



HIGH COURT OF AUSTRALIA

REGISTRY SERVICE CHARTER

PURPOSE OF THE CHARTER

This Charter describes the commitment of the staff of the Registry of the High Court of Australia (“the Court”) to the persons who use the services of the Registry. Such persons are the parties, or potential parties, in proceedings before the Court, their legal representatives, the staff of other courts, the media and members of the public who seek information about the practice, procedure and functions of the Court.

The Charter also provides information about raising complaints about service received by the Registry.

WHAT DOES THE REGISTRY DO?

The aim of the High Court Registry is to:

- Facilitate access to the Court and its services
- Provide organisational support to the Court in the discharge of its functions
- Be responsive to the needs of all persons using Registry services

The principal functions of the High Court Registry are:

- The provision of information about the jurisdiction, practice and procedure of the Court
- The provision of assistance with the operation of the Court’s Digital Lodgment System Portal, including advice about required forms and Court fees and exemptions
- The provision of information concerning the status and disposition of matters before the Court
- The management of proceedings before the Court in accordance with the *High Court Rules 2004* (Cth) and relevant legislation
- The maintenance of the federal Register of Practitioners
- The preparation of transcripts by Court Reporting staff
- The development and maintenance of the Digital Lodgment System, the Court’s on-line case management system
- The management of Court sittings

WHAT DOESN’T THE REGISTRY DO?

The Registry and its staff **cannot** provide legal advice or recommend lawyers. The advice provided by the Registry is limited to matters relating to the practice and procedure of the Court and the application of the *High Court Rules*.

Please note that Justices of the Court do not receive or engage in correspondence regarding this Charter or with litigants or potential litigants before the Court.

WHAT YOU CAN EXPECT FROM US

Registry staff will:

- be honest, ethical and professional at all times
- be helpful and courteous
- be accessible during Registry hours by email or telephone (9am to 1pm; 2pm to 5pm EST)
- be efficient, diligent, accurate and effective in responding to reasonable requests for information or services
- assist you with your enquiry as far as possible and follow up with further information where necessary
- respond to correspondence and return phone calls in a timely manner
- arrange an interpreter if required
- communicate in plain English
- correspond and communicate in a way that allows identification of the person with whom you have dealt

HOW YOU CAN HELP US

To help us help you, we ask that you:

- be courteous and respectful
- not engage in abusive, threatening or harassing behaviour

YOUR FEEDBACK

We value your feedback, complaints and suggestions for improvement.

If you wish to contact the Registry, you can do so via email on registry@hcourt.gov.au or via telephone (02) 6270 6829.

COMPLAINTS PROCESS

If you feel that the service standards set out in this Charter have not been met, please discuss this with the person you have dealt with, who will seek to resolve your concern immediately. If you are not satisfied with this, you may ask to speak to or correspond with the person's supervisor, who will also seek to resolve your complaint.

If your complaint is not resolved to your satisfaction, please contact the Chief Executive and Principal Registrar via email enquiries@hcourt.gov.au

Please set out clearly and concisely the details of your complaint and the steps that have been taken to resolve the complaint to date.

The Chief Executive and Principal Registrar will endeavour to respond to your complaint as soon as possible.