

Video transcript

Public users – What to expect when attending the Bendigo Law Courts

[Opening title card: What to expect when attending the Bendigo Law Courts]

**Female narrator:**

The Bendigo Law Courts are located on the corner of Mundy and Hargreaves Streets, just 300 meters from the historic court building.

There are two main entries to the building, which are both accessible.

[On-screen text: Hargreaves St entrance. The Magistrates’ Court. The County Court. The Supreme Court. VCAT. Juries Victoria/Jury Service]

Use the Hargreaves Street entry for attendance at the Magistrates' Court, the County Court, Supreme Court, VCAT Matters, Juries Victoria and jury service.

[On-screen text: Mundy Street entrance. The Children’s Court]

Use the entrance on Mundy Street to attend a Children's Court matter.

The building is open to the public, so for safety, everyone will pass through security screening, which includes moving through a metal detector and a belonging scan that may include a bag check.

All the conditions of entry are noted at both entrances. The court security team will use alternative security assessments when metal detectors cannot be used.

[On-screen text: Arrive 30 minutes before your hearing time]

We recommend that you arrive 30 minutes before your hearing time to complete the security screen and find where you need to go.

It's a legal requirement that metal and glass objects are not brought inside, so please don't bring in things like glass or metal water bottles, cutlery, or perfume bottles. If you do have a restricted item with you, our security team can store them safely for you and you can collect them when you leave.

Once you have completed the security screening, you can find your hearing and check-in details on the court schedule screens, or you can search on an interactive kiosk. Not all hearings are published, so ask staff on the ground floor for information if you need it.

To check-in on the day of your hearing and to lodge documents or make applications, staff at the service counters can assist you.

[On-screen text: bendigo.courts.vic.gov.au/when-you-arrive]

The Bendigo Law Courts are designed to make it easy for everyone to move around the building. All areas are accessible, including the lifts, waiting areas on each floor and bathrooms.

You can expect comfortable court rooms and hearing rooms with natural light, space and good acoustics. You can also ask court staff for assistance to access the hearing loop if you need it.

The building has facilities to make your visit easier, including guest Wi-Fi and vending machines. There are charging stations on each floor for portable devices like laptops and powered wheelchairs.

There is also an outdoor terrace if you need some fresh air, a parent's room, and a multi-faith room.

If you need help while you're at the Bendigo Law Courts, there are volunteers who can provide non-legal information and a referral to support services.

[On-screen graphic: a wayfinding map of level 2 of the Bendigo Law Courts, highlighting where the Duty Lawyer Services/Victoria Legal Aid counter is in the building]

There are also lawyers available who may be able to help if you're at court for a hearing but don't have a lawyer. You can ask court staff at the information desk or the service counters about other services available.

[On-screen text: 8.30am to 4.30pm, Monday to Friday]

The Bendigo Law Courts are open between 8.30am and 4.30pm, Monday to Friday.

Plan your visit, find out more about the services available, and find out about court processes at bendigo.courts.vic.gov.au

[Closing title card: Plan your visit, search for services, and learn more about court processes at bendigo.courts.vic.gov.au]

[End of transcript]