FAMILY LAW COURTS

National Enquiry Centre Practitioner Telephone Line

1300 720 980

A telephone line for the legal profession contacting the Family Law Courts is available as of 1 March 2011 between the hours of **8:30am - 10:00am** and **2:00pm - 5:00pm** NSW time.

The Family Law Courts Practitioner Telephone Line number is **1300 720 980**

Calls during these hours will be prioritised straight to the front of the queue and put through to the next available operator.

Calls out of these hours will be placed in the normal enquiry queue.

This priority telephone number is only for the use of the legal profession.

Practitioners may also find information regarding their case by registering with the Commonwealth Courts Portal (CCP) at www.comcourts.gov.au which provides secure web-based access to information about cases before the Family Court of Australia and the Federal Magistrates Court of Australia.

Through this service, lawyers can:

- keep track of their cases
- identify documents that have been filed
- view future courts dates
- electronically file family law supplementary documents
- electronically file divorce applications
- electronically file initiating applications for final and interim parenting, financial and/or child support orders (short service not included).
- view outcomes and any orders that have been made.

www.comcourts.gov.au

PORTAL REGISTRATION FOR LAW FIRMS

There are two steps to apply to access your firms files via the Commonwealth Courts Portal :

1) Register as an individual using the Register Now link on the Portal page

Do I need to register?
In order to gain access to specific file information in Family Law matters you will need to register.

Please note: To access Federal Court files, registration is not required. Click on the Federal Law Search link at the top right of the Home page of the Portal. You will need to accept the Federal Court terms and conditions, by clicking on the 'Accept' link at the bottom of the page, before being redirected to the Federal Law Search.

2) Register or request access to your Organisation

After registering as an individual you will be taken to a screen with the title "Registration Successful".

If your law firm has already registered for the Portal, then you can apply to the Portal Administrator in your organisation to link your Portal account to your files. To do this, choose the 'Request Access to Files' link. If for some reason, you have had to log out and log back in again, you can find the 'Request Access to Files' link by clicking on 'Your profile' at the top right of your screen, once logged in.

If this is the first time anyone from your organisation has registered for the Portal you can register your organisation by clicking on the 'Your profile' link:

- Then click on the 'Register an Organisation' link
- Please enter details in the required fields including any current and previous addresses for your law firm. Please note, you can add up to 5 current and/or previous addresses.
- Then click on 'Register'

Your request will then be sent to the Court to link your Organisation to your files, based on the information you provided to us. You will be contacted by the Court to confirm your request and again when the links to your files have been created.

By registering your organisation you will become the first Portal Administrator for that organisation.

What is the Role of an Administrator?

As a Portal Administrator, you can have your organisation linked to appropriate Court files.
You can also authorise specific Portal users to access those Court files on behalf of your organisation.

An organisation can have more than one administrator. One administrator can add or remove other administrators.

You should choose a meaningful short name for the organisation. It should be acceptable for display in the Portal.

The administrator(s) is responsible for the security of the data provided to the organisation via the Portal. This means that the administrator must give file permissions only to those who are entitled to see those files, and must maintain the organisation's account so that individuals who are no longer entitled to file access have their permissions revoked, and individuals who leave the organisation are removed from the organisation's account. This responsibility is a condition of use that the administrator must sign up to upon registering for the Portal ('Terms and Conditions')

If you have any further enquiries, you may contact the support team by email or phone.

- Email: support@comcourts.gov.au
- Phone: 1300 352 000 (8:30am - 5:00pm Sydney time, Monday-Friday)