

Introducing NCAT

The NSW Civil and Administrative Tribunal (NCAT) is a one-stop-shop for specialist tribunal services in NSW.

Establishment of NCAT

NCAT was established on 1 January 2014 to consolidate the work previously dealt with by 22 separate tribunals.

NCAT retains the specialist expertise and services of those former tribunals, streamlines back office administration and enhances ease of access by providing a single service gateway to tribunal services.

NCAT is committed to timely, fair, high-quality dispute resolution and decision making, and to the continuous improvement of our services.

NCAT provides tribunal services that are prompt, accessible, economical and effective

Matter types

NCAT deals with a broad range of matters, from tenancy issues and building works, to decisions on guardianship and administrative review of government decisions.

The Tribunal's broad and diverse jurisdiction and matter types are dealt with in four specialist Divisions.

Administrative and Equal Opportunity Division

Reviews administrative decisions made by NSW Government agencies and discrimination matters.

Community services | State revenue | Job and firearm licensing | Discrimination | Working with children checks | Privacy | Access to government information | Victims services | Charity referees | Land matters | Equal opportunity

Consumer and Commercial Division

Resolves a wide range of everyday disputes such as tenancy and other residential property issues and disputes about the supply of goods and services.

Consumer claims | Commercial matters | Home building | Motor vehicles | Residential communities | Dividing fences | Retirement villages | Strata and community schemes | Tenancy and social housing | Boarding houses | Retail leases

Guardianship Division

Determines applications about people with a decision making disability and who may require a legally appointed substitute decision maker.

Appointment of a guardian | Appointment of a financial manager | Review of enduring guardianship | Review of power of attorney and revocation | Medical or dental treatment | Clinical trials | Review of orders

Occupational Division

Reviews decisions by government agencies about licensing and complaints concerning professional conduct and discipline.

Taxi licences | Real estate agent licenses | Motor dealers and repairer licences | Valuers and licenced conveyancers | Health professionals | Legal practitioners | Veterinary practitioners | Architects and building professionals

Making an application

To start proceedings in most Divisions you will need to complete and lodge an application. Online lodgement is available for some matters.

A fee is payable when lodging some applications. All application forms and a full list of application fees and costs are available on the NCAT website.



Urgent applications

NCAT can arrange for an urgent hearing of your application if needed. Contact NCAT on 1300 006 228 to discuss your options if you believe your situation requires an urgent hearing.

Going to the Tribunal

An application to NCAT may result in a hearing in the Tribunal. Hearings are conducted across almost 70 venues in metropolitan and regional areas of NSW.

NCAT can also assist in resolving a matter without the need for a hearing through the use of alternative dispute resolution methods such as preliminary conferences, conciliation and mediation.

In the high volume jurisdictions of NCAT, parties are encouraged to represent themselves in proceedings, although representation may be permitted with leave of the Tribunal.

Other jurisdictions, such as retail leases, legal services and health professional disciplinary matters permit legal representation without leave.

Orders and enforcement

At the end of a proceeding, NCAT makes a final decision or order. NCAT may do one of the following:

- Make the full orders sought by the applicant
- Decide that only part of the applicant's claim can be made
- Dismiss the application.

Decisions made by NCAT must be followed and are enforceable. Each party generally pays their own costs.

Appeals

In certain circumstances parties can appeal a decision to NCAT's Internal Appeal Panel. Internal appeals can be made on a question of law. An application can only be made about the methods of a decision if the Appeal Panel gives permission. Some Divisional decisions are not subject to an internal appeal, and may be appealed directly to the Supreme Court or Court of Appeal

Contact NCAT

1300 006 228 | www.ncat.nsw.gov.au

Interpreter Service (TIS) 13 14 50

National Relay Service for TTY users 13 36 77

For more information and assistance visit the NCAT website **www.ncat.nsw.gov.au** or contact NCAT **1300 006 228**.