

# LEGAL AID ONTARIO CAN HELP

Legal services for low-income Ontarians

COMMUNITY LEGAL CLINICS

CRIMINAL LAW

DOMESTIC VIOLENCE

DUTY COUNSEL

FAMILY LAW

IMMIGRATION/REFUGEE

## Legal Aid Ontario can help

Legal Aid Ontario helps low-income people with family, criminal or immigration/refugee legal matters. Legal Aid Ontario also provides help with civil legal matters such as landlord/tenant issues and social assistance through many community legal clinics.

## Legal aid services: where to get help






You can access our services through any of the following:

- **In court:** duty counsel lawyers and Family Law Information Centres help unrepresented people.
- **Over the phone:** toll-free services include legal aid applications and advice from a lawyer.
- **At a community legal clinic:** clinics help with social issues such as housing, employment, and health care.
- **On Legal Aid Ontario's website:** find family and criminal legal information, as well as links to other resources.

## Legal services eligibility

Legal Aid Ontario will provide you with the services best suited to your legal matter. To receive assistance, you must qualify financially and your legal matter must be covered by Legal Aid Ontario.

Will likely qualify for many Legal Aid Ontario services if gross family income is below:

	\$18,000
	\$27,000
	\$31,000
	\$37,000
	\$43,000

For the most serious legal matters, Legal Aid Ontario may offer full representation through its certificate program. In some cases, you may have to repay some or all of your legal fees. Please note that you must qualify under a separate financial eligibility test for this program.

To find out more, call us or visit [legalaid.on.ca/eligibility](http://legalaid.on.ca/eligibility)

## Community legal clinics

Clinics can help with basic needs such as housing, health care and employment. Available services may vary. Please note that the eligibility criteria for clinics is different from Legal Aid Ontario's.

To find a local legal clinic, visit [legalaid.on.ca/clinics](http://legalaid.on.ca/clinics)

## Criminal law services

Legal Aid Ontario's criminal law services include in-court duty counsel, up to 20 minutes of summary legal advice from a lawyer, a referral to a legal aid clinic, legal representation or a referral to our online legal website, [LawFacts.ca](http://LawFacts.ca).

For more information, visit [legalaid.on.ca/criminal](http://legalaid.on.ca/criminal)

## Domestic violence

**Victims of domestic violence seeking assistance or counselling can contact the Assaulted Women's Helpline at 1-866-863-0511.**

**If this is an emergency, call 911.**

Legal Aid Ontario can help victims of domestic violence receive legal assistance and emergency access to a lawyer. Services extend to all low-income Ontarians, regardless of immigration status.

Telephone interpretation services are available.

## Duty counsel

Duty counsel lawyers can assist people who appear in court without a lawyer. Duty counsel services are available in courthouses across Ontario.

To find out more, visit [legalaid.on.ca/court](http://legalaid.on.ca/court)

## Family law services

Legal Aid Ontario can assist with many family law matters, including child custody, access and support payments. Assistance is available through:

- Family Law Service Centres (FLSC);
- Family Law Information Centres (FLIC);
- the Family Law Information Program (FLIP);
- legal representation, mediation, settlement conferences and more.

See a full list of family law services and locations at [legalaid.on.ca/family](http://legalaid.on.ca/family)

## Immigration/refugee law services

Legal Aid Ontario can help with refugee claims, detention reviews, deportation orders, sponsorship appeals, judicial reviews, and more.

Find out more at [legalaid.on.ca/immigration](http://legalaid.on.ca/immigration)

## Unhappy with our services?

### Talk to us

If you are unhappy with a Legal Aid Ontario service, a community legal clinic or a legal aid lawyer, you can make a complaint.

Call us to find out more or visit [legalaid.on.ca/complaints](http://legalaid.on.ca/complaints)

## Website information

- Complaints: [legalaid.on.ca/complaints](http://legalaid.on.ca/complaints)
- Contact us: [legalaid.on.ca/contact](http://legalaid.on.ca/contact)
- Criminal: [legalaid.on.ca/criminal](http://legalaid.on.ca/criminal)
- Duty counsel: [legalaid.on.ca/court](http://legalaid.on.ca/court)
- Eligibility: [legalaid.on.ca/eligibility](http://legalaid.on.ca/eligibility)
- Family: [legalaid.on.ca/family](http://legalaid.on.ca/family)
- Immigration: [legalaid.on.ca/immigration](http://legalaid.on.ca/immigration)
- Legal clinics: [legalaid.on.ca/clinics](http://legalaid.on.ca/clinics)

## Contact us

### By phone

- Toll-free at **1-800-668-8258** or **416-979-1446**.
- TTY service for the hearing impaired: **1-866-641-8867** or **416-598-8867**.
- Service is available Monday to Friday, 8:00 a.m. to 5:00 p.m. in more than 200 languages.

### Online

- Visit [legalaid.on.ca](http://legalaid.on.ca) for more information on Legal Aid Ontario's services or [LawFacts.ca](http://LawFacts.ca) for answers to criminal legal questions.

