

### **What you need to do BEFORE the virtual hearing or mediation:**

- Look at the email from the SAT and identify how the hearing or mediation will be heard – using Microsoft Teams (Teams) or Virtual Meeting Room (VMR).
- Go the SAT website, look for the information guide for either Teams or VMR and follow the instructions to ensure you are set up to participate, (these instructions will also have been attached to the email you received from the Tribunal advising of your virtual hearing or mediation).
- Consider if you have enough internet coverage in your location, to maintain the connection and the quality of the video. If you don't, then consider your options and contact the Tribunal to discuss them.
- It is important to identify any technology issues BEFORE the hearing to save you time and unnecessary stress in the hearing. It is recommended that you contact the Tribunal if you want to test your technology BEFORE the hearing or mediation.
- When joining the virtual hearing/mediation, participants will be asked to enter their name and details. Your first name and surname **MUST** be entered.
- Participants are to join the virtual hearing/mediation **at least 15 minutes prior to the listing time** to allow sufficient time to address any technical issues.

### **Setting Up your Office or Home ready for the virtual hearing/mediation**

- Select the location where you will participate in the virtual hearing or mediation. Pick a quiet place, preferably with your back to a wall. Think about your environment and make sure you have arrangements in place for possible distractions such as children or pets.
- If you are using a mobile phone to connect to the hearing or mediation, have it in a holder or stationary on a desk – do not hold it in your hand.
- If possible use headphones when connected to your device as this will ensure you can hear clearly and be heard.
- Set out your paper work (if you have any) so you can easily refer to it throughout the hearing. Please note: If you are not a legal representative or a party, but are simply observing the proceedings, please keep your microphone muted and camera turned off.

### **What you need to do IN the hearing/mediation:**

- The same etiquette and protocol is required in any hearing/mediation of the Tribunal – either virtual (online or telephone) or in person.
- If you are not required to speak during the proceedings then ‘mute’ your phone, laptop or computer. This will stop background noises such as shuffling paper etc.
- The matter will be called and the Judge or Member will ask each person to identify themselves. Speak clearly and into the device you are using i.e. phone, laptop etc.
- Judges are to be addressed as ‘Your Honour’; Members are to be addressed as “Member”
- At the start of the hearing or mediation you will enter a virtual lobby and will remain there until admitted into the proceedings by the Tribunal. You may need to wait to be added to the hearing.
- All hearings are recorded. Mediations are not recorded.
- You MUST NOT make a recording or take photos in a hearing or mediation. Failure to comply with this direction may result in legal action.

### **Assistance**

- Please direct all questions relating to a specific matter to the relevant judge's associate or Member's case manager.
- For general questions regarding attendance at a video hearing, please contact the Tribunal on 9219 3111.
- If there is any reason why a hearing should not be conducted in the manner directed by the Tribunal you will need to make an application to the Tribunal.