



GOVERNMENT OF
WESTERN AUSTRALIA

Department of
Justice

Court and Tribunal Services (CTS) Jurisdiction Guide

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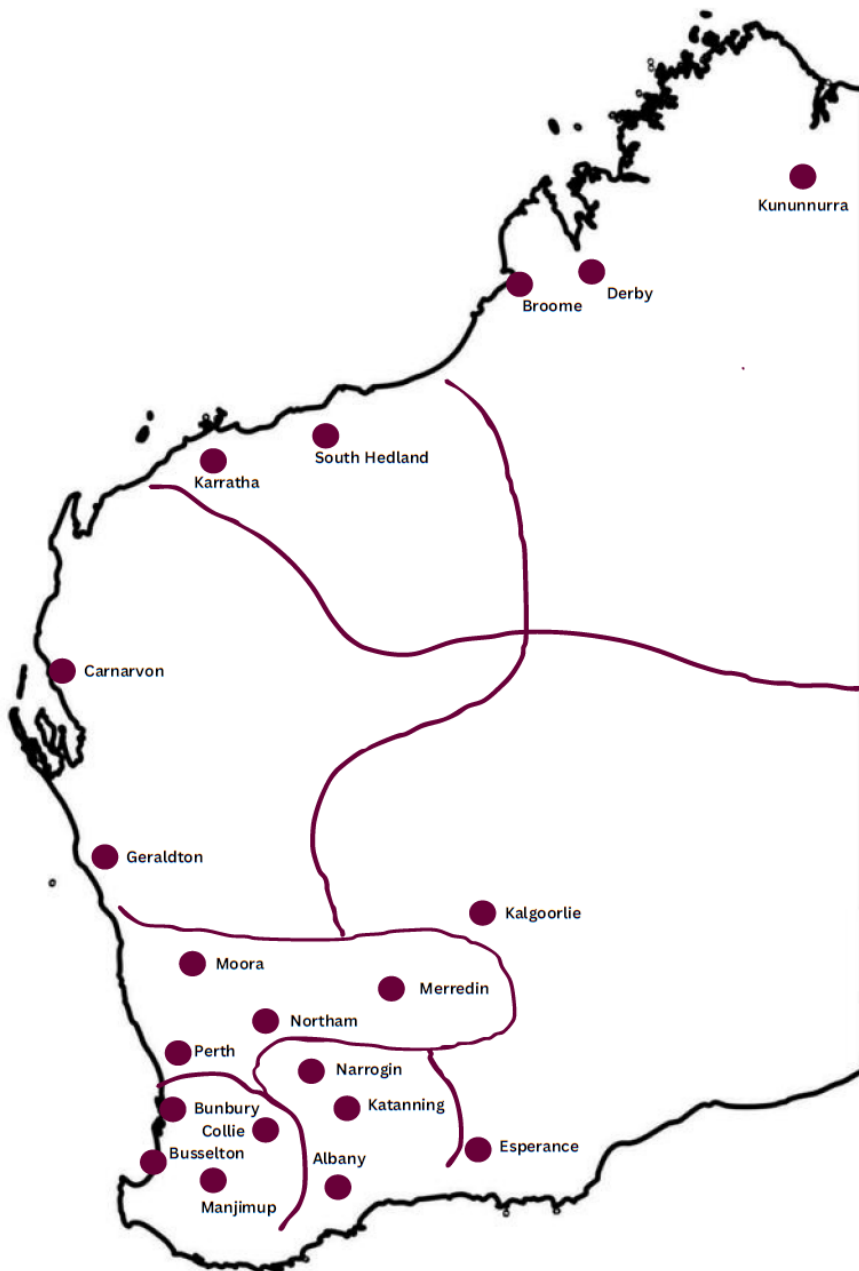
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Court and Tribunal Services (CTS) Introduction

There are many exciting pathways to grow your career within the Department of Justice. As one of Western Australia's most diverse public sector organisations, the Department offers a broad range of legal, justice, and corrections-related services, creating opportunities to contribute meaningfully to both government and the community.

We are committed to providing a high level of customer service in locations across the State. This means we have opportunities in both metropolitan and regional locations. Whether you live in the city or the country you can join the Department and create a meaningful career path. Working as part of a team or independently, having contact with a variety of people or working behind the scenes, it's up to you!

WA Court and Tribunal Services Locations



Strategic Framework

Our Strategic Framework articulates the Department's aim to be recognised and valued as a leader in developing and delivering justice services.



Court and Tribunal Services (CTS)

CTS is a Division within the Department of Justice, and it administers court locations across WA. We are also responsible for managing Tribunals and Boards, the Sheriff's Office and providing services to victims of crime and children engaged in the justice system.

The Department's goal is to provide an efficient, accessible Court and Tribunal system. We provide professional services to diverse client groups through effective communication and making services relevant, responsive, accessible, accurate and fair.

The CTS Division provides:

- Administrative support to the judiciary.
- High level customer service and support to those accessing the justice system.
- Court buildings, accommodation, technology, security and staff support to all Courts, Tribunals and Boards.
- Juror management and provision of sufficient jurors to the Courts.
- Fines enforcement and civil judgements.
- The appointment, registration, and training of justices of the peace.
- Victim support and child witness services.

CTS Level 2 Roles

Our level 2 roles are critical to providing excellent customer and advisory services on Court practices and procedures to all our internal and external customers, as well as comprehensive administrative Court support. We undertake a variety of customer service and administrative support activities, including document lodgement, front counter, call centre, case management, information management and support services for the judiciary.

