



Natural disasters

If you are concerned about the status of your family law proceedings while you or your former partner are managing immediate issues following a natural disaster you can consult the Court to enquire about the assistance we can offer you.

Below are some questions and answers that our clients affected by trauma of this type may need to consider:

My next court event

My property is damaged and I am dealing with difficult issues associated with children, finance and accommodation. I am worried about my next court event(s).

If you are concerned that you may not be able to attend your next court hearing or event, it is very important that you contact us. You can call our National Enquiry Centre on 1300 352 000 and discuss your situation with our client service officers.

Our enquiry centre can provide you with your file number, advise you on the status of your proceeding, provide any relevant procedural advice in regard to your next event(s), and give you a point of contact for ongoing coordination.

If you have legal representation in your family law proceeding, you should consult your lawyer as soon as you can to discuss any changes in your circumstances. Your lawyer can advise how these changes may affect your proceedings.

Replacement documents

The documents relevant to my proceeding have been lost as a result of a natural disaster. What options do I have?

If you require a replacement divorce order, current orders or other documents, our family law registry will provide you with a replacement copy without charge. You can:

- complete a request form and send to your nearest family law registry
- attend one of our family law registries, or
- call the National Enquiry Centre on 1300 352 000 to make your enquiry by telephone.

The relevant form, titled *Natural Disaster Replacement Document Request*, can be downloaded from the form section of the Court's website www.fcftoa.gov.au.

- If you need replacement marriage, birth or death certificates – your state and\or territory Births Deaths and Marriages Registries will assist you.

Correspondence from the Court

What can I do to ensure direction of my mail as I am currently at another address?

- You can ask Australia Post to hold your mail at a post office of your choice, or you can ask Australia Post to re-direct your mail to an address which is convenient for you. Go to www.auspost.com.au or visit a post office to discuss your situation.
- If you require a copy of recent letters or information sent to you regarding your family law proceeding, contact our enquiry centre on 1300 352 000. We will provide copies without charge.
- If you need to change your address for service on your Court file, you must lodge a Notice of Address for Service with the relevant registry. This form can be downloaded from the form section of the Court's website www.fcftoa.gov.au.

My former partner lives in an area affected by the natural disaster

My former partner lives in an area affected by the natural disaster and may have changed circumstances.

If you have legal representation in your family law proceeding, you should consult your lawyer as soon as you can to discuss any changes in circumstances. Your lawyer can advise how these changes may affect your proceedings. Otherwise, contact our enquiry centre on 1300 352 000 to discuss this situation.

More information

- go to www.fcftoa.gov.au
- live chat on the website
- email: enquiries@fcftoa.gov.au (this email service cannot be used to file any court documents).
- call **1300 352 000**, or
- visit a family law registry near you.