

## Where We Work

Court Network has volunteers in the following courts:

- Melbourne, Broadmeadows, Dandenong, Frankston, Heidelberg, Ringwood and Sunshine Magistrates' Courts
- County Court
- Children's Court
- Family and Federal Circuit Courts
- Coroners Court
- Supreme Court
- VCAT
- Moorabbin Justice Centre
- Collingwood Neighbourhood Justice Centre
- Ballarat Law Courts
- Bendigo, Castlemaine and Echuca Law Courts
- Geelong and Colac Law Courts
- Latrobe Valley Law Courts
- Mildura Law Courts
- Shepparton Law Courts
- Wangaratta Law Courts
- Warrnambool Law Courts
- Wodonga Law Courts

## Contact us

Our office hours are 9am—5pm, Monday—Friday.

Our information and referral telephone service is available from 1—5pm, Monday—Friday.

Freecall: 1800 681 614 (Except from mobiles)  
or (03) 8306 6966

Email: [admin@courtnetwork.com.au](mailto:admin@courtnetwork.com.au)

Web: [www.courtnetwork.com.au](http://www.courtnetwork.com.au)

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Court Network



WE CAN HELP

Information  
Support  
Referral

Court Networkers are here to provide you with information, support and referrals.

Referrals can be made by agencies or individuals via:

- Phone — Freecall 1800 681 614  
or (03) 8306 6966
- Email — [admin@courtnetwork.com.au](mailto:admin@courtnetwork.com.au)
- Online via our website — [www.courtnetwork.com.au](http://www.courtnetwork.com.au)

We do not provide legal advice but we can give you information about court and community based services.



## Our Vision

To provide the community with volunteers who stand beside, empower and instil confidence in all court users.

## Our Mission

To provide support, information and referral to people attending court and to advocate for the needs of all court users.

## Court Network volunteers can:

- Provide support and information about going to court
- Be with you in person on your day in court and sit with you in court during your appearance
- Explain how the courts and legal systems operate
- Show you around the court beforehand, so you can become familiar with where you have to go on the day of your court case
- Provide you with a safe place in court
- Refer you to other community services that can help you with legal questions, health, housing and family violence issues, as well as any other issues you may be experiencing

We offer free support and information for all individuals, families and friends going to court.

## What you can expect of us

We will:

- Make it easy for you to contact us
- Help you to use our services
- Inform you about your rights and responsibilities
- Facilitate access to an interpreter if required
- Get back in contact with you when we say we will
- Be polite and respect your views, opinions and personal circumstances such as your culture, family situation, age, gender, disability, faith, sexual orientation, or gender identity
- Protect your personal information and only use it for the right reasons
- Provide you with advice on other support services that may be available
- Give you opportunities to be involved in decisions about the services you access, and support you to have a say
- Help explain decisions that affect you
- Invite your feedback about our services
- Explain how you can make a complaint about our service

“I was alone, suffering from severe trauma and close to fainting several times...I consider the volunteers by my side and behind me in the court - a great act of humanity that I will always remember. Their presence gave me the courage to attend court a second and third time and I know I could not have coped without them.”