

## Protection application hearings

One of the ways that the Children's Court of Victoria (the Court) is responding to the COVID-19 emergency is by hearing cases by video online.

If the DHHS has served you with a **protection application** there will be an online video hearing for your case. You should participate in the hearing, but you should not attend court in person. The Court's registry staff will help you join the online video hearing.

If you do not participate in your case, the Magistrate or Judge might make decisions without you.

You should only come to court if you cannot contact the Court or a lawyer by telephone and you need the face to face services of the Registry.

Contact details for each [Court Registry](#) are on the back of this form.

## Legal help

If you do not have a lawyer, DHHS can provide your contact details to Victoria Legal Aid who will arrange for a free lawyer. The lawyer will call you so please keep your phone on.

You can also call Victoria Legal Aid directly on **1300 792 387**.

If you already have a child protection lawyer, try to call them first for help.

If you do not have a lawyer or you want to represent yourself, call the Court Registry for help to join the online video hearing.

## Online video hearings

The Court is using an online video program called Webex Meetings. You can access the hearing on a landline or mobile phone, or a tablet, laptop or computer. You can join by voice only, or by video.

## Courtroom etiquette

By participating in an online video hearing, you will be seen and heard by the Court. Be aware of the location you are connecting from and the people around you.

If you are appearing by video, the camera will be active and visible within the courtroom and to anyone who is also joining the hearing. Ensure appropriate dress standards for the online video hearing and be mindful of your behaviour while you are connected.

## Getting help

We have dedicated staff to help you understand court processes. Our **Court Support Coordinators** are available by phone on:

**Melbourne Children's Court: 0428 133 321**

**Broadmeadows Children's Court: 0456 718 527**

**Moorabbin Children's Court: 0447 236 286**

Text or call any of those numbers and we will call you back if you do not have credit on your phone.

The Children's Court website also has information about how the Court is working during the pandemic:  
[www.childrencourt.vic.gov.au](http://www.childrencourt.vic.gov.au)

## Contact the Children's Court

### Melbourne Children's Court

Tel: 8638 3300 Fax: 8601 6720

Email: [melbourneregistry@courts.vic.gov.au](mailto:melbourneregistry@courts.vic.gov.au)

Email: [melbournecoordinator@courts.vic.gov.au](mailto:melbournecoordinator@courts.vic.gov.au)

### Broadmeadows Children's Court

Tel: 9007 7600 Fax: 9007 7640

Email: [broadmeadowsregistry@courts.vic.gov.au](mailto:broadmeadowsregistry@courts.vic.gov.au)

### Moorabbin Justice Centre

Tel: 7024 2900 Fax: 7024 2980

Email: [moorabbinregistry@courts.vic.gov.au](mailto:moorabbinregistry@courts.vic.gov.au)

## Regional Courts

### Ararat Magistrates' Court

Tel: (03) 4349 5200

Email: [araratcoordinator@courts.vic.gov.au](mailto:araratcoordinator@courts.vic.gov.au)

### Bacchus Marsh Magistrates' Court

Tel: (03) 4326 7000

Email: [bacchusmarshcoordinator@courts.vic.gov.au](mailto:bacchusmarshcoordinator@courts.vic.gov.au)

### Bairnesdale Magistrates' Court

Tel: (03) 5198 8600

Email: [bairnesdalecoordinator@courts.vic.gov.au](mailto:bairnesdalecoordinator@courts.vic.gov.au)

### Ballarat Magistrates' Court

Tel: (03) 4334 6000

Email: [ballaratcoordinator@courts.vic.gov.au](mailto:ballaratcoordinator@courts.vic.gov.au)

### Benalla Magistrates' Court

Tel: (03) 5761 1400

Email: [benallacoordinator@courts.vic.gov.au](mailto:benallacoordinator@courts.vic.gov.au)

### Bendigo Magistrates' Court

Tel: (03) 5440 4140

Email: [bendigocoordinator@courts.vic.gov.au](mailto:bendigocoordinator@courts.vic.gov.au)

### Castlemaine Magistrates' Court

Tel: (03) 5411 1400

Email: [castlemainecoordinator@courts.vic.gov.au](mailto:castlemainecoordinator@courts.vic.gov.au)