As an employee, the responsibilities of your role may include:

- Attend enquiries either in person or by telephone.
- Handle difficult customer interactions in a courteous manner.
- Provide an advisory service in relation to practices and procedures.
- Lodge documents into the Court and Tribunal's eCourts portal.
- Liaise with legal counsel, WA Police and Court and Tribunal users.
- Prepare and check legal documents.
- Attend Court to assist Judicial Officers in Court hearings.

We are looking for people with:

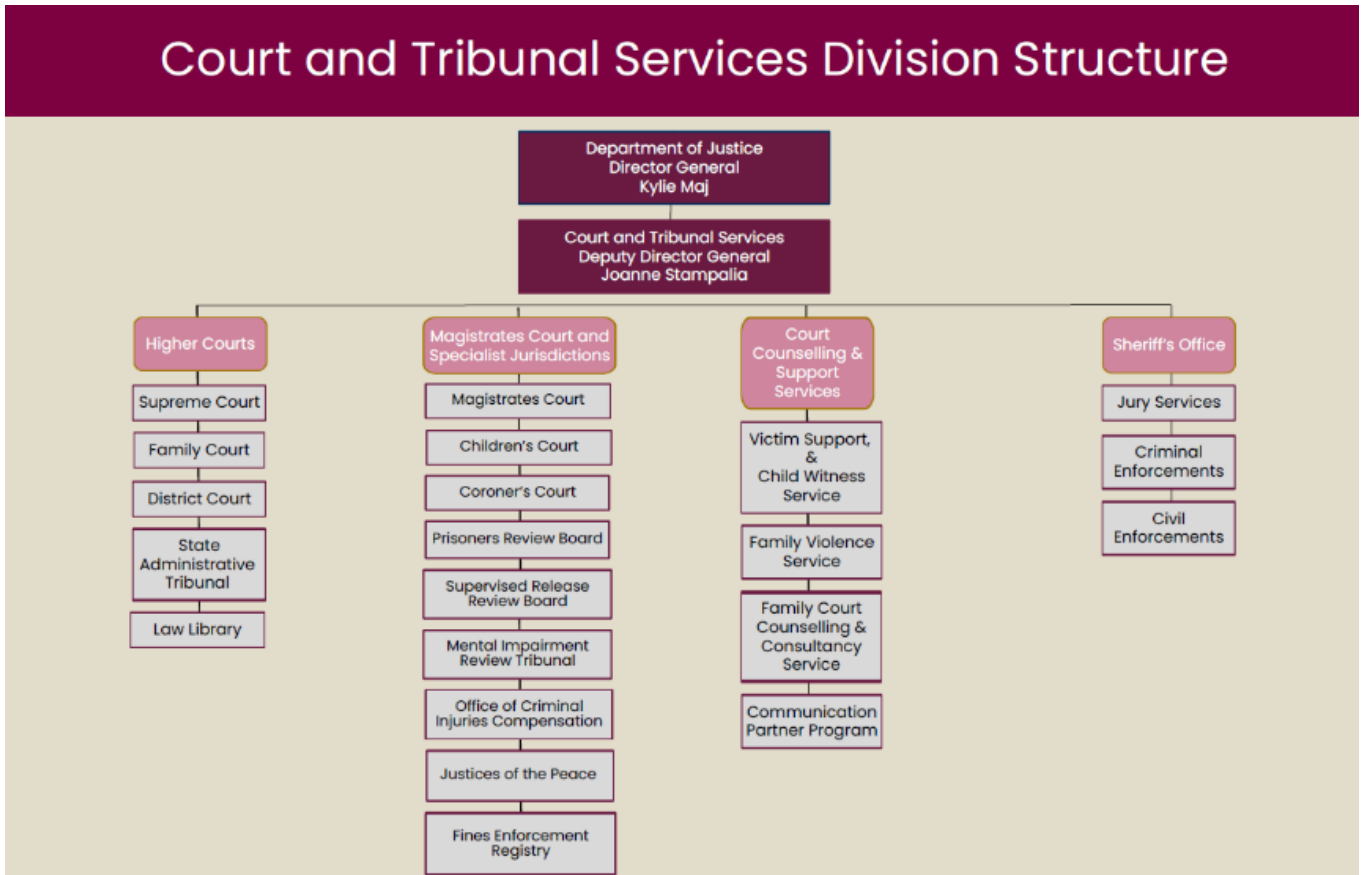
- Strong interpersonal, written and verbal communication skills.
- Resilience and an ability to remain calm under pressure.
- A high level of empathy, professionalism and accuracy in the delivery of information to a diverse range of customers.
- Ability to work well with technology and competently operate computer systems.
- Ability to learn how to interpret and apply legislation, policies and procedures.

Note: when considering whether this opportunity is suitable for you, it is important to reflect on the nature of the work undertaken within Courts and Tribunals. Certain level 2 positions may require exposure to evidentiary material, including but not limited to photographs, videos, written statements, and oral information, which may be confronting or distressing. CTS is committed to minimising staff exposure to such material wherever practicable and provides comprehensive training, services, and resources to ensure employees are appropriately supported in managing these aspects of the role.

CTS Division Structure

The Division structure below provides an overview of how CTS delivers its services. It illustrates how responsibilities are organised across four (4) key Divisions, each with distinct operational functions. Together, these Divisions reflect the wide range of support provided to Courts and Tribunals throughout Western Australia.

