

Virtual Court Appearance via Webex

What is the General Division Virtual Court?

The **General Division Virtual Court** is a dedicated court that hears matters listed for **Directions**, **Review**, and **Notices of Motion** listed before a Local Court Judge.

Most matters listed in the Directions, Review, and Notices of Motion lists will be heard virtually. All participants, including parties to proceedings, legal representatives and observers, will appear by Audio Visual Link (AVL). The court operates using Cisco Webex, a secure virtual conferencing platform that can be accessed from a computer, tablet, or mobile device. Participants can join using a standard web browser without installing any software, or alternatively by downloading the Webex desktop or mobile application.

How do I access the court?

The dial-in and connection details for accessing the court are provided below. Instructions on how to join a Webex hearing are attached to this information sheet.

If you require assistance accessing the court, experience technical difficulties, or need to notify the court of any connection issues, please contact the Sydney Civil Registry at sydneycivilregistry@justice.nsw.gov.au, where staff will be available to assist you. We recommend joining the court a few minutes before the scheduled commencement time to ensure your audio and video are functioning correctly and to avoid any delays to the proceedings.

Court Room: General Division Civil Claims

Meeting Link: <https://nswdcj.webex.com/meet/General-Division-Civil-Claims>

Meeting SIP: General-Division-Civil-Claims.nswdcj@webex.com

Join by Phone: 61-2-9338-2221 access code 2652 851 4348

Courtroom Etiquette

While attending the Court, please ensure you adhere to the following:

- It is recommended that you join the session from a private, quiet location.
- If you are in a public space or an area with background noise, please use headphones.
- You dress in appropriate court room attire.
- No smoking or vaping while appearing in court
- Offensive language, interruptions and other disruptive behaviours will not be tolerated.

Please note that the Court Officer has discretion to limit audio and video, or to remove individuals from the Court for non-compliance with any of the above.

Please be advised that the **recording, transmission or distribution** of any NSW Court or Tribunal proceeding **is prohibited** without authority under section 9 of the Court Security Act 2005.

Virtual Court Appearance via Webex

Your court appearance will be conducted online using Cisco Webex, a secure video conference platform. This means you will not be required to attend court in person. Instead, you can join the court hearing from your smartphone, tablet, laptop or desktop computer.

The court will send you a Webex meeting invitation by email containing the link and details needed to join your scheduled appearance.

To ensure you receive these details and can be contacted, if necessary, please make sure the court has your current email address and telephone number by 2pm the day before your hearing.

Send your details to: sydneycivilregistry@justice.nsw.gov.au

How to get ready

What you will Need

What to Do



Webex App

- ☐ Download Webex App (best option); or Scan QR Code to Download mobile app, or Close other tabs and apps if using a browser.



Internet Connection

- ☐ Use Wi-Fi or a fixed internet connection. Mobile data can drop out.
- ☐ Test your speed at [SpeedTest](#) – aim for 3Mbps



Privacy

- ☐ Be in a quiet, private space. Let others know you're in a court hearing.



Camera & Microphone

- ☐ Make sure both are working. If the icon is red with a line through it, click it to turn it on.



Headphones

- ☐ Use headphones or a headset for better sound. Avoid using speakers.



Your Name

- ☐ Update your Webex name to show who you are and your role. Example: John Smith, Smith Builders Pty Ltd, Plaintiff



Test

- ☐ Try a test meeting to check your setup: [Webex: Join a test Meeting](#).

On the Day of the appearance – What you need to do

Please note: You will be appearing before a court and the same protocol and standards apply including:

- Dress appropriately
- Put your phone on silent and don't use it during the hearing
- Do not eat or drink
- Sit still and don't talk unless asked
- Do not interrupt or use offensive language
- Offensive language, interruptions and other disruptive behaviours will not be tolerated
- **Do not take photos or use recording devices – this is against the law (Court Security Act 2005)**

Please note that the Court Officer has discretion to limit audio and video, or to remove individuals from the Court for non-compliance with any of the above.



- ☐ Join 5 minutes early to check your camera and microphone
- ☐ Enter your full name and role before joining
- ☐ For example: John Smith, Smith Builders Pty Ltd, Plaintiff
- ☐ On connection you will wait in a virtual lobby until your case is called.
- ☐ The court officer will let you into the hearing when it's your turn
- ☐ Stay muted unless the court asks you to speak

Webex Help Centre – How to Guides

If you are unable to join via Webex, the court may grant permission to connect via telephone.

See [Join by phone](#) details provided in the court email. Dial the number listed and when prompted enter the meeting access code on your email followed by the # key. You will be connected via audio only.

Webex Help Centre guide: [Webex – Join a meeting via phone only – Dial in](#)

1. Join a Test Meeting
2. How to Join a Webex Meeting
3. Choose your audio and video settings before you join a meeting
4. Webex App – Change your audio settings
5. Webex App – Change your video settings
6. Mute or unmute in Webex Meetings
7. Use virtual backgrounds in Webex Meetings
8. Troubleshooting help for Webex Meetings