



CONSUMER, TRADER & TENANCY TRIBUNAL RELEASE OF STATISTICS, DATA & INFORMATION POLICY

Commencement

This policy commences on 1 July 2010.

Purpose

This policy sets out how the CTTT deals with requests for statistical information from stakeholders, government agencies, media and for academic research projects and the limitations of the type of statistics the CTTT can provide.

Application

This policy applies to any person or organisation that is seeking collated statistics, information or data about the CTTT's cases and workload.

CTTT's role in collecting data

The CTTT's primary role in collecting data is to help it manage its case load and to monitor operational performance against the customer service standards and to meet its annual reporting and other statutory requirements.

The CTTT also tries to assist with the following types of requests, providing it has reliable statistical data that is suitable:

- a) Requests from government agencies associated with law reform and policy development
- b) Genuine academic research projects that are directly sponsored and supervised by recognised tertiary institutions
- c) Media stories that have a direct connection with the operations of the CTTT.

What collated information does the CTTT hold?

The CTTT collates information that is necessary to manage its case load and to monitor performance against the Guarantee of Service standards.

The CTTT provides reports which hold the following information:

- Application Lodgements – type and numbers
- Number of Days from Lodgement to First Hearing
- Finalisation timeframes
- Key Performance Indicators
- Service Initiatives
- Appeals to the District Court
- General Information specific to each Division which are as follows:
 - Tenancy Division
 - Social Housing Division
 - General Division
 - Home Building Division
 - Residential Parks Division
 - Strata and Community Schemes Division
 - Motor Vehicles Division
 - Commercial Division
 - Retirement Villages Division

The data provides an overview of volume and inputs. This is the only data that can be made easily available. Due to the complexity and variability of Tribunal orders that are tailored to the unique circumstances of each case, the CTTT does not capture application outcomes.

Individual case information where judgements and written reasons are given are publicly available on the Australasian Legal Information Institute (AustLII) website at www.austlii.edu.au.

Publicly available information

Each year the CTTT publishes its annual report which contains detailed statistics on the operations of the CTTT for the last five calendar years. The CTTT's annual reports can be accessed free of charge from the CTTT's website at:

http://www.cttt.nsw.gov.au/About_us/Our_organisation/Corporate_publications.html

Permission for publication or further release of data

If the CTTT provides statistical data, then it must not be published or further released unless there is prior and express permission from the CTTT and a data agreement has been signed. All statements that clarify the meaning of the statistics should be included in any document or public comment.

How to make a request?

Requests for statistics, information or data should be in writing identifying the following:

- Requested statistic
- Details of the requesting organisation/media outlet/agency and contact
- Background information to the request
- Outline the nature of the story or research perspective and how the material will be used
- Time frame required*.

** The CTTT's time frames for responding to statistical requests are outlined below.*

Making a request

All statistical requests should be e-mailed or faxed to the Deputy Chairperson (Registry and Administration) who will liaise with the relevant business unit about the feasibility of producing the data in the time frame allocated.

Media requests are to be made directly to:

Deputy Chairperson (Registry and Administration)
Consumer, Trader and Tenancy Tribunal
GPO Box 4005, SYDNEY NSW 2001
Facsimile: (02) 9641 6405
Email: ctttenquire@cttt.nsw.gov.au (Att: Deputy Chairperson (Registry and Administration) in subject line)

Approval time-frames for statistical requests

Approval of requests could take 1-2 days depending on the nature and complexity of the request. The CTTT may need to interrogate its system to see if the requested information is available.

Provision of data

Once the request has been approved it could take between 5-10 working days to supply the statistical information that has been requested. The actual timeframe will depend on the complexity of the request, the availability of the information and the period of time that the request covers.

Standard data already available will be provided within 2 working days. Existing data presented in a different format or timeframe could take 5 working days.

Data not generally collected but available with the provision of a new data search and report program will only be provided if approved by the Chairperson. The costs of

developing the data search programs and collating the information are met by the individual or organisation requesting the data on a cost recovery basis.

Privacy

The CTTT respects the privacy of people connected to CTTT proceedings. It will generally not release private information about litigants or third parties unless that information is given in evidence in CTTT proceedings and there are no restrictions placed by privacy or other confidentiality legislation. All judgements and written reasons that are published on the AustLII website are anonymised.

Issued by

Garry Wilson
Deputy Chairperson (Registry and Administration)
Consumer, Trader and Tenancy Tribunal
1 July 2010

Amended: 14 December 2011