



# **Review of the Civil and Administrative Tribunal Act 2013**

**New South Wales Department of Communities and Justice**



**Easy English**



## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

## About this book

This book is written by the New South Wales Department of Communities and Justice.

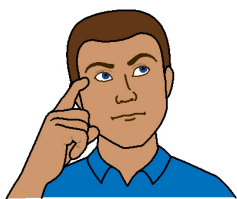


This book is about a **review** of the **Civil and Administrative Tribunal Act 2013** or the Act, and the **NSW Civil and Administrative Tribunal** or NCAT.

A review means people check that the Act and NCAT work well.

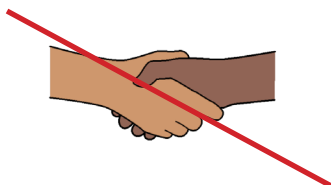
The Act is the law that sets up NCAT.

NCAT deals with lots of **disputes**.



A dispute means

- there is a problem
- people do **not** agree about the problem
- people do **not** agree about how to fix the problem.





NCAT might deal with disputes about

- housing



- support for people with disability

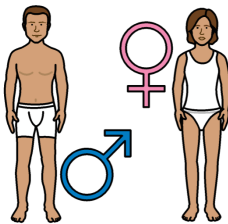


- what happens when people buy and sell things

- **discrimination**

- **NSW government** decisions.

Discrimination is when someone is unfair to someone else because of something like their



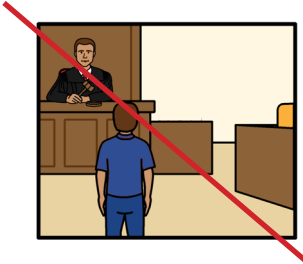
- gender



- culture.

The NSW government is a group of people who make laws for NSW.

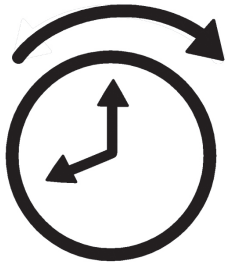
## About NCAT



NCAT is a **tribunal** and **not** a court.

A tribunal is like a court with services that are

- easy to use



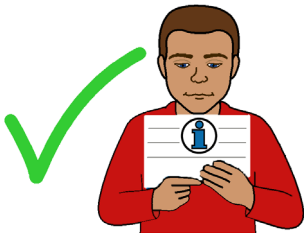
- quick to use

- helpful.

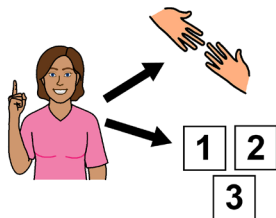


NCAT helps people to

- speak for themselves



- get information that is easy to read



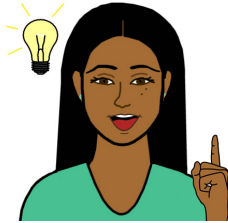
- use different options to fix a dispute.

## About the NCAT review



We want to hear **feedback** from

- people who use NCAT



- other people who want to tell us their ideas.



Feedback includes

- what works well



- what could work better.

# We want to hear your ideas

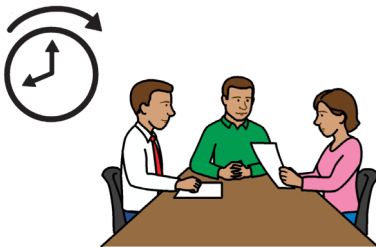
We want to hear about

- why you might choose NCAT

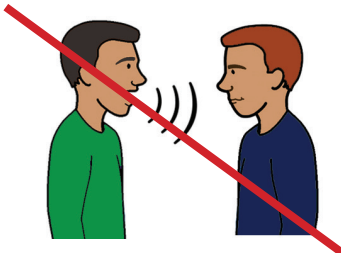


- how well NCAT helps you

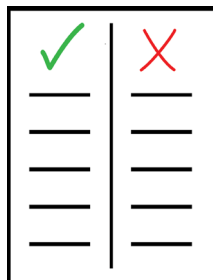
- what NCAT could do to help you understand how everything works



- if NCAT fixes disputes quickly



- if NCAT should fix disputes without talking to people face to face

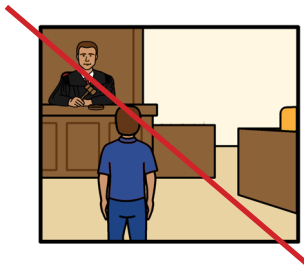


- if NCAT needs more government rules to make sure people follow their decisions.

## What will not be in the review

We will **not** review

- other government rules that could change how NCAT works



- if NCAT is a tribunal or a court.

## When the review will happen

You can give written feedback any time

**before Wednesday 10 July 2019.**

July 2019						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

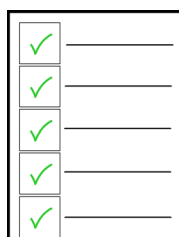
Please let us know if you need more time to give us feedback.

September 2019 - November 2019						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

We will have group talks about your ideas **between September and November 2019.**

We will

- write a report
- make a plan about important ideas.





## How to give feedback

You **must** tell us if you do **not** want your feedback to be public and in the report.



You can email your feedback to  
[policy@justice.nsw.gov.au](mailto:policy@justice.nsw.gov.au)



You can post your feedback to  
The Director  
Courts, Access to Justice and Regulatory  
Department of Communities and Justice  
GPO Box 31  
Sydney NSW 2001



If you need to give feedback over the phone  
you can call 02 8346 1768.



If you want more information you can visit  
this website  
[www.nsw.gov.au/improving-nsw/have-your-say](http://www.nsw.gov.au/improving-nsw/have-your-say)





## More information

For more information contact  
the New South Wales Department of  
Communities and Justice.



Call 02 8346 1768



Website [www.justice.nsw.gov.au](http://www.justice.nsw.gov.au)



Email [policy@justice.nsw.gov.au](mailto:policy@justice.nsw.gov.au)



## If you need help to speak or listen

Contact the Department of Communities and  
Justice through the  
National Relay Service or NRS.

Call the NRS help desk  
1800 555 660

Go to the NRS website  
[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in July, 2019.

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To see the original contact the New South Wales Department of Communities and Justice.

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