### Cobram Magistrates' Court

Tel: (03) 5872 2639

Email: [cobramcoordinator@courts.vic.gov.au](mailto:cobramcoordinator@courts.vic.gov.au)

### Colac Magistrates' Court

Tel: (03) 5234 3400

Email: [colac@courts.vic.gov.au](mailto:colac@courts.vic.gov.au)

### Corryong Magistrates' Court

Tel: (02) 6043 7000

Email: [corryongcoordinator@courts.vic.gov.au](mailto:corryongcoordinator@courts.vic.gov.au)

### Dromana Magistrates' Court

Tel: (03) 5948 0000

Email: [dromanacoordinator@courts.vic.gov.au](mailto:dromanacoordinator@courts.vic.gov.au)

### Echuca Magistrates' Court

Tel: (03) 5480 5800

Email: [echucacoordinator@courts.vic.gov.au](mailto:echucacoordinator@courts.vic.gov.au)

### Geelong Magistrates' Court

Tel: (03) 5225 3333

Email: [gmc@courts.vic.gov.au](mailto:gmc@courts.vic.gov.au)

### Hamilton Magistrates' Court

Tel: (03) 5572 2288

Email: [hamilton@courts.vic.gov.au](mailto:hamilton@courts.vic.gov.au)

### Horsham Magistrates' Court

Tel: (03) 4309 6100

Email: [horshamcoordinator@courts.vic.gov.au](mailto:horshamcoordinator@courts.vic.gov.au)

### Kerang Magistrates' Court

Tel: (03) 5452 1050

Email: [kerangcoordinator@courts.vic.gov.au](mailto:kerangcoordinator@courts.vic.gov.au)

### Korumburra Magistrates' Court

Tel: (03) 5612 3600

Email: [korumburraordinator@courts.vic.gov.au](mailto:korumburraordinator@courts.vic.gov.au)

### Kyneton Magistrates' Court

Tel: 03 4465 3102

Email: [kynetoncoordinator@courts.vic.gov.au](mailto:kynetoncoordinator@courts.vic.gov.au)

### Latrobe Valley Magistrates' Court

Tel: (03) 5194 4300

Email:

[latrobecourtenquiries@magistratescourt.vic.gov.au](mailto:latrobecourtenquiries@magistratescourt.vic.gov.au)

## Regional Courts (cont.)

### Mansfield Magistrates' Court

Tel: (03) 5775 2672

Email: [mansfieldcoordinator@courts.vic.gov.au](mailto:mansfieldcoordinator@courts.vic.gov.au)

### Maryborough Magistrates' Court

Tel: (03) 5411 2100

Email: [maryboroughcoordinator@courts.vic.gov.au](mailto:maryboroughcoordinator@courts.vic.gov.au)

### Mildura Magistrates' Court

Tel: (03) 5021 6000

Email: [milduracoordinator@courts.vic.gov.au](mailto:milduracoordinator@courts.vic.gov.au)

### Myrtleford Magistrates' Court

Tel: (03) 5752 1868

Email: [myrtlefordcoordinator@courts.vic.gov.au](mailto:myrtlefordcoordinator@courts.vic.gov.au)

### Portland Magistrates' Court

Tel: (03) 5523 1321

Email: [portland@courts.vic.gov.au](mailto:portland@courts.vic.gov.au)

### Sale Magistrates' Court

Tel: (03) 4113 7800

Email: [salecoordinator@courts.vic.gov.au](mailto:salecoordinator@courts.vic.gov.au)

### Seymour Magistrates' Court

Tel: (03) 5735 0100

Email: [seymourcoordinator@courts.vic.gov.au](mailto:seymourcoordinator@courts.vic.gov.au)

### Shepparton Magistrates' Court

Tel: 03 5895 4444

Email: [shepparton.general@courts.vic.gov.au](mailto:shepparton.general@courts.vic.gov.au)

### St Arnaud Magistrates' Court

Tel: (03) 5469 3100

Email: [starnaudcoordinator@courts.vic.gov.au](mailto:starnaudcoordinator@courts.vic.gov.au)

