

**FAMILY INTEGRATED
APPLICATION
MANAGEMENT SYSTEM
(iFAMS)
For
FAMILY JUSTICE COURTS**

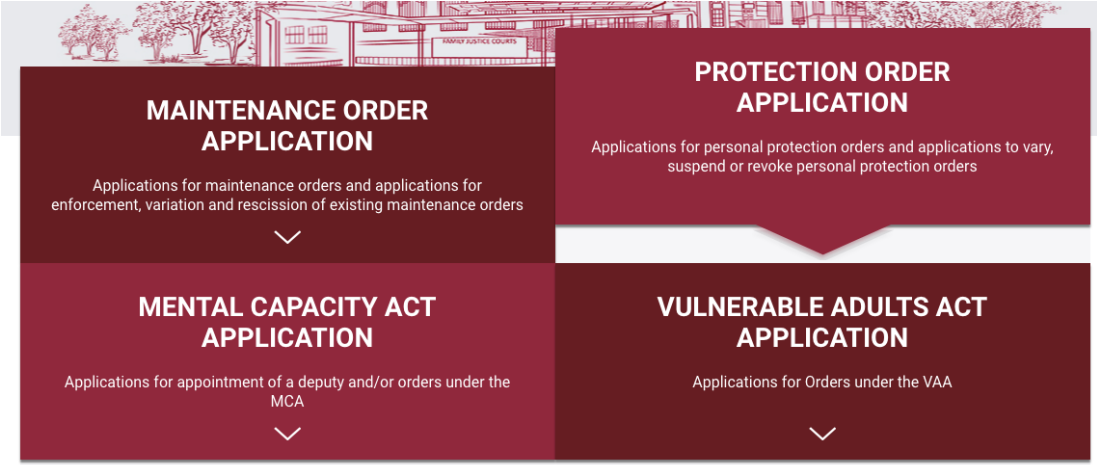
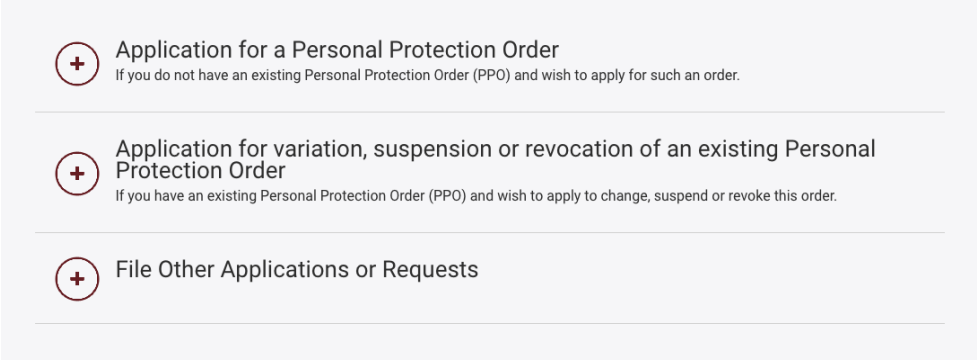
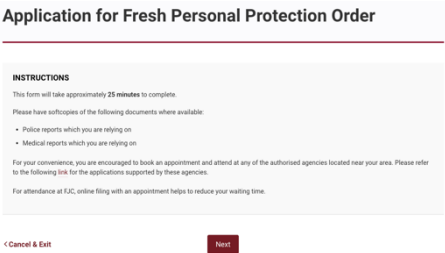
**USER GUIDE for
Personal Protection Order (PPO) Applicants**

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Guide for Personal Protection Order (PPO) Application via iFAMS

