



# The Client Administration Officer

Your point of contact with the Court for parenting cases  
FAMILY COURT OF WESTERN AUSTRALIA

## The Client Administration Officer is here to help you.

The Client Administration Officer can assist if you require information about Court procedure in relation to the *administration* of parenting cases *only*.

The Client Administration Officer **cannot** give you legal advice.

The Client Administration Officer should not be confused with the Family Consultant. The Family Consultant was the person who conducted the first court event (the case assessment conference).

## When should I contact the Client Administration Officer?

Contact your Client Administration Officer if you have questions about:

- the date and time of your next Court appearance;
- the filing of documents;
- obtaining a copy of your parenting orders;
- getting your matter re-listed for another hearing;
- where to find more information about the Court; or,
- where to go to seek legal advice.

*The Client Administration Officer cannot give you legal advice.*

## When should I NOT contact the Client Administration Officer?

As the Client Administration Officer is not involved in the hearing or trial, they:

- do not appear in Court;
- cannot communicate with the other party for you;
- cannot enforce parenting orders;
- cannot act on information you give them about the issues in your case;
- cannot influence the outcome of proceedings; and
- are not a compliance officer.

If you have a question about:

- how the law applies to your case;
- what the outcome of your case might be;
- what to say in Court; or,
- financial matters,

you should contact your **lawyer**, or seek **legal advice**.

More information about whom you should contact is available on the Family Court of Western Australia's website, [www.familycourt.wa.gov.au](http://www.familycourt.wa.gov.au) or by calling the Family Relationships Advice Line on **1800 050 321**.

The Family Relationships Advice Line can provide you with information about the range of services available to you and assist in answering questions about parenting issues.

They can also help you with useful contacts about relationship counselling and parenting courses which may assist you in any negotiations you are required to undertake with the other parent.

## How do I contact the Client Administration Officer?

- You will be given your Client Administration Officer's business card with their telephone number and contact hours.
- A Client Administration Officer will only be available to answer your calls during their contact hours.
- In many cases, a Client Administration Officer may refer your request to the presiding Judicial Officer or Family Consultant. If this occurs there may be a delay in the response as these officers may be unavailable as they are dealing with other cases.

## Zero Tolerance Policy

The Family Court of Western Australia applies a zero tolerance policy to abuse of staff members. We know that court proceedings are very stressful and that sometimes clients will be upset by what is happening in their case. It is not the role of the Client Administration Officers to deal with complaints. Personal abuse of Client Administration Officers will not be tolerated. The Court reserves the right to withdraw the services of your Client Administration Officer in such circumstances.

## Personal Safety

If you have any concerns about your safety while attending Court, please call **9224 8222** before your Court appointment or hearing. Options for your safety in Court will be discussed and arrangements put in place.

## Providing an Address for Service

If you are conducting your own case without the services of a lawyer you are required to file a Notice of Address for Service – Form 8 advising the Court and all parties of your address for service of documents. You may choose to use an address for service other than your home address. It can be a “care of” address, however it must be an address where documents can be left for you.

## Correspondence with the Court

If you are writing to the Court or sending an email to your Client Administration Officer your letter or email must indicate that a copy is being sent to the other party or their lawyer (and the Independent Children's Lawyer, where appointed). This is required by the Court's Case Management Guidelines.

Where it is not clear that a copy has been forwarded to all other parties the Court will not action your correspondence and may return it to you. It cannot be dealt with by the Client Administration Officer until all parties have received a copy.

## Support services

If you have a need to access support services you may wish to make contact with one of the following agencies:

Crisis Care – 9223 1111 or 1800 199 008

MensLine Australia-1300 789 978

Lifeline-13 11 14

Family Relationships Advice Line – 1800 050 321.

This brochure provides general information only and is not provided as legal advice. If you have a legal issue, you should contact a lawyer before making a decision about what to do or applying to the Court. The Family Court cannot provide legal advice. The Family Court respects your right to privacy and the security of your information.

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