



Supreme Court
of New South Wales

**IMPORTANT INFORMATION ABOUT THE RE-OPENING OF THE REFURBISHED LEVEL 5
REGISTRY & TEMPORARY RE-LOCATION OF THE EXHIBITS/SUBPOENA SECTION &
DOCUMENT VIEWING ROOM**

The Court is pleased to announce that its **refurbished Level 5 registry will re-open for business from 9am, Monday, 20 August 2012.**

The new Level 5 registry will provide clients with access to significantly enhanced facilities, and will be accompanied by some changes to registry operations that aim to simplify and improve client interactions with the registry.

Most notably, **from Monday, 20 August 2012, all clients requiring filing and enquiry services will attend the Level 5 registry, including clients who require service in respect of a criminal matter.** There will no longer be a separate criminal registry facility on Level 4.

The Court has adapted its ticketing options and internal processes to accommodate this change and ensure that critical bail enquiries and transactions will be handled appropriately, and efficiently.

Shortly after the Level 5 registry re-opens, Level 4 will close for refurbishment. **From Monday, 27 August 2012, all exhibits, subpoena and document viewing services currently provided on Level 4 will temporarily re-locate to Level 14.** The refurbishment of Level 4 will be ongoing for approximately three months, and once complete, these services will permanently return to Level 4.

To enable registry staff to re-locate, unfortunately, there will be some disruptions to the delivery of registry services:

- **the Court will cease to provide civil filing and enquiry services from 2pm, Friday, 17 August 2012 until 9am on Monday, 20 August 2012, and**
- **the Court will cease to provide exhibits, subpoena and document viewing services from 9am, Friday, 24 August 2012 until 9am on Monday, 27 August 2012.**

The Court apologises in advance for any inconvenience caused by these unavoidable temporary periods of closure, and the general disruption to clients during the registry's refurbishment. To help clients adapt to the upcoming changes, the table overleaf summarises:

- **the services and facilities that will be available from the new Level 5 registry**
- **the impacts the temporary closure of Level 4 will have on registry services, and**
- **the effective dates for all upcoming changes.**

Registry Services & Facilities	Current location of Registry Service or Facility	New location of Registry Service or Facility	Which ticket option should you select for the service?	Date and time from which the change is effective
Civil Document Filing Services (including Probate Document Drop-offs and Probate Document collections)	Levels 4 & 14	Level 5	For any filings except probate, make your selection from Options 1,2, 3 or 4. The option that applies to you will depend on the number of documents you wish to file, and whether these documents have a filing fee. You do not need a ticket to file a new probate application –proceed to Counter 1 and leave your documents in the tray provided.	9am, Monday, 20 August 2012
All Civil Enquiries (including Probate)	Levels 4 & 14	Level 5	Option 6, General Enquiries	9am, Monday, 20 August 2012
Payment of an invoice	Level 14	Level 5	Option 5, Payments Only	9am, Monday, 20 August 2012
All Criminal registry services (including criminal appeals and bails)	Level 4	Level 5	If filing documents, select from Options 1,2, 3 or 4, or use the drop off trays at Counter 1 if preferred. The drop off trays currently used by the DPP and Legal Aid on Level 4 will be re-located to Counter 1 on Level 5. If you have a bail enquiry, or need to enter surety in a bail, select Option 9, Bail matters. For all other criminal registry services, including collection of documents, use Option 6, General Enquiries.	9am, Monday, 20 August 2012
Duty Registrar Service	Level 14	Level 5	Option 7, Duty Registrar – Procedural Assistance	9am, Monday, 20 August 2012
Legal Aid Mortgage Stress Duty Solicitor	Level 14	Level 5	Option 7, Duty Registrar – Procedural Assistance	9am, Monday, 20 August 2012
Volunteer Justice of the Peace Service	Level 14	Level 5	Option 8, Justice of the Peace	9am, Monday, 20 August 2012
Approved Legal Copier Firm Collections and Drop-offs	Level 4	Level 14	No ticket required	9am, Monday 27 August 2012
Return of Documents Produced under Subpoena	Level 4	Level 14	No ticket required	9am, Monday 27 August 2012
File Inspection Room	Level 4	Level 14	No ticket required	9am, Monday 27 August 2012
Costs Assessment Scheme	Level 4	Level 5	Option 6, General Enquiries	9am, Monday 20 August 2012
Court of Appeal Services	Level 14	Level 5	If filing documents, select from Options 1,2, 3 or 4. For Court of Appeal enquiries, use Option 6, General Enquiries	9am, Monday, 20 August 2012
Mediation Booking Enquiries	Level 14	Level 5	Option 6, General Enquiries	9am, Monday, 20 August 2012
Chamber appointments with the Corporations Registrar	Level 14	Level 5	Option 6, General Enquiries	9am, Monday, 20 August 2012
Public Toilets, including an accessible public toilet	None currently available on level 4 or 14	Level 5	Not applicable	9am, Monday, 20 August 2012
Accessible Counters	None currently available	Level 5	Option 6, General Enquiries	9am, Monday, 20 August 2012
Private consultation rooms for sensitive or lengthy client enquiries	None currently available	Level 5	Option 6, General Enquiries. Staff will re-locate the enquiry from an open counter to a private consultation room in appropriate circumstances.	9am, Monday, 20 August 2012