The structure also demonstrates how the four Divisions work collaboratively to ensure service delivery is consistent, efficient and effective across all jurisdictions.



This jurisdiction information pack provides an overview of each Court and Tribunal Jurisdiction, along with the key roles and responsibilities involved in supporting them. The information highlights how Court and Tribunal Services operate and describes the duties commonly undertaken in level 2 roles.

The Supreme Court of Western Australia

Overview

The Supreme Court of Western Australia is the State's highest Court, exercising jurisdiction across criminal, civil and appellate matters. It operates from two principal buildings located within the Perth CBD.

The Supreme Court is responsible for hearing and determining the State's most serious criminal offences and its most complex civil litigation, including civil claims valued at \$750,000 and above. Its areas of specialisation include homicide trials, significant commercial disputes, judicial review, and probate and administration matters. The Court also hears appeals from lower Courts and Tribunals, ensuring the consistent and lawful application of justice across WA.

Roles at the Supreme Court

The Supreme Court operates with a small, highly specialised Registry that is organised into two primary teams, each comprising level 2 Customer Service Officer (CSO) positions. These teams are the Central Office and the Caseflow team, both of which play an essential role in supporting the Court's administrative and operational functions.

At the Supreme Court, once staff members have completed all rotations and demonstrate both interest and capability, they are encouraged and supported to progress into higher-level positions.

Central Office (Front Office Team)

CSOs serve customers in the public registry by processing lodgements and payments, checking documents for compliance with legislative requirements and providing procedural information to Court users. This team supports the Court's main public email inbox.


Central Office staff members begin their day by preparing the service counter for opening and providing customer support throughout the day. Counter Officers assist individuals lodging probate applications, applications for admission as a lawyer, single Judge appeal matters, and various civil documents. Officers also respond to allocated emails and conduct case-name and information searches for media, law firms and potential litigants.

At the end of the day, Officers close the counter, balance takings and complete any outstanding tasks. The Counter team's primary role is direct interaction with the public.

Caseflow (Back Office Team)

The primary role of the CSOs in the back office is conducting quality assurance checks on incoming and outgoing probate applications, managing the switchboard phone calls, reviewing and finalising outgoing case files and managing the bulk of case processing for the Registry. This is the core processing team for the Registry.

The Caseflow team begins work early to prepare for incoming calls, managing all enquiries directed to the Court. These calls cover a wide range of matters, including procedural questions and queries relating to civil and criminal hearings, such as requests for outcome details.



The team also reviews files once Judges have finalised their decisions and liaises closely with judicial support staff in each Judge's chamber. They also conduct quality assurance checks on probate applications and apply the Supreme Court's red seal and rivet to formalise grants, using one of the original embossing presses from the early 1900s.

The Registry is also comprised of a Listings team which manages judicial hearings. This includes coordinating hearing dates, courtroom allocation and availability, liaising with judicial chambers and external stakeholders.

Who we are looking for

- ✓ Individuals with a genuine interest in the judicial system and the work of the Supreme Court. While prior legal knowledge is not essential, an understanding of how legal processes operate, and interconnect is highly advantageous and supports effective performance in these roles.
- ✓ Individuals with exceptional attention to detail, a high standard of professionalism and a strong commitment to supporting the administration of justice. Individuals must consistently demonstrate accuracy, sound judgement and integrity in all aspects of their work.
- ✓ Individuals who value working within a small, dedicated team environment and who take pride in contributing to the effective functioning of the state's highest Court. It is well-suited to people who value being part of a small, highly committed team and who take pride in knowing their contributions have a meaningful impact.

The District Court of Western Australia

Overview

The District Court falls within the Higher Courts Division of CTS. The jurisdiction sits comfortably between the Magistrates Court and the Supreme Court. The District Court deals with civil claims as well as criminal matters.

In the District Court civil jurisdiction, they deal with claims ranging from \$75,000 - \$750,000, with unlimited jurisdiction for personal injury claims. They also deal with Appeals from the Magistrate's Court, and Criminal Injuries Compensation and Workers Compensation decisions. The Court has a team of Registrars that advocate for mediation and settling matters as efficiently as possible.

An indictable charge is a serious criminal offence that must be heard before a Judge and Jury under the Criminal Code and cannot be tried in lower Courts. The District Court also deals with matters under the Commonwealth Crimes Act. Charges heard in the District Court range from drug trafficking to sexual offences, assaults, robberies, fraud, arson and other severe criminal offences. Charges of the most serious nature, such as homicide and manslaughter, are dealt with in the Supreme Court.

Each year, the Court receives around 3,000 criminal matters which are committed to the District Court from lower Courts. Around half of these matters have pleas of not guilty and will require a trial by jury. In most of those cases, a jury of twelve (12) decides if an accused person is guilty or not guilty.

Roles at the District Court

The District Court has two separate Divisions: Courts Administration and the Judiciary. The Courts administration branch has two distinct teams that fall within it. The Registry, responsible for Customer Services and Court Services, is responsible for in Court functionality and support.

The District Courts' largest stakeholders are the Director of Public Prosecutions, WA Police Force, Legal Aid and Aboriginal Legal Services. Most stakeholders have hot-desk offices in the District Court building, along with other Department of Justice Divisions like Jury Services, Victim Support Services and Child Witness Services.

