



**NCAT**  
NSW Civil &  
Administrative  
Tribunal



# How To: Start a New Case

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## Quick Reference Guide

# Start a New Case

## Start New Case

### 1. From the dashboard, select **Start new case**

The screenshot shows the NCAT Online Services dashboard. At the top, there is a navigation bar with the NCAT logo and the text 'NCAT Online Services NSW Civil and Administrative Tribunal'. Below this is a menu with 'My cases', 'Manage forms', 'New case', and 'Help'. The main content area is titled 'Welcome to NCAT Online Services' and includes a brief introduction. A grid of six service cards is displayed: 'Start new case', 'My cases', 'Manage forms', 'Link a case', and 'Need help?'. The 'Start new case' card is highlighted with a red border and a red circle with the number '1' next to it.

### 2. Either: a. Search for a form b. Select a form

The screenshot shows the 'Start a new case' page. At the top, there is a navigation bar with the NCAT logo and the text 'NCAT Online Services NSW Civil and Administrative Tribunal'. Below this is a menu with 'My cases', 'Manage forms', 'New case', and 'Help'. The main content area is titled 'Start a new case' and includes a search bar for 'Search available application forms'. The search bar is highlighted with a red box and a red circle with the number '2a'. Below the search bar is a list of 'Online forms' with various application types and arrows pointing to the right. The list is highlighted with a red box and a red circle with the number '2b'. At the bottom, there is a section titled 'Can't find your application form?' with two buttons: 'Go to case types' and 'View list of all forms'.

# Start a New Case

## Start New Case (cont')

**NOTE:** In this example we will select **Tenancy or social housing application**. The steps are similar for all types of forms

### 3. Click **Start Application**

NCAT Online Services  
NSW Civil and Administrative Tribunal

My cases Manage forms New case Help

### Tenancy or social housing application

NCAT is the main forum for resolving tenancy disputes between landlords and tenants and for social housing tenancy disputes between social housing provider landlords and tenants

**Start Application** 3 if you need to know >

## Application Details

### 4. Complete the fields as required

#### IMPORTANT:

- Fields marked with a red \* are required
- Additional fields may be displayed depending on the answers selected

### 5. Click **Save and next**

NCAT Online Services  
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Home > New case > Tenancy or social housing application

Section 1 of 5

### Application Details

### Application Details

**Tenancy type \***  
What type of tenancy is your application about?

Private Tenancy  
 Social Housing Tenancy

**Termination \***  
Are you asking NCAT to end the tenancy?

Yes  
 No

**Rental bond \***  
Are you asking for an order in relation to a rental bond?

Yes  
 No

**Place of dispute \***  
Search address

[Enter details manually](#)

If the place of dispute is not clear, visit the [NCAT website](#) to get information on where to go for help.

Back **Save and next** 5

Form sections

- Application Details
- Applicant(s)
- Respondent(s)
- Orders and reasons
- Review

# Start a New Case

## Add Applicant Details

### Applicant Details

6. Complete the fields as required
7. Click **Save and next**

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Home > New case > Tenancy or social housing application

Section 2 of 5

Applicant(s)

Applicant details

Form sections

- Application Details
- Applicant(s)**
- Respondent(s)
- Orders and reasons
- Review

Applicant Role \*

Select

My details

Name Sandra Santos  
Email anubhav.sharma@justice.nsw.gov.au

You can update your details under [Manage my profile](#).

**Notification by email**  
By lodging this application online, you are consenting to all applicants receiving notices, correspondence and other information by email from NCAT.

Home/Work Phone Mobile

Postal Address \*

[Enter details manually](#)

Indigenous status \*

No  
 Yes, Aboriginal  
 Yes, Torres Strait Islander  
 Yes, both Aboriginal and Torres Strait Islander

Answering this question is voluntary. NCAT will use this for data collection purposes to improve services for Aboriginal and Torres Strait Islander people. NCAT will not disclose this information without your consent unless authorised by law.

**Support needs**

Your request for support needs will not be sent to the Respondent.

Do you need any support to participate in the hearings? \*

Yes  
 No

Back Save and next

### 8. Either:

- To add another applicant, click **Add new applicant**
- To continue, go to next step

# Start a New Case

## Add Applicant Details (cont')

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Home > New case > Tenancy or social housing application

Section 2 of 5

Applicant(s)

### Applicant details

Role Tenant [Edit](#)

First name Sandra

Last name Santos

Email anubhav.sharma@justice.nsw.gov.au

Mobile number 0403226766

Postal address 20 ROYAL GEORGE DR, HARRINGTON PARK NSW 2567

Indigenous status No

[Add new applicant](#) **8a**

[Back](#) [Save and Next](#) **8b**

## Add Respondent Details

### Respondent Details

**9.** Complete the fields as required

#### IMPORTANT:

- Fields marked with a red \* are required
- Additional fields may be displayed depending on the answers selected

**10.** Click **Save and next**

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Section 3 of 5

Respondent(s)

### Respondent details

Respondent Role \* **9**

Select

Entity Type \*

Which of the options best describes the respondent?

