

**From:** [Policy MailIn](#)  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Date:** Tuesday, 9 July 2019 1:31:27 PM

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**From:** [REDACTED]  
**Sent:** Tuesday, 9 July 2019 12:22 PM  
**To:** Policy MailIn  
**Subject:** The Department of Justice is seeking feedback on the operation of the Civil and Administrative Tribunal Act 2013. FEEDBACK

The Department of Justice is seeking feedback on how well NCAT is working and to look at reforms that could strengthen access to justice for people in NSW.

Please find feedback below:

**Summary: This department is uncooperative, hostile, slow, difficult to navigate, is not set up as it describes for lay people, the members are opinionated and often emotional and self-righteous. NCAT has very little, if any capability of enforcing any of the orders set. Applicants come to NCAT for help, get bamboozled by the process, intimidated by the staff and generally if the defendant is a corporate entity, the whole process is considered a joke and any orders ignored!**

- Is it easy or difficult for people to work out whether NCAT is the right body to resolve their legal issue? **It is easy to be 'sold' into the idea that NCAT is an option for lay people to resolve challenges. The marketing 'talks' to this government department being easy and simple to access and navigate, however after paying to submit a case the whole process becomes almost impossible.**
- Is NCAT accessible and responsive to its users' needs? **No, there is little to no support or help available, the website is slow, unresponsive and confusing and the people on the phones should not be employed, they are incredibly rude, abrupt and extremely unhelpful. Lawyers are expensive and don't want to engage with NCAT and free legal representative is vague at best, almost non-existent. When in hearings, the members are aggressive and often intimidating, the staff made available to help with mediation are as intimidating and rude as the members. People are bullied into decisions without true support or understanding, rather out of fear. The only people that are somewhat helpful are the security guards at the front door!**
- Are there things that NCAT could do to make it easier for people appearing in the Tribunal to understand the process and participate? **Absolutely, start by reviewing the reason NCAT was formed and then review each process to determine how it currently operates, what it should offer and look at how it fails today. What support is there for people applying and**