The Registry Team

The Registry team interacts with customers through many mediums, either via emails, over the phone, or even face-to-face. The enquiries vary in complexity, ranging from procedural information on Court matters, when their next Court listing is, to requests for copies of Court documents. The Registry teams are also responsible for lodging documents and data entry to ensure Court files and systems are up to date for access by the Judiciary and Court Services teams.

Court Services Team

The Court Services team are responsible for ensuring in-court functionality and assistance. Teams in this Division include Listings, Technology, Resources & Administration, Circuits and Court Appointed Officers. This Division is also responsible for managing interpreter bookings and allocating Court Appointed Officers to special witnesses.

Listings Team

The Listings team is responsible for listing hearings before Judges and creating Court sittings. Typical work conducted by listings includes responding to arrest warrants and communications with prisons, lawyers and police, outcoming the hearings heard in-Court, confirming further Court listings after hearings, and ensuring any orders requested by parties are referred to Judges for review.

Case Management Team

Case Management Officers (CMOs) work within all Divisions and have oversight of Court matters from the moment the matter is received until the matter is finalised. They are responsible for administrative tasks such as filing, responding to email enquiries, archiving, creating files, processing subpoenaed documents and cross-referencing in-Court exhibits. Court documents have specific timeframes for lodgement and legislative compliance obligations, so all staff need to be across relevant policies, legislation and directions when accepting or rejecting Court documents. CMOs share a mailbox from which documents and applications are divided between staff for processing.

Day-to-day interactions vary between emails, phone calls and face-to-face customer interactions. Customers may include litigants, lawyers, prosecutors and police officers. Internally, the Court has varying experience levels of staff, ranging from diverse backgrounds and strengths. The Court exposure and mentorship from Judicial Officers is a unique and insightful experience that only those in CTS are fortunate to have.

The other branch of District Court staff is the judiciary. Judicial staff are involved in proceedings like trials, sentencings and any other matters that the Court hears.

Personal staff commence their day ensuring that the Judge is ready for any upcoming matters in Court or in the chambers. This can include preparing files, corresponding with stakeholders, preparing sentencing remarks, setting up a Court room. Each Court day is different and varies depending on the type of matter listed. A day in court consists of keeping track of the progression of the matter, recording the proceedings on the court system and ensuring the smooth operation of the hearing.

Who we are looking for

- ✓ Individuals who take initiative, promote positive working relationships and teamwork, whilst having an in-depth care for detail is ideal. Individuals may interact with self-represented litigants, lawyers, judiciary, Court staff, and the public, often in sensitive circumstances. Those who stay calm under pressure can deliver clear procedural information with empathy while remaining impartial.
- ✓ Individuals with the ability to review, process and manage Court documents, ensuring compliance with legislation and policy. This will involve collaborating with stakeholders, ensuring accurate records and information management are kept and maintained appropriately.
- ✓ Individuals with the ability to learn how to interpret and apply policies and procedures, requiring quick learning abilities, being comfortable working within structured processes, and being able to identify when something doesn't align with legislation or policy and escalate appropriately.

The Family Court of Western Australia

Overview

The Family Court deals with family law. It was established by the passing of the Family Court Act and commenced operation in 1976. The Family Court deals with an array of complex legal matters across WA arising from the breakdown of married and de facto relationships, including parenting arrangements, property settlements and divorce. The Family Court is the only state-based Court that deals with both state and federal legislation.

Roles at the Family Court

The Family Court consists of two distinct teams: Customer Service/Listings and Judicial Support. Within the Customer Service team, several specialised workgroups operate, and CSOs rotate through these areas as part of their role. These workgroups include:

- Call Centre and Email Enquiries.
- Customer Service Kiosk.
- Subpoena Office.
- Document Processing, Assessment and Referrals.



A typical day sees them supporting self-represented litigants in person by answering procedural enquiries, providing technical assistance and helping individuals navigate the eCourts Portal within a busy public kiosk environment. They also assist self-represented parties and solicitors with procedural and technical questions received through the call centre or via email. Their responsibilities include assessing and processing applications and documents, as well as recording and tracking subpoenas using Court case management systems. Throughout the day, they manage these tasks while handling competing deadlines and maintaining efficiency in a fast-paced setting.

Each workgroup is supported by a dedicated coordinator who provides ongoing guidance, training and procedural assistance to CSOs. Coordinators play an integral role in ensuring staff are equipped with the knowledge and capability of performing their duties effectively. Career progression into a Coordinator position is actively encouraged for CSOs who have demonstrated competence in their role and a commitment to professional growth and development.

Who we are looking for

- ✓ Individuals who genuinely enjoy assisting others and engaging with members of the public, while maintaining professional composure when managing sensitive or emotionally charged situations.
- ✓ Individuals who are organised, reliable, effective communicators and who demonstrate strong attention to detail in their work. Additionally, those who are eager to learn, open to feedback, and committed to continually developing their skills.
- ✓ Individuals with a background in law, justice, business, or customer service is desirable, but not essential.

The State Administrative Tribunal

Overview

The State Administrative Tribunal (SAT) is an independent body that makes and reviews a wide range of administrative decisions in the areas of human rights, vocational regulation, town planning, resource development and commercial and civil disputes.

The Tribunal receives its power to hear matters from over 165 pieces of enabling legislation. A large portion of the work the Tribunal deals with concerns vulnerable persons undergoing guardian and administration matters, with 99% of the work of the human rights stream concerning applications brought under the Guardianship and Administration Act 1990 (WA).

