

Service Charter

The ACT Courts and Tribunal (ACTCT) support judicial officers, tribunal members, and the public. We help people who engage with the courts and tribunals in the ACT by providing services that are timely, respectful, and focused on users' needs. We understand that people have diverse needs and experiences, and we aim to be culturally safe and trauma informed.

We help people access justice by:

- providing information about court and tribunal processes that is easy to access and understand
- answering questions and accepting documents at counters
- keeping court and tribunal records, including subpoenaed materials, safe and secure
- helping people access files when they are allowed to
- collecting fees and fines
- scheduling hearings
- supporting judicial officers and tribunal members
- summoning jurors for criminal trials
- providing library services through the Russell Fox Library.

What you can expect from us

Our organisational values are **respect, integrity, collaboration**, and **innovation**. These guide how we work every day and what you can expect from us. We aim to be courteous and fair, act honestly and responsibly, work openly with others, and look for better ways to improve our services.

Our staff will:

- treat you with dignity, courtesy, respect, and fairness
- act honestly and impartially
- support you if you need extra help, including where possible arranging reasonable adjustments and providing information in accessible formats
- listen to your circumstances and take them into account where we can
- provide services that are professional, timely, and efficient
- protect your privacy and handle your information securely.

What we expect of you

We ask that you treat our staff and others with courtesy and respect. We do not accept behaviour that is abusive, threatening, discriminatory, or that causes harm.

You can help us by:

- being patient and respectful
- keeping your contact details up to date
- giving us accurate and timely information
- telling us early about any special needs
- telling us as soon as you can if you might be late
- taking responsibility for your matter and seeking legal advice if you need it
- giving us feedback to help us improve.

What we can't do

To remain fair and impartial, ACTCT staff cannot:

- give legal advice or opinions
- tell you what outcome you might get in your matter
- recommend a lawyer or law firm
- help prepare documents or research your case.

If you need legal help, you may wish to speak to a lawyer. The Russell Fox Library provides computers and printing, but staff cannot help with legal preparation.

Complaints and feedback

If you believe we have not met this Service Charter, you can give feedback or make a complaint. Information is available at www.courts.act.gov.au/complaints.

Please note – for this Charter, “staff” does not include Registrars and Deputy Registrars when they are exercising their judicial functions.