

## How to contact the court

**Online:** [www.childrenscourt.vic.gov.au](http://www.childrenscourt.vic.gov.au)

**Email:** [feedback@childrenscourt.vic.gov.au](mailto:feedback@childrenscourt.vic.gov.au)

**Telephone or in person:** Contact details for your local Children's Court can be found on the Children's Court website or in the *Business and Government* edition of the White Pages directory under 'Courts'.

## Related documents

The following related documents are available on the Children's Court website or at any Children's Court location.

- Children's Court of Victoria Client Service Charter
- Magistrates' Court of Victoria Complaints Policy



Children's Court of Victoria  
[www.childrenscourt.vic.gov.au](http://www.childrenscourt.vic.gov.au)

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If you would like to receive this publication in an accessible format, please email us at [accessibility@justice.vic.gov.au](mailto:accessibility@justice.vic.gov.au)

# What registry staff can and cannot do for you

Children's Court registry staff want to assist you with your court matter. This brochure explains what registry staff can and cannot provide or do for you.

## We can:

- Provide you with information on court procedures and processes.
- Give you general information about relevant legislation and court rules.
- Give you court forms or brochures or refer you to the Children's Court website where you can get this and other information about the court.
- Refer you to the duty solicitor at court or give you information about legal services in the community that may be able to assist you with legal advice.
- Provide you with an interpreter for your court date. You should give us one week's notice to ensure an interpreter is available.
- Assist you to feel safe at court, and provide separate waiting areas where possible.
- Advise you about appropriate support services, such as the Salvation Army or Court Network volunteers.
- Provide you with contact details for other organisations that may assist you.

## We cannot:

- Give you legal advice.
- Tell you whether or not you should bring your case to court.
- Tell you what the outcome of your court case might be.
- Recommend a lawyer to act on your behalf.
- Tell you what words to use when you are filling in court forms.
- Tell you what to say when you are in court.
- Arrange for you to talk with the magistrate, other than during your court hearing.
- Guarantee to provide you with an interpreter on the day of your hearing if we have not had sufficient notice.
- Explain to you why a magistrate has made a certain decision.
- Provide confidential case information.