The Tribunal's approach is less formal than a Court, flexible and transparent. The President of the Tribunal is a Supreme Court Judge who is assisted by two Deputy Presidents, who are District Court Judges. Many decisions of the Tribunal are determined by non-judicial Members, on their own or in conjunction with other judicial and non-judicial Members. Members may be experienced in law or may be experienced in, or have special knowledge of, relevant professions, occupations and fields in which SAT makes decisions (e.g., builders or engineers).

The Tribunal is continuously working to improve its service delivery for Aboriginal and Torres Strait Islander people, with statistics showing that much of the work of the Tribunal which involves Aboriginal and Torres Strait Islander people occurs in the guardianship and administration stream. The Tribunal is proud to have a dedicated Senior Aboriginal Advisory Officer, whose role is to provide support and information to those Aboriginal and Torres Strait Islander people who wish to be supported through the Tribunal process.


Roles at the State Administrative Tribunal

SAT comprises of two (2) primary teams dedicated to Case Management and Customer Service. Together, these teams play a critical role in supporting the Tribunal's operational functions, ensuring the efficient progression of matters and delivering high-quality service to all stakeholders.

Case Management Team


The Case Management team has a central role in guiding matters through the Tribunal's processes with precision and consistency. Case Management Officers (CMOs) handle the receipt and review of documents and maintain clear, professional communication with parties as required.

They provide essential administrative support to Tribunal Members, including attending hearings, analysing correspondence, and identifying the appropriate procedural steps to progress each matter. They also ensure that all information is accurately recorded and maintained within the Tribunal's electronic case management system, monitoring data quality and upholding high standards of accuracy and reliability.

 A CMO's day typically alternates between desk-based case preparation and in-person hearing support. Desk work involves reviewing and organising matters to ensure they are ready to progress, confirming party attendance, following up outstanding documentation, and liaising with the Tribunal Member or Judge regarding the management of specific requests.

Customer Service Team

The Customer Service team is the first point of contact for customers when they reach out to the Tribunal, whether by phone or in person at the Level 6 front counter. The CSOs are responsible for ensuring all documents and applications are lodged correctly and provided efficiently to the Case Management team.



A CSOs day typically involves assisting parties through the Tribunal's contact centre by providing procedural guidance and supporting electronic document lodgement via the eCourts Portal. They may also process physical applications and hard-copy documents received at the front counter. In addition, they provide calm, respectful in-person assistance to individuals who may be distressed or frustrated, offering clear procedural advice to help them navigate the system confidently.

The Customer Service team is also responsible for records management (archiving, destruction and maintenance of files), assisting Tribunal users in person on the eCourts Portal of WA when they use the public kiosks and ensuring that as we move towards an electronic environment, that all the files for the Tribunal are completely electronic.

Who we are looking for

- ✓ Individuals that bring both professionalism and genuine compassion to their work. These require hardworking and resilient mindsets, including the ability to manage a fast-paced environment while maintaining accuracy and a high level of customer service standard.
- ✓ Individuals who can provide support to people who have lost mental capacity or are experiencing significant frustration and distress must be understanding and empathetic. Supporting Tribunal Members or Judicial Officers requires strong attention to detail and the ability to prioritise effectively.
- ✓ Individuals who demonstrate consistent professionalism and courtesy in representing the Tribunal with integrity in every interaction. Strong customer service capabilities and a genuine commitment to supporting others and contributing to the community are vital.

The Magistrates Court and Specialist Jurisdictions

Overview

The Magistrates Court and Specialist Jurisdictions (MCSJ) include the Magistrates Court, Perth Children's Court, Therapeutic Courts, Coroner's Court, the Prisoner's Review Board, Office of Criminal Injuries Compensation and the Fines Enforcement Registry. Magistrate Courts have multiple locations across Perth CBD, Metropolitan and Regional areas.

Children's Court

The Children's Court in Perth is the main Court Registry in the State for young people. Dealing with both civil and criminal matters, the Children's Court is the courthouse in WA for juvenile offenders, protection and care of children and restraining orders for young people.

Coroner's Court

The Coroner's Court is a specialist Court established to investigate certain types of deaths. The purpose of these investigations is to determine the cause and manner of death and to consider ways that similar deaths may be prevented in the future.

Tribunal and Review Boards

The Mental Impairment Review Tribunal, the Prisoners Review Board and the Supervised Release Review Board, collectively known as the Tribunal and Review Boards of WA, are independent statutory bodies, performing an important role within the justice system by making recommendations and determinations for early release from custody.

Office of Criminal Injuries Compensation

The Office of Criminal Injuries Compensation (OCIC) is a Tribunal which provides compensation to victims of offences in some circumstances pursuant to the Criminal Injuries Compensation Act 2003 (WA). The Office of Criminal Injuries Compensation enables victims of crime to apply for compensation for injury such as bodily harm, mental or nervous shock or pregnancy, resulting from an offence or alleged offence, and for certain defined losses.

Justice of the Peace Branch

The Justice of the Peace (JP) Branch oversees the appointment, training and support of more than 2,500 volunteer JPs across WA. These volunteers provide free services to the community by witnessing documents such as affidavits, statutory declarations, and passport applications, operating from community centres, libraries and Courts statewide.

