



# PAPA Template Emails & Information

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## Overview

This information is intended for use by the PAPA Case Management and Review Teams. It is designed to support our teams in providing accurate, relevant, and consistent information to members of our community.

## Intended Purpose

The following information is here to support our volunteers by providing email templates to use after speaking with members of our community. Each template should be carefully personalised to reflect the individual's name and circumstances, ensuring they feel heard and understood. These emails are designed to help us communicate consistently, clearly, and accurately, while maintaining the supportive and compassionate approach at the heart of PAPA.

These templates are designed to guide and support you, but they should always be adapted to reflect the individual and their circumstances. Please feel free to adjust the wording and include any additional relevant information to ensure each response is personal, meaningful, and as supportive as possible.

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### **Template Emails (Pages 7 - 12)**

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## **1. Crisis Support & Immediate Help**

If someone is in distress or at risk, these services should always be the first step.

- **Lifeline Australia**  
Free, 24/7 crisis support and suicide prevention  
 13 11 14  
 <https://www.lifeline.org.au>
- **Beyond Blue**  
Mental health support and crisis line, 24/7  
 Text 1300 22 4636  
 <https://www.beyondblue.org.au>
- **Suicide Call Back Service**  
Free professional counselling for people at risk of suicide, 24/7  
 <https://www.suicidecallbackservice.org.au>
- **Emergency Services**  
 999 (immediate danger)  
 111 (non-emergency medical advice)

## **2. Mental Health & Emotional Wellbeing**

Support for parents, children, and families dealing with trauma, anxiety, and grief.

- **SANE Australia**  
Mental health information, support and helpline  
 <https://www.sane.org>

- **headspace**  
Mental health support for young Australians aged 12-25  
 <https://headspace.org.au>
- **Relationships Australia**  
Family counselling and relationship support services  
 <https://www.relationships.org.au>
- **Parentline**  
Parenting support and telephone counselling  
 1300 301 300  
 <https://www.parentline.com.au>

### **3. Legal & Family Court Guidance**

Key starting points for those navigating family court or seeking legal clarity.

- **Australian Government – Family Law Guidance**  
 <https://www.ag.gov.au/families-and-marriage/families/family-law-system>
- **Federal Circuit and Family Court of Australia**  
Court forms and family law processes  
 <https://www.fcfcoa.gov.au>

#### **Common Court Forms**

- **C100 Form** – Apply for child arrangements  
<https://www.fcfcoa.gov.au/fl/forms/initiating-application>
- **C79 Form** – Enforce a child arrangements order  
<https://www.fcfcoa.gov.au/fl/forms/application-in-a-case>
- **EX160 Form** – Help with court fees  
<https://www.fcfcoa.gov.au/fl/forms/reduction-fees>

### **4. Mediation & Dispute Resolution**

Encouraging resolution outside court where appropriate.

- **Relationships Australia – Mediation Services**

Find accredited family dispute resolution practitioners

 <https://www.relationships.org.au/what-we-do/services/family-dispute-resolution>

- **Family Relationships Online**

Australian Government resource for family dispute resolution

 <https://www.familyrelationships.gov.au>

## **5. Domestic Abuse & Safeguarding Support**

Important where alienation overlaps with coercion or abuse.

- **1800RESPECT**

 1800 737 732

 <https://www.1800respect.org.au>

- **White Ribbon Australia**

 <https://www.whiteribbon.org.au>

- **MensLine Australia**

 1300 789 978

 <https://mensline.org.au>

## **6. Children & Family Support Services**

Organisations focused on the welfare of children and family dynamics.

- **Child Protection Helpline**

 132 111

 <https://www.facs.nsw.gov.au/families/protecting-kids>

- **Kids Helpline**

 1800 55 1800

 <https://kidshelpline.com.au>

- **Independent Children's Lawyer (ICL)**

Represents children's interests in Australian family court proceedings

 <https://www.fcfsa.gov.au/fl/child/icl>

## **7. Financial & Practical Support**

**Help for those facing financial strain during proceedings.**

- **MoneySmart (ASIC)**  
Financial guidance, tools and resources  
 <https://moneysmart.gov.au>
- **Services Australia**  
Government payments, grants and support services  
 <https://www.servicesaustralia.gov.au>

## **8. Community & Peer Support**

**Sometimes the most powerful support is shared experience.**

- Local support groups (including your own organisation/community)
- Online forums and moderated peer groups
- Facebook/online communities (ensure moderation and safeguarding)

Encourage safe, respectful environments and remind members to verify advice.

## **1. Crisis Support & Immediate Help**

Hi [Name],

Thank you for reaching out to **PAPA (People Against Parental Alienation)** - I'm really glad you did.

I'm so sorry to hear how difficult things feel right now. When everything becomes overwhelming, it can feel incredibly isolating - but you don't have to carry this on your own.

