

Decision timeframes for Internal Appeals

The following information explains when you can expect to receive the decision in an internal appeal heard before NCAT's Appeal Panel.

When can I expect a decision in my appeal?

In some internal appeals, the Appeal Panel gives its decision and reasons for decision at the end of the hearing.

In other appeals, especially if they are complicated or difficult, the Appeal Panel needs more time to consider the submissions and the law before it can give a decision. In these appeals, at the end of the hearing, the Appeal Panel says its decision is 'reserved'. This means it will give you its decision later.

If the Appeal Panel does not give its decision at the hearing, when will it give its decision?

This depends on the type of decision and the type of hearing.

- **If the decision is *not* a final decision but is about a step or issue in the appeal** – usually, the Appeal Panel gives its decision and reasons for decision within 1 month.
- **If the decision is a final decision in an appeal heard by *one* Member** – usually, the Appeal Panel gives its decision and reasons for decision within 2 months.
- **If the decision is a final decision in an appeal heard by *two or more* Members** – usually, the Appeal Panel gives its decision and reasons for decision within 3 months.

The Appeal Panel may give its decision faster – especially if there is some urgency.

The Appeal Panel may take longer in some cases.

What can I do if the Appeal Panel does not give its decision within the usual time?

You can:

- Ask the Registry when the Appeal Panel will give its decision. The contact details for NCAT Registries are found on the NCAT website at www.ncat.nsw.gov.au.
- If the decision is overdue, the Registry will ask the Appeal Panel for the decision date. The Registry will not tell the Appeal Panel who asked for the decision date.
- The Registry will then tell you and any other parties when the Appeal Panel expects to give its decision.

Where can I get information or help?

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

Interpreter Service (TIS) 13 14 50

National Relay Service for TTY users 13 36 77