



Mark Speakman
Attorney General

MEDIA RELEASE

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NEW PARRAMATTA NCAT'S OUT OF THE BAG

People living and working in Parramatta and the Western Sydney region will have improved access to the NSW Civil and Administrative Tribunal (NCAT) with the opening of a new registry and hearing rooms today.

Attorney General Mark Speakman said the \$2.3 million project is delivering a state of the art tribunal facility to one of NSW's fastest growing regions.

"This facility marks a dramatic improvement in NCAT's capacity in Parramatta. Hearing days will increase fourfold from five a week in the borrowed hearing room in the Commonwealth Law Courts Complex," Mr Speakman said.

"With its simple, cost-effective dispute resolution process, NCAT is one of the critical strands in the NSW Government's aim of providing affordable, accessible and effective access to justice."

The new NCAT Parramatta includes four hearing rooms equipped with high-definition video conferencing technology, five conciliation rooms, a registry, a public service counter and a waiting room.

Through its four specialist divisions and Appeal Panel, NCAT deals with a wide range of civil matters, including neighbour and tenancy issues, building works and consumer claims, as well as decisions on guardianship and administrative review of government decisions.

Member for Parramatta Geoff Lee said the new tribunal facilities will enable many more local people to solve their NCAT disputes locally.

"I'm thrilled that these new modern tribunal premises will result in an increase NCAT's capacity to conduct hearings in Parramatta now and position it to meet future demand in the region.. This means more convenience for the people of Western Sydney, and that's always welcome," Mr Lee said.

In response to COVID-19, NCAT has been conducting the majority of hearings either on the papers, by telephone or by audio-visual link with more than 79,000 hearings conducted. Before the temporary changes introduced in response to the pandemic NCAT conducted hearings in 70 locations across the state.

The new NCAT Parramatta Registry joins NCAT's other registries in the Sydney CBD, Liverpool, Penrith, Tamworth, Newcastle and Wollongong. NCAT also has hearing facilities in Gosford, Campbelltown and Lismore.