If you feel able, I'd gently encourage you to reach out to one of the services below, where someone can support you straight away:

- Lifeline Australia – 13 11 14 (24/7, free)
- Beyond Blue – 1300 22 4636
- Suicide Call Back Service: <https://www.suicidecallbackservice.org.au>

If you feel in immediate danger, please call 000.

We're here for you at PAPA as well - when you're ready, you're always welcome to come back to us and share what you're going through.

Take care of yourself,  
[Your Name]

## **2. Mental Health & Emotional Wellbeing**

Hi [Name],

Thank you for getting in touch with PAPA - it really means something that you've reached out.

What you're going through is incredibly tough, and it's completely understandable if you're feeling overwhelmed, drained, or even lost at times. Parental alienation can take a real emotional toll.

There are some organisations that can offer additional support and someone to talk things through with:

- SANE Australia – <https://www.sane.org>
- headspace – <https://headspace.org.au>
- Relationships Australia – <https://www.relationships.org.au>
- Parentline – <https://www.parentline.com.au>

Sometimes having someone outside of the situation to talk to can make things feel just a little more manageable.

We're here with you as well - please feel free to share as much as you want, at your own pace.

Warm regards,  
[Your Name]

### **3. Legal & Family Court Guidance**

Hi [Name],

Thank you for reaching out to PAPA.

I know how confusing and overwhelming the legal side of things can feel, especially when you're already dealing with so much emotionally.

While we're not able to give legal advice, we can help point you towards clear and reliable information to support your next steps:

- Australian Government – <https://www.ag.gov.au/families-and-marriage/families/family-law-system>
- Federal Circuit and Family Court of Australia

Some commonly used forms:

- Initiating Application (parenting orders)
- Application in a Case (contravention)
- Application for Reduction of Fees

If you can, it may also be helpful to speak with a qualified legal professional to guide you through your specific situation.

We understand how important this is to you, and we're here alongside you as you navigate it.

Kind regards,  
[Your Name]

## **4. Mediation & Dispute Resolution**

Hi [Name],

Thank you for reaching out to **PAPA**.

Depending on your situation, mediation might be something worth considering. For some families, it can offer a calmer and more structured way of working through difficult issues without immediately going through court.

If you'd like to explore this, these organisations can help:

- Relationships Australia – Mediation – <https://www.relationships.org.au/what-we-do/services/family-dispute-resolution>
- Family Relationships Online – <https://www.familyrelationships.gov.au>

It's not the right path for everyone, but for some, it can create space for more constructive conversations.

If you want to talk through whether this feels right for you, we're here to support you with that.

Best wishes,  
[Your Name]

## **5. Domestic Abuse & Safeguarding Support**

Hi [Name],

Thank you for trusting PAPA with what you've shared.

I want to say this clearly and gently - your safety, and the safety of any children involved, comes first above everything else.

If there is any risk or concern around harm, please consider reaching out to one of these confidential services:

- 1800RESPECT – 1800 737 732
- White Ribbon Australia – <https://www.whiteribbon.org.au>
- MensLine Australia – 1300 789 978

If you are in immediate danger, please call 999.

You deserve to feel safe, supported, and heard. We are here with you, and you're not facing this alone.

Take care,  
[Your Name]

## **6. Children & Family Support Services**

Hi [Name],

Thank you for reaching out to **PAPA**.

We know how much children are at the heart of everything, and how important it is to make sure they are supported through difficult situations like this.

These organisations can offer guidance and support tailored to children and families:

- Child Protection Helpline – <https://www.facs.nsw.gov.au/families/protecting-kids>
- Kids Helpline – <https://kidshelpline.com.au>
- Independent Children's Lawyer (ICL) – <https://www.fcfsa.gov.au/fl/child/icl>

If you're unsure how these apply to your situation, we're here to help you make sense of it all.

You're doing something important by seeking support - and that matters.

Kind regards,  
[Your Name]

## **7. Financial & Practical Support**

Hi [Name],

Thank you for getting in touch with PAPA.

We understand that situations like this can bring not just emotional strain, but financial pressure too - and that can add another layer of stress.

These organisations may be able to help:

- MoneySmart (ASIC) – <https://moneysmart.gov.au>
- Services Australia – <https://www.servicesaustralia.gov.au>

They can provide guidance on benefits, grants, and practical support options.

If you need help working through any of this, we're here to support you.

Best wishes,  
[Your Name]

## **8. Community & Peer Support**

Hi [Name],

Thank you for reaching out to PAPA.

One thing we see time and time again is just how powerful it can be to connect with others who truly understand what you're going through.

You might find it helpful to explore:

- Local support groups
- Online communities
- Safe, moderated peer spaces

At PAPA, we're building a community where people can feel heard, understood, and supported - because no one should have to face this alone.

Just a small note - while peer support is valuable, it's always important to double-check advice and seek professional guidance where needed.

We're here with you every step of the way.

Warm regards,  
[Your Name]