

Australian Capital Territory COURTS AND TRIBUNAL

Video Script:

Do you need assistance whilst attending the ACT Courts or Tribunal?

The ACT Courts and Tribunal can support vulnerable people and people with specific needs when visiting the courts or tribunal.

People who are vulnerable or have special needs might include people who:

- are aging or young;
- have a intellectual or physical disability or impairment;
- have difficulty understanding English;
- are from a different cultural background;
- are experiencing high levels of stress or anxiety; or
- are afraid for their safety.

Depending upon your individual circumstances, examples of assistance might include:

- Providing a pre court or tribunal tour to show you around our facilities;
- Ensuring our technological aids are working for you;
- Arranging for large print copies of documents;
- Organising an Auslan or language interpreter;
- Arranging a plan for your assistance animals;
- Arranging a therapy dog to visit you (if available);
- Arranging alternative security screening measures specific to your needs;
- Arranging reasonable adjustments in our court or tribunal hearing rooms;
- Ensuring your safety by assisting you to give evidence via video link;
- Linking you to specialised support services available to assist you with your specific needs.

When you arrive, you can ask for assistance from our concierge, security, sheriff, or counter staff.

Our staff may refer you to one of our Courts and Tribunal Assistance Officers who will be available to support you and your requirements.

You can also contact the Courts and Tribunal Assistance Officers in advance of your visit explaining your situation so we can make suitable arrangements before you attend the court or tribunal.

Court and tribunal Assistance Officers can be contacted on (02) 6205 0322 or

CourtAssistance@courts.act.gov.au