The Magistrates Court deals with adults, aged 18 or over, required to appear in Court after being charged with a criminal offence. Some criminal offences are known as 'simple offences' and will be dealt with in the Magistrates Court. More serious criminal offences, known as 'indictable offences', commence in the Magistrates Court. While some of these offences (known as 'either way' offences) may be dealt with in the Magistrates Court, the most serious offences must be sent on to be heard in the District or Supreme Courts.


The Magistrates Court deals with civil matters involving claims up to \$75,000. For minor cases, the jurisdiction limit of the Magistrates Court is \$10,000. The Magistrates Court also deals with consumer/trader claims of \$75,000 or less, and minor case consumer/trader claims of \$10,000 or less.

Roles at the Magistrates Court

The Magistrates Court comprises several specialised teams that collectively support the Court's core functions and operational requirements. These teams span both front-of-house and back-of-house teams, working together to ensure the efficient delivery of service, the smooth progression of matters and the provision of high-quality assistance to Court users and stakeholders.

Front Counter Team

The Front Counter team delivers face-to-face customer service to both internal and external stakeholders of the Magistrates Court. This team provides guidance and advisory support on Court practices, processes, and procedural requirements.



A typical day for a CSO at the Magistrates Court begins at the front counter, assisting customers, WA Police and legal practitioners with a wide range of Court services. Throughout the day, they process applications such as Time to Pay arrangements, restraining orders, criminal applications and civil lodgements through the eCourts Portal. They also generate certificates, handle requests for Court records and transcripts, and prepare witness summonses. Between counter duties, they provide clear procedural guidance across civil, criminal, and restraining order matters, and respond to telephone enquiries to ensure consistent and accurate support. Each day is fast-paced and varied, reflecting the breadth of services delivered at the Court's front line.

Registry Team

The Registry team provides customer service to internal and external stakeholders through telephone and email communication. The team is responsible for processing Court documents and applications. Experienced CSOs may also receive specialised training in transcripts and finance functions.

Who we are looking for

- ✓ Individuals who are passionate about delivering high-quality customer service to the community and who demonstrate empathy, respect and a non-judgmental approach when supporting customers.
- ✓ Individuals who remain calm and professional in high-pressure situations, learn quickly, work positively and collaboratively within a small team environment while following direction from the management team.
- ✓ Individuals who take initiative, show sound judgement and contribute meaningfully to improving service delivery. Importantly, they are resilient and able to assist people in challenging circumstances while managing exposure to confidential and sensitive information with maturity and discretion.

The Sheriff's Office

Overview

The Sheriff's Office serves as the enforcement and execution authority of the Courts, ensuring that all Court-issued decisions and orders are carried out lawfully, safely and fairly. While the Office does not determine judicial outcomes, it plays a critical operational role in supporting the integrity of the justice system.

Its responsibilities include the execution of enforcement warrants for unpaid infringements and Court fines, as well as the enforcement of civil judgments in accordance with legislative requirements. The Sheriff's Office is also responsible for the service of legal documents on behalf of the Director of Public Prosecutions (DPP), the Office of Criminal Injuries Compensation and the State Administrative Tribunal, ensuring timely and accurate delivery of official notices and orders.


Roles at the Sherrif's Office

The Sheriff's Office is structured into three primary operational teams: the Criminal Enforcement team, the Sanctions team and the Civil Enforcement team. Each team performs specialised functions that collectively support the effective enforcement of Court orders and the administration of justice across WA.

Oversight of these teams is provided by the Manager of Enforcements, the Executive Manager and the Sheriff of WA, who together ensure that all enforcement activities are carried out lawfully, efficiently and in accordance with statutory obligations. All activity undertaken by the Sheriff's Office is threat assessed with appropriate risk mitigation strategies employed.

Criminal Enforcement Team (CET)

The CET consists of eleven (11) Officers who operate in pairs using marked Sheriff's Office vehicles. Their duties involve attending the residences of debtors to facilitate the resolution of outstanding enforcement warrants. As part of their enforcement responsibilities, Officers work in accordance with legislative authority and organisational procedures.

 A typical day for Criminal Enforcement Officers will involve visiting debtors who have enforcement warrants at their homes to assist in making payment arrangements. They also conduct enforcement activities such as removing registration plates, clamping, and seizing vehicles. The positions are uniformed positions, and include wearing Personal Protective Equipment (PPE) such as load bearing vests, body worn cameras and duress alarms.


Sanctions Team

The Sanctions team is an office-based unit comprising eight (8) staff members: three (3) CSOs, four (4) Enforcement Officers and one (1) Team Leader. Together, the team is responsible for administering a range of enforcement processes designed to support the lawful and efficient recovery of outstanding Court fines and infringements.

Civil Enforcement Team

The Civil Enforcement team is a specialised and compact unit consisting of one (1) Team Leader, one (1) CSO, and five (5) Civil Sheriff's Officers. The team is responsible for the enforcement of civil judgments and orders issued by the Courts, ensuring that all actions are

carried out lawfully, efficiently, and in accordance with statutory requirements.



A typical day for Civil Enforcement Officers will involve conducting evictions if financial institutions have been granted a property seizure and delivery order from the Supreme Court. They also visit debtors addresses to attempt to locate goods that may be able to be seized and sold at auctions to recover a judgment sum, as ordered by higher Courts. Officers also serve official documents on behalf of several departments.

