



## Our services

Our primary services are:

- administrative support for all NSW Courts and Tribunals
- provision of information and forms about court cases and procedures
- referrals to appropriate support, legal or mediation services.

## Contacting other services

We may refer you to other services if your situation requires:

- **Mediation**, available through **Community Justice Centres** on 1800 990 777 (TTY 1800 671 964)
- **Legal assistance**, available through **LawAccess NSW** on 1300 888 529 (TTY 1300 889 529) or online at [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)
- **Support for victims** from the **Victims Support line** on 1800 633 063 or **DOCS Domestic Violence Helpline** on 1800 656 463 (TTY 1800 671 442).

## Feedback

We value your feedback and encourage you to direct it to the Registrar or manager. If your query cannot be resolved at a local level you can contact:

### Local and District Courts (Court Services)

Local Court: [www.lawlink.nsw.gov.au/lc](http://www.lawlink.nsw.gov.au/lc)

District Court: [www.lawlink.nsw.gov.au/dc](http://www.lawlink.nsw.gov.au/dc)

Phone: (02) 9287 7899

Email: [lco\\_sho\\_headoffice@agd.nsw.gov.au](mailto:lco_sho_headoffice@agd.nsw.gov.au)

### Supreme Court of NSW

[www.lawlink.nsw.gov.au/sc](http://www.lawlink.nsw.gov.au/sc)

Phone: (02) 9230 8111

Email: [supreme\\_court@courts.nsw.gov.au](mailto:supreme_court@courts.nsw.gov.au)

### Land and Environment Court of NSW

[www.lawlink.nsw.gov.au/lec](http://www.lawlink.nsw.gov.au/lec)

Phone: (02) 9113 8200

Email: [lecourt@agd.nsw.gov.au](mailto:lecourt@agd.nsw.gov.au)

### Administrative Decisions Tribunal

[www.lawlink.nsw.gov.au/adt](http://www.lawlink.nsw.gov.au/adt)

Phone: (02) 9223 4677

Email: [ag\\_adt@agd.nsw.gov.au](mailto:ag_adt@agd.nsw.gov.au)

### Industrial Relations Commission

[www.lawlink.nsw.gov.au/irc](http://www.lawlink.nsw.gov.au/irc)

Phone: (02) 9228 7766

Email: [nswirc@agd.nsw.gov.au](mailto:nswirc@agd.nsw.gov.au)

### Office of the Sheriff

[www.lawlink.nsw.gov.au/ots](http://www.lawlink.nsw.gov.au/ots)

Phone: (02) 9287 7263

Email: [sheriffs\\_feedback@agd.nsw.gov.au](mailto:sheriffs_feedback@agd.nsw.gov.au)

### Community Justice Centres

[www.cjc.nsw.gov.au](http://www.cjc.nsw.gov.au)

Phone: (02) 8688 7455

Email: [cjc\\_info@agd.nsw.gov.au](mailto:cjc_info@agd.nsw.gov.au)

## New South Wales Courts and Tribunals

# Client Service Charter

New South Wales Courts and Tribunals are committed to providing our clients with a high standard of service.

We constantly strive to improve services and foster closer relationships with all clients.

This *Charter* is evidence of our commitment to improve our service and communication with you.

The *Charter* sets out the services NSW Courts and Tribunals provide and the standards you can expect.

Your feedback will guide our continued improvement.

### Registry services

We aim to:

- serve you within five minutes of attendance
- acknowledge telephone enquiries within five rings
- process all documents within three days.

### Information services

- We will provide you with assistance and information about our services, procedures, your case and your options
- We can provide information or a referral to mediation, support or legal services.

### Access

- Information about our services is available at registries, over the telephone, by facsimile, via the post and online at [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)
- We will continue to improve our service delivery and be responsive to the needs of our clients and the community.
- We aim to provide safe and accessible court, tribunal and registry facilities for all clients.

### Our service commitment to you

We will:

- be courteous, respectful and professional
- act honestly, fairly and impartially
- take into account your specific needs
- provide access to our information, services, courts and tribunals
- treat your information and enquiries in confidence and with sensitivity
- make our services faster, simpler and easier to use.

### Helping us help you

We ask you to:

- tell us if you have any specific needs
- let us know if you need an interpreter to use our services
- provide us with all requested information
- treat our staff with courtesy and respect
- not offer gifts, money or other favours to our staff.

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For alternative formats of this brochure please contact Diversity Services on (02) 8688 9626 (voice), (02) 8688 7733 (TTY – for people who are hearing or speech impaired) or email: [diversity\\_services@agd.nsw.gov.au](mailto:diversity_services@agd.nsw.gov.au)