### Stawell Magistrates' Court

Tel: (03) 4344 5000

Email: [stawellcoordinator@courts.vic.gov.au](mailto:stawellcoordinator@courts.vic.gov.au)

### Swan Hill Magistrates' Court

Tel: (03) 5072 3400

Email: [swanhillcoordinator@courts.vic.gov.au](mailto:swanhillcoordinator@courts.vic.gov.au)

### Wangaratta Magistrates' Court

Tel: (03) 5721 0900

Email: [wangarattacoordinator@courts.vic.gov.au](mailto:wangarattacoordinator@courts.vic.gov.au)

### Warrnambool Magistrates' Court

Tel: (03) 5564 1111

Email: [warrnambool@courts.vic.gov.au](mailto:warrnambool@courts.vic.gov.au)

### Wodonga Magistrates' Court

Tel: (02) 6043 7000

Email: [wodongacoordinator@courts.vic.gov.au](mailto:wodongacoordinator@courts.vic.gov.au)

### Wonthaggi Magistrates' Court

Tel: (03) 5612 8500

Email: [wonthaggicoordinator@courts.vic.gov.au](mailto:wonthaggicoordinator@courts.vic.gov.au)

## Find Legal Help

### Victoria Legal Aid (legal advice)

Tel: 1300 792 387



## Information about COVID-19

For more information about the government rules in place to stop the spread of COVID-19 visit [www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus).

Translations are available here:

<https://www.dhhs.vic.gov.au/translated-resources/coronavirus-disease-covid-19>

If you think you or your child may have COVID-19, call the hotline on 1800 675 398. It is open 24 hours, 7 days.

## When we will hear cases online

The Court will hear cases in accordance with its current [Practice Directions](#) issued in response to COVID-19. The Court will identify matters that are suitable to conduct online and will provide notice to the parties. In deciding whether to hear a case online by video, the Court will consider the technology that is available, the number of participants, and whether anyone will be disadvantaged by the online hearing.

## Before the hearing

At least three days before the hearing, the parties will be required to file a Remote Hearing Appearance notice. This notice will advise the Court of important information including the email address and phone number of each participant (including interpreters and support persons) who will be joining the hearing.

If a party's legal representative changes, the new representative must file a new Remote Hearing Appearance notice as soon as possible. If a party intends to call a witness, the email address and phone number of the witness must be provided. The email address will be used to send a hearing invitation that must be accepted to join the hearing.

## Testing your equipment and connection

The Court recommends that participants test that their device is working, and their video and audio are set up correctly, well before the scheduled hearing. You can test your equipment by conducting a [test meeting](#).

If you are joining the meeting from a computer, tablet or smartphone, the quality of the connection depends on the quality of the internet or cellular data (for example, 4G or 5G). If you have concerns about your internet access

or data usage, consider turning the video off or joining by phone.

## Getting help with Webex

If you have any concerns or are experiencing any issues accessing or using Webex, please inform the bench clerk by email as soon as possible. The bench clerk's email address is in the invitation to the hearing.

**If you do not receive an invitation to join the meeting by the day before your hearing, please contact your legal representative or, if you are self-represented, please contact 03 8638 3300.**

If you are experiencing complex technical issues, [contact Webex support](#) or by telephone on 1800 129 278. Webex provides [video tutorials](#).

If you are experiencing difficulties with your internet or telephone service, contact your service provider.

## Receiving Your Webex Meeting Details

If you or your legal representative has informed Court Registry that you will be joining the online video hearing, you will receive a meeting invite by email (see sample below). That email will contain the green **Join meeting** icon that you can tap on to join the online hearing. It will also have the **Meeting number** and **Meeting password**. Please be aware that the password is case-sensitive.

Webex User Guide invites you to join this Webex meeting.

Meeting number (access code): 123 456 7890  
Meeting password: Example

Wednesday, 3 June 2020  
1:35 pm | (UTC+10:00) Canberra, Melbourne, Sydney | 1 hr

Join meeting



## Do I need a Webex account?

No, you do not need a Webex account in order to join an online video hearing.

If you are joining from a smartphone or tablet, you will need to download the Cisco Webex Meetings app in order to join the hearing with video.