Who we are looking for

- ✓ Individuals with strong communication skills and the ability to apply de-escalation techniques when engaging with individuals who may be distressed or emotional in challenging situations. A calm, patient and professional demeanour is essential, particularly when assisting members of the public who may be confused or frustrated.
- ✓ Individuals who demonstrate strong interpersonal skills, with the capacity to build rapport quickly and manage conversations that may involve conflict, heightened emotions or complex personal circumstances. An ability to adapt to communication styles to suit diverse cultural backgrounds and varying levels of understanding is essential to ensuring respectful, safe and effective interactions.
- ✓ Individuals who value excellent customer service, clear communication, and strong attention to detail. Individuals with experience in enforcement or operational environments are highly desirable as having the ability to manage sensitive situations with empathy and authority is critical.

Court Counselling and Support Services

Overview

The Court Counselling and Support Services (CCSS) plays a vital role in supporting the wellbeing, safety and participation of vulnerable individuals within the justice system. CCSS provides specialised therapeutic, emotional and practical assistance to victims of crime, children required to give evidence and individuals affected by family violence.


Through its integrated service model, the CCSS ensures clients receive trauma-informed support, clear information and guidance to help them navigate often complex and emotionally challenging Court processes. CCSS staff work collaboratively with Judicial Officers, legal professionals, external agencies and community services to promote safe engagement with the Courts and to strengthen access to justice for those who require additional support.

Roles at the Court Counselling and Support Services

The CCSS offers a range of specialised roles dedicated to supporting vulnerable individuals within the justice system. Staff work across victim support, child witness assistance and family violence services, providing trauma-informed counselling, court preparation, in-person court support and essential guidance to clients navigating challenging legal processes. These roles are ideally suited to individuals who are compassionate, resilient and committed to making a meaningful difference in the lives of those affected by crime and family violence.


Victim Support Service

The Victim Support Service provides trauma-informed counselling, psychological support, information and practical assistance to individuals and families affected by crime. The service offers in-person Court support to clients, helping them navigate the Court process and ensuring they feel informed and supported throughout their involvement with the justice system.

 A typical day involves supporting individuals and families impacted by crime through counselling and psychological assistance, while also explaining court processes and keeping them informed about proceedings. They conduct assessments to determine client needs, safety considerations, and appropriate case management pathways, ensuring clients feel supported and well-guided throughout the justice process.


Child Witness Service

The Child Witness Service delivers in-person court support to children required to attend court across the metropolitan area. The service also provides court preparation, information and guidance to children and their families to help them understand court processes and reduce anxiety associated with giving evidence.

 A typical day is spent supporting children who need to attend court, guiding them throughout their appearance. They prepare children and their families by explaining the court process and keeping them informed about proceedings. They also complete assessments to advocate for each child's needs, including special witness arrangements or safety considerations.

Family Violence Service

The Family Violence Service assists victims of family violence by providing court support, information and referrals to relevant support agencies. The service plays a vital role in helping victims understand their options, access protection and engage safely with the justice system.



They support victims of family violence as they navigate the Magistrates Court system. Their role includes helping individuals apply family violence restraining orders and guiding victims of family-violence-related offences through court processes, updates, outcomes, and sentencing. They also prepare court-requested reports, such as bail risk assessments and special witness status assessments, and support victims who are required to give evidence in criminal trials.

Who we are looking for

- ✓ Individuals who demonstrate strong cultural awareness, professionalism and integrity in all interactions. The nature of the work requires a high level of empathy, compassion and resilience, particularly when supporting members of the public who have experienced trauma, grief or loss.
- ✓ Individuals with effective communication skills and psychological flexibility, enabling them to respond sensitively and appropriately to complex and emotionally challenging situations.
- ✓ Individuals who work collaboratively within a multidisciplinary team, contribute to a supportive, client-centred environment that upholds the values and objectives of CCSS.

Jury Services

Overview

Jury Services is responsible for the effective operational management and delivery of jury functions across Perth and thirteen (13) regional Court locations across WA. The Division oversees the administrative issuing of jury summons and manages all associated compliance processes, including the issuing of infringements for non-attendance or non-compliance with legislative requirements. It is also accountable for processing reimbursements to jurors for their attendance and eligible expenses.

Roles at Jury Services

Jury Services comprises an administrative team of CSOs who report to a Team Leader. This team is responsible for issuing jury summons and infringements, as well as administering reimbursements to jurors for loss of income and care-related expenses. In addition, the team also provides operational and administrative support to regional court locations to ensure consistent service delivery across the State.

↳ A typical induction day, usually a Monday, is particularly busy for the administration team. They manage a high volume of phone calls and counter enquiries while processing applications for excusal and deferral. Throughout the day, they respond to a wide range of emails relating to jury service and handling payments for infringements.

↳ A typical day for a Jury Officer varies depending on the trial schedule, as they are rostered on a casual basis according to daily courtroom needs. Throughout the day, Jury Officers interact closely with members of the Judiciary, their staff, and the jurors, providing support and ensuring proceedings run smoothly.

Jury Services also maintains a cohort of Jury Officers located in both Perth and regional areas, supported by Jury Supervisors. Jury Officers are responsible for safeguarding the integrity of jurors from the point of induction through to their discharge at the conclusion of the matter, ensuring the impartiality and proper conduct of the jury process.

