

## What we can and cannot do

# CTTT Registry staff

CTTT Registry staff are required to provide information and services to parties and the public in a way that ensures integrity and maintains impartiality. This fact sheet explains what information we can and cannot provide.

### About the CTTT Registry

The Consumer, Trader and Tenancy Tribunal (CTTT) is an independent body that resolves disputes and issues enforceable orders. The resolution of disputes involves informal dispute resolution processes such as conciliation and hearing.

The CTTT Registry's role is to provide information about the CTTT's practices and procedures, to support the CTTT's dispute resolution functions and manage the CTTT's resources. All of these roles must be performed in a way that ensures the integrity of the CTTT system is maintained.

The activities CTTT Registry staff can and cannot provide are long-standing practices that generally operate in all Australian Courts and Tribunals. These practices ensure the administrative activities of Registry staff are separated from the independent decision-making role of Tribunal Members. They also ensure that Registry staff do not provide advice or information that gives one party an advantage over another.

### What can Registry staff do?

CTTT Registry staff can provide you with general information about the CTTT's practices and procedures.

#### *We can explain how the CTTT works*

For example, we can:

- Tell you which application form you need to lodge and the fee payable based on the information you provide
- Advise if you are eligible for a reduced application fee
- Tell you how your case will be managed and the application processing timeframes we aim to achieve
- Explain the various steps in the CTTT application process
- Explain the CTTT's personal safety measures and security arrangements at the hearing
- Arrange for an interpreter to attend your hearing free-of-charge upon request

- Provide information about the assistance available if you have any special needs (eg. wheelchair access, hearing loop)
- Explain how to apply for an adjournment, urgent hearing or rehearing
- Give you information on how to arrange for the issue of a summons to attend and give evidence or produce documents.

#### *We can assist with the application process*

For example, we can:

- Give you application forms and other printed materials
- Refer you to the CTTT's website [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au) to download application forms and supporting information
- Tell you about our online lodgement system
- Check your papers for completion of the application form, such as signatures, names and addresses of parties and whether necessary documents have been provided
- Direct you to organisations that may assist you in correctly identifying the other party
- Provide you with contact details of organisations that may be able to provide you with free or low-cost advice or assistance about how to prepare your case
- Take the necessary steps to inform the other party of the dispute
- List your matter at the appropriate time and ensure your file is available to the allocated Tribunal Member.

#### *We can provide progress information about your application*

For example, we can:

- Refer you to our website [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au) for a range of resources, including the hearing lists
- Outline the process to follow if you want to view your file, obtain a sound recording or transcript of your hearing
- Tell you how to provide feedback (including comments, compliments or complaints) about the CTTT's services
- Tell you the process you need to follow to enforce a CTTT order.

## What can't Registry staff do?

CTTT Registry staff cannot provide advice or take any action that will compromise our impartiality. This ensures that both parties to a dispute have equal advantage before the CTTT.

### *We cannot help bring your dispute to the CTTT*

For example, we cannot:

- Give you legal advice, tell you how to prepare your case, or inform you if the CTTT has jurisdiction to hear your case
- Recommend a certain lawyer to act on your behalf
- Advise you if you have correctly identified the other party
- Tell you what words to use in your application, whether you have given enough information or what evidence you require to support your case
- Advise you whether or not you should bring your case to the CTTT or what orders you should seek
- Provide an opinion or tell you what the decision of the CTTT might be.

### *We cannot give certain types of assistance following the hearing*

For example, we cannot:

- Interpret orders made by a Tribunal Member or an Adjudicator
- Change an order once it is made by a Tribunal Member, unless it is an obvious typing or mathematical error
- Deal directly with Tribunal Members in relation to outstanding decisions or requests for written reasons
- Enforce a CTTT order.

## Further information

- Visit [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au) for more information about the CTTT and its services

- **Getting help fact sheet**

This fact sheet lists a wide range of services in NSW that can provide you with information and assistance, and may be able to help you with your legal questions.

#### CTTT Tip

If you are unsure of how to bring your dispute to the CTTT, contact one of the services listed on our *Getting help* fact sheet. You may need to seek further assistance as your application progresses.

### *We cannot give certain types of assistance when your case is being heard*

For example, we cannot:

- Tell you what to say at the CTTT hearing
- Relay case information on your behalf direct to the Tribunal Member or ask the Tribunal Member any questions on your behalf
- Let you or anyone on your behalf communicate directly with a Tribunal Member (verbally or in writing) other than at the CTTT hearing or through the formal submission process
- Disclose a Tribunal Member's orders until the Member formally authorises the decision.

#### CTTT Tip

All dealings between Tribunal Members and parties can only occur at the CTTT hearing. This allows all parties to have the opportunity to attend, hear and respond to any information or evidence submitted at the hearing regarding the dispute.

## CTTT Registries

Telephone: 1300 135 399

Facsimile: 1300 135 247

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

## Fair Trading Centres

General enquiries: 13 32 20

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