

Small Claims Hearings – Virtual Appearance via Webex

Your small claims hearing will be held online using Webex, a video meeting platform. This means you will not go to court in person – you'll join from your phone, tablet, or computer.

You will receive a Webex meeting link by email from the court. Make sure the court has your correct email and phone number by 2pm the day before your hearing.

Send your details to: sydneycivilregistry@justice.nsw.gov.au

How to get ready

What you will need

What to do



Webex App

- ☐ Download Webex App (best option); or Scan QR code to download mobile app, or Close other tabs and apps if using a browser.



Internet Connection

- ☐ Use Wi-Fi or a fixed internet connection. Mobile data can drop out.

- ☐ Test your speed at [Speed test](#) – aim for 3Mbps



Privacy

- ☐ Be in a quiet, private space. Let others know you're in a court hearing



Camera & Microphone



- ☐ Make sure both are working. If the icon is red with a line through it, click it to turn it on



Headphones

- ☐ Use headphones or a headset for better sound. Avoid using speakers.



Your Name

- ☐ Update your Webex name to show who you are and your role. Example: *John Smith, Smith Builders Pty Ltd, Plaintiff*



Test

- ☐ Try a test meeting to check your setup: [Webex: Join a test Meeting](#)

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On the day of the hearing – What you need to do

Please note: *You will be appearing before a court and the same protocol and standards apply including:*

- Dress appropriately
- Put your phone on silent and don't use it during the hearing
- Do not eat or drink
- Sit still and don't talk unless asked
- Do not interrupt or use offensive language
- Offensive language, interruptions and other disruptive behaviours will not be tolerated
- **Do not take photos or use recording devices – this is against the law (Court Security Act 2005)**



- ☐ Join 5 minutes early to check your camera and microphone
- ☐ Enter your full name and role before joining
For example: John Smith, Smith Builders Pty Ltd, Plaintiff
- ☐ On connection you will wait in a virtual lobby until your case is called.
- ☐ The court officer will let you into the hearing when it's your turn
- ☐ Stay muted unless the court asks you to speak

If you are unable to join via Webex, the court may grant permission to connect via telephone.

See [Join by phone](#) details provided in the court email. Dial the number listed and when prompted enter the meeting access code on your email followed by the # key. You will be connected via audio only.

Webex Help Centre guide: [Webex – Join a meeting via phone only – Dial in](#)

Webex Help Centre - How to Guides

1. [Join a Test Meeting](#)
2. [How to Join a Webex Meeting](#)
3. [Get started with Webex Meeting](#)
4. [Choose your audio and video settings before you join a meeting](#)
5. [Webex App – Change your audio settings](#)
6. [Webex App – Change your video settings](#)
7. [Mute or unmute in Webex Meetings](#)
8. [Use virtual backgrounds in Webex Meetings](#)
9. [Troubleshooting help for Webex Meetings](#)