Who we are looking for

- ✓ Individuals who demonstrate exceptional communication skills and a strong commitment to providing high-quality service in a dynamic and challenging environment. Confident in engaging with members of the public across multiple channels, including face-to-face interactions at the counter, telephone enquiries and written communication via email.
- ✓ Individuals who can engage professionally and respectfully with people from diverse backgrounds, including those facing language challenges, substance-related issues, or heightened emotions in response to summonses or infringements.
- ✓ Individuals who can remain calm, professional, and solution-focused while ensuring that information is delivered clearly and situations are managed with sensitivity and sound judgement.

CTS Success Stories

Multiple Case Management Officers demonstrated integrity, initiative and a strong people-focused approach. They built positive relationships across the team and with key stakeholders, all while managing deadlines, priorities and triaging with exceptional efficiency. By staying on top of their workload and willingly taking on new tasks, they strengthened their skill set and supported other teams. This commitment, adaptability, and readiness to grow made them a competitive applicant for acting supervisor opportunities either in level 3 or 4 opportunities.

– The District Court of Western Australia

The Tribunal's Manager of Customer Relations built their career by embracing every opportunity to learn and take on new challenges. Starting in 2021 as a level 2 Case Management Officer, they quickly developed deep knowledge of Tribunal processes and legislation. Their strong performance saw them progress to level 3 Case Coordinator and later to level 4 Senior Case Manager, handling complex applications in fast-paced environments.

Their capability and drive led to acting leadership roles, including Team Leader and Senior Legislation and Policy Officer. Today, they are the permanent level 6 Manager of Customer Relations, an example of how dedication, adaptability and hard work can open doors across the Tribunal.

– The State Administrative Tribunal

Through on-the-job learning, mentoring and development opportunities, staff members within the Family Court can build rewarding long-term careers within CTS. Staff members often comment that starting in customer-facing roles gave them a strong foundation and understanding of the Court environment, setting them up for future advancement for a career within CTS.

– The Family Court of Western Australia

In their third year of Social Work at Curtin University, they completed a 13-week practicum with the Victim Support Service, gaining foundational experience supporting victims of crime and navigating court processes. They went on to a short-term role with the Child Witness Service, later securing a permanent position. Two years on, they continue to make a meaningful impact supporting children and families, showcasing how a student placement can launch a rewarding and purposeful career within CCSS.

– Court Counselling and Support Services

The Sheriff's Office is known for long-term career growth, with many staff members choosing to stay for decades, some since the Office was first established in 2013. Despite being a small team, staff members have progressed from CSO roles into areas such as administration, enforcement and team leadership. Ongoing development is encouraged and supported across the CTS Division, creating a workplace where people can build lasting and rewarding careers.

– The Sheriff's Office of Western Australia

Several Jury Officers have progressed into judicial roles after being recognised for their professionalism and strong work ethic. We have also seen CSOs complete university degrees while working in the office and successfully move into careers within the legal sector. These examples highlight the strong development pathways and opportunities available to committed staff members.

– Jury Services

Story 1: Many of the managers and supervisors at the Magistrates Court and Specialist Jurisdictions began their careers straight out of high school. Starting as CSOs, they built their knowledge from the ground up, mastering processes and procedures across both civil and criminal jurisdictions, including the Perth Children’s Court. Their commitment to learning and understanding the work laid the foundation for their progression into today’s leadership roles.

Story 2: Starting their local Court career at just sixteen, they embraced every opportunity to learn and adapt. Their journey across metropolitan and regional Magistrates Court locations built strong capability and a deep understanding of the work. With a mindset that growth is ongoing, they continue to demonstrate that lifelong learning is key to success within CTS.

Story 3: Starting on a fixed-term contract in January 2024 and gaining permanent appointment just months later, they quickly proved their commitment and capability. After six months at the front counter, they progressed into training as a Judicial Support Officer. Despite entering the Court system with no prior experience, they have shown strong dedication to developing their skills in Court processes, handling complex enquiries, supporting challenging customer interaction and stepping up to supervise others.

– Magistrates Court and Specialist Jurisdictions

Employee Benefits and Opportunities

The Department offers a range of benefits and development opportunities to employees. Some benefits are subject to the award and agreement applicable to the employment offer.

- ✓ Salary \$76,912 – \$82,464 p.a. + 12% super.
- ✓ Learning, development and career pathways opportunities.
- ✓ An onsite Social and Wellness Committee which provides a calendar of events to support employee health and wellbeing.
- ✓ Corporate partnership with health providers, discounts on health insurance, member benefits, and subsidies for prescription glasses.
- ✓ An employee assistance program offering a free, independent, and confidential counselling service to employees and their immediate family

Equity and Diversity

The Department of Justice is committed to building a workplace culture that values diversity and inclusion. We actively promote the employment of Aboriginal and Torres Strait Islander people, people with disability, youth, people of diverse sexualities and genders, women, culturally and linguistically diverse people, and other diversity groups.

Aboriginal job seekers may contact the Aboriginal Workforce Development team on aboriginalworkforcedevelopment@justice.wa.gov.au or call (08) 9264 1700 for culturally appropriate application advice.

Applicants with disability requiring adjustments or accessibility support at any stage of the selection process can contact the hiring manager as listed under the 'Further Information' section or contact the Diversity and Inclusion team on WorkforceDiversity@justice.wa.gov.au or (08) 9264 1700 for a confidential discussion.

More Information

If you have any further questions about the level 2 roles on offer or what a career within CTS may look like for you, please contact CourtandTribunalServicesHR@justice.wa.gov.au.

For more information on working for the Department of Justice:

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