

## Secure Room at the Family Court

Where there has been a history of domestic violence we ask that you book a secure room at the court. This is a great service offered by the court and provides you with a safe space, away from your ex-partner, to wait until your case is called. Security guards are very supportive of this arrangement and are happy to escort you to and from the secure room as required.

To book a secure room call 1300 352 000.

*"I'd never used a secure room before. It was so good to feel safe and have somewhere private to be when I was upset"*

## Childcare at the Family Court

Free childcare is available at the court, however priority is given to Court ordered matters and is provided on a 'first in - first served' basis. Bookings will not be taken in advance.

For more information call 1300 352 000.

## Women's Information Service

### Shop front

Monday - Friday, 9am to 5pm  
Ground Floor  
101 Grenfell Street  
Adelaide SA 5000

### Postal address

GPO Box 292  
Adelaide SA 5001

**Phone** (08) 8303 0590 or  
free call 1800 188 158  
Monday - Friday, 9am to 5pm

**Mobile** 0401 989 860

**Fax** (08) 8303 0576


**Email** wis@sa.gov.au

**Website** www.wis.sa.gov.au

 facebook.com/sawomen

 twitter.com/WIS\_Adelaide

 pinterest.com/WomensInfoSA/

 The Women's Information Service is wheelchair accessible.

The Women's Information Service acknowledges and respects the traditional custodians whose ancestral lands they gather on.



# Family Court Support

A free and confidential service providing trained volunteers to accompany women to the Family Court and Federal Circuit Court in Adelaide.



Government  
of South Australia

Office for Women

## Women's Information Service

The Women's Information Service (WIS) provides information to South Australian women online, over the phone and in person. We aim to assist women by increasing access to information that promotes choice and empowerment.

## Family court support

At WIS we recognise that the Family Court process is often very stressful and sometimes long. During the process you may find you spend a lot of time waiting around and if you are on your own it can be daunting.

Family Court Support (FCS) volunteers attend a comprehensive training program and are experienced in the court processes and in accompanying women to court.

*“My volunteer was wonderful – very warm and helpful.”*

## Feedback

**Post:** DCSI Client Feedback  
GPO Box 292  
Adelaide SA 5001

**Email:** DCSI.clientfeedbackandcomplaints@sa.gov.au

## What we can do:

- accompany you to the Family Court for hearings, mediation and family conferences
- provide information about the Family Court and its processes
- liaise with security staff when arriving at the court building and during court proceedings
- sit with you before and during the hearing
- offer a listening ear throughout the day at court
- keep your personal information and details confidential
- introduce you to WIS for information and referrals about other issues including domestic and sexual violence, housing options, financial matters and health and wellbeing.

## What we can't do:

- give legal advice
- provide counselling
- provide transport to or from the court
- provide childcare.

*“I think it's a great program – thanks WIS!”*

## How to request a Family Court Support volunteer

To begin, you will need to have the following details:

- date and time of your court appointment
- details of the court you will be attending (ie Adelaide Family Court or Federal Circuit Court)
- details of anyone else attending.

To request a FCS volunteer, contact WIS by phone or visit the shopfront.

WIS staff will take your details and call you closer to the court date to confirm the name of the FCS volunteer who will accompany you on the day of your court appearance.

*“Terrific service and it's great to have support when you go to Court.”*

## Alternative Formats

The information in this publication can be provided in an alternative format or another language on request by calling (08) 8303 0590.