADVO
- splitting property after separation
- getting a divorce
- child support
- problems with Communities and Justice (DCJ)
- getting victims support, and
- sorting out other legal problems you have because of family violence.

We can:

- give you legal advice
- help with court documents
- provide a duty lawyer to appear for you in court (in some cases), and
- help you find a lawyer if you need help for an ongoing case.

We can work with support workers to support you with your case and improve your safety.

## **Our duty lawyer services are free**

We can help you even if your ex-partner is getting help from another part of Legal Aid NSW. We can't share the information you give us unless you tell us we can.

## **How can our support workers help you?**

Our support workers can help you to better understand your legal problem and the choices you have.

We can:

- work out what you need help with and connect you with other services
- give you information and support during your family law case
- refer you to the free FASS mental health worker for support and help to access services
- advocate for you with organisations like Centrelink, Housing, Victims Services and NSW Police
- provide you with information and support to apply for an ADVO
- help you plan for your safety at home and at court
- talk to the Federal Circuit and Family Court of Australia (FCFCOA) about your safety at court
- connect you with behaviour change programs, parenting programs or other services, and
- work with your lawyer to support you with your case and improve your safety.

Our support workers can help you even if you have a private lawyer, a lawyer from a community legal centre or Legal Aid NSW or even if you don't have a lawyer.



## How do I get help?

Our duty lawyers and support workers are available at all [locations](#).

We have duty lawyers and support workers available in person Monday to Friday at the following FCFCOA locations:

### **Parramatta**

Level 2,  
1-3 George Street

### **Sydney**

Level 4,  
97-99 Goulburn Street

### **Newcastle**

Level 4,  
61 Bolton Street

### **Wollongong**

Level 1,  
43 Burelli Street

At other locations across NSW, our duty lawyers and support workers are available in person when the FCFCOA is sitting at that [location](#). At other times, we can help you by telephone.

You can contact a duty lawyer by calling **1800 551 589**.

You can contact a social support worker **for women** by calling **1800 11 FASS (1800 11 3277)**.

You can contact a social support worker **for men** by calling **1300 00 FASS (1300 00 3277)**.

We have Aboriginal workers and workers from diverse backgrounds at some locations. Ask us about this.

Transgender or gender diverse people are welcome to access our service for women or our service for men.

If you are worried about your safety at court or about going to court, please call us before your court date.

## **More information**

### **Family Violence Law Help**

For more information about AVOs, family law and child protection, visit the Family Violence Law Help website [www.familyviolencelaw.gov.au](http://www.familyviolencelaw.gov.au)

This publication is a general guide to the law. You should not rely on it as legal advice, and we recommend that you talk to a lawyer about your situation.

The information is correct at the time of printing, however it may change. For more information contact LawAccess NSW on **1300 888 529**.



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[www.legalaid.nsw.gov.au/ways-to-get-help/publications-and-resources](http://www.legalaid.nsw.gov.au/ways-to-get-help/publications-and-resources)

For more information, visit:  
[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

## Do you need help to contact us?



If you need an interpreter, call the Translating and Interpreting Service (TIS National) on **131 450** (9am–5pm) and ask for LawAccess NSW.

## Do you find it hard to hear or speak?



If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service (NRS). Ask for LawAccess NSW on **1300 888 529**.