1.	<p>You will see the screen below when you reached iFAMS homepage (https://iFAMS.gov.sg).</p>  <p>The screenshot shows the iFAMS homepage with a dark red background. At the top, there is a banner with a building illustration and the text 'PROTECTION ORDER APPLICATION' and 'Applications for personal protection orders and applications to vary, suspend or revoke personal protection orders'. Below this, there are four main application cards: 'MAINTENANCE ORDER APPLICATION' (Applications for maintenance orders and applications for enforcement, variation and rescission of existing maintenance orders), 'MENTAL CAPACITY ACT APPLICATION' (Applications for appointment of a deputy and/or orders under the MCA), 'PROTECTION ORDER APPLICATION' (Applications for personal protection orders and applications to vary, suspend or revoke personal protection orders), and 'VULNERABLE ADULTS ACT APPLICATION' (Applications for Orders under the VAA). Each card has a white downward arrow at the bottom.</p>
2.	<p>Click on the 'Protection Order Application' option and select the option 'Application for a Personal Protection Order' (similarly for other application types).</p>  <p>The screenshot shows a light gray background with three application options, each preceded by a red circle with a white plus sign. The first option is 'Application for a Personal Protection Order' with the subtext 'If you do not have an existing Personal Protection Order (PPO) and wish to apply for such an order.' The second option is 'Application for variation, suspension or revocation of an existing Personal Protection Order' with the subtext 'If you have an existing Personal Protection Order (PPO) and wish to apply to change, suspend or revoke this order.' The third option is 'File Other Applications or Requests'.</p>
3.	<p>Please read the instructions before clicking the 'Next' option to proceed.</p>  <p>The screenshot shows the 'Application for Fresh Personal Protection Order' instructions screen. The title is 'Application for Fresh Personal Protection Order'. Below the title, there is a section titled 'INSTRUCTIONS' with the following text: 'This form will take approximately 25 minutes to complete. Please have softcopies of the following documents where available: Police reports which you are relying on, Medical reports which you are relying on. For your convenience, you are encouraged to book an appointment and attend at any of the authorised agencies located near your area. Please refer to the following link for the applications supported by these agencies. For attendance at EJG, online filing with an appointment helps to reduce your waiting time.' At the bottom of the screen, there are two buttons: '< Cancel & Exit' and 'Next'.</p>

4. You will be prompted to complete the questionnaire and click 'Next' to proceed.

Application for Fresh Personal Protection Order

QUESTIONNAIRE

The **RESPONDENT** is the person who you are applying for a PPO to be issued against.
 i.e. you are stating that this person has committed family violence against you and/or the persons who require the PPO.
 The **VICTIM** is the person (or persons) (yourself and/or the other persons who require the PPO) who you are saying the **RESPONDENT** has committed family violence against.

Identification Type*

S/N	Questions	Answers
1	Are you applying to the Court for an order to protect the VICTIM from family violence committed by the RESPONDENT?*	<input type="radio"/> Yes <input type="radio"/> No
2	Is the RESPONDENT a family member or ex-spouse of the VICTIM?*	<input type="radio"/> Yes <input type="radio"/> No
3	Has the RESPONDENT physically hurt the VICTIM?*	<input type="radio"/> Yes <input type="radio"/> No
4	Has the RESPONDENT placed (or attempted to place) the VICTIM in fear of hurt?*	<input type="radio"/> Yes <input type="radio"/> No
5	Has the RESPONDENT wrongfully confined or restrained the VICTIM?*	<input type="radio"/> Yes <input type="radio"/> No
6	Has the RESPONDENT continually harassed the VICTIM?*	<input type="radio"/> Yes <input type="radio"/> No
7	Does the VICTIM already have a PPO against the RESPONDENT?*	<input type="radio"/> Yes <input type="radio"/> No

Please note that meeting the criteria in this questionnaire does not mean that you definitely qualify to apply for or obtain a PPO.
 There are various legal criteria which you will have to meet in order to apply for (or to obtain) a PPO.

[Cancel & Exit](#)

[Previous](#)

[Next](#)

5. Click on the 'Login' option and select 'Individuals' option to login using your Singpass.

Application for Fresh Personal Protection Order

Please proceed to create a draft application for a Personal Protection Order.

Note:
 This is a draft application. After completing this draft, you will need to go to the Family Justice Courts or an authorised agency for verification of your documents and to complete your application.

[Cancel & Exit](#)

[Login](#)

**WITH EFFECT FROM 11 APR 2021,
 YOU WILL BE REQUIRED TO LOG IN
 WITH Singpass:**

Individuals [→](#)

Authorised Agency [→](#)

[Cancel](#)



Singpass app Password login

Scan with Singpass app
 to log in



singpass

Don't have Singpass app? [Download now](#)

Singpass app

Password login

Log in

[Log in](#)

6. Select 'Yes' to retrieve your personal details from Myinfo for your application.

Do you confirm that you wish to retrieve data from [Myinfo](#) * Yes No

7. Complete the Application Details and click on 'Next' to proceed. You can apply for either for yourself, a child below 21 years old, an incapacitated person, for any combination of two people or for all three people.

Note that fields marked with * are mandatory to be filled up.