Please note, Webex uses the term 'Join the Meeting,' so for clarity this factsheet will use the terms 'join the meeting' or 'join' to refer to logging into a video or audio call to attend an online video hearing.

## Methods for Joining a Meeting

**Method 1:** Join the meeting from your smartphone or tablet. **Note:** You will need to download the free Cisco Webex Meetings app to use this method.

**Method 2:** Join the meeting from a computer.

**Method 3:** Receive a call from the meeting to join by audio only. **Note:** Receiving a call from the hearing will not use up mobile credit.

## Method 1: Join the Meeting from your smartphone or tablet

### Download the App

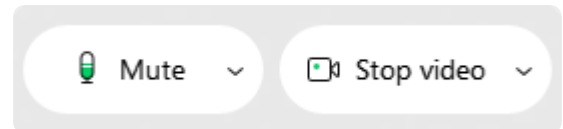
**Note:** To join with video, you need to download the free app and accept the terms of service before trying to use the link for the meeting.

1. Download the 'Cisco Webex Meetings' app from the App Store (for iOS) or Google Play Store (for Android).
2. You can also find download links to the app at <http://webex.com/downloads.html> (See image to the right)

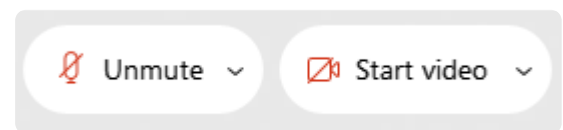
Once the app is downloaded, open it and tap I **accept** to accept the Terms of Service.

## Microphone and camera controls

- If your microphone and/or video icon is green and white, the audio and/or video is on:

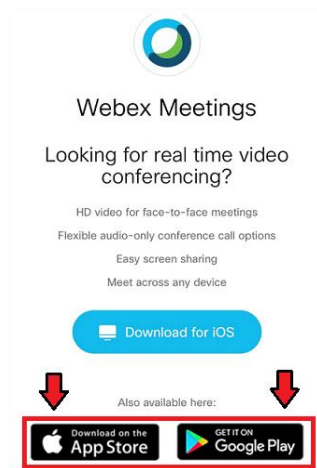


- If your microphone and/or video icon is red and crossed out, the audio and/or video is off:



## Tips

- Keep your microphone muted when not speaking. If using a computer, hold the spacebar down to temporarily unmute yourself.
- If your internet signal is weak, consider turning off the video to improve function



## Join meeting from the Webex app

1. To join the online hearing, open the email you received from the Court and click the green icon that says **Join meeting**. This will open the app.
2. Enter your name as it will be displayed to everyone and email address and tap **OK**.
3. Follow the onscreen directions to join the online hearing. When prompted, select **OK** to allow the app to use your phone's camera and microphone.

Webex User Guide invites you to join this Webex meeting.

Meeting number (access code): 123 456 7890  
Meeting password: Example

Wednesday, 3 June 2020

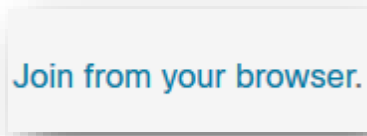
1:35 pm | (UTC+10:00) Canberra, Melbourne, Sydney | 1 hr



Join meeting

## Method 2: Join the Meeting from a computer

1. Open the email you received from the Registry and tap the green **Join Meeting** icon. This will open a browser and start to auto-install the Webex app on your computer. You can download the desktop app or hit cancel and tap **Join from your browser** at the bottom of the page.
2. Enter your name as it will be displayed to all participants and your email address and hit **Next** to open the preview of your video.
3. Hit the **Join meeting** icon to join the online hearing. Follow onscreen instructions to allow the meeting to use your browsers camera and microphone.



Join from your browser.

Enter your information

Your Name

your.email@mail.com

Next



Unmute

Start video

Join Meeting

## Method 3: Receive a call from the hearing

To receive a call from the hearing to your mobile or landline phone, tell your legal representative, or, if you are self-represented, contact the Court Registry at **03 8638 3300**.

Receiving a call to join the hearing will not use up mobile credit, but you will be able to join with audio only.