

## Attending hearings by telephone or video

Find out how parties or witnesses can attend a hearing and how to make a request to attend (or participate) by telephone or video.

### What are the ways in which parties can attend a hearing?

NCAT decides how parties and witnesses will attend a hearing. How you attend will depend on the nature of the matter, the type of hearing event, and/or the issues to be determined.

Hearings may be held in person, by telephone or video, or a combination (known as a "hybrid hearing"). NCAT will tell you how you will attend the hearing in your Notice of Listing.

#### Initial hearings

Most initial hearings to prepare matters (directions or call overs) are held by telephone or video. This is subject to exceptions, such as Consumer and Commercial Division "group lists". This is where several matters are listed together and NCAT helps parties with their settlement discussions.

#### Final hearings

Final hearings are usually held in person (or "face to face" hearings). NCAT may allow a party or witness to attend a final hearing by telephone or video in certain circumstances.

#### Guardianship Division hearings

All final hearings in NCAT's Guardianship Division are set-up as a hybrid hearing. Parties can attend the hearing by telephone or video if they cannot attend in person.

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Check your Notice of Listing to find out if your hearing will be in person, by telephone or by video.

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### How to request permission to attend by telephone or video

To make a request for you or a witness to attend a hearing by telephone or video:

- Ask the Tribunal Member during the initial hearing, or
- Complete the request form (follow steps below).

Note: For Guardianship Division hearings you do not need to complete a request form.

#### Step 1: Complete the request form

Download the Request for permission to attend hearing by telephone or video form on the NCAT website.

Before completing the form, you should attempt to contact the other party or parties to obtain their views.

You will also need to provide the following details:

- Name of person requesting permission to attend by telephone or video.
- Whether the person is the applicant, respondent or witness.
- Date and time of the hearing.
- Reason why you want to attend the hearing by telephone or video.

#### Step 2: Email the request form to NCAT

Email your completed request form to the NCAT Registry managing your case with any supporting documents. Check your Notice of Listing or the NCAT website for Registry contact details.

Send your request to NCAT as soon as you become aware that you want to attend by telephone or video before the scheduled hearing date.



### Step 3: Wait to hear back from us

NCAT will tell you if your request is approved or not.

**If approved**, NCAT will send you step by step information and a link on how to join the hearing. The other party or parties may also be permitted to attend the hearing by telephone or video.

**If not approved**, or if you do not hear from NCAT, you should make arrangements to appear in person.

## Considerations

When considering the request NCAT will consider:

- The type of proceeding
- Nature and complexity of the matter
- Views expressed by other party or parties
- Reason for the request
- Any disadvantage a party might suffer.

Do not assume your request is approved unless you hear from us. NCAT may determine that circumstances warrant attendance in person.

## How to join a hearing by telephone or video

To join your NCAT hearing by telephone or video:

1. Follow your Notice of Listing instructions to join the hearing at least 5 minutes before your hearing start time.
2. If you or a witness are joining by telephone or video, allow access to your camera and microphone. Keep your camera on during the hearing.
3. Once logged in, wait and stay online until the Tribunal Member starts the hearing. NCAT may notify you if there is a delay with the hearing start time.

Hearing by telephone or video follow the same format as in person hearings. The Tribunal Member will explain the purpose of the hearing and how it will be conducted.

On occasion, parties may attend the hearing in person whilst other parties or witnesses attend the hearing by telephone or video.

## Tips for attending a hearing by telephone or video

Use the following tips to make sure your hearing runs smoothly:

- Participate from a quiet and private location
- Minimise distractions such as using your keyboard or other devices
- Be prepared and have all your paperwork ready
- Send your material to NCAT and the other party or parties well before the hearing and in accordance with the Tribunal directions
- If a witness is appearing by telephone or video, make sure they have the relevant material required for the hearing
- Keep your camera on (if appearing by video)
- Mute your microphone when not talking
- Do not interrupt or talk over other people in the hearing
- Listen carefully to the other party and the Tribunal Member during the hearing.

### Test your connection

If your hearing is by video, it is recommended you test your connection before the hearing to make sure your equipment is working.

Visit the website <https://avl.justice.nsw.gov.au> and enter the test meeting ID 10091500.

### Connection problems

If you lose connection during your virtual hearing, close the program down and reconnect.

If you continue to have connection problems, contact NCAT immediately on 1300 006 228 to help you troubleshoot the issue.

## Common questions

### Can I use a mobile phone?

Yes, you can use a mobile phone. Make sure you have good network coverage and your mobile phone is fully charged before the hearing.



### **What if I don't have a computer or device with a camera?**

If you do not have access to a device, personal computer, tablet, laptop or mobile phone with a camera you can use a telephone instead.

To attend the hearing by telephone, call **02 9765 5580 or 1300 855 501** and enter the meeting ID when prompted.

### **Can I record the hearing?**

No. Under the *Court Security Act 2005*, you are not permitted to record the NCAT hearing yourself.

NCAT has a process to sound record all proceedings. You can order a copy of the sound recording of your hearing for a fee. Visit our website to find out [how to request a sound recording](#).

### **What happens if I am overseas or interstate?**

The request process is the same. If your request is approved, we will send you information on how to join the hearing from your location. Hearing times will be in Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT).

## **Contact NCAT**

**1300 006 228 | [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)**

**Interpreter Service (TIS) 13 14 50**

**National Relay Service for TTY users 13 36 77**

For more information and assistance visit the NCAT website [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au) or contact NCAT on **1300 006 228**.