Application for Fresh Personal Protection Order

1 Application Details (Active) 2 Your Details (Incomplete) 3 Other Party's Details (Incomplete) 4 Relationships (Incomplete) 5 Supporting Documents (Incomplete) 6 Appointment Venue (Incomplete)

APPLICATION DETAILS

I am applying for personal protection for: *

PPO DEO

Myself

I am at least 21 years old

I am below 21 years old but I am married or was previously married

A child who is below 21 years old

An incapacitated person

DETAILS OF LATEST INCIDENT OF FAMILY VIOLENCE

Date and time* YYYY MM DD hh:mm AM PM

Place where family violence took place* others

Brief details of latest incident of family violence Please enter detailed description about the incident in paragraphs.

Family Violence Type* Placing victim in fear of hurt
 Causing hurt to victim
 Confining/restraining victim
 Continual harassment

Injuries Sustained Injuries Sustained

Past history of violence

S/N	Date Time	Place	Family Violence Type	Action
-----	-----------	-------	----------------------	--------

+ Add Past Incident

< Cancel & Exit Previous Save as Draft Next

8. Your Details will need to be completed before clicking on 'Next' to submit.
Note that fields marked with * are mandatory to be filled up.

Application for Fresh Personal Protection Order

1 Application
Details (Completed)

2 Your
Details (Active)

3 Other Party's
Details (Incomplete)

4 Relationships (Incomplete)

5 Supporting
Documents (Incomplete)

6 Appointment
Venue (Incomplete)

YOUR DETAILS

Identification Details

Language

Address

Contact Details

Nationality & Background

IDENTIFICATION DETAILS

Your name*

Identification type*

Identification No.*

Date of birth

Gender* Male Female

LANGUAGE

Will you be able to communicate in English in Court? Yes No

COMPLAINANT'S ADDRESS

Type* Local Foreign

Business Address Residential Address

Postal Code*

Address / Contact Information Is Confidential* Yes No

I confirm that the other party does not know my address and/or contact information.*

COMPLAINANT'S CONTACT INFORMATION

Instructions:
Please enter at least one mode of contact in this section.

Email

Home Tel.

Mobile Tel.

Office Tel.

Fax No.

Other Contact Information

NATIONALITY & BACKGROUND

Nationality* Singapore Citizen
 Singapore PR
 Foreigner
 Stateless

Religion*

Race*

Education*

Occupation*

Minimum gross household income each month*

Maximum gross household income each month*

Your income each month*

Are you staying together with Other Party? Yes No

< Cancel & Exit

9. Fill up the other party's details (also known as Respondent).
Note that fields marked with * are mandatory to be filled up.

Application for Fresh Personal Protection Order

1 Application Details (Completed)2 Your Details (Completed)3 Other Party's Details (Active)4 Relationships (Incomplete)5 Supporting Documents (Incomplete)6 Appointment Venue (Incomplete)

OTHER PARTY'S DETAILS

- Identification Details
- Language
- Address
- Contact Details
- Nationality & Background

IDENTIFICATION DETAILS

Other Party's name*

Identification type* Unknown

Identification No.* Unknown

Other Party's date of birth

Gender* Male Female

LANGUAGE

Will the Other Party be able to communicate in English in Court?* Yes No Unknown

RESPONDENT'S ADDRESS

Address is known?* Yes No

RESPONDENT'S CONTACT INFORMATION

Email

Home Tel.

Mobile Tel.

Office Tel.

Fax No.

Other Contact Information

NATIONALITY & BACKGROUND

Nationality Singapore Citizen
 Singapore PR
 Foreigner
 Stateless
 Unknown

Religion

Race

Education

Occupation

Minimum gross household income each month \$

Maximum gross household income each month \$

Other party's income each month \$

< Cancel & Exit

10. Indicate the relationship with the other party before clicking on 'Next' to proceed with the application.
Note that you can still add more people to be protected by clicking on '+ Add Protected People'.

Application for Fresh Personal Protection Order

Application Details (Completed) | Your Details (Completed) | Other Party's Details (Completed) | **Relationships (Active)** | Supporting Documents (Incomplete) | Appointment Venue (Incomplete)

RELATIONSHIP WITH THE OTHER PARTY

*The Complainant is the Please select of the Other Party.

