

CTTT Significant Facts

for 2009-2010

The Consumer, Trader and Tenancy Tribunal (CTTT) delivers its dispute resolution services throughout NSW across a wide jurisdiction, to resolve disputes about tenancy and social housing, home building, motor vehicles, residential parks, and strata and community schemes, retirement villages and consumer claims about the supply of goods and services.

An accessible, highly efficient and effective service

The CTTT is committed to providing a low-cost, accessible and efficient service, and delivering high quality and expert decisions to parties.

- Eight CTTT Registries located in metropolitan and regional NSW and a 1300 toll free telephone service give people ready access to the CTTT.
- Almost 60,000 applications were received in 2009-2010, with 45% being lodged online via the CTTT website www.cttt.nsw.gov.au.
- In 2009-2010, more than 70,000 hearings were held in more than 70 locations across metropolitan and regional NSW.
- The majority of disputes are resolved within one month, and 64% are resolved within 35 days of lodgement. 75% of all disputes are finalised at or before the first hearing.
- Hearings by telephone are available in some circumstances. During 2009-2010, 1,500 telephone hearings were conducted - an increase of more than 50% over the previous year.
- Professional interpreters are available free-of-charge for people who require language assistance at CTTT hearings. More than 2,800 requests for interpreter services were received in 2009-2010.
- People with a disability also receive assistance in accessing the CTTT. Services include professional Auslan translators to interpret during proceedings at no cost to parties, wheelchair access to all CTTT hearing venues and portable hearing loop systems in CTTT hearing rooms.
- A proactive Continuous Improvement Reference Group within the CTTT works to identify service enhancements and innovative approaches to service delivery.

Delivering information to the community

The CTTT sets a high standard in delivering information to the community, and is committed to promoting its services through a range of mediums, including the CTTT website www.cttt.nsw.gov.au, at CTTT Registries and Fair Trading Centres in metropolitan and regional NSW, stakeholder consultative forums and public information sessions.

- A record 327,530 people visited the CTTT website in 2009-2010 to access information about the dispute resolution service, fact sheets, case studies, and multimedia resources.
- Information is delivered face-to-face through a program of information sessions, guest speaker spots and community consultative forums. The CTTT conducted or participated in 67 sessions and forums around NSW in 2009-2010.
- The CTTT involves stakeholders in developing information products and procedural enhancements through eight consultative forums. A monthly e-newsletter ensures forum members are kept informed about CTTT activities.
- The CTTT's Aboriginal Consultative Forum helps guide the development of new information products for Aboriginal communities and is consulted on the delivery of CTTT services to those communities. Forum members assisted with the *Getting a fair go at the CTTT* DVD and brochure produced for Aboriginal communities. These resources have received a very positive response, and are widely distributed and available on the CTTT website.
- *We're talking your language* CD-ROM in eight community languages helps people from non-English speaking backgrounds to understand and prepare for a CTTT hearing. This resource is available on the CTTT website.
- A new 'Culturally and Linguistically Diverse' (CALD) communications strategy, to be launched in 2011, will provide a framework for future activities to increase awareness about the CTTT.
- The CTTT has a comprehensive community and stakeholder communication program.

Developing and supporting Tribunal Members and staff

The CTTT is committed to enhancing and maximising the performance of Tribunal Members and staff to ensure transparent decision making and high level customer service.

- Tribunal Members receive information and developmental opportunities through regular network meetings, annual conferences and an intranet, delivering procedural and other information tailored to Members' needs.
- Members and staff are kept updated on latest developments via regular Chairperson's and Registry & Administration e-newsletters.
- A staff intranet provides access to a wide range of operational information and resources. On-the-job training is supplemented by regular meetings of Deputy Registrars and Team Leaders and training courses.
- Training workshops are held for Members and staff when significant legislative or procedural change occurs. For example, the introduction of the *Residential Tenancies Act 2010* in early 2011 was accompanied by a series of workshops for Tribunal Members and staff.
- The CTTT's Continuous Improvement Reference Group involves Tribunal Members and staff from across the organisation, providing an opportunity for information exchange and ideas generation.

Leaders in the use of technology to provide a better service

The CTTT is leading tribunals and courts in Australia in its use of technology to provide a better service to the people of NSW. Technology is helping the CTTT provide an efficient and effective dispute resolution process.

- 45% of applicants were lodged over the internet in 2009-2010 via *CTTT Online* on the CTTT website. People can lodge an application at any time of the day or night, and in many cases receive information about the hearing automatically.
- A 2010 survey of *CTTT Online* users found 75% rated the system as above average to excellent, and 93% would recommend this easy and convenient service to others.
- The CTTT has developed technology to provide people with their final orders at the hearing or shortly afterwards.

- Tribunal Members are equipped with laptops with a wireless internet connection, allowing them to input decisions directly into the CTTT's database. In most cases final orders are available at the hearing.
- All CTTT hearings are now digitally sound recorded and available for purchase by the parties after the hearing.
- Online lodgement of electronic documents, electronic communication with applicants and respondents, and video-conferencing services will be in place by the end of 2011, further expanding the CTTT's services.

CTTT online 

www.cttt.nsw.gov.au

Find out how easy it is to save
time lodging your CTTT
application online

www.cttt.nsw.gov.au