



Family Dispute Resolution Register

This Fact Sheet provides information about the family dispute resolution (FDR) Register - maintained by the Attorney-General's Department. It includes information about:

1. the purpose of the FDR Register
2. how information is collected
3. how information is used
4. where the FDR Register can be found
5. how information can be updated

1. Purpose of the FDR Register

The department maintains details in the FDR Register of practitioners accredited under the *Family Law (Family Dispute Resolution Practitioners) Regulations 2008* (the FDR Regulations). Only those practitioners in the FDR Register are able to provide FDR services and issue certificates under section 60I of the *Family Law Act 1975* (the Family Law Act). The FDR Register allows the department to manage contact details and accreditation information for those practitioners.

The FDR Register also allows public access to limited information about accredited practitioners who have consented for their contact details to be made public. The FDR Register, in the same way, provides information about organisations funded by the Government to provide FDR services.

The FDR Register is the only reliable source of currently accredited FDR practitioners.

2. Collection of information

As provided in section 10A of the Family Law Act, the department collects information requested in the application for accreditation form to allow it to:

- assess suitability for accreditation as an FDR practitioner, including:
 - checking qualifications
 - ability to work with children according to state and territory laws
 - criminal history, and
 - suitable complaints processes.
- enable the public to locate an accredited FDR practitioner
- enable the department and the courts to verify that certificates issued under section 60I of the Family Law Act are issued by accredited practitioners, and
- compile reports on workforce statistics relating to the community services sector.

No sensitive commercial information is sought from applicants who wish to be accredited as an FDR practitioner. However, applicants are required to provide some personal information that might be regarded as sensitive. For example, criminal history information is needed in order to allow department to exclude people, who may compromise the safety of vulnerable families, from the FDR Register.

Once accredited, FDR practitioners are required to maintain current details with the department. Information is usually sent by email and stored on each practitioner's individual file and FDR Register entry.

3. Use of information collected

By the public

Information about practitioner's services may be made available to the public with the practitioner's consent. Particular details from the FDR Register can be publicly accessed within the [Family Relationships Online](#) (FRO) website. FRO is a national service and resource finder for the family relationships sector. It provides information about family relationships and separation, including information about a wide range of services that may assist families. The FDR Register supports access to FDR service providers.

Staff working on the Family Relationship Advice Line may also access information in the FDR Register to identify services that are most appropriate to callers' needs and to make referrals. This information is also available to other service providers for referral purposes.

By the department

The department will use the information provided by practitioners for inclusion in the FDR Register for purposes that include:

- assessing the suitability of applicants for accreditation as FDR practitioners
- enabling the department to verify that certificates provided under section 60I of the Family Law Act are issued by accredited FDR practitioners
- compiling reports on workforce statistics relating to the FDR workforce
- monitoring compliance with conditions of accreditation
- verifying accreditation for the general public where the practitioner's details do not appear on the public FDR Register, and
- providing information about a practitioner's complaints mechanism should a client wish to make a complaint about the FDR service they have received.

The information collected on the application for accreditation as an FDR practitioner form, and contained in the FDR Register, is protected within the secure information technology environment of department.

All documents and files are managed within a secure document management environment.

The department must comply with the Information Privacy Principles set out in the *Privacy Act 1988 (the Privacy Act)*, including the requirements for the storage and security of personal information.

The department will not share information provided by applicants on criminal history with third parties.

By the Courts

Courts that deal with family law matters, such as the Family Court of Australia, the Family Court of Western Australia, and the Federal Circuit Court of Australia, are authorised to access some information in the FDR Register to verify that certificates are issued under section 60I of the Family Law Act by accredited FDR practitioners. Those courts may access the names of practitioners included on the FDR Register, the organisation for which they provide services (if any) and the registration number of the practitioner.

Purposes for use of personal information

Except where permitted under existing legislation, all information in the FDR Register will be used for the purposes outlined above. The department will collect, use and share information only in accordance with the requirements of the Privacy Act.

4. Location of the FDR Register

The [FDR Register](#) can be publicly accessed within the [Family Relationships Online](#) (FRO) website. The FRO website is a Government website containing information about family relationship issues. It provides access to services that can assist families manage relationship issues, including making arrangements for children after parents separate. The FDR Register helps support those families seeking to find FDR practitioners.

As the details of FDR practitioners only appear publicly in the FDR Register if consent is provided by the practitioners, people seeking to verify a practitioner's accreditation (that do not already appear on the public FDR Register) can contact the department's Practitioner Accreditation Unit on 1800 025 255 or by email to: fdrrregistration@ag.gov.au.

5. How information can be updated

FDR practitioners are obligated under the FDR Regulations to maintain current contact and service details. Practitioners must provide all changes to those details in writing, usually by email, to the Practitioner Accreditation Unit. The contact details are:

Practitioner Accreditation Unit
Family Law Branch
Attorney-General's Department
3-5 National Circuit
BARTON ACT 2600
Ph: 1800 025 255
E-mail: fdrrregistration@ag.gov.au

Where practitioners have office assistants, it is preferred that practitioners themselves provide updates to their own details, as some information may be private and if not updated correctly, could result in their accreditation being cancelled.

More information is available from www.ag.gov.au/fdrproviders