PROTECTED PERSON(S)

S/N	Name	Relationship to Other Party	Date and Time - Family Violence Type	Date of Birth	Action
1	[REDACTED]	Adopted Brother of Other Party	01/01/2023 Placing victim in fear of hurt & Causing hurt to victim	01/01/1997 (Age: 26)	[Edit] [Delete]

+ Add Protected Person

Please check that the names above are correct and delete all inapplicable persons.

< Cancel & Exit | Previous | Save as Draft | **Next**

11. Proceed to upload all supporting documents. Use the '+Add File' option to do so. Thereafter, click on 'Next' to proceed. Please save your document file in PDF format (less than 4MB per document).

Application for Fresh Personal Protection Order

Application Details (Completed) | Your Details (Completed) | Other Party's Details (Completed) | Relationships (Completed) | **Supporting Documents (Active)** | Appointment Venue (Incomplete)

SUPPORTING DOCUMENTS

S/N	File Type	File	Action
1	* Medical report	[Upload Icon]	[Delete Icon]

+ Add File

< Cancel & Exit | Previous | Save as Draft | **Next**

12. Fill up your preferred Appointment Venue, Appointment Date and Time before clicking on 'Submit' to proceed with the application.

Application for Fresh Personal Protection Order

Application Details (Completed)
Your Details (Completed)
Other Party's Details (Completed)
Reasons (Completed)
Supporting Documents (Completed)
Appointment Venue (Active)

Thank you for submitting the application. As the application has to be further processed at FSC, please select from a list of FSC below.

Please note that different agencies deal with different types of cases. Please refer to the following table on the agencies:

Type of Cases	Relevant Authorized Agencies
Personal Protection Order	<ul style="list-style-type: none"> Care Corner Project START TRANS SAFE Centre PAVE ISFPSC
Fresh Maintenance Order	<ul style="list-style-type: none"> SCWO
Enforcement of Maintenance Order	<ul style="list-style-type: none"> SCWO HELP Family Service Centre (Only for divorcing/divorced parents with dependent children) PPSP As-Salaam Family Support Centre (Only for divorcing/divorced parents with dependent children)

Applicants are strongly encouraged to make an appointment before appearing at the FJC to complete the application process, including affirmation before Duty Judicial Officer (DJO). Applicants with appointments made and appearing at the appointed timings, will be given priority compared with walk-in applicants. Applicants are advised to book their appointments to come to FJC before 11.00am. Applicants coming in after 11.00am may need to come back after lunch hour to complete the application process.

Complainant Details

Venue* Family Justice Courts

Appointment Date* dd/mm/yyyy

Time*
 Noon AM PM

Address 3 Havelock Square, Singapore 059725

Intake Hours Monday-Friday: 09:00AM - 12:00PM

Contact Number 64355471

Email Address ifamsupport@ecquania.com

Disclaimer

[Complaint_Details.pdf](#)

Please note that the opposing party may be able to apply to the Court for a copy of your application form.

Declaration

I confirm and declare that:

(i) The matters stated in the written complaint are true and correct, and

(ii) I understand that I commit an offence under section 199 of the Penal Code (Cap. 224) if I make, in the written complaint, any statement which is false, and which I know or believe to be false or do not believe to be true, touching any point material to the object for which the written complaint is made or used.

< Cancel & Exit
Previous
Save as Draft
Submit

13. Upon successful submission, the following 'ACKNOWLEDGEMENT' page with your case reference number will be generated. Please take note of the reference number for any follow-up queries. You may also print or save a copy of the application submitted.

Application for Fresh Personal Protection Order

✓ ACKNOWLEDGEMENT

Your draft application has been **submitted successfully** on 24/05/2023 at 04:56 PM.

Please visit Family Justice Courts on 26/05/2023 at 11:00 AM to continue with your application.

Please note that your draft application will expire after 28 days from today.

If you need an interpreter, please make arrangements for one to attend at Family Justice Courts with you.

Please note the following reference number for your case:
SSA 3/2023

Address of Family Justice Courts:
3 Havelock Square,
Singapore 059725

Intake Hours of Family Justice Courts:
Monday-Friday: 09:00AM - 12:00PM (excluding Public Holidays)

Contact Number of Family Justice Courts:
64355471

You are required to proceed to Family Justice Courts on 26/05/2023 at 11:00 AM punctually to further proceed with your application.
Please note that application at the selected venue will take about 2 - 3 hours.

[Print Acknowledgement Page](#)

[View Application Form](#)

[Go to Main Menu](#)