

# MyCase: Improving the client journey through court



Attending court can be stressful and clients may be required to undertake a number of activities on the day with little forewarning. Clients generally receive minimal information before they come to court, and little information about the progress of their hearing once they get there. They may have to spend hours waiting.

Understandably, clients want to know if they are free to leave the court – to top up a parking meter or to buy lunch, for instance – and raising questions about the timing of matters in court can frustrate staff, particularly if they can't answer with certainty.

This information vacuum creates anxiety for court staff and clients alike.

This is where MyCase steps in. It's Australia's first court-user messaging system. MyCase was developed at the NJC and launched in July 2016. It aims to reduce some of the stress and uncertainty for people while they're waiting for their matter to be heard in court.

## How does MyCase work?

MyCase gives court clients real-time information about the status of their hearing on an airport-style electronic display outside the court room. It can also send alerts to clients' mobile phones. Interpreter services are flagged in time to organise the service in a timely fashion and there is a plain English interface for ease of use.

MyCase is an opt-in system; clients can sign in at Registry with their phone number or email address. It isn't an app, so there's nothing to install or uninstall. After registration, court staff and legal representatives can keep clients informed about their hearing status and actions required via SMS or email, including: activities planned for their visit (such as referrals to support services); changes in case status and where to be and who to meet with.

## Benefits to clients of the court

- Helps clients manage their time around their court hearing (including leaving to return closer to their hearing time if they want to)
- Potentially alleviates stress and frustration caused by an indeterminate waiting period
- Makes the organisation of transport, work and child-care arrangements easier
- Court hearings proceed promptly as everyone knows what's happening

## Benefits to the court itself

- Helps the court coordinate the order of cases more efficiently
- Enables a new level of public transparency into the operations of the court
- Captures data that can be analysed to develop predictive modelling for court scheduling