ACT Courts: Disability Support

What are Court disability support services?

ACT Courts are committed to making our services and our environments safe and equally accessible to everyone.

As part of that commitment, we can offer adjustments and resources to best support your participation.

Supports can be arranged by our Disability Liaison Officer (DLO).

ACT Courts and Tribunal

What adjustments are available to me?

There are many ways we can assist you:

Vision and hearing support

- ✓ Hearing assistance – i.e., a hearing loop or headset lanyard
- ✓ Copies of transcripts for screen readers
- ✓ Oaths and affirmations provided in braille or large print
- ✓ Large print copies of key documents where practicable
- ✓ Magnifiers to assist with reading

Communication support

- ✓ Communication chart or cards
- ✓ Additional time or breaks to process information
- ✓ Versions of some documents that are simpler and easier to read

Environmental adjustments

- ✓ Lighting adjustments - i.e., dimming the lights
- ✓ Seating adjustments - i.e., providing a different type of chair or cushions
- ✓ Temperature controls where possible – i.e., providing a fan
- ✓ Minimising stimulus or distractions if possible – i.e., a quiet waiting room

Support and advice

- ✓ Making security aware of any requirements for security screening
- ✓ Accompanying you through the security screening process
- ✓ Advice about bringing your assistance animal
- ✓ Making relevant Court staff (i.e., counter staff, associates, Judicial Officer) aware of your requirements

Mobility supports

- ✓ A wheelchair is available for you to borrow whilst you are in the Court building
- ✓ Walking aids, such as a walking stick or wheelie walker for use within Court
- ✓ Support to assist you navigate via accessible pathways to your Court room

Sensory supports

- ✓ Where available, a visit from a therapy dog
- ✓ A quiet and/or sensory friendly room
- ✓ Ear plugs to manage sensory overload
- ✓ Sensory regulation (stimming and grounding) resources

What services can be arranged for me?

The Disability Liaison Officer (DLO) can also arrange for referrals to other disability support services, such as:

- Auslan interpreting if your primary language is Auslan.
- Access to the canine therapy program, which may assist with reducing anxiety and enable participation.
- Disability advocacy agencies.
- Assistance with calling transportation service (ACT Cabs).
- Referral to other DLOs across the justice system (Legal Aid, Canberra Community Law, ACT Corrective Services, Department of Public Prosecutions, ACT Police).
- Support a referral to Legal Aid, Aboriginal Legal Services, Canberra Community Law.

Who is the Disability Liaison Officer?

The Disability Liaison Officer (DLO) is a member of the Client Services Team. They arrange supports and recommend adjustments for people attending Court to enable independence and effective participation.

Tours

A tour of the area of the Court you will be attending can be arranged for you before your matter is heard.

When should I request a support?

If you require a support when attending Court, you should request it as soon as possible once:

- You know you are required to attend Court, **and**
- You have a matter number and/or know when you will be attending.

If you request a support on the day you attend Court, it may not be possible to provide it.

However, the Disability Liaison Officer (DLO) will work to their best of their ability to provide the supports you require.

How can I request support?

You can request support by:

- Making a request using the support request form available from the QR code or following address:

courts.act.gov.au/disability

- Emailing disability@courts.act.gov.au or calling the Disability Liaison Officer (DLO) on (02) 6207 4493 to discuss your support needs

Where can I find out more?

If you have any questions or would like more information about what supports are available, you can contact the Disability Liaison Officer (DLO) by phone or email:

Phone: (02) 6207 4493

Email: disability@courts.act.gov.au