

Services for People with Disability

The ACT Courts and Tribunal is required to ensure that persons are not disadvantaged when accessing the courts or tribunal because of their disability. Some people may also require additional support because of their vulnerability. The ACT Courts and Tribunal works with court and tribunal users who have disabilities to make reasonable adjustments to ensure its services are accessible to all members of the community. If you would like to request reasonable adjustment please telephone or email our **Courts and Tribunal Assistance Officer** explaining your needs on **(02) 6205 0322** or email CourtAssistance@courts.act.gov.au.

Pre-hearing tours for people with a disability or vulnerability

Clients requiring additional assistance or adjustments are welcome to arrange a tour before their hearing date. Please telephone our Courts and Tribunal Assistance Officer on **(02) 6205 0322** or email CourtAssistance@courts.act.gov.au to arrange a tour.

Hearing and speech impaired clients

Telephone enquiries

The National Relay Service (NRS) is a free telephone service that allows deaf or hearing and/or speech impaired clients with a TTY machine, to make telephone calls to our registry.

Clients who are deaf or hearing impaired should telephone the NRS.

- Telephone: 133 677 (clients who are deaf or hearing impaired)
- 1300 555 727 (clients who are both deaf/hearing impaired and speech impaired)
- Website: www.relayservice.gov.au

Interpreters

Arrangements can be made for AUSLAN interpreters or CART (Communication Access Real-time Translation) service providers to accompany clients who are deaf, hearing impaired and/or speech impaired at court hearings or events.

Hearing Assistance

Enquiry counters, hearing rooms and courtrooms have hearing loops installed. Arrangements can be made to assist clients who are deaf or hearing impaired to utilise these facilities where practicable. For assistance please telephone **(02) 6205 0322** or email CourtAssistance@courts.act.gov.au

Visually Impaired Clients

Copies of transcripts can be provided so they can be viewed with screen reader software and audio versions of transcripts can be ordered which might assist persons with visual impairment.

Our court and tribunal websites are designed to meet Web Content Accessibility Guidelines 2.0 (WCAG). Maintaining an accessible website is an ongoing process and we are continually working to offer a user-friendly experience. If you have any problems using our websites please contact us using the feedback link.

Assistance Animals

If you have an assistance animal you will be bringing to court you can contact the Courts and Tribunal Assistance Officer on **(02) 6205 0322** or email CourtAssistance@courts.act.gov.au to discuss how the court might assist you and your assistance animal. An assistance animal should have relevant papers and/or identification indicating that it is an assistance animal and the disability that it is being, or has been trained, to assist. Assistance animals are subject to manual security screening.

Disability Parking

There are a number of disability car parks located as you enter [Knowles Place](#) and in the carparks adjacent to the ACT Law Courts buildings.

Security Screening

All persons entering the ACT Law Courts buildings are subject to security screening. A copy of the security screening and conditions of entry policy is available from the www.courts.act.gov.au. Screening may be modified to cater for people with a disability. For example, people entering a building in wheelchairs or other mobility devices who are unable to proceed through the screening machine on foot will be subject to manual screening and inspection using a hand held wand.

Security screening is not undertaken at the ACT Civil and Administrative Tribunal.

Accessibility to the Law Courts Building from 2018

The ACT Law Courts is transitioning to a new state of the art building in 2018. The new building has been designed to reflect contemporary practice for people with a disability. Further information about the new building can be found at www.actlawcourtsproject.com.au.