

Overview

This standard is about notifying members of the public who are required to attend court and tribunal hearings, including those being prosecuted, witnesses and other individuals.

It includes dealing with enquiries regarding cases and taking steps to address obstacles to attend. This standard excludes notifying jurors when dealing with cases in courts.

Cases can be either criminal or civil in courts or tribunals.

Performance criteria

You must be able to:

1. determine individuals required to attend hearings in line with legislative and organisational requirements
2. notify individuals of dates and locations of hearings within required timeframes in line with organisational requirements
3. provide individuals with information to explain procedures and roles in line with organisational requirements
4. refer difficulties in obtaining confirmation of attendance in line with organisational requirements
5. review information provided in line with legislative and organisational requirements
6. identify obstacles to attending at the time scheduled in line with organisational requirements
7. respond to queries raised by those required to attend courts and tribunals in line with organisational requirements
8. deal with individuals in line with legislative and organisational requirements
9. keep information secure in line with legislative and organisational requirements

Knowledge and understanding

You need to know and understand:

1. current organisational requirements and procedures for notifying those attending courts and tribunals
2. principal obstacles to attendance at courts and tribunals
3. types of support that are available, and how to progress these
4. agencies and third party individuals who provide support and how their involvement should be initiated
5. actions to take where you have concerns about obstacles to attendance or a person's intention to attend
6. types of queries from those required to attend courts and tribunals and how to deal with these
7. information that is confidential
8. those with access to confidential information

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Ensure attendance at courts and tribunals

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