



HIGH COURT OF AUSTRALIA

SERVICE CHARTER FOR THE REGISTRY OF THE HIGH COURT OF AUSTRALIA

This Charter describes the commitment of the staff of the Registry of the High Court of Australia to the persons who use the Registry. Such persons are the parties in proceedings before the Court, their legal representatives, the staff of other courts (State, Territory and Federal), the media and members of the public seeking information about the role and function of the Court.

We continually aim to improve our service. Your suggestions for improvement are welcome and should be directed to the Principal Registrar at the address provided at the end of this brochure.

The aim of the Registry

It is the aim of the Registry to provide organisational support to the Court in the discharge of its judicial functions pursuant to the Commonwealth Constitution; to facilitate access to the High Court and its services; and to be responsive to the needs of all persons using the Registry services.

The function of the Registry

The Registry is the first point of contact for legal practitioners or litigants without legal representation who wish to commence proceedings in the High Court. It is also an important source of information for the legal profession, the media and for members of the public seeking information about proceedings before the Court and the role and function of the Court. The Registry manages the caseflow of the judicial workload of the Court. In so doing it performs a wide variety of functions. The primary functions of the Registry are:

- The provision of information concerning the status and disposition of matters before the Court.
- The management of the prosecution by the parties of proceedings before the Court in accordance with the Rules of the High Court and relevant legislation.
- The maintenance of the federal Register of Practitioners.
- The provision of judgments and transcripts.
- The development and maintenance of a computerised case management system.
- The monitoring of Court sittings.

It is **not** a function of the Registry to provide legal advice. The advice provided by Registrars and other Registry staff is limited to matters pertaining to the practice and procedure of the Court. In proceedings before the Court it is ultimately the responsibility of the parties or their legal representatives to be familiar with, and comply with, applicable provisions in the Rules of the High Court and relevant legislation.

The Service that can be expected from the Registry

In the exercise of Registry functions, it is expected that Registry staff will be:

- honest, ethical and professional at all times
- helpful and courteous
- accessible during Registry hours (9 a.m. to 1 p.m. and 2 p.m. to 4 p.m.)
- efficient and effective in responding to reasonable requests for information or services

Registry staff are required to operate within the constraints of the Rules of the High Court and relevant legislation. It will not be possible to provide information or a service which is contrary to, or is not authorised by, provisions of the Rules of the High Court or relevant legislation.

The Standard of Service

At the Registry counter

- Registry staff will greet you in a courteous and professional manner.
- Registry staff will discreetly deal with your enquiry and, if necessary, use private facilities (where available).

- Registry staff will endeavour to attend to your enquiry within 15 minutes.
- Where required, Registry staff will arrange an interpreter to assist with your enquiry. If you require an interpreter, please advise the Registry in advance of your attendance.

Over the telephone

- Registry staff will greet you in a courteous and professional manner.
- Registry staff will assist with your enquiry as far as possible. If complete information is not immediately available, your call will be returned.
- If the person you wish to speak to is not available, another staff member will try to assist with your enquiry or arrange for the requested person to call back as soon as possible.
- Where required, Registry staff will arrange an interpreter to assist with your enquiry.

By correspondence

- Registry staff will reply to or acknowledge your correspondence as soon as possible.
- Registry letters will identify the writer's name and position, the address of the Registry and a telephone number should you need to contact the writer.
- Registry letters will be in plain English and will be coherent and concise.

Complaints and suggestions

If you are not satisfied with the service provided by the Registry or have any concerns about it, please discuss this with the person you dealt with, or that person's supervisor, and he or she will try to resolve your concerns immediately.

If your complaint remains unresolved with the local Registry, please contact the Principal Registrar, at the address below, who will endeavour to respond within five days of receiving your complaint.

Registry staff also welcome positive comments. Please address any comments on the contents of this Service Charter to:

**The Principal Registrar
High Court of Australia
Parkes Place
Canberra ACT 260
Telephone: (02) 6270 6885
Facsimile: (02) 6270 6868**

Alternatively, you may wish to direct such correspondence to a State or Territory office of the Registry at one of the addresses listed below.

State and Territory Offices of the Registry

The Principal Registry of the Court is situated in Canberra. There are offices of the Registry in every capital city. The Principal Registry and Sydney and Melbourne Offices of the Registry are staffed by officers of the Court. Registry functions in Adelaide, Hobart and Darwin are performed by officers of the Supreme Court of the respective States and Territory. Registry functions in Brisbane and Perth are performed by officers of the Federal Court of Australia.

For more information about the High Court of Australia and access to the Rules of the High Court and related legislation, judgments and transcripts, visit our Internet homepage:

<http://www.hcourt.gov.au>

Adelaide

Adelaide Office of the Registry
High Court of Australia
c/- Federal Court of Australia
Level 5, Commonwealth Law Courts Building
3 Angas Street
ADELAIDE SA 5000
Telephone: (08) 8219 1000
Facsimile: (08) 8219 1001

Hobart

Hobart Office of the Registry
High Court of Australia
c/- Supreme Court of Tasmania
Supreme Court Building
Salamanca Place
HOBART TAS 7000
Telephone: (03) 6233 6245
Facsimile: (03) 6223 7816

Brisbane

Brisbane Office of the Registry
High Court of Australia
c/- Federal Court of Australia
Level 6, Commonwealth Law Courts Building
119 North Quay
BRISBANE QLD 4000
Telephone: (07) 3248 1100
Facsimile: (07) 3248 1260

Melbourne

Melbourne Office of the Registry
Level 17
305 William Street
MELBOURNE VIC 3000
Telephone: (03) 8600 3000
Facsimile: (03) 8600 3007

Perth

Perth Office of the Registry
High Court of Australia
c/- Federal Court of Australia
Level 6, Commonwealth Law Courts
1 Victoria Avenue
PERTH WA 6000
Telephone: (08) 9268 7118
Facsimile: (08) 9221 3261

Darwin

Darwin Office of the Registry
High Court of Australia
c/- Federal Court of Australia
Level 3
Supreme Court Building
State Square
DARWIN NT 0800
Telephone: (08) 8941 2333
Facsimile: (08) 8941 4941

Sydney

Sydney Office of the Registry
Level 19, Law Courts Building
Queen's Square
SYDNEY NSW 2000
Telephone: (02) 9230 8369
Facsimile: (02) 9230 8376