Individual

Organisation

[Back](#) [Save and next](#) **10**

# Start a New Case

## Add Respondent Details (cont')

### 11. Either:

- To add another applicant, click **Add new respondent**
- To continue, go to next step

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Section 3 of 5

Respondent(s)

### Respondent details

Role	Landlord	<a href="#">Edit</a>
First name	John	
Last name	Smith	
Organisation name	Ray White Real Estate	
Trading as	Ray White Real Estate	
ABN	11003936409	
Email	tammy.pena@justice.nsw.gov.au	
Postal address	Level 16 200 Goulburn ST SYDNEY NSW 2000	

[Add new respondent](#) **11a**

[Back](#)

[Save and Next](#) **11b**

Form sections

- Application Details
- Applicant(s)
- Respondent(s)**
- Orders and reasons
- Review

## Add Orders and Reasons

### Orders and reasons

- Select a value from the **Select the main order you are asking NCAT to make** field

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Section 4 of 5

### Orders and reasons

You can either type your orders and reasons in the free text box or [upload](#) documents.

**Orders and reasons**

Orders

Select the main order you are asking NCAT to make \*

Select

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Form sections

- Application Details
- Applicant(s)
- Respondent(s)
- Orders and reasons**
- Review

# Start a New Case

## Add Orders and Reasons (cont')

13. Complete the **What orders are you asking NCAT to make? field**

13

What orders are you asking NCAT to make? \*

2000 Characters

14. Scroll down to the **Reasons** section
15. Complete the reason field

### Reasons

15

What are the reasons you say NCAT should make the orders you are asking for? \*

2000 Characters

# Start a New Case

## Add Orders and Reasons (cont')

### 16. Click **Save and next**

#### Reasons

What are the reasons you say NCAT should make the orders you are asking for? \*

See attached

2000 Characters

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## Submit Application

### Summary

17. The **Summary** page displays

18. Review the information

19. Select the **Edit** links to make any updates

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NSW Civil and Administrative Tribunal

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Home > New case > Tenancy or social housing application

Section 5 of 5

Review

### Summary

Review the following details of your application, then do the payment or save it for later.

**Application details** [Edit](#)

Place of dispute  
20 ROYAL GEORGE DR, HARRINGTON PARK NSW 2567

**Applicant Details** [Edit](#)

Role	Tenant
First name	Sandra
Last name	Santos
Email	anubhav.sharma@justice.nsw.gov.au
Mobile number	0403226786
Postal address	20 ROYAL GEORGE DR, HARRINGTON PARK NSW 2567
Indigenous status	No

**Respondent Details** [Edit](#)

Role	Landlord
First name	John
Last name	Smith
Organisation name	Ray White Real Estate

Form sections

- Application Details
- Applicant(s)
- Respondent(s)
- Orders and reasons
- Review**

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# Start a New Case

## Submit Application (cont')

20. Scroll down to the **Acknowledgement** section
21. Select the checkboxes
22. Click **Submit**

### Acknowledgement

- 21  I acknowledge that I am the Applicant or the Applicant's representative. \*
- I agree to the NSW Online Registry's [T&Cs](#) \*

Back

Submit

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## Pay for Application

### Ready to pay

23. Select the checkbox for the form to pay
24. Click **Next**

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Home > Manage Forms > Ready to pay

### Ready to pay

You can pay for your completed forms here.

Please select the forms you are ready to pay via the checkbox.

<input type="checkbox"/>	Application	Last updated	Fee	Action
<input checked="" type="checkbox"/>	Tenancy or social housing application <a href="#">Sandra Santos vs Jack Jones</a>	20/09/2023	\$54	Delete

For information about NCAT fees please visit the [Fees at NCAT](#) page.

23

Next

24

25. Select the card to pay with

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Home > Manage Forms > Ready to pay

### Confirm and pay

Select payment option

Registered card ending in...242 <sup>\*\*\*\*</sup>

Pay with a different card

Add/Delete cards via [Manage profile](#).

Summary - 1 Application

Subtotal	\$54
Total	\$54

Tenancy or social housing application  
[Sandra Santos vs Jack Jones](#) \$54

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# Start a New Case

## Pay for Application (cont')

26. Select the payer name to appear on the tax invoice
27. Click **Pay**

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Home > Manage Forms > Ready to pay

### Confirm and pay

Select payment option

Registered card ending in...242<sup>\*\*\*\*</sup>

Pay with a different card

[Add/Delete cards via Manage profile](#)

Card details

Card ending in... 242<sup>\*\*\*\*</sup>

Cardholder Self Representative

Expires 01/2030

Payer

The payer's name will appear on the tax invoice

Self Representative

**26**

**27**

Summary - 1 Application

Subtotal	\$54
Total	\$54

Tenancy or social housing application \$54

Self Representative vs John Smith

You will receive a tax invoice at the email linked to this account. You can access invoices under [Filing history](#)

28. Payment confirmation appears

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Home > Manage Forms > Ready to pay > Payment confirmation

**Success - your payment was successful, and the application(s) have been received.**

The application(s) will be processed by NCAT and you will receive a confirmation email with a tax invoice. You can also view previous transactions in [Filing history](#) and view your case list in [My Cases](#).

### Payment confirmation

Transaction reference number: B20230920-3035069

Payment receipt number: REC21683972

Submitted by: Self Representative

Submitted on: 20 Sep 2023 12:19 PM

Application	Fee
Tenancy or social housing application	\$54
Self Representative vs John Smith	
<b>Total (Including GST):</b>	<b>\$54</b>

29. An email confirmation with a copy of the invoice and the application is sent