

Specialist Victims Support Service

Fact sheet: Specialist Victims Support Service Hearing Rooms
Parramatta Justice Precinct

The facility

The Specialist Victims Support Service (**SVSS**) has customised videoconferencing rooms designed for victims to attend Mental Health Review Tribunal (**the Tribunal**) hearings. The rooms are comfortable, private, air conditioned and child friendly. Coffee and tea facilities are also available.

The hearing rooms are available for victims, their support person/s, advocates and the SVSS. A SVSS Client Support Contact will sit in on all Tribunal hearings.

Location

Victims Services offices at **Parramatta Justice Precinct (PJP), 160 Marsden Street, Parramatta**

Victims Services can be accessed via the escalators to the left of the building entrance. The security desk on the ground level can also provide directions. If lift access is required, please let the SVSS know in advance to arrange.

Please allow 20 minutes before the hearing to arrive at PJP, inform Victims Services' reception of your arrival and meet your Client Support Contact.

Attending by car

There is no onsite parking. Secure parking facilities can be found in the area ranging between \$11 and \$21 per day. Street parking within Parramatta CBD starts at \$2.00 per hour.

There is limited free street parking in North Parramatta, which is an approximate 15-20 minute walk to PJP.

For further information about parking options in Parramatta please see <https://www.cityofparramatta.nsw.gov.au/living-community/car-parks>.

Attending by public transport

The closest train station is Parramatta, which is an approximate 10-15 minute walk to PJP.

The following bus lines/routes have stops nearby: 523, 525, 603, 625, 700, and 802.

For further information about public transport, please see <https://transportnsw.info>.

Victim's rights and Tribunal expectations

The Tribunal hearings are open to the public, and victims can attend and participate in Tribunal hearings. However, the Tribunal can choose to close all or part of a hearing for a number of reasons.

Victims can have legal representation at Tribunal hearings provided that the victim's legal representative informs the SVSS at least seven days before the hearing that they will be representing the victim – the SVSS will forward this information to the Tribunal.

A nominated representative must seek leave (permission) from the Tribunal to legally represent the victim by emailing their request to the SVSS at least seven days before the hearing. The SVSS will forward the request to the Tribunal and the patient's lawyer will also be advised.

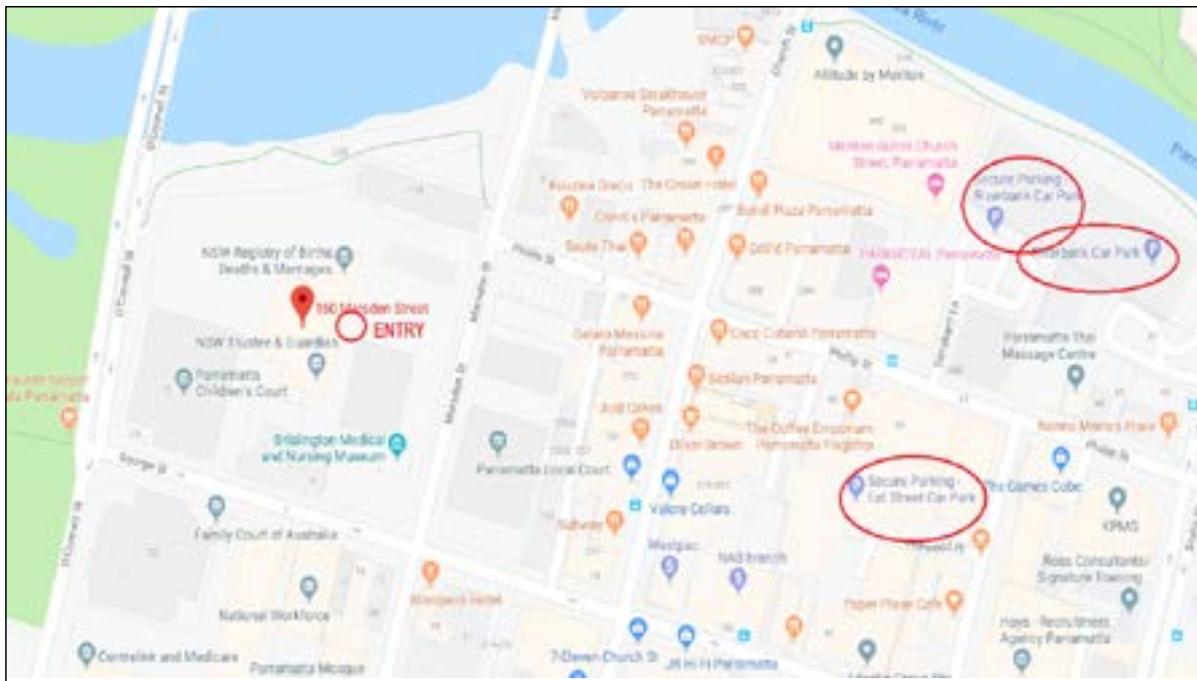
Victims cannot cross-examine the forensic patient or any other person appearing at Tribunal hearings.

Victim etiquette during hearings

Victims must turn off their mobile phone or switch it to silent while in the videoconferencing room.

The videoconference will be on mute except when the Tribunal addresses the victim or the SVSS. Victims can request to sit off screen if they are concerned about the forensic patient seeing them.

Map – Secure parking facilities



Map – Walking directions from Parramatta Railway Station

