

# COVID-19 UPDATE

25 June 2021

Dear: Shareholders, Clerks, Tenants & Staff

## ATTENDING COURT PROCEEDINGS REMOTELY

I refer to my circular of today and Michael Wright's email of yesterday both of which are attached.

CCL has been in contact with the Supreme Court and we have been advised as follows:

From Monday 28 June to Friday 2 July:

- All Supreme Court matters will be conducted via audio visual link. No live appearances will be permitted.
- No new Supreme Court criminal trials will commence. Current criminal trials will continue.

We also understand that arrangements for proceedings in other Courts will be the same.

Michael's email contains important information to assist with accessing Court proceedings. Also, the NSW Bar Dispute Resolution Centre remains open and Members will be aware that the equipment provided in the rooms is suitable to access Court proceedings and CCL IT staff provide on-site support to assist with connection to Court proceedings, bookings are essential and fees apply. Bookings can be made either online at <https://nswbardrc.com.au/online-bookings> or by contacting Margaret James of our office at [mjames@ccl.com.au](mailto:mjames@ccl.com.au) (please note that charges apply for this service).

If Members require assistance accessing Court proceedings, requests for IT Service should continue to be logged through either the tenant portal or by emailing [support@ccl.com.au](mailto:support@ccl.com.au). You should only telephone our offices regarding an IT service request if the request has already been logged and you have a service request number. Under normal circumstances, when a request has been logged it is normally triaged within 5-10 minutes (times vary based on demand).

Service requests are prioritised as follows:

- (a) Shareholder requests will be attended to first;
- (b) then Clerks;
- (c) then Readers & Licensees;
- (d) then Staff.

Kind Regards,  
**Debbie George**  
CEO

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