

Ordering the infra-red system

Courthouse phone number:

Officer spoken to and their manager:

Provide the following details:

The courthouse I have to attend is:

Date of court case:

Name of court case (e.g. Smith-v-Blogs):

Person requiring the infra-red system:

If you experience any difficulties please contact Diversity Services on:

Phone: (02) 8688 8460

TTY: (02) 8688 7733 (for people who are deaf or have a speech impairment)

Email: diversity_services@agd.nsw.gov.au

www.lawlink.nsw.gov.au/diversityservices

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**Is it hard to hear in the courtroom?
If yes, ask our staff for information.**

Arabic

هل تواجهك صعوبة في السمع داخل قاعة المحكمة؟ إذا كانت الإجابة بنعم، فتوجه لأحد موظفينا طلباً للمعلومات.

Chinese

您在法庭內是否能聽清楚？如果不能，請向工作人員諮詢。

German

Ist es schwierig für Sie zu verstehen, was im Gerichtssaal gesagt wird? Wenn ja, dann beraten Sie sich diesbezüglich bitte mit unserem Personal.

Greek

Είναι δύσκολο ν'ακούτε μέσα στην αίθουσα του δικαστηρίου; Αν ναι, ζητήστε πληροφορίες από το προσωπικό μας.

Italian

È difficile riuscire a sentire in aula? In caso affermativo, rivolgetevi al nostro personale per le informazioni del caso.

Spanish

¿No se oye bien en la sala del tribunal? En ese caso, pida información al personal.

Tagalog

Mahirap bang makarinig sa loob ng hukuman? Kung oo ang inyong sagot, magtanong sa aming kawani tungkol sa impormasyon dito.

Vietnamese

Có phải trong phòng xử án quý vị nghe không được rõ? Nếu đúng, xin hỏi nhân viên để biết chi tiết.

Can you hear in the courtroom?



Ask us about hearing amplification equipment



Attorney General
& Justice

Do you find it hard to hear in the courtroom?

OR

Do you use a hearing aid?

If your answer is 'yes' to either of these questions, our staff can order hearing amplification equipment for your next visit to court.

Infra-red assistive hearing system

The Department has 360 courtrooms and uses portable infra-red systems to assist people who are hard of hearing. These are similar to hearing loops but ensure the information stays within the courtroom.

The infra-red system can assist people who appear before a court, including:

- witnesses
- parties involved in the case
- jurors
- legal professionals
- relatives and friends.

How to order the infra-red system

Two weeks before you go to court, phone the court you are attending and request the infra-red system for the case you are involved in.

Give the court the following details:

- your name (and your connection to the court case e.g. witness)
- the date of the hearing
- the name of the case
- ask the officer you speak with for their name and the name of their supervisor for future reference.

Confirming the infra-red system

Three days before your court case, phone the courthouse to confirm with the same officer or their supervisor that the infra-red system has been requested and received by the court.

On the day

1. Arrive 30 minutes before court starts.
2. Locate a court officer or go to the court office or registry and explain you have requested the use of the infra-red system for your specific case.
3. Ask the officer to check if the equipment has been installed.
4. Collect the receiver with your choice of earpiece. (If you have a 'T' switch on your hearing aid, turn that on and use the receiver with the neck loop.)
5. Ask for assistance to check the volume levels and seating arrangements.
6. Ask who you should talk to if you have any difficulties (e.g. dead batteries) during the hearing.
7. Return the receiver at the end of that day's hearing.