



## NCAT Service Charter

### NCAT's objectives are to:

- Provide a single point of access for most tribunal services in New South Wales.
- Ensure that the Tribunal is accessible and responsive to the needs of all its users.
- Resolve the real issues in proceedings justly, quickly, cheaply and with as little formality as possible.
- Ensure that the decisions of the Tribunal are timely, fair, consistent and of a high quality.
- Ensure that the Tribunal is accountable and has processes that are open and transparent.
- Promote public confidence in Tribunal decision-making and in the conduct of Tribunal Member.

### NCAT is committed to:

- Providing a timely and fair resolution of matters referred to NCAT.
- Providing simple processes that can be understood by all, regardless of parties' level of education, disability, prior knowledge, legal expertise or familiarity with proceedings.
- Being accessible to all, regardless of factors such as age, disability or geographical location.
- Being attentive and responsive to the needs of all, including those from culturally and linguistically diverse backgrounds.
- Communicating effectively with relevant people and organisations.
- Responding promptly to suggestions about practice and procedure.
- Receiving and responding to feedback, including comments, complaints and concerns.

### When you contact NCAT, we can:

- Answer your questions about NCAT's role and processes.
- Provide forms, brochures and information sheets.
- Indicate whether you have completed the required parts of NCAT forms.
- Provide contacts in other relevant agencies and support services.
- Give you information about NCAT's privacy policy.

**These are some things we cannot help you with. We cannot:**

- Give you legal advice.
- Complete forms for you.
- Provide advice about what to say in proceedings.
- Speak to NCAT Members on your behalf.

**In order to assist in delivering a high quality service, we request you:**

- Provide complete and accurate information.
- Comply with any NCAT directions or orders.
- Behave respectfully towards staff, parties, hearing participants and Members at all times.

NCAT is always looking for ways to improve its services. Therefore we value and seek your feedback and comments. Please ask about the NCAT Complaint Protocol.