



# Attorney General's

department of nsw

## Remote Witness Video Facilities

### Operational Guidelines

### System Setup Checklist

#### Background Information

The remote witness room is part of the Court.

For the safety of witnesses their location is confidential.

#### Procedures

The following information is provided to assist the Sheriff's/Court Officer responsible for the set-up and operation of the Remote Witness Video facilities.

- 1 Turn video master switch to **ON** (located where the Judges Associate is seated).
- 2 If the reporting operator is not in attendance, and the witness has to give evidence, turn the master switch to **ON**.
- 3 If the witness has to give evidence first, it is very important to turn on the remote witness microphone. The switch is located in the Reporting Services Operators booth on the main console.
- 4 Insert key into witness console (located in remote witness room), and turn to select the required Courtroom, eg 2.4, 2.3. While the system is on, the key cannot be taken out of the console.

#### Check of Camera Views

To check the system, one Officer will have to be in Court and the other Officer in the remote witness room.

- Check the witness head/shoulders view displays the head/shoulders of a person sitting at the witness table, on the large Courtroom monitor.
- Check that there is a full witness room view displayed on the small monitor on the bench.
- Check Judicial Officer's head/shoulders view displays the head/shoulders of the Judicial Officer, on one witness console monitor.
- On the other witness control monitor, check there is a head/shoulder view of the examiner standing at the centre of the bar table. **Ensure that the camera is positioned so the accused cannot be seen by the witness.** This may require particular attention if the accused person is permitted by the court to sit behind their legal representative or where they are unrepresented.

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#### Transmission Check to and from the Courtroom and Remote Witness Room

- Stand in front of the centre bar table microphone. Test volume is getting to the remote witness room with the assistance of the other Sheriff's Officer in the remote witness room (this is done by viewing the screen and talking to the person).
- Check that the Judicial Officer's microphone is working in the same manner as above.
- Check Judicial Officer's facility to switch on the Courtroom large screen monitor between the witness head/shoulders view and the witness interview room view.
- Check video/audio **ON** override (no video or audio to witness room).
- Check audio only **ON** override (no audio to witness room).
- On the completion of the systems checks please ensure that the "audio only" override control is **OFF** and that the Courtroom large screen monitor is switched to head/shoulders view of the witness. Switch the "video/audio" override control switch to the **ON** position to put the system on standby for activation by the Judicial Officer when ready for the witness.
- When the witness has given evidence it is very important to turn the remote witness microphone **OFF**, and by doing this it will turn on the microphone in the witness box in the Courtroom.

**Note: Every remote witness room should have phone connection with the court and this connection should be checked prior to the witness giving evidence.**

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### Operational Guidelines

### Sheriff's/Court Officer Attending the Witness Room

#### Background Information

The remote witness room is part of the Court.

For the safety of witnesses their location is confidential.

Support person(s) and other people in the remote witness room will be visible to the Judicial Officer at all times, even if the video and audio is shut down temporarily.

The role of the Sheriff's/Court Officer is to maintain the integrity of the Court proceedings.

#### Procedures

The following requirements must be observed:

- 1 Ensure **prior to the witness coming into the remote witness room and prior to the start of proceedings** that the equipment is **checked** and fully operational. You must also ensure that the witness can clearly see and hear the transmission and that the accused person will not be visible to the witness.
- 2 The phone connection from the remote witness room to the main court room should also be checked and be fully operational prior to the witness commencing giving her or his evidence.
- 3 Ensure at the commencement of the witness's evidence, and after any interruption or break, that the witness is positioned so that she or he will be clearly visible to the courtroom.
- 4 The Sheriff's/Court Officer and the support person/s should sit in a position so that they will be visible to the court.
- 5 Interpreters should sit next to but slightly forward of the witness to have the prominent microphone position, but not to obstruct the witness's view of the monitors nor the court's view of the witness. Note that for Auslan interpreters they need to face the witness but still be visible to the court.
- 6 Inform the witness and the support person/s, prior to the proceedings, that they will at all times be visible to the court while they are in the witness room, even if the system is shut down temporarily and the courtroom is not visible to them.
- 7 A Sheriff's/Court Officer must be present in the remote witness room with the witness throughout the time that she or he is required to be there.
- 8 The Sheriff's/Court Officer must ensure the security of the witness and the witness room. That is, ensure that no other person enters the room, and that the witness does not leave the room, without the authorisation of the Judicial Officer.
- 9 The Sheriff's/Court Officer will assist with the swearing-in of the witness where appropriate as per normal court procedures.
- 10 The Sheriff's/Court Officer should inform the court (via phone connection to the court) if there is any malfunction of the equipment in the remote witness room eg the examiner cannot be seen clearly, the accused is visible, the sound quality is poor or air conditioning is not working etc.
- 11 The Sheriff's/Court Officer should inform the court (via phone connection to the court) of any problems for the witness eg the witness's need for a break to go to the toilet or if she or he is experiencing a health problem/ emergency or critical incident of any sort. The Support Person may bring these issues to the attention of the Sheriff's/Court Officer.

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### Operational Guidelines

#### Sheriff's/Court Officer Attending the Witness Room

##### Procedures

- 12 The Sheriff's/Court Officer should inform the relevant legal officer if the witness complains of ill health or if he or she is distressed during an adjournment.
- 13 The Sheriff's/Court Officer must not interrupt, intervene, coach or intimidate the witness.
- 14 The Sheriff's/Court Officer must not interrupt or intervene during the giving of evidence by, or cross-examining of, the witness unless it is to report to the Judicial Officer that some attempt at interruption, intervention or intimidation is taking place, in which case the Sheriff's/Court Officer must report to the Court immediately anything untoward is suspected.
- 15 The Sheriff's/Court Officer must not prompt the witness in any way, offering her or him any explanations, interpretations or guidance and must not make any comments or signals to the witness except to ensure the witness follows any direction of the Judicial Officer.
- 16 Any exhibits should be conveyed promptly by the court officer and handed to the witness without comment.
- 17 In the event of an interruption in transmission from the courtroom or failure of the equipment, the Sheriff's/Court Officer must remain with the witness. The Sheriff's/Court Officer should on no account speak to the witness about the case or her/his evidence during any interruption in the proceedings.
- 18 Take care not to confuse the role of Sheriff's/Court Officer with that of a support person. For example, do not comfort the witness if she/he becomes upset while giving evidence and do not discuss the circumstances of the case with the witness or anyone else prior to or during the proceedings. The Sheriff's/Court Officer must not request an adjournment because the witness appears upset.
- 19 If, for instance, the witness is required to indicate a part of the body that is not visible to the Court, it may be necessary for the Sheriff/Court Officer to assist the witness to reposition such as moving back from the camera.
- 20 On termination of the witness's evidence, the Sheriff's/Court Officer must ensure that the witness is escorted safely from the remote witness room and that for a child witness she or he is in the care of a responsible adult.

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