



Supreme Court
of New South Wales

Notice to Court users

New civil registry arrangements from 13 April 2010

From Tuesday 13 April 2010 Court users will experience a number of changes designed to reduce civil registry waiting times. The main features of the changes are:

- where users have five or more fee payment documents (except for probate), counter staff will allocate the work to other registry staff for immediate processing. Users will be given the name of the registry officer processing their work
- any number of non-fee payment documents may be processed immediately. A dedicated counter officer will process non-fee payment documents
- probate documents will be processed to completion at a later time, but grants will be posted to clients within 15 working days of drop-off. The registry hopes to soon be able to reduce this delay to five working days
- a drop-off box for documents will be located next to the ticket machine
- any urgent filings falling outside these arrangements should be brought to the attention of the duty registrar
- a concierge will be available to provide assistance to users in the civil registry and
- to ensure all clients are served in a timely way, the concierge will ensure that Court users take only one ticket at a time.

Feedback is sought on the new arrangements. Feedback forms are available on the website and in the registry or comments may be provided by email to supreme_court@courts.nsw.gov.au